



**Southwest Collaborative  
Planning &  
Implementation Group**



**Date:** Wednesday, June 28, 2023  
**Location:** <https://pophealthinnovationlab-org.zoom.us/j/82563223517>

**Start/End Time:** 11:00 – 12:30 pm PT  
**Facilitator Organization:** Population Health Innovation Lab (PHIL), Public Health Institute

**Total Number of Attendees:** 49

**Meeting Objectives**

1. Understand the issues that Partnership and DHCS are actively addressing
2. Explore our CPI system for gleaning and resolving ECM and Community Supports issues
3. Learn more about the services that PHIL offers to support CPI participants
4. Offer level of interest for future process mapping opportunities

**High Level Agenda**

No.	Topic	Key Questions
1.	Welcome!	
2.	Framing and Objectives	
3.	Updates from Partnership Healthplan	<ul style="list-style-type: none"> <li>• Partnership Healthplan of California <a href="#">responds</a> to issues that arose during May’s convening.</li> </ul> Overview and demo of the PHC Provider Directory.
4.	Feedback Loop: Responding to your Systemic and Technical Issues	<ul style="list-style-type: none"> <li>• How is the Population Health Innovation Lab recording and responding to implementation challenges shared in the collaborative?</li> </ul> Provide an overview of PHIL services for CPI participants
5.	DHCS Updates	<ul style="list-style-type: none"> <li>• Updates from DHCS that are relevant to your work in ECM.               <ul style="list-style-type: none"> <li>• Issue topics they are addressing</li> <li>• Upcoming funding opportunities</li> </ul> </li> </ul> Pediatric population of focus
6.	Implementation Progress Check-in	<ul style="list-style-type: none"> <li>• Where is your organization on the Readiness Roadmap? (Quick poll to assess progress towards ECM / CS implementation)</li> </ul>
7.	Process Mapping	<ul style="list-style-type: none"> <li>• Brief intro to Process Mapping.</li> <li>• Opportunities to map ECM / CS processes</li> </ul>
8.	Follow-up from Asset Mapping Demo	Past Trainings: <a href="#">Asset Map Demo.</a>
9.	Next Steps and Upcoming Events	DHCS and Public Consulting Group (PCG) kindly request your completion of the <a href="#">CA PATH CPI Participant Experience Survey</a> by <b>June 30, 2023.</b>

## Notes/Meeting Summary

### Key Takeaways & Discussion Themes by Agenda Topic

Topic	Discussion Themes/Key Takeaways	Actions Taken/Next Steps	Best Practices/Lessons Learned
Welcome!	-	-	-
Framing and Objectives	<p><b>Review:</b></p> <ul style="list-style-type: none"> <li>PATH CPI regional collaborative planning goals</li> <li>CPI facilitator responsibilities</li> </ul>	-	-
Updates from Partnership Healthplan (PHC)	<p><b>Review of <a href="#">notes</a> from May's Convening by Chloe Ungaro of PHC:</b></p> <ul style="list-style-type: none"> <li>Care plan development</li> <li>TARS billing difficulty</li> <li>Potential member list of risk stratification</li> <li>Looking at ways to find the most up-to-date data and provide it to providers</li> </ul> <p><b>Review of updated website:</b></p> <ul style="list-style-type: none"> <li>There are now separate websites for ECM and CS pages</li> <li>Demonstration on how to navigate the new provider directory:               <ul style="list-style-type: none"> <li>Select "Basic Search" under Specialist Site Search</li> <li>Select ECM or Community Supports under "Type of Facility"</li> <li>Filter your search by typing in the Zip Code or selecting the county</li> </ul> </li> <li>See section below titled "<b>Shared Collaborative Resources</b>" for links</li> </ul>	-	<ul style="list-style-type: none"> <li>PHC's provider directory allows for filtering for ECM and CS providers in different counties or zip codes. This tool will be helpful to connect with other providers offering services.</li> </ul>
Feedback Loop: Responding to your Systemic and Technical Issues	<p><b>PHIL will share the process for completing the feedback loop when you share implementation challenges:</b></p> <ul style="list-style-type: none"> <li>One such feedback look includes PHC's participation in the meetings. Their</li> </ul>	<ul style="list-style-type: none"> <li>PHIL will continue developing its system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative.</li> </ul>	<ul style="list-style-type: none"> <li>PHC's support of the Northwest Collaborative is essential in closing the loop of gaps identified in this group.</li> </ul>

