



**Southwest Region  
Collaborative Planning &  
Implementation Group**



**Date:** April 19, 2023

**Start/End Time:** 11:00AM – 2:00PM

**Location:** Hybrid

**Facilitator Organization:** Public Health Institute

*In-person:*

**Santa Rosa Conference Room at the Sonoma County  
Department of Health Services**  
1450 Neotomas Ave Suite 200, Santa Rosa, CA 95495

*Virtual*

<https://pophealthinnovationlab-org.zoom.us/j/84696852303>

**Total Number of Attendees: 40**

**High Level Agenda**

No.	Topic	Key Questions
1.	Arrival & Welcome In	-
2.	Group Introductions	<ul style="list-style-type: none"> <li>Name, Organization, County and What are your organization's strengths?</li> </ul>
3.	CPI Framing & Updates	<ul style="list-style-type: none"> <li>What is PHIL's role in CPI?</li> <li>What has the collaborative accomplished so far?</li> </ul>
4.	Asset & System Mapping Overview & Activity (Part 1)	<ul style="list-style-type: none"> <li>What is the purpose of the CPI Asset &amp; System Mapping survey?</li> <li>What data was collected in the CPI Asset &amp; System Mapping survey?</li> </ul>
5.	Asset & System Mapping Activity (Part 2)	<ul style="list-style-type: none"> <li>Who is doing what in the Medi-Cal delivery system?</li> <li>What do you consider an 'asset'? Which community assets do you most value?</li> </ul>
6.	Update from Partnership HealthPlan of California	-
7.	Closing & Next Steps	-

*\*Meeting notes are included at the end of this document*



**POPULATION HEALTH  
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## Notes/Meeting Summary

### Key Takeaways & Discussion Themes by Agenda Topic

Topic	Discussion Themes/Key Takeaways	Actions Taken/Next Steps	Best Practices/Lessons Learned
Arrival & Welcome In	-	-	-
Group Introductions	<ul style="list-style-type: none"> <li>• What are your organization's strengths?</li> </ul>	-	-
CPI Framing & Updates	<ul style="list-style-type: none"> <li>• What is the role of CPI facilitators?</li> <li>• What accomplishments has PHIL made with the region so far?</li> <li>• Readiness Roadmap: Where are you on the Readiness Roadmap?</li> </ul>	<p>Participants in-person were able to identify which stop their organization is at on the Readiness Roadmap.</p> <p><b>Next Steps:</b> Strategize methods of collecting the stop all participants are at on the Readiness Roadmap</p>	PHIL will continue to have new participants. Framing and updates will need to be at the start of every meeting moving forward.
Asset & System Mapping Overview & Activity (Part 1)	<ul style="list-style-type: none"> <li>• Reviewed high-level data collected through the CPI Planning &amp; Asset Mapping Survey Results</li> </ul>	<p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>• A report of the initial findings is to be shared with the participants on the website.</li> <li>• The survey will be shared again to make the maps more robust. The next due date for the CPI Planning &amp; Asset Mapping Survey Results will be in two weeks (5/15/23).</li> <li>• Participants will help to distribute the survey within their networks.</li> </ul>	<b>Note:</b> The network maps displayed that counties interact with one another share networks.
Asset & System Mapping Activity (Part 2)	<ul style="list-style-type: none"> <li>• Increase awareness on what assets exist and who is engaged in the Medi-Cal delivery system.</li> <li>• Identify at least 2 takeaways or major themes to share.</li> <li>• Identify one asset available in the region to share.</li> </ul> <p><b>Key Takeaways:</b></p> <ol style="list-style-type: none"> <li>1. SW region entities need more ways to communicate.</li> <li>2. There are several entities missing from the asset maps. The current maps do not represent the existing networks.</li> </ol>	<p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>• Identify specific <i>capacity building</i> trainings (i.e., What is a good way to get information out? CBO capacity building)</li> <li>• Develop <i>collaborative systems improvement</i> strategies (i.e., It may be helpful to have regional ambassadors for each county.)</li> <li>• <i>Network and relationship building</i> with new members added to the asset maps. These include tribes and other minority groups, and existing</li> </ul>	<p>Referrals:</p> <ul style="list-style-type: none"> <li>• The SW region “knows who all their clinics are, and we know who all our schools are- it would be more helpful to know our ROI attachment.”</li> <li>• Strength of referral is not robust</li> <li>• Barriers in exchanging referrals</li> </ul> <p>Data Management Issues:</p> <ul style="list-style-type: none"> <li>• Redwood Quality Management were combined with Aliados - that is why there are issues with the Map</li> <li>• This data can be used to support local collaboratives.</li> </ul>

