

San Luis Obispo County Care Coordination Coalition

Meeting Minutes

Date: Friday, November 20, 2020

Time: 12:00 p.m. – 2:00 p.m.

Attendees:

Adriana Link	Amelia Grover	Mark Lamore	Veronica Cablayan
Michelle Shoresman	Joe Madsen	Devon McQuade	Thomas Keifer
Anne Robin	Grace McIntosh	David Duke	Nicole Bennett
Esmeralda Garcia	Ron Yukelson	Betsy Bettencourt	Ariana Castellanos
Nestor Veloz-Passalacqua	Rebekah Nguyen		

Recorder: Michelle Shoresman, Health Care Services Division Manager, County of San Luis Obispo

Location: Zoom Meeting, San Luis Obispo, Ca 93401

Topic	Discussion	Action
1. Agenda Item: Welcome/Introductions (Facilitator: Michelle Shoresman)	<p>The meeting for the San Luis Obispo County Care Coordination Coalition was called to order at 12:05 p.m. by Michelle Shoresman, Division Manager, Health Care Services, County of San Luis Obispo.</p> <p>Introductions: Everyone went around the room and introduced themselves and their organizations.</p> <p>Handouts: Michelle described and offered copies of the MDT Process and the minutes from last meeting. The group reviewed the action items from those minutes.</p>	No
2. Agenda Item: Review Minutes – January 2020 Meeting	Minutes were approved as written.	No
3. Agenda Item: SLO-HUB Year-End Grant Update	Michelle asked Tom Keifer and Grace McIntosh to present the information and referred to all attendees to the report for further review.	No
4. Agenda Item: Whole Person Program Update	<p>Nestor presented a PowerPoint on Whole Person Care and its implementation in the county. The Whole Person Care (WPC) role will:</p> <ul style="list-style-type: none"> Develop a coordination hub of services based on established services Creation of core policies, procedures, and agreements Strategize the use of established resources and improve coordination Ensure an open line of communication between all providers Maintain overall planning and provide support <p>Additionally, effective practices include:</p> <ul style="list-style-type: none"> Close working relationships between the partnered organizations If possible, use of client data to identify, coordinate, and provide services, and finally assess the impact on the client or patient Facilitate communication between providers, and Flexible policy or guideline to support solutions and reduce costs <p>The Whole Person Care model can be thought as a two-prong interaction with one end is the client or patient receiving services on a human-centered approach. On the other end is integrated provider service.</p> <p>Implementation of the WPC is in two ways:</p>	Nestor to continue reaching out to CCC members to assist in the development of goals, objectives, and outcomes.

	<p>The Stages Model is more fluid and allows systems to work within all the different stages to best provide the services:</p> <ul style="list-style-type: none"> • These are Coordinated services • Followed up by Co-located services, and then • Integrated services <p>The Tier Model is not necessarily fluid, and aims to create a build-up system starting with individual organizations:</p> <ul style="list-style-type: none"> • Best practices • Followed by coalition/group learning • And then with common use of metrics to determine group efficiency <p>Nestor will follow up with the creation of MOUs, policies, and procedures to develop the system. Additionally, it will create a newsletter and a logo for the Care Coordination Logo.</p>	
5. Agenda Item: Roundtable	<p>Anne with SLOBHD mentioned that for the Behavioral Health Department teletherapy was up and running in about one to two weeks after pandemic began and was/is fully operational. DAS services are now being offered in person. Current partnership with TMHA, SMW, and Seneca to look for a board and care license level location. Another project is congregate housing with TMHA, and RCFs for the elderly.</p> <p>Esmeralda with Adult Protective Services developed a release form that needs counsel approval. All APS are still taking place. APS will ask counsel to take priority on the approval of the form. APS is also collaborating with law enforcement. It was also mentioned that compared to other counties, the number of APS clients has increased.</p> <p>Adriana/Devon with 5 Cities Homeless Coalition – they have received over 200 unique requests. Most if not all individuals experiencing homelessness have phones or computers, and with impending cold weather, more are expected. There is an increase for mental health needs. Individuals with pending tests can be housed at the hotel in Paso. They are noticing that a big problem for homeless people is charging phones so that appointments can be kept.</p> <p>Mark with TMHA, two treatment staff are back, and the outreach team is out in the community. At the beginning of the pandemic some housing units were vacant in case these were needed. As cases were not present, the units are now available to continuing clients. Hotline did not see an increase in calls. There is a new short-term counseling service offered by TMHA. Information will be distributed to members of the coalition.</p> <p>Amelia with Dignity Health – As part of their transition care services, the acute care center is providing preventative services. There has also been a wave of behavioral health needs, particularly for individuals experiencing homelessness. Dignity has been awarded a grant to implement SUD into the ER, and with care coordination staff, they will be able to offer medication assisting treatment.</p> <p>Betsy with Tenet – the hospitals have not seen an influx of community members experiencing homelessness accessing emergency medical care.</p> <p>Ron with Wilshire – There is a new Psychiatrist and an LVN for a one-stop shop care center. Telehealth services have been implemented. Wilshire developed the Bring Your Own Device (BYOD) model for opt-in service, where about 84% of clients have accessed the app and continue to receive treatment.</p> <p>Rebekah with the Sheriff's Office – a telehealth appt. is set up for the inmate before release. Inmate is also paired with a Care Coordinator. MAT prescriptions are also available. A challenge is having inmates follow up with services.</p>	<p>Joe Madsen will e-mail Michelle Shoresman the flyer with the information.</p> <p>Item was completed on 11/20/20.</p>

	<p>Anne with SLOBHD – the Home Key Project, developed in partnership with ECHO and 5CHC is moving ahead. Separately, the partnership between HASLO, PSHH, and ECHO, has allowed the purchase of Motel 6 in Paso where 63 permanent supportive beds will be located and other 40-50 beds.</p> <p>Grace with 40Prado – CARES Act funding and CDC prioritization. Have seen an increase mainly for at risk individuals.</p> <p>Dr. Duke with Dignity – Live data with Octavia coming up in the next six (6) months.</p>	
5. Agenda Item: <i>Discuss future meeting time/date/frequency</i>	<p>Meetings will be kept on the third Friday of each month.</p> <p><u>Upcoming Meeting Agenda Items:</u> CenCal Medi-Cal Rx Update – January Presentation from ECHO re: new services – January (or Feb, if not enough time) Braided Funding Table – Status Update List of Coalitions</p>	
<i>Next Meetings</i>	<p>January 15, 2021 March 19, 2021 May 21, 2021 July 16, 2021 September 17, 2021 November 19, 2021 12:00 p.m. – 2:00 p.m. San Luis Obispo County Health Agency – Zoom</p>	No
Adjourn	Approximately 1:30pm.	No