Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, July 12, 2021

1:30 p.m. – 3:00 p.m.

Location: Videoconferencing using GoToMeeting

Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, Alliance offices will be closed for this meeting. The following alternatives are available to members of the public to view this meeting and to provide comment to the committee.

1. Members of the public wishing to join the meeting may do so as follows:
   - Via computer, tablet or smartphone at:
     https://global.gotomeeting.com/install/998236101
   - Or by telephone at: 1 (224) 501-3412; Access Code: 998-236-101 ENGLISH
   - En español: número de teléfono: 1 (646) 749-3122; código de acceso: 430-278-573

2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
   a) Email comments by 11:00am on Wednesday, July 7, 2021 to WCMFAC@ccah-alliance.org
      I. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
      II. Comments will be read during the meeting and are limited to five minutes.
   b) Public comment during the meeting when that item is announced.
      I. State your name and organization prior to providing comment.
      II. Comments are limited to five minutes.

MEETING ADMINISTRATION	
I. Call to Order	Elsa Quezada
II. Roll Call	Maria Marquez
III. Oral Communications	Elsa Quezada
CONSENT AGENDA	
IV. Approve CMFAC Meeting Minutes from previous meeting.	Elsa Quezada
REGULAR AGENDA	
V. CalAIM Enhanced Care Management (ECM) and In Lie of Services (ILOS)	Jennifer Mockus
VI. WCMFAC Brochure Updated Draft	Lilia Chagolla
VII. Community Partner Feedback | COVID-19 Impact on Members	WCMFAC Committee Members

HEALTHY PEOPLE. **HEALTHY** COMMUNITIES.

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VIII.	CCS Advisory Group Representative Report	Susan Skotzke

REVIEW FUTURE AGENDA AND ACTION ITEMS

IX.	Future Agenda Items	Lilia Chagolla
X.	Review Action Items	Maria Marquez
XI.	Adjourn (end) Meeting	Elsa Quezada

Next Meeting; Monday, September 13, 2021 at 1:30p.m.

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

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The complete agenda packet is available for review at Alliance offices, and on the Alliance website at www.ccah-alliance.org/boardmeeting.html. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at WCMFAC@ccah-alliance.org or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, May 10, 2021

1:30p.m. – 3:00p.m.

Teleconference Meeting
(Pursuant to Governor Newsom's Executive Order N-29-20)

Chairperson: Elsa Quezada, Vice-Chair and Monterey County Board Member

CCAH Support Staff Present: Lilia Chagolla, Regional Operations Director**;** Maria Marquez, Administrative Specialist

WCMFAC Committee Present: Christine Betts, Monterey County – Local Consumer Advocate; Frances Wong, Monterey County – CCS WCM Family Member; Kim Pierce, Monterey County – Local Consumer Advocate; Lori Butterworth, Santa Cruz County – Local Consumer Advocate; Irma Espinoza, Merced County – CCS WMC Family Member;; Manuel López Mejia, Monterey County – CCS WCM Family Member; Susan Skotzke, Santa Cruz – CCS WCM Family Member; Vicky Gomez, Merced County – CCS WCM Family Member

WCMFAC Committee Absent: Deardra Cline, Santa Cruz County – CCS WCM Family Member Ashley Gregory, Santa Cruz County – CCS WCM Family Member; Cindy Guzman, Merced County – CCS WCM Family Member; Cristal Vera, Merced County – CCS WCM Family Member; Cynthia Rico, Merced County – CCS WCM Family Member

CCAH Staff Present: Dianna Diallo, Medical Director; Jennifer Mockus, RN, Community Care Coordination Director; Jessie Newton, Complex Case Management Supervisor – Pediatric; Kelsey Riggs, RN, Pediatric Complex Case Management Supervisor; Linda Gorman, Communications Director

Guest: Blanca Sahagún, Public Health Program Coordinator for Merced County Department of Public Health – CCS Nursing & Therapy Division; Concepcion Schwegman, California Foundation for Independent Living Centers; Janna Espinoza, Chair, CCS WCM Family Member; Kathrine Crowley, California Foundation for Independent Living Centers; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz

Agenda Topic	Minutes	Action Items
Meeting Administration Lilia Chagolla	• Lilia Chagolla, Regional Operations Director (ROD) welcomed the group.	
Call to Order Elsa Quezada	• Elsa Quezada, Committee Vice-Chair called the meeting to order at 1:35p.m.	
Roll Call Maria Marquez / Lilia Chagolla	• Committee introductions and roll call was taken.	
Oral Communications Elsa Quezada	• Elsa Quezada, Committee Vice-Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. No members of the public addressed the Committee.	

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Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, May 10, 2021

1:30p.m. – 3:00p.m.