	<p>involvement allows for listening and responding to challenges shared in the CPI setting.</p> <ul style="list-style-type: none"> <li>• Additionally, PHIL has devised a system in which issues are tracked by system levels, categories of challenges, and methods of distributing workarounds.</li> </ul> <p><b>Reminder: How can PHIL support you?</b></p> <ul style="list-style-type: none"> <li>• Support strategies to reach the CPI’s aim include: <ul style="list-style-type: none"> <li>○ Capacity Building</li> <li>○ Collaborative Systems Improvement</li> <li>○ Relationship and Network building</li> </ul> </li> <li>• Services that are free and available to registered CPI Participants will be available for review on our website.</li> </ul>	<ul style="list-style-type: none"> <li>○ Issues will continue to be collected in formats such as Discovery Calls, convening conversations, TA, email, etc.</li> <li>○ Progress for issues will be transparent for participants</li> </ul> <ul style="list-style-type: none"> <li>• PHIL is following up with participants who expressed interest in additional services</li> </ul>	
DHCS Updates	<ul style="list-style-type: none"> <li>• DHCS aims to increase availability and uptake of ECM and Community Supports for Medi-Cal members who need them.</li> <li>• Pediatric Population of Focus starts July 1, 2023</li> <li>• New funding opportunities through DHCS. <ul style="list-style-type: none"> <li>○ See section below titled “<b>Shared Collaborative Resources</b>” for links</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• PHIL is committed to sharing appropriate DHCS updates and announcements as they become available.</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping CPI Participants’ privy to updates occurring in DHCS’s pipeline helps with planning and their program development.</li> </ul>
Implementation Progress Check-In	<p><b>Readiness Roadmap Poll:</b></p> <ul style="list-style-type: none"> <li>• An implementation progress check-in was shared to learn where people are at on the Readiness Roadmap.</li> </ul>	<p><b>Readiness Roadmap Poll:</b></p> <p>See Appendix A for the poll results</p> <ul style="list-style-type: none"> <li>• PHIL will reach out directly to the organizations who are showing great progress and showing slow process to learn more about their implementation successes and challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Of the 22 responding participants, 8 have progressed at least one step on the Readiness Roadmap.</li> <li>• Six participants joined the CPI Collaborative for the first time.</li> <li>• Two participants who have been participating since January have not progressed on the Readiness Roadmap.</li> </ul>

