



REGIONAL PLANNING CONSORTIUM

CNY RPC 2nd Quarter Board Meeting

May 4th 2020 10 am to 12 pm

Go To Meeting-Webinar

Agenda

- 10:00 am** **Welcome & Introductions (Scott/Sharon/Kate)**
- Sharon MacDougall- DCS of Cortland Co./DCS Co-Chair
- 10:10 am** **Approval of February 2020 Minutes (*Motion Requested*) (Scott/Sharon)**
Approval of CNY By-Laws Additions (*Motion Requested*) (Katie)
- 10:15 am** **COVID-19 Discussion (Scott/Sharon)**
- Agency, Client, Community Impact
 o County's Response to PPE Demand
- Future Landscape: Telehealth
- 11:15 am** **Standing Agenda Items (Scott/Kate)**
- Prioritize Current Issue Slate
- Workgroup Updates
- State Co-Chairs Meeting
- 11:45 am** **RPC Announcements (Kate)**
- Youth Peer Vacancy
- COVID-19 Open Discussion Calls
- SU Pilot Survey
- 12:00 pm** **Adjourn (*Motion Requested*) (Scott/Sharon)**
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Important Dates to Remember:

- **3rd Quarter Board Meeting:** September 21st, 10 am to 12 pm at OneGroup Center*
- **HARP/HCBS Workgroup:** May 20th 2020 - 10 am to 11:30 am at Liverpool Library*
- **Children and Families Subcommittee:** May 15th 2020 from 10am to 12 pm via Conference Call
- **Workforce Development Group:** May 28th 2020 from 10 am to 12 pm at Circare*
- **Care Management Roundtable:** May 7th 2020 from 10 am to 11:30 am at Prevention Network*

2020 Board Meeting Dates:

1. September 21st 2020 from 10 am to 12pm
2. December 7th 2020 from 10 am to 12 pm

Your RPC Coordinator

Katie Molanare

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CNY RPC Board Attendance List

	Name	Attendance	Organization	Stakeholder Group
1	Carrie Doran	Y	Liberty Resources	CBO
2	Liz Smith	N	Unity House	CBO
3	Lisa Tanner	Y	ICAN	CBO
4	Laura Eannace	Y	The Neighborhood Center	CBO
5	Yvette Borne	Y	Hillside Children's Center	CBO
6	Eric Bresee	Y	Farnham Family Services	CBO
7	Eric Stone	Y	Trinity Health System	H&Hs
8	Monika Taylor	Y	Crouse Health System	H&Hs
9	Deanne Meyers-Acome	Y	Oswego Health	H&Hs
10	Scott Ebner	Y	Circare	H&Hs
11	Lisa Volo	Y	MVHS	H&Hs
12	Danielle Martin	Y	CNYHHN	H&Hs
13	Lauren Wetterhahn	Y	CNY Care Collaborative	Key Partner
14	LeslieAnn Regen	Y	MAS	Key Partner
15	Beth Hurny	Y	Prevention Network	Key Partner
16	Megan Stuart	Y	Housing And Homeless Coalition CNY	Key Partner
17	Shari Weiss	Y	Cayuga Co Comm Health Network	Key Partner
18	Lauren Davie	Y	Central Region Addictions Resource Center	Key Partner
19	Sharon MacDougall	Y	Cortland Co. DCS	LGU
20	Raymond Bizzari	N	Cayuga Co. DCS	LGU
21	Teisha Cook	Y	Madison Co. DCS	LGU
22	Nicole Kolmsee	Y	Oswego Co. DCS	LGU
23	<i>Vacant</i>		Oneida Co. DCS	LGU
24	Lisa Alford	N	Onondaga Co. DCS	LGU
25	Stephanie Pestillo	Y	Fidelis	MCO
26	Colleen Klintworth	N	Excellus/Centene Health	MCO
27	Angela Vidile	Y	MVP	MCO
28	Jennifer Earl	Y	United Health Care/Optum	MCO
29	Katherine O'Connell	Y	Molina Healthcare	MCO
30	<i>Vacant</i>		Youth Peer Advocate	PYF
31	Jennifer Daly	N	Advocate	PYF
32	Carole Hayes Collier	Y	AccessCNY	PYF
33	Ashley Dailey	Y	Prevention Network	PYF
34	Jennifer Pedersen	Y	ICAN	PYF
35	Kirsten Hubel	Y	CCSI	PYF
36	Laura Zocco	Y	OMH Field Office	State Government
37	Beth Rinflet-Fleming	Y	OASAS Field Office	State Government
38	Debra Walker	Y	Beacon Health	BHO
39	Katie Weldon	Y	Helio Health	BHCC Lead
40	Kelly Lane	Y	The Neighborhood Center	BHCC Lead
41	Carol Tytler	Y	Family Counseling Services of Cortland CO.	BHCC Lead

