DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES	**Northwest Collaborative Planning & Implementation Group**	PUBLIC CONSULTING GROUP™
Date: Wednesday, December 20 **Location:** *Access Zoom* **Total Number of Attendees:**		**Start/End Time**: 1:00 pm – 2:30 pm PT **Facilitator Organization:** **Population Health Innovation Lab, Public Health Institute**

Meeting Objectives:

- Build relationships and increase awareness of partners in the Northwest CPI Collaborative Region
- Learn tangible strategies and best practices on applying for CITED by hearing from local organizations that have successfully secured CITED funding.
- Increase understanding of the Justice Involved and Birth Equity Populations of Focus, as presented by Partnership Health Plan, with the goal of preparing organizations expanding to serve these populations in 2024.
- Learn about local Managed Care Plan's improvements and resources
- Reflect on trainings conducted in 2023 and provide feedback on learning opportunities for 2024

High Level Agenda

No.	Topic	Key Questions
1.	Welcome, Framing, Check-In	
2.	Evaluation Review and Updates	
3.	Programming Poll for 2024	How can the Population Health Innovation Lab support in capacity building, training opportunities, and facilitation for 2024?
4.	CITED Spotlight featuring Adult Day Health Care of Mad River	What lessons can be learned from the experiences of local organizations that have applied for and successfully obtained CITED funding?
5.	Partnership HealthPlan Presents- ECM Population of Focus Spotlight: Birth Equity & Justice	How can ECM Providers serve the Birth Equity Population of Focus? How does the Justice Involved Initiative support adults? Children and youth?
6.	Programming Poll for 2024	How can the Population Health Innovation Lab support in capacity building, training opportunities, and facilitation for 2024?
7.	Evaluation & Close	

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 & Check-In	**Discussion Themes:** Participants responded to the check-in questions, "What is your greatest ECM or Community Supports success of 2023?" and "Share your intentions for continued success in 2024?"	**Next Steps:** PHIL to conduct outreach to respondents and learn how we can further	N/A

		support them in their 2024 ventures.	
	Highlights include: • Arcata House Partnership reported that some of their highest need clients are reducing their Emergency Department visits. • CCS Humboldt shared intentions of applying for CITED and contracting for ECM in 2024. • Mom's Meal's shared successful acquisition of IPP funding, and continued effort around market awareness of CalAIM.		
Evaluation Review and Updates	**Key Topics:** The MERLIN team presented on the results of the Novembers post-event survey. The presentation brought awareness to the importance of survey responses, and how they help to inform future programming.	**Next Steps:** PHL to identify how to integrate data transparency into programming.	N/A
Programming Poll for 2024	**Key Topics:** PHIL reviewed participants identified topics of interest obtained over the year. The section concluded with a pulse-check on their standing of topics of interest, and the formats in which they would like to see programing for 2024.	**Next Steps:** Adapt prioritized topics into annual programming.	**Lessons Learned:** "Data sharing and policy requirements" has increased in priority and interest among participants. Operational workflows/systems, cross sector collaboration, and care coordination and referrals has maintained its position as a priority topic of interest. Topic focused work groups, topic specific training conducted virtually and regional convenings were identified as the top mechanisms of learning by the group. *See Appendix A for poll results.*
CITED Spotlight featuring Adult Day Health Care of Mad River (ADHMR)	**Discussion Themes:** Adult Day Healthcare of Mad River, a community-based day program for adults who are dependent on others for some of their care shared how they intend to use their CITED gran funds and was made available to answer questions about the application process.	**Next Steps:** Hold Office Hours specific to CITED grant support.	N/A