Agenda Topic	Minutes	Action Items
	• Elsa Quezada, Committee Vice-Chair opened the floor for members/staff in attendance to make comments. • J. Espinoza, CCS WCM Family Member shared that due to personal matters she is no longer be able to chair for the WCMFAC.	
Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting Elsa Quezada	• Elsa Quezada, Committee Vice-Chair opened the floor for approval of the meeting minutes of the previous meeting on March 8, 2021. Motion to approve the consent agenda as presented. Seconded and passed unanimously.	
Regular Agenda Item **Digital Connection for Families** Kathrine Crowley and Concepcion Schwegman, California Foundation for Independent Living Centers	• Kathrine Crowley and Concepcion Schwegman, California Foundation for Independent Living Centers (CFILC) presented on the Digital Connection for Families. C. Schwegman shared that the Digital Access Project aims to assist those who do not have the digital literacy skills they need to succeed. The program works to assist individual in understanding the relevance that the internet plays in society and our lives. • They provided information of services and an overview of the programs that CFILC offers and shared how they can assist in accessing telehealth and staying connected virtually. Shared California low-cost internet options and • Provided an overview of the California Assistive Technology Ability Tools program that provides a variety of services for Californian's with disabilities of all ages to access and acquire assistive technology. Shared local centers services and contact information. Flyers attached. • Shared tips for safe socializing that can be adapted to video conferencing. • Elsa Quezada, Committee Vice-Chair asked if the CFILC can provide a survey post their presentation to ensure they hear the feedback.	M. Marquez to follow up with the CFILC presenters for a presentation survey.

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Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, May 10, 2021

1:30p.m. – 3:00p.m.

Agenda Topic	Minutes	Action Items
WCMFAC Brochure Development Lilia Chagolla	• Lilia Chagolla, ROD provided a background on the request to create a FAC brochure and presented a draft brochure. • Lilia Chagolla solicited feedback and edits to the WCMFAC brochure. Committee members provided feedback and edits to the brochure. • Next steps are to update the brochure as requested on the content and provide a second draft to the committee.	Provide an updated draft of the brochure with the suggested edits.
Community Partner Feedback | COVID-19 Impact on Members	• Open forum for Committee members to share COVID-19 impact. • Janna Espinoza shared on some COVID related positives news. She mentioned that DME needs have been running smooth and has been able to obtain the necessary adjustments as needed. • Susan Paradise shared her concerns on the lack of resuming care and emphasized on children and youth not having access to Medical Therapy Unit, in-person therapy during COVID.	
CCS Advisory Group Representative Report Susan Skotzke	• Susan Skotzke, Committee Member shared the following: • Whole Child Model is being evaluate. The evaluation aims to measure the impact of the WCM on access to care, services use, quality of care, and coordination of care for patients and their families. She added that not only families were interviewed, but Medical Therapy Units as well and shared some of the findings. • DHCS is delaying the planned implementation for Medi-Cal Rx. More to come as a new implementation date is announced potentially in May 2021. • DHCS announced that a new Chief was appointed for the CCS program oversight. She further reported on the recruiting efforts. • Provided a brief overview of the California Advancing and Innovating Medi-Cal (CalAIM) Enhanced Care Management (ECM) and In Lie of Services (ILOS).	CalAIM Enhanced Care Management (ECM) and In Lie of

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Agenda Topic	Minutes	Action Items
	Suggested for Central California Alliance for Health to present on this topic at the next WCMFAC meeting. • Susan Skotzke, Committee Member encouraged members of the Committee to view the DHCS portal for other important data shared as well as to review the meeting presentation. • Lilia Chagolla ROD communicated on the interest of FAC members attending any of the meetings as a WCMFAC representative and asked committee member to share any agenda topics or concerns they would like address at the CCS Advisory Group meetings.	Services (ILOS) to be added as a topic for the WCMFAC meeting scheduled for July.
Future Agenda Items Lilia Chagolla	• CalAIM Enhanced Care Management (ECM) and In Lie of Services (ILOS) – Jennifer Mockus • WCMFAC Brochure Updated Draft – Lilia Chagolla	
Review Action Items Maria Marquez	• Maria Marquez reviewed the action items.	
Adjourn (end) Meeting Elsa Quezada	The meeting adjourned at 3:04p.m.	
Minutes Submission	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

Next Meeting: July 12, 2021 at 1:30p.m.

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WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE
MISSION STATEMENT

➢ To serve as an advocate for other families
➢ Commit to improving care and services
➢ Collaborate in problem solving
➢ Contribute to the success of the program

ORDEN DEL DÍA COMITÉ CONSULTIVO DE FAMILIAS DEL
MODELO DEL NIÑO EN SU TOTALIDAD
DECLARACIÓN DE LA MISIÓN

➢ Servir como defensor de otras familias
➢ Comprometerse para mejorar la atención y los servicios
➢ Colaborar para resolver problemas
➢ Contribuir a los buenos resultados del programa

Enhanced Care Management and In Lieu of Services Overview

Whole Child Model Family Advisory Group

Jennifer Mockus, RN; CCC Director

July 12, 2021

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Enhanced Care Management and In Lieu of Services Overview

AGENDA:

1. What is Enhanced Care Management (ECM)?
2. Who is Eligible to Receive ECM?
3. What Are In Lieu of Services (ILOS)?
4. When Will ECM & ILOS be available?