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Guest Attendance		
	Name	Organization
1	Lori Kicinski	RPC
2	Emily Childress	RPC
3	Kat Gaylord	RPC

CNY RPC Board Meeting Minutes

I. Welcome & Introductions (Scott/Sharon/Kate):

Sharon MacDougall- DCS of Cortland Co./DCS Co-Chair

- Scott Ebner and Katie Molanare welcomed the group at 10:02 am. Katie completed roll call. Scott welcomed Sharon MacDougall to the board. Sharon introduced herself to the board as the new DCS Co chair. Sharon is the new DCS for Cortland Co.

II. Approval of February 2020 Minutes (*Motion Requested*) (Scott/Sharon)

- The Q1 minutes were sent out prior to the meeting. The board was given a few minutes to review. Scott asked for motion to approve minutes as is: Kate O’Connell made a motion, Nicole Kolmsee seconded. All were in favor, minutes were passed.

Approval of CNY By-Laws Additions (*Motion Requested*) (Katie)

- Due to the pandemic and having to move meetings to a virtual setting, the CNY RPC By-laws were updated and sent to the board prior to the meeting to review. Katie reviewed the by-law additions with the group.
 - o The first by-law change was related to electronically voting when meetings are in person. Scott asked to include “virtual meetings” to the language. Edits were made by Katie.
 - o The second by-law change was related to suspending a voting quorum to approve meeting minutes. No additions or changes offered.
 - o The third by-law change was related to allowing non-RPC board members to lead subcommittees/workgroups. Eric Bresee asked to remove “C&F” so if there are future subcommittees no new edits need to be made to bylaws. Edits were made by Katie
 - o Scott called for a motion to approve the presented and amended by-laws: Kate O’Connell made a motion; Monika Taylor seconded. Scott asked for any opposed; there was none. Scott asked for any abstentions; there was none. All were in favor; by-law changes were approved.



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III. COVID-19 Discussion (Scott/Sharon)

Agency, Client, Community Impact, County's Response to PPE Demand, Future Landscape: Telehealth

- a. Scott led a discussion around key topics related to the COVID19 pandemic. He suggested that this discussion be focused on RPC input/POV. Details of the discussion are below.
 - i. Kirsten Hubel: Noted that coordination of issue discussions could occur as most topics are similar amongst various groups.
 - ii. Katie Weldon: Noted there are a lot of calls and e-mails. Helio Health (CNY-BHCC) is making an effort to limit what is being sent out to not overwhelm providers. The CNY-BHCC held a weekly all-partner call focused on financial impact and how to phase back into regular service delivery (referenced "best practices playbook" for phase in including information on physical space with post-pandemic fears and requirements). A regional approach between RPC, BHCC, and LGUs to help streamline information and discussions was mentioned.
 1. Scott: Discussed a "fear" of missing out and a desire to attend all meetings has become a challenge for many providers.
 - iii. Scott: What do we want to continue to support? What should the RPC collect to help advocate at state level for permanent changes to regulations and policy? Noting best practice approach as future conversation. Asked DCSs what their focus is currently?
 1. Sharon MacDougall: Cortland County is working closely with other counties and state to offer guidance to agencies, everything is still being assessed and future planning is difficult because there is a lot of individual county differences. Advocacy for agencies and clients. Community impact is county-specific.
 2. Carol Tytler: Family Counseling Services of Cortland Co./Southern Tier-BHCC lead is collecting information to share with elected officials regarding community impacts, how waivers have allowed agencies to work differently including difficulties and successes, hoping to advocate for on a long-term basis
 - iv. Scott: BHCC focus on best practices, DCS focus on emergency response (referenced PPE). Agencies are starting to look at what additional PPE are agencies going to need when things begin to re-open?
 - v. Is there a forum to discuss reopening plans? Conversations regarding supply and appropriate use.
 1. Teisha Cook: Madison County has assembled committee of 30 people to discuss reopening and tasked them for specific area needs and to bring in all information from various areas, conversation on continuation of telehealth and also PPE access