	<ol style="list-style-type: none"> <li>3. Having local organized groups that could collaborate at a more intimate level would be helpful because there are a lot of granular details.</li> <li>4. Transitioning from medical model to SDOH is rocky.</li> <li>5. Bureaucracy is holding us back from providing services.</li> <li>6. “Feedback from Partnership is slow and punitive.”</li> </ol>	<p>data exchange networks. (i.e., For-profit providers are not represented on the maps. Local providers are unaware of what for-profit provider policies and procedures.)</p> <ul style="list-style-type: none"> <li>• Create a concrete plan with what PHIL intends to do with the data collected.</li> <li>• PHIL must follow-up with SW region on the extensive list of ROI (Release of Information) mentioned in the in-person meeting.</li> <li>• MERLIN to identify existing data networks</li> <li>• MERLIN to review accuracy of maps (i.e., Redwood Quality Management were combined with Aliados)</li> </ul>	<p>County capacity issues:</p> <ul style="list-style-type: none"> <li>• County members may have limited uses for collaborating outside of their county (versus regional)</li> <li>• Counties need resources that are county specific, such as maps for just their county</li> </ul>
<p>Update from Partnership HealthPlan of California</p>	<ul style="list-style-type: none"> <li>• DHCS released updated ECM and CS reporting requirements on 04/12/23</li> <li>• Partnership HealthPlan (PHC) is currently reviewing the changes and plans to schedule upcoming meetings and webinars with ECM and CS providers to clearly outline and explain the updates.</li> <li>• PHC will also be revising all applicable training materials and templates.</li> </ul>	<p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>• PHIL will invite PHC to participate in the next monthly meeting</li> <li>• PHIL will follow up with PHC about sharing an updated list of contracted ECM and CS providers</li> </ul> <p><b>Note:</b> PHC will share new guidance with providers once they have reviewed.</p>	<p>Having a representative from PHC as a part of monthly meetings is beneficial.</p>
<p>Closing &amp; Next Steps</p>	<ul style="list-style-type: none"> <li>• Asset mapping follow-up</li> <li>• Next regional meeting is virtual.</li> </ul>	<p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>• Send updated calendar invite for May meeting.</li> <li>• Share slides, notes, data resources</li> </ul>	<p>PHIL team to send post-event survey to glean insight on the hybrid experience.</p>

### Identified Gaps/Challenges in CalAIM/ECM/Community Supports

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Lack of a centralized communication system	<ul style="list-style-type: none"> <li>• Not everyone is connected</li> <li>• There needs to be training on Collective Medical</li> <li>• Request for ROI</li> <li>• Contact information is usually outdated for providers when conducting referrals</li> <li>• Collective Medical has restrictions that do not allow cross-coordination</li> </ul>	PHIL will schedule meetings with local CIE to identify areas of opportunity to address this challenge.	<ul style="list-style-type: none"> <li>• Data exchange is hard! There are multiple systems ECM and CS providers have to enter info into.</li> </ul>
Populations of interest	<ul style="list-style-type: none"> <li>• In some places, saturations of populations of focus are already happening, so if there was a way to see which populations of focus are being served, that would be helpful.</li> <li>• There is quite a tug and pull between ECM providers in the same area severing the same clients.</li> <li>• It can get difficult when a client is enrolled with two or more providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Align <i>collaborative systems improvement</i> strategies (i.e., It may be helpful to have regional ambassadors for each county.)</li> </ul>	
Counties as an ECM	<ul style="list-style-type: none"> <li>• County right now is not exactly at the table because county is still looking into whether they want to be ECM providers.</li> </ul>	<p><b>Next Steps:</b> Strategize methods of collecting the stop all participants are at on the Readiness Roadmap</p>	

### Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Local Collaboration	Individual counties are well connected.	N/A	<ul style="list-style-type: none"> <li>• It will be important to leverage the existing strengths in the different parts of the region to enable the sustainability of PHIL's efforts.</li> </ul>