			<ul style="list-style-type: none"> <li>Five participants who have been participating since March have not progressed on the Readiness Roadmap.</li> </ul>
Process Mapping	<p><b>Process Mapping:</b></p> <ul style="list-style-type: none"> <li>Based on feedback, building process maps may be important to explore.</li> <li>Defining a process map</li> <li>Examples of process map such as making a PB&amp;J to process mapping the ECM Provider decision</li> </ul> <p><b>Poll: Gauging experience and interest in mapping ECM or Community Supports processes</b></p>	<p><b>Process Mapping Poll:</b> See Appendix B for the poll results.</p> <ul style="list-style-type: none"> <li>A majority of participants are either very interested in mapping care coordination processes or neutral to the idea. <ul style="list-style-type: none"> <li>PHIL can use the poll results to curate the most effective use of CPI participant time in the July in-person meeting.</li> </ul> </li> <li>8 of 22 responding participants shared that they are willing to share their process maps with other CPI Participants. <ul style="list-style-type: none"> <li>It is our responsibility to reach out to these organizations and distribute their process maps to others in the collaborative.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>About half of poll respondents either have ECM Process maps for <i>enrolling clients, outreach tracking, and coordinating care for complex clients</i> in existence or under development.</li> <li>About 6 participants are currently developing CS process maps for care coordination and referrals.</li> <li>Participants are most interested in mapping data sharing and exchange, and care planning workflows.</li> <li>Of the 31 multiple-select responses, 11 prefer to use reference maps to create process maps, 6 through 1:1 Technical Assistance from the PATH TA Marketplace, and 5 through group activities with other CPI Collaborative members.</li> </ul>
Follow-up from Asset Mapping Demo	<p><b>Follow up from Pop-Up Training: Community Asset Maps</b></p> <ul style="list-style-type: none"> <li>View the recording of the training on our website.</li> <li>PHIL is creating a brief survey to collect data points for organizations who are not currently represented in the Community Asset Maps developed.</li> <li>Navigate community assets <a href="#">here</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Distribute the updated survey to those who are not represented in the Community Asset Map and include as part of the “Welcome Letter.”</li> </ul>	<ul style="list-style-type: none"> <li>As the PHC provider directory develops and DHCS possibly engages in mapping activities, PHIL will aim to provide its Asset Maps as a complimentary resource</li> </ul>
Next Steps and Upcoming Events	<p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>July convening is in-person with hybrid capabilities. Details on the location will be shared in post-event communication.</li> <li>Complete the <a href="#">PATH CPI Participant Survey</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Post-event communication will include an RSVP for the upcoming events.</li> </ul>	

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

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Administrative Burden	Time spent conducting ECM and CS documentation is burdensome.		
CITED application timelines	Overlapping timelines for CITED grantee announcements and application due dates makes it difficult for organizations to plan for funding.	Shared dates available on CITED website.	PCG representative asked for CITED related questions to be directed to cited@ca-path.com
CITED application transparency	There is a lack of transparency for those who are applying, and how many organizations have applied for CITED funds.	-	PCG representative asked for CITED related questions to be directed to cited@ca-path.com
Data sharing platforms	Organizations are requesting transparency in ECM and CS data for efficient coordinated care.	Connect with PHC and local leaders in HIE or CIE.	Organizations are interested in in data platforms. Some requests for transparency are requested of PHC, but there is also an understanding of policy updates (regarding DXE). A good place to begin organizing conversations about data exchange so that the CPI participants share a common language.
Process maps for ECM and/or Community Supports	Processes for common practices are not streamlined.	PHIL will analyze and prioritize the topics of process maps that the group is most interested in developing in the mode of delivery most requested (i.e. Collaboration with other CPI Participants, TA, etc.)	<ul style="list-style-type: none"> <li>Experience in developing process maps varies between participants.</li> </ul>

## Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
ECM and CS success in referrals and housing	Community Support Network is at full capacity. Their referral process is working and their clients are getting housed.	-	-
Implementation Progress	Seven organizations progressed at least one step on the Readiness Roadmap.	Follow up with organizations to learn about their process and how they were able to progress to the next stage.	Monthly polls are helpful in seeing progress over time among individual organizations.

## Summary of Complaints & Grievances

Topic	Summary of Complaint/Grievance	Actions Taken	Next Steps

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

Topic	Comment/Concern/Question	Actions Taken	Next Steps
Outreach Requirement change	Requesting to reduce the tracking and reporting requirements for outreach. This is workload is "heavy" for clients who are not yet reimbursable.	-	Adding to 1:1 meeting with TPA PCG and request follow-up from DHCS.
ECM / CS mapping	What mapping efforts are DHCS planning? This was briefly mentioned in our last Facilitator meeting with PCG and DHCS. It would be helpful to understand the future landscape of resources as PHC develops its Provider Directory and we provide our Asset Maps.	PHIL developed Asset Maps from early spring 2023 and continues to update with provider information; making these dynamic resources publicly available to participants.	Is it possible to get an update on this?
Vendor attendance and building trust with CPI participants	SW participants have expressed discomfort with out-of-state ECM providers as well as vendors (e.g., data platform sales personnel) attending CPI convenings. They either feel vulnerable to share their concerns to open themselves to sales pitches or feel like a national organization wants to encroach upon their service territory.	PHIL has listened to participant concerns and taken them seriously.  Implement improved processes for facilitating convenings: <ul style="list-style-type: none"> <li>• Do our best to not share participant emails with vendors (meaning we may need to shift privacy settings on outlook invites and/or find a different registration method)</li> <li>• Request convening participants to update their zoom name with location, organization and title for transparency in convenings</li> </ul>	Question for PCG: May we screen convening participants for affiliation and not invite sales-oriented reps or market-research vendors for example?

