



## Capital Region RPC: HARP/HCBS/Health Home Ad Hoc Work Group

April 30, 2020, 2-3PM

GoToMeeting

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1. **Introductions:** (Name, agency/organization, title, identify if HARP, HCBS provider/services providing, or Health Home)
  2. **Regional Check-In:**
    - Challenges and Successes: COVID-19 Update
      - ◆ Question: David F- New grant possibility- financial literacy/resource management- clients literate/illiterate on topic? Danielle W:Unity House- housing programs/ rep payee service, same with Health Home/HCBS- stimulus payments, financial education Amanda P- MHA partnered- Columbia/Greene Counties-Cornell Cooperative Extension provides budgeting/financial literacy services- Assurance Credit- similar to layaway almost/no credit report/higher interest rates
    - Employment Services during COVID-19- Amy P, Unity: Largely community based, how are others providing this services or addressing this with clients? Mike P, Trinity- Online based, complete applications, mock interviews, but having similar issue, similar issue with education goals- hard to do via telehealth, limited time with clients. Amanda P- Same issue with education services- clients are in need of other supports/services so still able to engage. Tina (OMH)- Are clients interested in essential work- with awareness of health hazards? Amanda P- not many hiring opportunities locally. Some layoffs and furloughs.  
Placed hiring- Price Chopper- Albany/Clifton Park, Walmart
    - Amanda P- Concern: amount of units used- using more units- any other experiencing this? Impact in 3<sup>rd</sup> & 4<sup>th</sup> quarter, get close to annual caps. Mike P- Always a thought, long-term concern, mostly work with CDPHP- really good at making aware of where they are- adjust services so still have contact with provider but not at same level- consistency.
    - Health Home Update- Unity House, Danielle W- working remote- 6 weeks now, translates well to remote work, busier than ever, clients responding well, some client loss- non-COVID related but hard on team. Lindsay H- echo what Danielle is saying- going fairly well, able to contact members more frequently, less time spent driving/sitting at appts, check-in more often, weekly calls for needs/changing guidance. Amanda P- Seems to be going well for service delivery models, method and model working well overall. Tina-OMH- Statewide hearing- telehealth working well, curious to know- length of time for check-in/sessions, CPST, PSR, time for actual therapeutic talk to happen? Amanda P- Able to do PSR via telehealth- RSS? Jen C- RSS-Care Management/Clinic- going really well, increase time on phone, if can't-reach out more frequently during month. Amy P- No one currently receiving PSR services- having more frequent contact, not always linkable to services already in place, more around health & safety, trying to keep connections, provide services when can. Brandy K- Still providing PSR-successful to engage difficult to engage clients/disengaged clients, focusing to address barriers to prepare for work/school for those not wanting to pursue anything right now due to COVID-19, people able to commit to phone call more than face-to-face visits. Amanda P- MHA- PSR, some able to meet goals due to groups being offered virtually- challenges with transportation in rural community, virtual options have allowed clients to expand social network, staff able to respond quicker- less transportation time, 30min phone call vs. appt at the home with drive time.
  3. **Transition to Telehealth:**
    - Implementation, Barriers, Feedback
      - ◆ Ideal landscape post NY PAUSE/COVID-19

1. Amanda P- Possible decrease each month in accessing services- trend regionally/Statewide, anyone tracking data? David F- Ceased to be as much of crisis as was- people developing other supports/getting used to things, very sudden stop caught off guard- people regrouping. Amy P- Happy to share data, lost staff, could skew. John A- CDPHP- Usage of services- no increase seen yet- track usage of HCBS services, Nick has good census, if anything- decrease, can confirm, people not having phones/video to access services, can get more info and get back to group, potentially need to wait for better data- have 120 days to submit claims, wait several months for data for current period, can compare to same month, quarter of previous year, circle back in few months. Katie- Fidelis- bring request to team, similar claims lag though. Amanda P- How do we make case to keep telehealth post COVID? Michael R- Comes back to data, use data collected compare to previous months/years. Jen C-RSS - Number of successful assessments via phone, nonexistent no show rate, more assessments done than in previous months
- ◆ Client Perspective
  1. Kat G- Central Region RPC- interest in client engagement, satisfaction surveys, taskforce assembled for client perspective in telehealth services, can't be obtained through claims data, elevate voice of service recipient outside of claims data, if something were developed- Health Homes able to disseminate?- Lindsay H- Yes. Amanda P- Across the State push to look at available data- informed case for telehealth services. After 6 months or so, more concrete feedback, best practices suggestions, etc. Michael R- Mileage reimbursement- valuable to look at, saving money not going out to meet with clients-telehealth. Medicaid transportation cost savings- reinvested- where? Tina- OMH- Collect qualitative data as well, ease of access, etc.

**4. Other Updates: Future Meetings & Open Floor**

- Amanda P- regularly meeting about 2 weeks- look at issues tracker, clean up, still issue, dig in, any other discussion items send to Amanda or Colleen. Tina-OMH- Aware of extension for Medicaid members, including HARP, Medicaid automatic eligibility- those that were set to expire the end of March, April, May or June- extended eligibility for 1 year automatically. If were set to transition from DSS to NY State of Health- case was extended with DSS. Amanda P- Impact on individuals. Tina- None, understanding is client don't need to do anything, 1 year extension.

**PLEASE NOTE: ALL SCHEDULED DATES THROUGH 5/15/2020 WILL BE HELD VIA GO TO MEETING**

**Upcoming Meetings – 2020 Schedule-**

**Location:**

Unity House  
2431 6th Ave.  
Troy NY 12180

**Dates:**

~~March 10<sup>th</sup> 1pm-3pm~~

April 16<sup>th</sup> 2pm-3pm GoToMeeting

April 30<sup>th</sup>, 2pm-3pm GoToMeeting

May 12<sup>th</sup>, 1pm-3pm GoToMeeting

July 14<sup>th</sup>, 1pm-3pm

September 8<sup>th</sup>, 1pm- 3pm

November 10<sup>th</sup>, 1pm-3pm

**Questions about this process can be answered by your RPC Coordinator:**

**Colleen Schoner**

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