

# Colorado System of Care Lived Experience Advisory Committee

Colorado Department of Health Care Policy & Financing (HCPF)



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# Acronyms

BHA - Behavioral Health Administration

CANS - Child and Adolescent Needs and Strengths tool

CO-SOC - Colorado System of Care

CSU - Colorado State University

ESA - Enhanced Standardized Assessment

EFFT - Enhanced Functional Family Therapy

HCPF - Colorado Department of Health Care Policy and Financing

EHFW - Enhanced High Fidelity Wraparound

IHBT - Intensive Home Based Treatment

ICC - Intensive Care Coordination

NWIC - National Wraparound Implementation Center

EMST - Enhanced Multisystemic Therapy

PRTF - Psychiatric Residential Treatment Facility

QRTP - Qualified Residential Treatment Program

RAE - Regional Accountable Entity

SOC - System of Care

WCC - Workforce Capacity Center

# What is System of Care:

## The whole is greater than the sum of parts

### Care coordination in Current System



Well intended, but has minimal quality outcomes for children with complex needs

### Care coordination in System of Care



Have hands-on and in-depth coordination of intensive treatment and support services  
= strong quality outcomes

# SOC Philosophy: Core Values

- Family and Youth Driven
- Community-based
- Culturally and Linguistically Competent



# SOC Philosophy: Core Principles

- Comprehensive array of services and supports
- Individualized and strength-based services and supports
- Evidence-based and evidence-informed practices
- Trauma-informed
- Least restrictive and natural environment for the Member and family
- Partnerships with the Member and family
- Interagency collaboration
- Care coordination
- Developmentally appropriate services and supports
- Data driven and accountability; and
- Protection of Member and family rights and advocacy.



# Objective

To provide strategic guidance and expertise to the Department of Health Care Policy & Financing (HCPF) to effectively expand and enhance Intensive Behavioral Health Services (IBHS) for Colorado Medicaid beneficiaries under 21 years of age. The committee aims to ensure that the implementation of intensive in-home and community-based behavioral and mental health services, care coordination, mobile crisis intervention, and stabilization services is culturally relevant, family-centered, and child-driven. This objective includes recommending best practices for service delivery in the most integrated and least restrictive settings, ultimately improving access to quality mental health care for youth diagnosed with mental health or behavioral disorders, while keeping the children, youth, and families of Colorado at the forefront.

The Lived Experience Advisory Committee will review metrics and provide feedback, advice, expert opinions, and suggestions regarding implementation. It will continuously assess the effectiveness of the implementation and programs/services and offer direction to HCPF for improvements. As the state monitors feedback on the progress in implementing the Plan, there may be a need to adjust or amend the Plan to best provide services to Members and families in the least restrictive setting appropriate to meet treatment goals and needs. The practices or services included in the Plan may be revised in the future to include different or modified practices or services as necessary to improve the system and better address the needs of Members and families.

# Housekeeping:

This is a membership committee meeting with the public in attendance.

Please keep Microphones on mute until ready to speak.

Please keep meeting in the scope of the objectives for the Committee.

Type questions into Q and A or save for public comment time.



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# Co-Chairs

Dani Sondrol

Jerrica Thurston





# Agenda

- Introduction and Housekeeping 5pm - 5:05pm - Kelly A.
- October Meeting Minute Approval 5:05pm - 5:10pm - Kelly A.
- Announcements 5:10pm - 5:30pm:
  - Updates to meeting cadence - Kelly A.
  - Charter Deliverables review - Kelly A.
  - Updates related to CO-SOC Year One - Stacey D.
  - Workgroups - Dani
  - Google Classroom review - Dani and Jerrica
- Discussion/Questions 5:30pm-5:45pm
- Enhanced High Fidelity Wraparound, Enhanced Multisystemic Therapy, and Enhanced Functional Family Therapy 5:45pm - 6:00pm - Stacey D.
- Discussion/Questions 6:00pm - 6:10pm
- Next Steps 6:10pm - 6:20pm Kelly A.
  - Complete Workgroup Interest Poll by Friday, January 16
  - Sign up for Google Classroom
- Public Comment 6:20pm - 6:30pm



# Roll Call & Meeting Minute Approval



# Meeting Updates

- Cadence: 1 hour and 30 minutes, maintaining 2nd Wednesday of every 3 months
- [Charter Deliverables:](#)
  - Develop Quality Assurance metric(s) from families.
  - Review feedback from families and advise on how it be incorporated into CO-SOC.
  - Partner with HCPF and advisory committees to develop a plan for educating members on the existence of services, and how and where members can make a referral.
  - Partner with HCPF quality teams to review data trends and member experience surveys quarterly.
  - Create protocols for using the Lived Experience Committee as a mechanism for reviewing consumer feedback.
  - Partner with HCPF in the review and provide feedback related to service standards and policy areas related to the adherence to model fidelity standards. .
  - Review lived experience feedback and other fidelity metrics as available through CO-SOC rollout.
  - Support the development of family facing CO-SOC documents.
  - Review annual progress as available and recommend areas for improvement.