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- vi. Scott: How could RPC help to bring a group together similar to Madison's committee? Asked Katie and Lori Kicinski.
 - 1. Lori Kicinski: Common discussions are being had around state, listed 6 topic areas for focus (Service delivery, Re-entry and face to face services, Workforce, Telehealth sustainability, Client concerns/feedback, Revenue cycle management during/post COVID 19). Continuing communication with staff regarding how to synthesize regional input and collect information/data
 - 2. Katie: CNY biweekly COVID discussion continue. During the last call on 4/27 the group began discussing how to collect data - particularly client engagement. Currently in the process of creating regional task force for client engagement feedback collection
 - a. Scott: Strategies for engagement?
 - i. Katie: Telehealth has reported to have increased engagement, multiple lenses to look at it through: financial (less no-shows)
- vii. Katie Weldon: There is a resource section on CNYBHCC website open to all; wellness, new work boundaries, supervision
- viii. Scott: Agency impacts – info overload from agency level of HR implications, cashflow. Is this similar to other agencies? Referenced law firm emails
 - 1. Sharon MacDougall: Staying up to date on changing guidance re: Telehealth and billing has been a struggle for billing and clinical staff, OMH has been most responsive in updating website
 - a. Laura Zocco: If you're struggling with continual guidance, reach out to OMH field office to clarify.
- ix. Scott: Can OMH offer guidance on federal guidance or just OMH?
 - 1. Laura Zocco: Specific to OMH guidance on OMH services, instruct to go to DOH website for statewide information
- x. Scott: A lot of questions about who do you go to for what guidance. Different places for different topics.
 - 1. Eric Bresee: Growing struggle to understand how to get money recouped after giving employees 10 days of leave for quarantine
 - 2. Carol Hayes Collier: Even emails can be overwhelming with the info
 - 3. Scott: Creating kits for vulnerable populations (essential workers and clients) who are unable to protect themselves but need PPE/sanitizer/etc is a struggle
 - 4. Shari Weiss: Cayuga County trying to figure out best way to distribute, putting together wellness kits for farm community,

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Cayuga Co. COVID task force for United Way fund distribution to organizations that express gaps

- xi. Scott: Any other input on guidance distribution?
 - 1. Katie: Are CNY RPC Updates helpful or overload?
 - a. No comments other than Kate's daily emails are valuable.
- xii. Sharon MacDougall: Is it that people would like directive of sequential steps? Reference risk assessment, could there be guidance across the state on what to do first regarding next steps of phase-in?
 - 1. Scott: It is helpful to have the compiled list of guidance. BHCCs are doing similar in postings to websites.

IV. Standing Agenda Items (Scott/Kate)

Prioritize Current Issue Slate

- a. Kate went through the current issue slate with the group, as seen in the chart below. Many issues have been moved to the "Parking Lot: for various reasons. Katie went through the current open issues and described the updates highlighted in the chart. The group then had continued conversations around the two new issues added back in Q1. Below are the details.

i. Informed Consent:

- 1. This issue was referred to the HHH workgroup back in Q1 and the group has been struggling to create actionable items within RPC scope.
 - a. Scott: Are there other RPC regions who have brought this up or is this purely homegrown?
 - b. Katie: Uncertain about other regions currently discussing this topic but discussions have occurred in the past.
 - c. Scott: With Telehealth now, consenting processes are adding an additional layer, the "informed" element is greatly missing, how do we proceed in reviewing this issue along due diligence process? Noted changes needed in process of how employees relate information and how clients receive information, even though unable to change legal necessities.
 - d. Katie: If issue remains, HHH workgroup is not the place to be having this conversation. Would there be one or two board members willing to continue on this issue?
 - i. Carol Hayes volunteered to gather feedback from the CNY Peer Networking group for Q3 meeting.
 - ii. Scott suggested if it'd be possible to contact privacy officers from agencies, possible survey.

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- iii. Carol Tytler: BHCC shared involvement in this process from perspective of network wide consenting, care plans, etc.

2. Future Actions:

- a. Scott and Katie will discuss ways to gather information by developing a privacy officer survey
- b. Carol Hayes Collier will outreach peer group for original concerns

ii. Language Translation Services:

1. This issue was referred to the HHH workgroup back in Q1, the group will continue to discuss. What priority does the board place on this issue?
 - a. Katie will be participating in a language access meeting. MAS also participates, CNYCC does too. Possible future presentation at a board meeting.
 - b. Carol Tytler: Utilized relay service for hearing impaired, could there be a translator in a chat setting? Including that telehealth model possibility in discussions.
 - c. Carole Hayes Collier: Look into cultural competency committees for input as well.
2. Future Actions:
 - a. Katie will seek a presenter for Q3 meeting in September to gather further information on this issue.

Workgroup Updates

- a. Katie gave updates on the workgroups and subcommittees. Please see below outline.

State Co-Chairs Meeting

- a. The May co-chair meeting has been cancelled.
 - iii. Lori Kicinski: Each region will continue informed dialogue and due diligence on identified issues. Preparation to drive informed dialogue with data related to COVID pandemic.