**Shared Collaborative Resources**

#	Resource	Category/Type	Link/Access Information
1.	Partnership Healthplan of California's response to May's convening.	Website	<a href="https://bit.ly/3Xrl2d4">https://bit.ly/3Xrl2d4</a>
2.	Partnership Healthplan of California's CalAIM website.	Website	<a href="http://www.partnershiphp.org/Community/Pages/CalAIM.aspx">http://www.partnershiphp.org/Community/Pages/CalAIM.aspx</a>
3.	Partnership Healthplan of California's Enhanced Care Management website.	Website	<a href="http://www.partnershiphp.org/Community/Pages/Enhanced-Care-Management.aspx">http://www.partnershiphp.org/Community/Pages/Enhanced-Care-Management.aspx</a>
4.	Partnership Healthplan of California's Community Supports website.	Website	<a href="http://www.partnershiphp.org/Community/Pages/Community-Supports.aspx">http://www.partnershiphp.org/Community/Pages/Community-Supports.aspx</a>
5.	Partnership Healthplan of California's Provider Directory website.	Website	<a href="https://providerdirectory.partnershiphp.org/Hospital/BasicSearch/">https://providerdirectory.partnershiphp.org/Hospital/BasicSearch/</a>

#	Resource	Category/Type	Link/Access Information
6.	PATH CPI Resources on the PHIL website.	Website	<a href="https://pophealthinnovatiolab.org/projects/path/path-cpi-resources/">https://pophealthinnovatiolab.org/projects/path/path-cpi-resources/</a>
7.	CITED website	Website	<a href="https://www.ca-path.com/cited">https://www.ca-path.com/cited</a>
8.	DHCS website with upcoming webinars and resources for ECM and Community Supports	Website	<a href="https://www.dhcs.ca.gov/enhancedcaremanagementandinlieuofservices">https://www.dhcs.ca.gov/enhancedcaremanagementandinlieuofservices</a>
9.	Subscribe to DHCS' stakeholder email service to receive CalAIM updates	Website	<a href="https://apps.dhcs.ca.gov/lists/subscribe/default.aspx?list=DhcsStakeHolders">https://apps.dhcs.ca.gov/lists/subscribe/default.aspx?list=DhcsStakeHolders</a>
10.	ECM Model of Care	PDF	<a href="https://www.dhcs.ca.gov/Documents/MCQMD/ECM-Model-of-Care-Template-Addendum-II.pdf">https://www.dhcs.ca.gov/Documents/MCQMD/ECM-Model-of-Care-Template-Addendum-II.pdf</a>
11.	Community Asset Map for the Northwest Region.	Website	<a href="https://kumu.io/MERLIN-PHIL/path-cpi-northwest-asset-map#path-cpi-northwest-asset-map">https://kumu.io/MERLIN-PHIL/path-cpi-northwest-asset-map#path-cpi-northwest-asset-map</a>
12.	Recording of the PATH CPI Asset Map Demo on our website:	Website	<a href="https://pophealthinnovatiolab.org/projects/path/">https://pophealthinnovatiolab.org/projects/path/</a>
13.	Contact PHIL if your organization or someone in your network is not represented in the Community Asset Map	Email Address	<a href="mailto:PATH@pophealthinnovatiolab.org">PATH@pophealthinnovatiolab.org</a>
14.	Complete the PATH CPI Participant Survey	Survey	<a href="https://pcgus.jotform.com/231447482540859">https://pcgus.jotform.com/231447482540859</a>
15.	Check out the PATH Collaborative Planning and Implementation page on the PHIL website:	Website	<a href="https://pophealthinnovatiolab.org/projects/path/">https://pophealthinnovatiolab.org/projects/path/</a>
16.	PATH CPI Registration Form	Website	<a href="https://pcgus.jotform.com/222306493964865">https://pcgus.jotform.com/222306493964865</a>
17.	TA Marketplace	Website	<a href="https://www.ca-path.com/ta-marketplace">https://www.ca-path.com/ta-marketplace</a>
18.	Direct CITED related questions to following e-mail:	Email	<a href="mailto:cited@ca-path.com">cited@ca-path.com</a>
19.	Inspired Spaces	Local Community Resource	<a href="https://inspiredspaces.org/">https://inspiredspaces.org/</a>
20.	Furnishing Hope	Local Community Resource	<a href="https://furnishinghope.org/">https://furnishinghope.org/</a>
21.	Welcoming Home	Local Community Resource	<a href="https://welcominghome.org/">https://welcominghome.org/</a>
22.	Make it Home	Local Community Resource	<a href="http://www.makeithomebayarea.org">www.makeithomebayarea.org</a>