# CO-SOC Year One Updates

- The Department of Health Care Policy & Financing (HCPF) is excited to announce that the Colorado System of Care (CO-SOC) is officially serving Medicaid Members.
- Each Regional Accountability Entity has identified and contracted with one at least one Agency for Enhanced High Fidelity Wraparound.
- There are 5 Agencies that will be connected to the Workforce Capacity Center in Cohort One of this work and a formal kick off.
- HCPF expanded the definitions of IHBT in year one beyond EMST and EFFT.

# Population for Year One

- Medicaid Members between the ages of 11 and 17 years of age who meet the following criteria:
- Is eligible for Enhanced High Fidelity Wraparound (EHFW) in accordance with the fidelity model maintained by the National Wraparound Implementation Center (NWIC), and”
- Is residing in or will be discharged to reside in a family-like setting.” Family-like setting includes, but is not limited to: Foster care, kinship care, and legal family/guardian in a home environment, and
- Is either:
  - Anticipated to be discharged from QRTP or PRTF within at least the next 60 calendar days, or
  - In out of state residential treatment facility upon discharge back home to Colorado, or
  - In an Extended Stay as defined by C.R.S. 27-50-101(13.5)



# Discussion and Questions



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# Workgroup Update

- Service Standards: Start with NWIC EHFw, then IHBT
  - Tackles policy areas related to service delivery standards and adherence to model fidelity standards.
- Quality Assurance: Start Spring 2026
  - Tackles quality metrics, dashboards, data sharing, etc.
- Member Tracking: Start Winter 2026
  - Tackles areas that are specific to member experience and gaps in the service delivery as experienced by members.
- Child Welfare / SOC Intersect: Start Winter 2026
  - Develops a plan on how the child welfare system and SOC will interact and intersect for agencies and families.
- [Poll to express workgroup interest](#)