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What is Enhanced Care Management?

- ECM will be a Medi-Cal benefit beginning January 1, 2022
- High-touch, face-to-face work in the community with frequent member contact
- Extends beyond standard case management, care coordination and disease management activities
- Person-centered, goal-oriented and culturally relevant
- Services are arranged through community-based providers
- Integrated with other care coordination processes. ECM assumes primary responsibility for all primary, acute, behavioral, developmental, oral, and long-term services and supports, regardless of setting

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What are the Goals of Enhanced Care Management?

- Improving care coordination

- Integrating services

- Facilitating community resources

- Improving health outcomes

- Addressing social determinants of health

- Decreasing inappropriate medical utilization

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WHO IS ELIGIBLE FOR ECM: POPULATIONS OF FOCUS

<u>January 2022</u>

- Individuals and families experiencing homelessness or chronic homelessness, or who are at risk of becoming homeless with complex health and/or behavioral health conditions
- High utilizers with frequent hospital admissions, short-term skilled nursing facility stays, or emergency room visits
- Individuals at risk for institutionalization who have co-occurring chronic health conditions and:
  – Serious Mental Illness (SMI, adults)
  – Substance Use Disorder (SUD)

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WHO IS ELIGIBLE FOR ECM: POPULATIONS OF FOCUS

<u>January 2023</u>

- Individuals at risk for institutionalization who are eligible for Long Term Care services
- Nursing facility residents who want to transition to the community
- Individuals transitioning from incarceration who have significant complex physical or behavioral health needs requiring immediate transition to the community

<u>July 2023</u>

- Children or youth with complex physical, behavioral, or developmental health needs
  – California Children's Services, foster care, youth with Clinical High-Risk Syndrome, or first episode of psychosis

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IN LIEU OF SERVICES (ILOS): OVERVIEW

- According to Federal Medicaid program rules, "in lieu of services" are medically appropriate and cost-effective alternatives to services that can be covered if:
  - Services are focused on medical/social determinants of health as a substitute for, or to avoid, hospital/nursing facility admissions, discharge delays, and avoidable emergency department use
  - Services are optional for members, and they are not required to use the ILOS
  - Each service will have defined eligible populations, code sets, potential providers, restrictions, and limitations
  - Services are optional for the managed care plan to provide

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- Housing transition and navigation services
- Housing deposits
- Housing tenancy and sustaining services
- Short-term post-hospitalization housing
- Recuperative care (medical respite)
- Respite services
- Day habilitation programs

- Community transition programs
- Residential care facilities
- Personal care and homemaker services
- Home modifications
- Meals/medically tailored meals
- Sobering centers
- Asthma remediation

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ILOS: PLANNING

- DHCS is proposing statewide implementation over time, focusing in the short term on infrastructure development

- DHCS is strongly encouraging Health Plans to continue ILOS implemented during Whole Person Care pilots

- Health Plans can add new ILOS in six-month intervals

- The State will provide technical assistance to Health Plans, to prepare for this new set of services

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When Will ECM & ILOS be available?

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WHAT IS WHOLE PERSON CARE PILOT?

- WPC pilots began in 2017 throughout the State
- Pilots are administered by Counties
- Goal was to improve member health and wellbeing through more efficient and effective use of resources
- Targeted high cost, high utilizers of ED and inpatient services who are chronically homeless and have mental illness and/or SUD
- Focused on coordinated health, BH, and social services, in a patient-centered manner
- Built case management, care coordination, and data sharing infrastructure

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ECM & ILOS: IMPLEMENTATION TIMELINE

- **For Counties <u>with</u> Whole Person Pilots (Santa Cruz and Monterey):**
  - o **January 1, 2022** – Alliance launches ECM benefit for 2022 populations of focus that align with the populations currently served by the WPC Pilots
  - o Alliance automatically transitions Members currently served by WPC or in the process of enrolling in WPC into ECM and reassess within 6 months
  - o Alliance may begin offering ILOS as prescribed by WPC pilots

  - o **January 1, 2023** – Alliance expands ECM for three of the remaining populations of focus

  - o **July 1, 2023** – Alliance expands ECM to all populations of focus, including Children and Youth

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ECM & ILOS: IMPLEMENTATION TIMELINE

- **For Counties <u>without</u> Whole Person Pilots (Merced):**

  - **January 1, 2022** – Alliance may begin offering ILOS in alignment with their service area
  - **July 1, 2022** – Alliance begin implementation of ECM
  - **January 1, 2023** – Alliance expands ECM to three other populations of focus
  - **July 1, 2023** – Alliance expands ECM to all populations of focus, including Children and Youth

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Questions?

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