### Individuals in Attendance

	Name	Organization	Position / Title	MCP Y/N	Email
1.	14803299322	Unknown	Unknown	N	Unknown
2.	18557988757	Unknown	Unknown	N	Unknown

3.	Alaina Cantor	North Marin Community Services	Director of Wellness Programs	N	acantor@northmarincs.org
4.	Amy Anderson	Redwood Community Health Coalition	Sr. Program Manager/ CalAIM	N	aanderson@rchc.net
5.	Arti Singh	Sprite Health	Inside Sales	N	arti.singh@spritehealth.com
6.	Ashley Peel	Partnership Health Plan	Program Manager, ECM	Y	<a href="mailto:apeel@partnership.org">apeel@partnership.org</a>
7.	Beth Paul	Redwood Community Health Coalition - Petaluma, CA	Director Population Health	N	bpaul@rchc.net
8.	Brenda Paulucci-Whiting	Cere's Community Project	Chief Program Officer	N	bpaulucci-whiting@ceresproject.org
9.	Casey Armstrong	Turning Point Community Programs	Director of ECM & CS	N	caseyogelvie-armstrong@tpcp.org
10.	Cayenne Bierman	Marin Community Clinic	Director of Complex Care	N	cbierman@marinclinic.org
11.	Christopher Mitchell	Kaiser Permanente	Program Manager	N	christopher.x2.mitchell@kp.org
12.	Cynthia King	Community Action Partnership Sonoma County	Executive Director, Director of Services	N	<a href="mailto:cking@capsonoma.org">cking@capsonoma.org</a>
13.	Dana Swilley	Sonoma Connect - Sonoma Unidos	Senior Program Manager	N	dswilley@sonomaconnect.org
14.	Daniella Donaldson	Sonoma County	Unknown	N	Unknown
15.	Deepak Gagneja	Sprite Health	Inside Sales	N	arti.singh@spritehealth.com
16.	Dez Ohlstrom	County of Sonoma	Program Manager	N	Desiree.Ohlstrom@sonoma-county.org
17.	Elece Hempel	Petaluma People Services Center	Executive Director	N	Elece@petalumapeople.org
18.	Elizabeth Haapala	Turning Point	Unknown	N	Unknown
19.	Eva Portley Dangerfield	Seneca Family of Agencies	ECM Program Supervisor	N	eva_pd@senecacenter.org
20.	Hector Medina/	Serene Health IPA	Senior Vice President	N	hector@serenehealth.com