	ADHMR precautioned the future CITED applicants of payment structures.		
Partnership HealthPlan Presents- ECM Population of Focus Spotlight: Birth Equity & Justice	**Key Themes:** PHC explained that the birth equity population is for pregnant or postpartum adults and youth of African American, Native American, or Pacific Islander race, and that Partnership is still looking to expand their provider network for this population. She also provides examples of how ECM providers and lead care managers can serve this population of focus. Additionally, PHC provided an overview of the Justice Involved Initiative and the ECM Benefit, which will offer Medi-Cal services to justice-involved individuals. The initiative will be divided into two parts, with the ECM benefit focusing on individuals transitioning from incarceration and the pre-release services targeting justice-involved individuals while they are incarcerated. The eligibility criteria for both populations of focus are outlined, and the requirements for ECM providers are discussed.	**Next Steps:** PHIL will coordinate with PHC to learn how to support local expansion of new Populations of Focus.	**Lessons Learned:** Referral pathways remain complex and central to confusion. In addition to PHC webinar to referrals, it is evident that the collaborative could benefit from referral workflows and other ways to increase and improve the success rate of community referrals.
Evaluation & Close	**Key Themes:** • Registration links for upcoming PATH CPI events, including the January monthly meetings and Office Hours will be made available on the website. • Mark your calendars – we have released the schedule of monthly meetings for 2024 • Upcoming PHC events • PCG Participant Feedback Survey	**Next Steps:** • Update the website with event registration links for the year. • Share Office Hour invitation with collaborative. • Forward DHCSs CPI Participant Survey	N/A

Identified Gaps/Challenges in CalAIM/ECM/Community Supports

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Referrals Success Rate	CITED grantee and ECM provider have not received referrals from MCP.	**Issue Tracker/ Actions Taken:** PHC coordinated with provider, sharing that they are working	**Lessons Learned:** The MCP plays a significant role in the success of referring

Topic		to improve their process to pass over referrals to ECM providers.	eligible candidates to ECM providers, considering low-capacity organizations ability to conduct outreach.

Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
ECM Contracting	Intent to contract for ECM in 2024.	Follow up with organizations to see how we can best assist.	**Lesson Learned:** Some organization leadership is content with not expanding to ECM and CS. It may be the work of a visionary employee to recruit the interests of leadership to expand into CalAIM territory.
Reduction in ER visits	Arcata House Project is seeing a reduction in the use of Emergency Rooms since the implementation of ECM and CS in April 2023.	N/A	**Lessons Learned:** Using data systems, Arcata House was able to see the reduction of patients' use of the Emergency Room. This illustrates the importance of cross-sector care coordination and how data transparency can impact patient care.
Market Awareness	Mom's Meals shared their continued effort around market awareness; making sure people are informed about CalAIM, our program, and standing up the no wrong door approach for referrals which has helped expand their reach statewide, providing more meals through the CS program.	**Next Steps:** Learn more about Mom's Meals no wrong door for referrals.	N/A

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
JI	Is there systematic outreach to juvenile halls, local jails, and parole and probation departments for the justice-involved population?	N/A	N/A

Shared Collaborative Resources

#	Resource	Category/Type	Link/Access Information
**Partnership HealthPlan of California Resources**		
1.	Registration page for ECM Roundtables	Website	https://bit.ly/3GkjqKL
2.	Registration page for CS Roundtables	Website	https://bit.ly/3vhc34b
3.	Flyer for Enhanced Care Management & Community Supports Referral Source Webinar	Flyer	https://adobe.ly/3tqbPYa
4.	CalAIM email	Email	CalAIM@partnershiphp.org
**Other Resources Shared**		
5.	PHIL PATH CPI Website	Website	https://pophealthinnovationlab.org/projects/path/
6.	Native Lands map	Website	https://native-land.ca
7.	PHIL Post-event Survey	Survey	https://bit.ly/3Rj1yGf
8.	PHIL Continuous Feedback Survey	Survey	https://bit.ly/41vi0qq
9.	Learn more about the CITED grant	Website	https://www.ca-path.com/cited
10.	CITED Application Outline	PDF	https://bit.ly/3TsUZCz
11.	PATH email	Email	PATH@pophealthinnovationlab.org
12.	Zoom Registration link for 2024 CPI convenings	Website	https://bit.ly/3Tu32il
13.	Registration for Office Hours held on Wednesdays	Website	https://bit.ly/41xGMGc
14.	Registration for Office Hours held on Mondays	Website	https://bit.ly/473NViN
15.	CA PATH CPI Participant Experience Survey	Survey	https://bit.ly/480Z59o
16.	PHIL Continuous Feedback Survey	Survey	https://bit.ly/3MknLRy

Individuals in Attendance

	Name	Organization	Position / Title	MCP Y/N	Email
1.	Aaron Wythe	First 5 Humboldt	Unknown	N	awythe@co.humboldt.ca.us
2.	Alissa Smith	Arcata House Partnership	Community Health Worker	N	asmith@arcatahouse.org
3.	April Joyce	Adult Day Health Care of Mad River	Administrator	N	ajoyceadhc@gmail.com
4.	Ashley Peel	Partnership HealthPlan of California	ECM Program Manager	Y	apeel@parternship.org
5.	Chris Davis	Humboldt IPA	Project Manager	N	cdavis@humboldtipa.com
6.	Desiray Avila	Arcata House Partnership	Unknown	N	davila@arcatahouse.org
7.	Erin Hall	Arcata House Partnership	Unknown	N	ehall@arcatahouse.org