## Summary of Complaints & Grievances

Topic	Summary of Complaint/Grievance	Actions Taken	Next Steps
Lack of state data infrastructure	<ul style="list-style-type: none"> <li>It is getting more complicated the more and more we try to simplify it.</li> </ul>	PHIL will have a more participative role in conversations surrounding the Data Exchange Network	Identify learning opportunities for PHIL staff and CPI participants regarding the Data Exchange Network

## Specific comments, questions, or concerns regarding policy/implementation/change goals for TPA/DHCS

Topic	Comment/Concern/Question	Actions Taken	Next Steps
Participation compensation	<ul style="list-style-type: none"> <li>Enough people are participating in several CPIs that it's important for there to be some base-level similarities. Otherwise puts facilitators in an awkward position.</li> <li>CBO's and other entities that may be interesting in participating in CPI may not have the capacity to participate without compensation</li> </ul>	Pilot gift-card participation.	Share findings with PCG.
Shared data/case management platforms	<ul style="list-style-type: none"> <li>"No one wants to use a shared data/case management platform". Their proposed solution is to have it mandated at a state level.</li> </ul>		<ul style="list-style-type: none"> <li>Visit the listserv to see if other CPI facilitators are hearing similar sentiments.</li> <li>Identify actionable steps to take, or bring back to CPI participants.</li> </ul>

## Shared Collaborative Resources

#	Resource	Category/Type	Link/Access Information
1.	CPI Asset and System Mapping Report	Report	<a href="https://ql.tc/AwNY9j">https://ql.tc/AwNY9j</a>
2.	Northwest Kumu Map	Interactive Network Map	<a href="https://kumu.io/irewole15/path-cpi-northwest-asset-map">https://kumu.io/irewole15/path-cpi-northwest-asset-map</a>
3.	Southwest Kumu Map	Interactive Network Map	<a href="https://kumu.io/irewole15/path-cpi-southwest-asset-map">https://kumu.io/irewole15/path-cpi-southwest-asset-map</a>
4.	PATH CPI resources	Website	<a href="https://pophealthinnovationlab.org/projects/path/">https://pophealthinnovationlab.org/projects/path/</a>
5.	Collaborative Planning & Asset Mapping Survey	Survey	<a href="https://corexms9fmhcw4nh6y8v.qualtrics.com/jfe/form/SV_2srv7iy5eqA5WXI">https://corexms9fmhcw4nh6y8v.qualtrics.com/jfe/form/SV_2srv7iy5eqA5WXI</a>

## Individuals in Attendance

	Name	Organization	Position / Title	Email
1.	Amy Anderson *	Aliados Health	Sr. Program Manager/CalAIM	aanderson@aliadoshealth.org
2.	Beth Paul*	Aliados Health	Director Population Health	bpaul@aliadoshealth.org
3.	Bryan Buller	Independent Living Systems (ILS)	Director	bbuller@ilshealth.com
4.	Carrie Lara*	Community Support Network	Clinical Director	carrie@csn-mh.com
5.	Cayenne Bierman	Marin Community Clinic	Director of Complex Care	cbierman@marinclinic.org;
6.	Christina Palomo*	Anchor Health Management	Supervisor	palomoc@anchorhm.org
7.	Christopher Mitchell	Kaiser Permanente	Project Manager	christopher.x2.mitchell@kp.org;
8.	Crystle Williams	Lake County Health Services	Staff Services Analyst	crystle.williams@lakecountyca.gov
9.	Cynthia King	Community Action Partnership Sonoma	CEO	cking@capsonoma.org
10.	Dana Swilley*	Sonoma Connect	Senior Program Manager	dswilley@sonomaconnect.org
11.	Harriett Hernandez	Community Action Marin	Community Support Specialist	hsalinas@camarin.org
12.	Heather Criss*	Mendocino County	Program Administrator	crishh@mendocinocounty.org
13.	Helen Meyers*	Food For Thought	Director of Community Engagement	HelenM@FFTfoodbank.org
14.	James Valerio	MedZed	Client Success Manager	james.valerio@mymedzed.com
15.	Janelle Ramirez*	Partnership HealthPlan of California	Program Manager I	jaramirez@partnershiphp.org
16.	Jennifer M Palmer	Jennifer M Palmer	Jennifer M Palmer	jennifer.palmer@countyofnapa.org
17.	Jodi Nerell	Sutter Health	Dir, Community Health	Jodi.Nerell@sutterhealth.org
18.	Kari Hinkle	Home and Healthcare Management	Unknown	khinkle@homeandhealthcaregmt.com
19.	Kymerly Centaro*	Housing and Wellness Program	Director	kym@csn-mh.com
20.	Lauren Jacobson	Bluepath Health	Manager	lauren.jacobson@bluepathhealth.com