21.	Jeannine O'Connell	Partnership Healthplan of California	Unknown	Y	JOConnell@partnershiphp.org
22.	Jennifer Heidemann	Turning Point Community Programs	Unknown	N	JenniferHeidemann@tpcp.org
23.	Jessica Sanchez	Population Health Innovation Lab	Project Coordinator	N	jsanchez2@phi.org
24.	Karin Pimentel	Ceres Community Project	Contracts & Business Development MAnager	N	kpimentel@ceresproject.org
25.	Kathryn Power	Partnership Health Plan of California	Community Relations and Policy Manager	Y	<a href="mailto:kpower@partnershiphp.org">kpower@partnershiphp.org</a>
26.	Kathryn Stewart	Population Health Innovation Lab	Director of Learning and Action	N	kathryn.stewart@phi.org
27.	Kenia Arredondo	MedZed	Senior Program Manager of CalAIM	N	kenia.arredondo@mymedzed.com
28.	Kerry Landry	Kerry Landry Health Care Consulting, LLC	Consultant	N	kerry@klhcc.com
29.	Kym Centaro	Community Support Network	Director	N	kym@csn-mh.com
30.	Lisa Miller	Marin County Office of Education	Director	N	lmiller@marinschools.org
31.	Max Chavez	Population Health Innovation Lab	Research Assistant II	N	mchavez@phi.org
32.	Megan Kenney (she/her)	Population Health Innovation Lab	Program Specialist	N	mkenney@phi.org
33.	Melanie (she/hers)	Marin Community Clinics	Chief Medical Officer	N	methompson@marinclinic.org
34.	Nancy Geisse	Marin Center for Independent Living	Chief Strategy Officer	N	nancy@marincil.org
35.	Norma Lisenko	Innovative Solutions	Unknown	N	<a href="mailto:normalisenko@innovativehealths.com">normalisenko@innovativehealths.com</a>
36.	Rachel McCullough-Sanden	Population Health	Program Manager	N	rmcculloughsanden@phi.org

		Innovation Lab			
37.	Rhiannon Coxon	Sonoma County Human Services Department	In-Home Supportive Services Section Manager	N	rcoxon@schsd.org
38.	Sage Wolf	Redwood Community Services	Director of Integrated Health	N	wolfs@redwoodcommunityservices.org
39.	Saskia Garcia	Sonoma Connect   Sonoma Unidos	Deputy Director, Program Coordinator	N	sgarcia@sonomaconnect.org
40.	Scott Ostendorf	Marin County Office of Education	Unknown	N	sostendorf@marinschools.org
41.	Seun Aluko	Population Health Innovation Lab	Research Scientist II	N	saluko@phi.org
42.	Shari Brenner	Consultant	Consultant	N	sbrenner@sonic.net
43.	Stefani Hartsfield	Hartsfield Consulting	Consultant	N	stefani@hartsfieldhealth.com
44.	Sue Grinnell	Population Health Innovation Lab	Director	N	sue.grinnell@phi.org
45.	Suz Mitchell	Marin County HHS	Measurement, Learning, and Evaluation Lead Senior Department Analyst	N	sumitchell@marincounty.org
46.	Tammy Chandler	North Coast Opportunities Inc	CalAIM Project Director/Community Action Development Director	N	tchandler@ncoinc.org
47.	Teresa Tillman	Committee on the Shelterless	CalAIM Implementation Consultant	N	<a href="mailto:teresat319@gmail.com">teresat319@gmail.com</a>
48.	Tiara Smith	Public Consulting Group	Business Analyst	N	tiasmith@pcgus.com
49.	Zenia Leyva Chou	North Coast Opportunities Inc	CalAIM Project Manager	N	zchou@ncoinc.org

### MCP Engagement (List all MCPs who should be engaged regardless of attendance)

MCP	Current Status of Relationship	MCP Engagement in Collaborative	Engagement Concerns & Notes
Partnership Healthplan of California (PHC)	Very supportive and engaged	<ul style="list-style-type: none"> <li>PHC participates in the monthly convenings. They have a 10 minute time for sharing updates and closing loops on gaps addressed in previous meetings.</li> <li>PHC actively responds to participant issues.</li> </ul> PHC encourages collection of issues from the collaboratives and works to develop solution systems both internally and with CPI Facilitators.	Members of PHC and Northern California CPI Facilitators met on 6/30/23 to discuss regional collaboration of prioritized issues.