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8.	Esmeralda Salas	Population Health Innovation Lab	Research Associate ll	N	Esalas@phi.org
9.	Jessica Sanchez	Population Health Innovation Lab	Project Coordinator	N	jsanchez2@phi.org
10.	Jodi Nerell	Sutter Health	Director of Local Mental Health Engagement	N	jodi.nerell@sutterhealth.org
11.	Kari Hinkle	Home Health Care Management	Unknown	N	khinkle@homeandhealthcaremgmt.com
12.	Kathryn Stewart	Population Health Innovation Lab	Director of Learning and Action	N	kathryn.stewart@phi.org
13.	Katie Christian	Population Health Innovation Lab	Communications Coordinator	N	kchristian@phi.org
14.	Meredith Wolfe	County of Humboldt	CCS Administrator	N	mwolfe@co.humboldt.ca.us
15.	Roxanne Minott	Mom's Meals	Community Supports Coordinator	N	Roxanne.Minott@momsmeals.com
16.	Seun Aluko	Population Health Innovation Lab	Research Scientist ll	N	Saluko@phi.org
17.	Shari Brenner	Private Consultant	Private Consultant	N	sbrenner@sonic.net
18.	Sharon Hunter	Providence	Providence St Jospeh Hospital Eureka	N	Sharon.Hunter@stjoe.org
19.	Stefani Hartsfield	Hartsfield Consulting	Consultant	N	stefani@hartsfieldhealth.com
20.	Sue Grinnell	Population Health Innovation Lab	Director	N	Sgrinnell@phi.org
21.	Virginia Beckman	Arcata House Partnership	Consultant	N	vbeckman@arcatahouse.org
22.	Zachary Ray	Native Spirit Consulting	Executive Director	N	zray@nativespiritconsulting.com

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

MCP Name	Current Status of Relationship i.e. Excellent > Acceptable > Needs Improvement > In Direct Contact With > No Contact	MCP Engagement in Collaborative Yes/No	Engagement Concerns & Notes
Partnership HealthPlan	Acceptable	Yes	PHC provided updates on Birth Equity and Justice Involved. Additionally, they provided general updates on trainings and process improvements. When asked for a list of contracted organizations, they proceeded to direct us toward their provider directory.
KEY Acceptable	MCP attends 50%-75% collaborative convenings, MCP is responsive to collaborative requests but follow up is needed by facilitator		
Excellent	MCP is engaged in collaborative, MCP attends 75%-100% collaborative convenings, MCP is presenter during collaborative meetings, MCP provides feedback and data where applicable, MCP works in partnership with facilitator and collaborative		
In Direct Contact With	Facilitator has direct contact with MCP, MCP may not currently be attending collaboratives, MCP may be transitioning in 2024 and not yet active in collaborative		

Needs Improvement	MCP is not or inconsistently engaged in collaborative, MCP attends 0%-25% of collaborative convenings, difficulties consulting with MCP, further partnership and relationship building is required
No Contact	There is no contact with MCP, MCP is not present for collaborative meetings, no relationship built with MCP

New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	PHIL to conduct outreach to respondents and learn how we can further support them in their 2024 ventures.	PHIL	12/27/2023	01/04/2023	Incomplete
2.	PHL to identify how to integrate data transparency into programming.	PHIL	12/27/2023	01/04/2023	Incomplete
3.	Adapt prioritized topics into annual programming.	PHIL	12/27/2023	01/04/2023	Incomplete
4.	Hold Office Hours specific to CITED grant support.	PHIL	12/27/2023	01/04/2023	Incomplete
5.	PHIL will coordinate with PHC to learn how to support local expansion of new Populations of Focus.	PHIL	12/27/2023	01/04/2023	Incomplete
6.	Communications: Update the website with event registration links for the year. Share Office Hour invitation with collaborative. Forward DHCSs CPI Participant Survey	PHIL	12/27/2023	01/04/2023	Incomplete

Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
1.	Integrate tools for sustainability through the upcoming convenings, resources and conversations.	PHIL	8/28/2023	Continuous	Incomplete
2.	Integrate updated tools and resources in the Pre-Contract and Post-Contract Process, Tools, and Solutions packet. Share updates with collaboratives and CPI Facilitators as they become available.	PHIL	8/28/2023	Continuous	Incomplete
3.	Follow up with organizations who show great and minimal progress along the Readiness Roadmap for support and guidance.	PHIL	6/29/2023	Continuous	Strategizing
4.	Re-vamp website with developing resource and information needs to continue serving current and prospective CPI participants	PHIL	5/30/2023	Continuous	Implementing

No.	Action Item	Owner	Created	Deadline	Status
5.	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	5/30/2023	Continuous	Implementing
6.	Develop *collaborative systems improvement* strategies.	PHIL	4/21/2023	Continuous	Strategizing
7.	Identify specific *capacity building* training.	PHIL	4/21/2023	Continuous	Outlined and finalizing
8.	*Network and relationship building* with new members added to the asset maps.	PHIL	4/21/2023	Continuous	Strategizing
9.	MERLIN to review accuracy of maps (e.g., Redwood Quality Management were combined with Aliados)	MERLIN	4/21/2023	Continuous	Updating with new CPI participants
10.	Develop *collaborative systems improvement* strategies.	PHIL	4/21/2023	Continuous	Strategizing
11.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30/2023	Continuous	Data synthesized by mapping project will help to identify these initiatives.
12.	Appropriately share DHCS updates as they become available during this season of major updates to ECM and CS policy and implementation.	PHIL	1/29/2023	Continuous	Implementing during convenings and newsletters.
13.	Recruitment of new CPI participants	PHIL and CPI Partners	1/1/2023	Continuous	Implementing

Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Ask Open Door Community Health Centers if we can share their CHW workflow.	PHIL	12/05/2023	12/15/2023	Pending
2.	Develop a Q&A document for questions that were not answered. Once answered, the Q&A document will be sent to participants and will be added to the Readiness Roadmap website.	PHIL	12/05/2023	12/15/2023	Pending
3.	Support conversations between local HIE and DHCS to learn more about the "Closed Loop Referral System".	PHIL	12/05/2023	12/15/2023	Incomplete
4.	PHIL will learn more about the pilot between NCHIIN and Arcata House.	PHIL	11/15/2023	11/15/2023	Incomplete
5.	Integrate recommended improvements in workplans and programing through 2024.	PHIL	11/15/2023	11/15/2023	Incomplete

No.	Action Item	Owner	Created	Deadline	Status
6.	Learn how HealthBegins is supporting their collaboratives with Case Consulting.	PHIL	11/01/2023	11/15/2023	Incomplete
7.	Identify strategies to address gaps in data exchange in organizations and in counties.	PHIL	11/01/2023	11/15/2023	Incomplete
8.	Collaborate with MCP to learn how we can reduce duplicative efforts with our collaborative's asset maps.	PHIL	11/01/2023	11/15/2023	Incomplete
9.	Design opportunities for shared leadership with participants to lead efforts.	PHIL	11/01/2023	11/15/2023	Incomplete
10.	Integrate recommended improvements in workplans and programing through 2024	PHIL	11/01/2023	11/15/2023	Incomplete
11.	Uplift provider concerns DHCS' marketing strategies for ECM and CS.	PHIL	11/01/2023	11/15/2023	Pending
12.	Identify strategies to address gaps in outreach and recruitment strategies.	PHIL	11/01/2023	11/15/2023	Incomplete
13.	Asset Map Updates: PHIL will collaborate with PHC on their Provider Directory. PHIL will request reports from contracted entities monthly. PHIL will continue to adapt submission for the asset maps and will monitor its utilization.	PHIL	11/01/2023	11/15/2023	Incomplete
14.	PHIL staff will review existing barriers identified by the collaborative. Additional actions to improve the Readiness Roadmap website include: • Peer created process tools. • Process maps and workflows. User feedback from the community.	PHIL	09/26/2023	9/30/2023	Incomplete
15.	PHIL will discuss the most appropriate way to bring transparency on updates on the Solutions Approach Issue Tracker.	PHIL	09/26/2023	9/30/2023	Incomplete
16.	Continue collaboration with Camden Coalition on the development of a CalAIM tool for value case for complex care financing tool.	PHIL	8/28/2023	9/30/2023	Pending updates
17.	Follow-up with CPI participants who have notable progression on the Readiness Roadmap.	PHIL	8/28/2023	9/30/2023	Incomplete
18.	Invite leadership from Humboldt Continuum of Care.	PHIL	8/28/2023	8/31/2023	Incomplete
19.	Invite interested and invested stakeholders to collaboratively work on solutions for identified issues	PHIL and CPI Partners	6/29/2023	7/15/2023	Strategizing