V. **RPC Announcements (Kate)**

Youth Peer Vacancy

- a. Katie updated the group that there is a vacancy for a Youth Peer Advocate.

COVID-19 Open Discussion Calls

- Katie reminded the group that there are bi-weekly open discussion calls around the COVID19 pandemic. Next calls for May are May 13th and May 27th. Any and all providers are welcomed.



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SU Pilot Survey

- a. The SU Care Coordination Certificate Pilot has concluded. Katie is collecting feedback from students and supervisors. SU is collecting their own feedback. RPC and SU will compile to present to state at next co-chairs meeting.

VI. Open Floor:

- a. Beth Rinflet-Fleming (OASAS)- Telehealth attestations for emergency COVID extended out to September, encouraging providers to put in permanent waiver request.
Eric Bresee– clarification on permanent waiver request. Is that for Telemedicine or Telephonic?
Beth Rinflet-Fleming (OASAS)- Telemedicine.

VII. Adjourn (*Motion Requested*) (Scott/Sharon)

- a. Katie asked for a motion to adjourn the meeting. Carol Hayes Collier made a motion; Laura Eannace seconded. All were in favor. Meeting adjourned at 11:56am.
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Current Issue Slate

Description	How This Issue Has Been Vetted	Current Recommendations
<p>Q2 2018</p> <p>Primary Care Providers are reluctant to learn about Health Homes and HCBS services, which creates a gap in patient care coordination</p> <p>Parking Lot</p>	<ul style="list-style-type: none"> • UPDATE as of 2/7/19: This issue has been referred to the HARP/HCBS/HH Workgroup • UPDATE as of 6/20/19: This issue has been moved to the parking lot" within the HARP/HCBS/HH Workgroup." 	<ul style="list-style-type: none"> • Health Homes and CMAs have partnered in their attempts to connect with PCPs • Health Homes and CMAs have left information at PCPs front desks and waiting rooms • Health Homes and CMAs are looking to present information to first-year residents at local hospital during their summer orientation • We are looking to collect information around the PCPs pain points" and how Health Homes/CMAs can assist with that."
<p>Q2 2018</p> <p>There is a critical lack of "prescribers" in the region (i.e. psychiatrists, psychologists) and providers are now noticing a shortage in "mid-level" prescribers such as, psychiatric nurse practitioners, leaving mental health clinics without a way to diagnosis and prescribe medications to clients.</p> <p>Parking Lot</p>	<ul style="list-style-type: none"> • UPDATE as of 2/7/19: The Board has decided to keep this issue open and continue to partner with other regions who've identified this as a priority also. The Board is also looking to edit the issue and has referred it to the Workforce Development Workgroup to complete this task. • UPDATE as of 6/20/19: The Board and the Workforce Development Workgroup have decided to defer this issue to the FL region who has identified this as a priority and has brought the issue to the State. The CNY region will continue to support the FL region with this issue when needed. 	<ul style="list-style-type: none"> • We created a small task force to address this issue, that will be expanded to a regional work group to further the discussion • We continue to have discussions with State partners around the criteria needed for Physician Assistants to work in Article 31 clinics • We've fostered connections with Department of Labor for understanding local data around estimated projections of certain job titles. • We identified Board Certified Psychiatric Pharmacists (BCPPs) as a potential resource to fill need.



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Description	How This Issue Has Been Vetted	Current Recommendations
<p align="center">Q2 2018</p> <p>Health Homes and HCBS providers are struggling to hire qualified care managers due to the educational requirements. There has been a noted increase in applicants with Associate Degrees that providers have had to turn away as they do not have the required experience or educational background. This has led to an increase in job vacancies leaving agencies to increase case loads of existing care managers to fill the gap.</p> <p align="center">Open/Referred</p>	<ul style="list-style-type: none"> • UPDATE as of 2/7/19: This issue is currently being discussed in both the HARP/HCBS/HH workgroup and the Workforce Development group. The Board has made this the top priority • UPDATE as of 6/20/19: The HARP/HCBS/HH workgroup has held a Care Management Townhall event to gather feedback on this issue. As a result of a survey handed out at the event, the group has created a Care Management Roundtable to continue to evaluate and vet this issue with the help of a small group of Care Managers. The Workforce Development Group is currently working on developing a "benefits" survey both for HR staff and front line to staff to possibly address/update current benefits being offered. The group is also partnering with Syracuse University and CNY Care Collaborative in developing/proposing a training collaborative for front line staff • UPDATE as of 4/20/20: Syracuse University has received a grant from CNYCC in September 2019 to develop a Care Coordination Certificate Pilot. The pilot will end in April 2020. Syracuse University will be collecting data, as well as, the CNY RPC. The CNY RPC has been a part the Advisory Committee for this pilot since August 2019. The Workforce Development Group is also planning on collecting data around recruitment strategies from new employees. This is set to go out in May 2020 	<ul style="list-style-type: none"> • We have asked select providers from each county to identify educational requirements needed for a care management position • We've had discussions with Department of Labor around the various job titles related to care management • We've had discussions in workgroups around identifying average training time for a new entry-level employee • We've created a Workforce Development work group to discuss recruitment, retention, and systematic solutions for behavioral health employees • We've established a connection with the State RPC Workforce group to vet issues related to recruitment tactics for entry level employees • We've developed a Care Management sub-group to continue vetting this issue • We've partnered with Syracuse University and CNYCC who received a grant to develop a Care Coordination Certificate Pilot [Updated] • We've developed and collected data around benefits for front line staff



