

Executive Committee Notes

Date: June 7, 2018
Time: 10:00am - 11:00am
Location: City Hall, Room 5214

Committee Members in Attendance:

- Emily Halcon, Homeless Services Coordinator, City of Sacramento
- Leyne Milstein, Assistant City Manager, City of Sacramento
- Chad Augustin, Deputy Chief, Sacramento Fire Department
- Michael Bray, Deputy Chief, Sacramento Police Department

Support Team in Attendance:

- Lisa Chan Sawin, Project Lead, Transform Health
- Gretchen Schroeder, Deputy Director of Pathways, Transform Health
- Karen Linkins, Subject Matter Expert, Desert Vista Consulting
- Margaux McFetridge, Communications Manager, Transform Health

Welcome and Introductions (Lisa Chan Sawin)

- Lisa provided a quick update on program progress — we have completed two Learning Community sessions and completed invoicing webinars for service providers. Moving from a design phase into a contract management phase.

Executive Committee Business

1. Action Item: Approve 5/3 meeting minutes (Emily Halcon)
 - Emily Halcon moved to approve the notes, Leyne Milstein seconded the motion, and all approved.

Program Updates

2. Action Item: Executive, Steering, Service Delivery, and IT Committee meeting and Learning Community frequency (Lisa Chan Sawin)
 - Committee discussed moving from monthly committee meetings to quarterly. Pathways has been holding monthly Committee meetings to bring everyone along as we build core infrastructure. Moving into post-launch, we are proposing to move to quarterly committee meetings and institute the Learning Community sessions. Partners have been informed of the possibility of this change.

- Discussion moved towards Health Homes. Emily Halcon noted that providers see WPC as a vehicle towards Health Homes, but WPC is not based in a county, which is responsible for the implementation of Health Homes, along with the health plans. Lisa Chan Sawin explained that Health Homes focuses on this population but goes broader, supporting and enabling the IT infrastructure. Emily Halcon clarified that if the City, through Pathways, actively dips our toes into Health Home we are getting into health care. Leyne Milstein inquired what funding the County would have used if it had been a Lead Entity of the pilot. Lisa responded that in general, when a County does a new program, there is money for infrastructure and implementation, but there is no infrastructure money for Health Homes. Emily added that other counties are using WPC as glide path for Health Homes — we would need to do a deep dive policy discussion with the City Manager to decide where we stand. This group should ferret out the City policy on Health Homes.
- Discussion moved back to meeting frequency. Chad Augustin asked about the process for voting on items in between meetings. Lisa responded that ad hoc meetings could be held, or vote by email.
- Emily Halcon also noted that Pathways is committed to bi-annual Town Hall meetings – the next one will be in the fall and should be added to this schedule.
- Action Taken:
 - Emily moved to approve the quarterly meeting scheduled, Leyne Milstein seconded the motion, and all approved.

3. Info Item: Dashboard numbers (Karen Linkins)

- Currently have 341 current enrollees — same distribution of the health plan assignment, straight Medi-Cal piece goes up and down. Referral sources are primarily SPD Impact, hospitals and FQHCs (bringing on Sutter and UC Davis – next month or August). Enrollee age still skews older – plans have other programs that are designed for the older population. Services provided reflect the work of CHWs (Sac Covered) not the hubs at this point on the dashboard.
- Emily Halcon noted that the program is working with Sacramento Covered and the City GIS to adjust the geographies.

4. Info Item: 5/18 Learning Community Highlights (Karen Linkins)

- Karen Linkins provided an overview of the previous Learning Community Session, sharing that all three Hubs attended. Focus of the session was to get folks on a level playing field on the expectations for Quality Improvement – had a session around PDSAs which are required by the state.
- Second focus was to reinforce the concept of co-management and teams across organizations. Pathways brings together FQHCs (hub) with housing partners and CHWs – what that requires is teaching them how to work as teams. Focused on best practices and what comprises high-performing teams. Brought the teams together to discuss how to work together on their caseloads, e.g. daily check-in calls and weekly meetings, and how to develop a game plan on how to manage the enrollees. Pathways is a collective approach.
- Third thing that we worked on was training around “teamlets” with the CHWs – they are not used to working with health care organizations. CHWs have a lot of responsibility for getting

people to appointments and really listening to what the follow-up needs to be. Moving forward that will be the focus of Learning Community sessions.

- Lisa Chan Sawin added that this is really key because we are coming up against a lot of turf issues among providers – a lot of duplication of services, a lot of wasted resources and we are still not getting the outcomes we want to see. This is where the state is going, but nobody has really figured it out yet.
- Leyne Milstein responded that it sounds like staff are receptive and are not throwing up boundaries. Karen Linkins agreed, although culture change is really hard – you just can't tell staff to do something. So we check in with providers every week so that there is accountability and can share what they have been doing. There is a whole other layer that the program will be focusing on next, which is case conferencing. Pathways is asking licensed staff at the Hub to coordinate across organizations for the most difficult to serve – health plan and hospitals will be involved and bringing in the housing folks depending on the enrollee's need. We do know it works to do a "fix-it," case conferencing approach with your top five. Organizations don't do this right now. Lisa Chan Sawin added that providers want to do this, but there is not that infrastructure.
- Pathways is also trying to change the mindset that people can get better. That is a huge culture shift – there's an attitude that we'll have to take care of people forever.
- Lisa Chan Sawin noted that partners want the County at the table and a part of service planning – at some point we need to talk about it.

5. Info Item: Shared Care Plan Rollout

- Support Team referred Committee members to the agenda item handout for the status update on this item.

6. Info Item: Additional 2018 Service Contracting Needs and Timing

- Lisa Chan Sawin noted that we have not contracted for all of the services that we need and are in discussions with Turning Point for Outreach and River City Medical Group as a Hub with Sacramento Covered— those conversations are actively happening. We need additional housing services, talking with LSS and VOA. Sacramento Covered's Enrollment and Eligibility contract needs to be renewed for 2018.
- Emily noted that the development of these contracts are tied into the conversation around budget — so we do not want to get too far ahead. Support Team is continuing to work with Emily and Kiran on the budget. Emily shared that at this point it is a City capacity issue.

7. Action Item: United DSA Status and Next Steps for 2017 Incentive

- Lisa Chan Sawin provided an update — United opted not to sign the DSA. The decision went up the chain to their national counsel and they are not there yet. They want to do a BAA with Sacramento Covered and have them do a security assessment.
- Committee discussed two potential options as next steps:
 1. Issue UnitedHealthCare's Incentive Agreement PO for their 2017 Incentive Agreement (signature of DSA is a City requirement, not a state requirement) OR
 2. Hold off on issuing the Incentive Agreement PO and payment until the DSA is signed — this will likely require working with DHCS to adjust and redirect this budget item

- Leyne Milstein moved to proceed with the second option, Emily Halcon seconded the motion, and all approved. Support Team noted that they would work with Emily to redirect the dollars.

- 8. Action Item: Review 2018 Incentive Approach for Approval
 - Support Team and committee discussed next steps for moving forward with 2018 incentive agreements.
 - Action Taken:
 - Leyne Milstein moved to approve the approach, Chad Augustin seconded the motion, and all approved.

Wrap Up and Next Steps:

- Leyne requested information on cross-team collaborative and working across sectors.