21.	Lisa Santora	Marin Health and Human Services	Deputy Public Health Officer	lsantora@marincounty.org
22.	Lizzie Horevitz	Marin Community Clinic	Unknown	ehorevitz@marinclinic.org
23.	Megan Van Sant*	County of Mendocino	Senior Program Manager	vansantm@mendocinocounty.org
24.	Niccore Tyler	Marin County	Chief Assistant Director/Chief Strategy Officer	ntyler@marincounty.org
25.	Sage Wolf	Redwood Community Services	Director of Integrated Health	wolfs@redwoodcommunityservices.org
26.	Saskia Garcia*	Sonoma Connect   Sonoma Unidos	Interim Director	sgarcia@sonomaconnect.org
27.	Suz Mitchell	Marin County Health & Human Services	Senior Department Analyst	sumitchell@marincounty.org
28.	Teresa Tillman	Committee on the Shelterless	CalAIM Implementation Consultant	teresat319@gmail.com;
29.	Whitney Vonefeldt*	Redwood Quality Management Company	ECM Program Director	vonfeldtw@anchorhm.org
30.	Zenia Leyva-Chou	North Coast Opportunities	CalAIM Project Manager	zchou@ncoinc.org
31.	Becca Fink	PHIL	Communications Manager	bfink@phi.org
32.	Esmeralda Salas	PHIL	Research Associate II	esalas@phi.org
33.	Jessica Sanchez*	PHIL	Project Coordinator	jsanchez2@phi.org
34.	Kathryn Stewart*	PHIL	Director of Learning and Action	kastewart@phi.org
35.	Max Chavez*	PHIL	Research Assistant II	mchavez@phi.org
36.	Rachel McCullough-Sanden*	PHIL	Program Manager	rmcculloughsanden@phi.org
37.	Seun Aluko	PHIL	Research Scientist II	SAluko@phi.org
38.	Stefani Hartsfield	PHIL	Consultant	stefani@hartsfieldhealth.com
39.	Sue Grannell	PHIL	Director of PHIL	sbultema@phi.org
40.	Stephanie Bultema*	PHIL	Director of MERLIN	sgrinnell@phi.org

\*Attended in-person

## New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	Strategize methods of collecting the stop all participants are at on the Readiness Roadmap	PHIL	04/21/23	05/05/23	Planning
2.	A report of the initial findings are to be shared with the participants on the website.	MERLIN	04/21/23	05/05/23	Collecting data
3.	Identify specific <i>capacity building</i> trainings.	Jessica	04/21/23	Continuous	Planning content and dates
4.	Develop <i>collaborative systems improvement</i> strategies	PHIL	04/21/23	05/15/23	Strategizing
5.	<i>Network and relationship building</i> with new members added to the asset maps.	PHIL	04/21/23	Continuous	Strategizing
6.	Create a concrete plan with what PHIL intends to do with the data collected.	PHIL + MERLIN	04/21/23	05/15/23	Strategizing
7.	PHIL must follow-up with SW region on the extensive list of ROI mentioned in the in-person meeting.	PHIL	04/21/23	05/15/23	Planning follow-up
8.	MERLIN to identify existing data networks	PHIL + MERLIN	04/21/23	06/30/23	Planning
9.	MERLIN to review accuracy of maps (ie. Redwood Quality Management were combined with Aliados)	MERLIN	04/21/23	06/30/23	Planning

## Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
10.	Recruitment of new CPI participants	PHIL and CPI Partners	Start of initiative	End of initiative	Continuous
11.	Incorporating Charter feedback	PHIL	February	Continuous	Continuous

## Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	PATH CPI Collaborative Planning Survey	PHIL	January	May 15	Analyzing
2.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30	After April in-person meeting	Data synthesized by mapping project will help to identify these initiatives.

## Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	N/A				