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Description	How This Issue Has Been Vetted	Current Recommendations
<p align="center">Q3 2019</p> <p>The process of informed consent has brought up much confusion. Particularly around the number of forms a client must sign and which forms providers require.</p> <p align="center">Open/Referred</p>	<ul style="list-style-type: none"> • The CNY RPC Board discussed this issue during the Q3 2019 BOD meeting. It was then referred to the HHH Workgroup to discuss further • The HHH Workgroup discussed Informed consent over the course of 3 months and included Privacy Officers in the discussion. As a result there was continued confusion around actionables and what the RPCs can do. This issue was then referred back to the CNY BOD. 	<ul style="list-style-type: none"> • A universal consent form • Additional education around the different consent forms
<p align="center">Q1 2020</p> <p>Obtaining behavioral health translation services is extremely difficult. There is a disparity between medical and behavioral health translation services. There is shared responsibility between MCO and providers and care management.</p> <p align="center">Open/Referred</p>	<ul style="list-style-type: none"> • This issue was referred to the HHH workgroup in February 2020 • The HHH workgroup continues to discuss possible actionables 	<ul style="list-style-type: none"> • Hiring those that speak the language needed • Researching regulations into reimbursement on this topic • Developing a resource guide around available language translation services, both local and statewide

Highlighted Issues Will Be Discussed At BOD Meeting



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Workgroup/Committee Updates:

- 1. HARP/HCBS/Health Home Workgroup:**
 - a. Meets Monthly on the 3rd Wednesday from 10 am to 11:30 am
 - b. Discussing more topics related to Substance Use. Connected with OASAS on available resources
 - c. Looking to develop a HCBS Sustainability Taskforce to collect data. Some agencies are already doing this.
 - d. Annual Networking events are on hold for right now
 - i. Annual HCBS Panel Event was set for June, however it will be postponed
 - ii. The group will decide if they'd like to hold their Annual HCBS Networking event in the Fall.
- 2. Children and Family Subcommittee:**
 - a. Meets Bi-monthly on the 2nd Friday from 10 am to 12 pm
 - i. As of April 2020, the group will temporarily meet monthly. Next meeting is May 15th 2020
 - b. CFTSS Networking Event was postponed. Rescheduled date has not been set.
 - i. A resource guide from the presenters was developed and dispersed shortly after the cancellation in March 2020
 - c. Due to the pandemic, many of the conversations have shift. The group is looking to include someone from CNY 211 to help update on available resources.
 - i. Many of the providers in the group have noted that children seem to be succeeding more at home. Schools/Teachers have made the transition easy and fun for children. However, it was noted that family members are more frustrated with children being home.
 - ii. The group is looking to document and track changes in no shows and the financial implications during the pandemic.
- 3. Care Manager Roundtable:**
 - a. Meets Monthly on the 2nd Thursday from 10 am to 11:30 am
 - b. The group just completed a group assessment on professional strengths. The goal of this was to identify commonalities among members and hopefully build a framework for Roundtable discussions
 - c. This month the group will discuss possible roundtable topics and hopefully hold its first roundtable over the summer. It will most likely be a virtual event.
- 4. Workforce Development Committee:**
 - a. Meets Monthly on the 4th Friday from 10 am to 12 pm
 - b. The group has developed a Recruitment Survey aimed at collecting data from new employees on possible recruitment strategies. The survey is set to go out in May 2020
 - c. Onondaga County/CNY Peer Networking Group developed a survey and collected data around Peer Workforce. That data will be shared with the group
 - d. Prior to the pandemic, the group had discussed holding a Ticket to Work event. That has been put on hold for now.
- 5. VBP Newsletter:**
 - a. A VBP newsletter continues to be sent out bi-monthly.