No.	Action Item	Owner	Created	Deadline	Status
20.	Follow up with organizations who are willing to share their process maps.	PHIL	6/29/2023	7/7/2023	Planning process for distribution.
21.	Continue populating a system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative.	PHIL	6/14/2023	7/15/2023	Drafting
22.	Updating stakeholder information with participants' positions on the readiness roadmap to track advancement towards our Aim.	PHIL	5/30/2023	7/15/2023	Updating
23.	Incorporating breakout discussions into our Solutions Approach strategy	PHIL	5/30/2023	6/12/2023	Strategizing
24.	Create a concrete plan for the future of PHIL's Asset Maps	PHIL + MERLIN	4/21/2023	5/15/2023	Strategizing

Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Coordinate a conversation with PHC to learn how they can deliver updates regarding Birth Equity.	PHIL	12/05/2023	12/15/2023	Incomplete
2.	Issue Tracker additions: Accessibility to tools from PHC including z codes, g code sheets, and eligible participant lists. ECM and/or CS implementation barriers unique to school-based clinics.	PHIL	8/28/2023	9/15/2023	Completed
3.	Mapping care coordination processes.	PHIL	6/29/2023	8/5/2023	No longer a priority of the collaborative
4.	Propose monthly meetings with Camden, HC2, HealthBegins and Partnership to efficiently collate common issues among CPI collaboratives across Northern California counties	PHIL	5/30/2023	6/5/2023	Completed
5.	Strategize methods of collecting the step all participants are at on the Readiness Roadmap (polled during meetings as well as follow-up conversations)	PHIL	4/21/2023	5/5/2023	Completed
6.	A report of the initial Asset Mapping Survey findings is to be shared with the participants on the website.	MERLIN	4/21/2023	6/5/2023	Completed
7.	Incorporating charter feedback	PHIL	1/1/2023	3/31/2023	Completed
8.	PATH CPI Asset Mapping Survey	PHIL	1/1/2023	5/15/2023	Completed
9.					
10.					

No.	Action Item	Owner	Created	Deadline	Status
11.					

Appendix A:

Select your top 3 topics of interest for 2024.	List other top programming interests for 2024.	Select the top 4 mechanisms of learning you would be interested in.	What other activity ideas do you have for collaboratively identifying gaps and implementing solutions to ECM and Community Supports success in your area?
Data sharing and policy requirements; Contracting with Managed Care Plans;		Regional Convenings (virtual)	

Billing and Reimbursement; Operational workflows/systems			
Data sharing and policy requirements; Billing and Reimbursement; Operational workflows/systems		Small group meetings; 1:1 meetings and technical assistance; In-person collaboration	
Data sharing and policy requirements; Billing and Reimbursement; Operational workflows/systems		Topic or county focused work groups	
Cross-Sector Collaboration; Care Coordination and Referrals; Data sharing and policy requirements		Topic specific training conducted virtually; Topic or county focused work groups; In-person collaboration	
Cross-Sector Collaboration; Care Coordination and Referrals; Data sharing and policy requirements		Regional Convenings (virtual); Topic specific training conducted virtually	
Cross-Sector Collaboration; Care Coordination and Referrals; Data sharing and policy requirements		Regional Convenings (virtual); Topic specific training conducted virtually; Topic or county focused work groups; In-person collaboration	

Cross-Sector Collaboration; Outreach and Recruitment; Operational workflows/systems	More information provided in portal/point click care on clients across providers	Topic specific training conducted virtually	Communication between ECM and CS providers in area.
Operational workflows/systems	I'd like to see Partnership attend and elicit feedback about what parts of the workflow aren't working or need some smoothing out.	Regional Convenings (virtual)	
Cross-Sector Collaboration; Care Coordination and Referrals; Outreach and Recruitment; Operational workflows/systems		Topic or county focused work groups; Small group meetings; 1:1 meetings and technical assistance	