### New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	Continue developing a system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative.	PHIL	06/14/2023	7/15/2023	Drafting
2.	Invite interested and invested stakeholders to collaboratively work on solutions for identified issues	PHIL and CPI Partners	6/29/2023	07/15/2023	Strategizing
3.	Appropriately share DHCS updates as they become available during this season of major updates to ECM and CS policy and implementation.	PHIL	01/29/2023	Continuous	Strategizing
4.	Follow up with organizations who show great and minimal progress along the Readiness Roadmap for support and guidance.	PHIL	06/29/2023	Continuous	Strategizing
5.	Mapping care coordination processes.	PHIL	06/29/2023	08/05/2023	Planning
6.	Follow up with organizations who are willing to share their process maps.	PHIL	06/29/2023	07/07/2023	Planning process for distribution.

### Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
1.	Develop <i>collaborative systems improvement</i> strategies	PHIL	04/21/23	Continuous	Strategizing
2.	Identify specific <i>capacity building</i> trainings.	PHIL	04/21/23	Continuous	Outlined and finalizing
3.	<i>Network and relationship building</i> with new members added to the asset maps.	PHIL	04/21/23	Continuous	Strategizing

No.	Action Item	Owner	Created	Deadline	Status
4.	Recruitment of new CPI participants	PHIL and CPI Partners	Start of initiative	Continuous	Implementing
5.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30	Continuous	Data synthesized by mapping project will help to identify these initiatives.
6.	Re-vamp website with developing resource and information needs to continue serving current and prospective CPI participants	PHIL	05/30/2023	Continuous	Updates pending approval
7.	Re-connecting with participants with whom we've had discovery calls and other forms of communication to provide continuous support, assess progress and satisfaction	PHIL	05/30/2023	Continuous	Implementing
8.	MERLIN to review accuracy of maps (e.g., Redwood Quality Management were combined with Aliados) <b>UPDATE: Integration of new data</b>	MERLIN	04/21/23	Continuous	Updating with new CPI participants

### Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Updating stakeholder information with participants' positions on the readiness roadmap to track advancement towards our Aim.	PHIL	05/30/2023	07/15/2023	Updating
2.	Incorporating breakout discussions into our Solutions Approach strategy	PHIL	05/30/2023	06/12/2023	Strategizing
3.	Create a concrete plan for the future of PHIL's Asset Maps	PHIL + MERLIN	04/21/23	05/15/23	Strategizing

### Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Incorporating charter feedback	PHIL	01/01/2023	03/31/23	Completed
2.	Strategize methods of collecting the stop all participants are at on the Readiness Roadmap (polled during meetings as well as follow-up conversations)	PHIL	04/21/23	05/05/23	Planned
3.	Propose monthly meeting with Camden, HC2, HealthBegins and Partnership to efficiently collate common issues among CPI collaboratives across Northern California counties	PHIL	05/30/2023	06/05/2023	Meeting regularly
4.	PATH CPI Asset Mapping Survey	PHIL	January	May 15	Completed

No.	Action Item	Owner	Created	Deadline	Status
5.	A report of the initial Asset Mapping Survey findings is to be shared with the participants on the website. <b>UPDATE: Integration of new data</b>	MERLIN	04/21/23	06/05/23	Completed; now planning to add new data

## Appendix A:

### **Readiness Roadmap Steps Legend:**

1. What are ECM & CS?
2. We're exploring the contracting process.
3. We have started to work on the contract!
4. We have a contract!
5. We are testing the service delivery and billing system.
6. We are delivering services and have an internal process, but are having issues with referrals, reimbursements, or other workflow complications.
7. Coordinated delivery, billing, and referral system in place and running smoothly!

### **Readiness Roadmap Poll:**

N=22 respondents

1. In which month did you first attend a collaborative meeting?
  - a. January (5/22)
  - b. February (2/22)
  - c. March (6/22)
  - d. April (1/22)
  - e. May (2/22)
  - f. This is my first time! (6/22)
2. Where on the Readiness Roadmap was your organization then?
  - a. Step 1 (2/22)
  - b. Step 2 (3/22)
  - c. Step 3 (3/22)
  - d. Step 4 (2/22)
  - e. Step 5 (3/22)
  - f. Step 6 (3/22)
    - i. Step 6.5 (4/22)
  - g. Step 7 (2/22)
3. As of today, on which step of the Readiness Roadmap is your organization?
  - a. Step 1 (1/22)
  - b. Step 2 (1/22)
  - c. Step 3 (3/22)
  - d. Step 4 (2/22)
  - e. Step 5 (2/22)
    - i. Step 5.5 (1/22)
  - f. Step 6 (5/22)
    - i. Step 6.5 (4/22)
  - g. Step 7 (3/22)

## Appendix B:

### Process Mapping Poll:

1. If your organization provides Enhanced Care Management (ECM) services, has your organization created process maps for enrolling clients? (Single Choice) \*
  - a. Yes (6/17)
  - b. No (2/17)
  - c. I don't know (1/17)
  - d. We're currently working on them (4/17)
  - e. N/A (4/17)
2. If your organization provides ECM services, has your organization created process maps for outreach tracking? (Single Choice) \*
  - a. Yes (7/17)
  - b. No (2/17)
  - c. I don't know (1/7)
  - d. We're currently working on them (3/17)
  - e. N/A (4/17)
3. If your organization provides ECM services, has your organization created process maps for care planning for complex clients? (Single Choice) \*
  - a. Yes (3/17)
  - b. No (3/17)
  - c. I don't know (2/17)
  - d. We're currently working on them (4/7)
  - e. N/A (4/17)
4. If your organization provides Community Supports services, has your organization created process maps for processing referrals? (Single Choice) \*
  - a. Yes (2/17)
  - b. No (5/17)
  - c. I don't know (1/17)
  - d. We are currently working on them (6/17)
  - e. N/A (3/17)
5. If your organization provides Community Supports services, has your organization created process maps for authorizing payment for services? (Single Choice) \*
  - a. Yes (2/17)
  - b. No (5/7)
  - c. I don't know (2/17)
  - d. We are currently working on them (5/17)
  - e. N/A (3/17)
6. Select your top 2-3 processes you'd be interested in mapping: (Multiple Choice) \*
  - a. Data sharing and exchange- 12/43 votes
  - b. Care Planning workflows- 10/43 votes
  - c. Community-based organization process for deciding to contract- 7/43 votes
  - d. Decision tree for expanding ECM services to other counties or populations of focus- 6/43 votes
  - e. Quality Incentive Programs (QIP) workflows- 5/43 votes
  - f. Contracting for ECM (by provider type)- 3/43 votes
7. How interested are you in mapping care coordination processes between various organizations in your area? (Single Choice) \*
  - a. Very Interested - count me in (8/17)
  - b. Neutral (7/17)
  - c. Somewhat uninterested (2/17)
8. If your organization would like to create any process maps -- which of the following would be helpful to develop them (select all that apply): (Multiple e Choice) \*
  - a. Collaboration with other CPI Participants (5/31 votes)

- b. 1:1 Technical Assistance with PHIL (5/31 votes)
  - c. 1:1 Technical Assistance from the PATH TA Marketplace (6/31)
  - d. Referencing example maps (11/31 votes)
  - e. Not interested (1/31 votes)
  - f. N/A (3/31 votes)
9. If your organization has already created process maps, would you be willing to share with other CPI Participants? (Single Choice) \*
- a. Yes (8/7)
  - b. Unsure (9/17)
10. How much experience do you have with process mapping? (Single Choice) \*
- a. Extensive experience (2/17)
  - b. Some experience (7/17)
  - c. Little experience (6/17)
  - d. No experience (2/17)