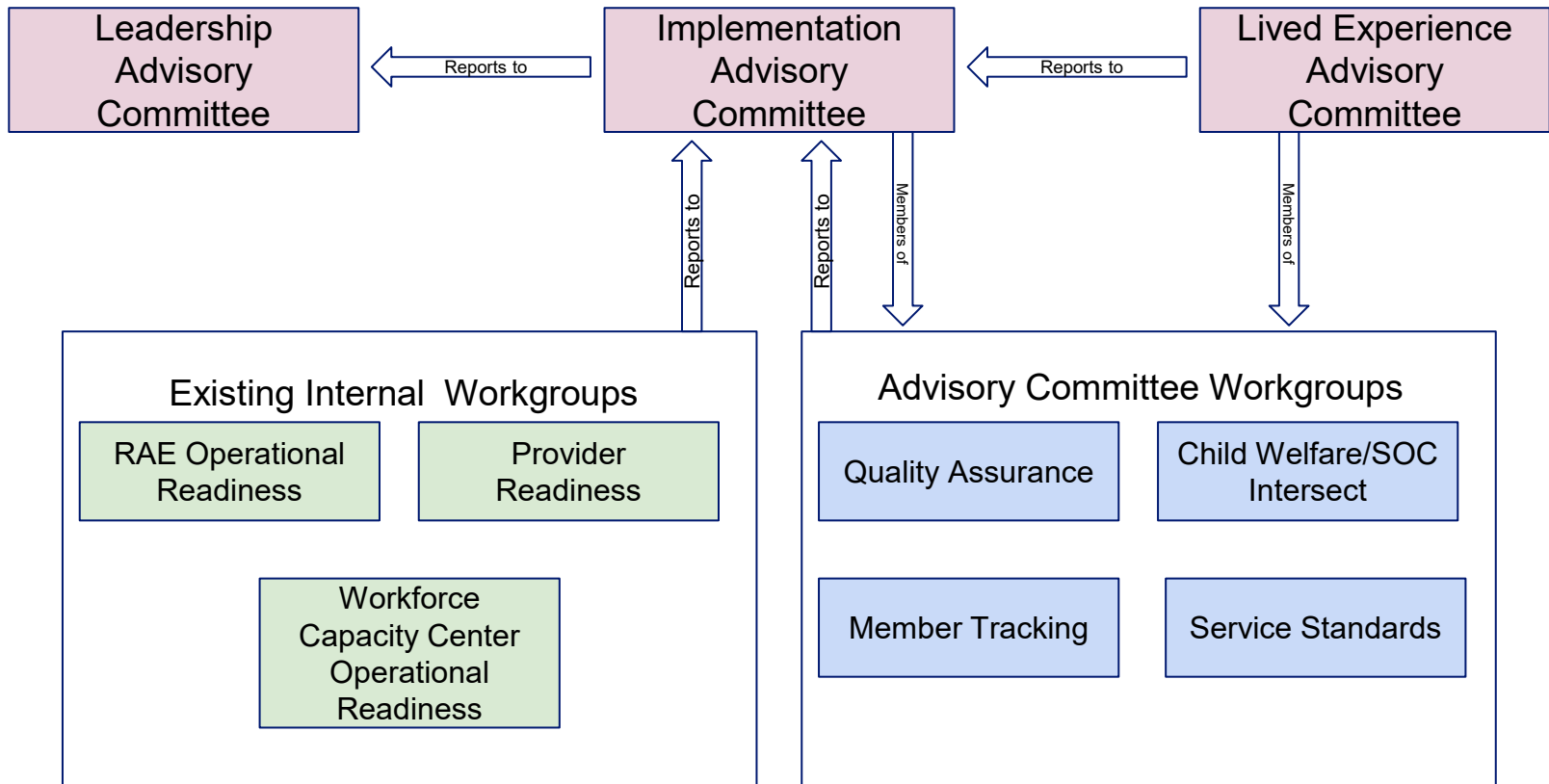
# Existing Internal Workgroups

(Not open to public)

- RAE Operational Readiness
  - Tackles operational readiness for RAEs as sections of the SOC is rolled out, included amendments to contracts.
- Provider Readiness
  - Work with providers and intermediaries on provider expectations and provider experience within SOC.
- Workforce Capacity Center Operational Readiness
  - Work with CSU, BHA, HCPF, and subcontractors of WCC to tackle operational readiness for RAEs as sections of the SOC is rolled out.







Existing CO-SOC  
Advisory Committee

Existing workgroup, not open to  
advisory committee members

Workgroup, open to Lived Experience and  
Implementation advisory committee members



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# Discussion and Questions



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# Google Classroom

- Platform to communicate with each other and send updates
- Requires registration with a Gmail address
  - If you do not have a Gmail account, all materials will be emailed and added to the shared Google Drive.
- Registration Link:  
<https://classroom.google.com/c/ODA0NTIzNzQzMTAy?cjc=acczomkq>

# Google Drive

- Platform to view documents relating to Lived Experience Committee
- Access is available to those without a Gmail account and has been shared with all members of the committee
- Access Link:  
<https://drive.google.com/drive/folders/1QxXoxurDunIsmvrHaIUJkdvMYMBdadFt?usp=sharing>

# Discussion and Questions



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# Enhanced High Fidelity Wraparound, Enhanced Multisystemic Therapy, and Enhanced Functional Family Therapy



# Enhanced High Fidelity Wraparound

- Enhanced High Fidelity Wraparound (EHFW) as an intensive care coordination model what is the core of a system of care
- EHFW is what “holds all the gears together”
- EHFW is a family and youth driven approach to the development of a single individualized care plan
- Members receiving EHFW services can be connected to existing home based services as the state continues to invest in developing and supporting intensive home based treatment models, such as Enhanced MST and Enhanced FFT

# Intensive Home Based Treatment

- Intensive Home-Based Treatment (IHBT) is a framework and set of practice standards for delivering intensive, mental health services for children and youth with serious emotional disabilities and their families with an emphasis on family systems/supports. IHBT is provided in the home, school and community where the youth live, with the goal of stabilizing mental health concerns, identifying educational needs and supports, and safely maintaining the youth in the least restrictive, most normative environment.
- MST and FFT are models of treatment within the IHBT framework
- “Enhanced” recognizes the work under CO-SOC and with the WCC regarding the commitment and fidelity needed to serve children and youth with the highest acuity needs





# Enhanced Multisystemic Therapy

- An Intensive Home Based Treatment model
- Youth ages 12-17 who have serious delinquency or substance use problems
- Addresses gang involvement, runaway behaviors, heavy substance use, those at risk for juvenile justice system involvement
- Integration of treatment approaches to address a range of risk factors across a youth's family, peer, school, and community
- Promotion of behavior changes in the youth's natural environment and empowering caregivers
- Quality assurance focusing on the outcomes relating to behavior change



# Enhanced Functional Family Therapy

- An Intensive Home Based Treatment model
- Youth ages 11-17 who are at-risk or have been referred for behavioral or emotional problems
- In-home family therapy to address concerning behaviors from a relational, family-based perspective
- Addresses drug use and misuse, conduct disorder, mental health concerns, truancy, and related family problems



# Workforce Capacity Center at Colorado State University

- Workforce Capacity Center (WCC) is specific to CO-SOC services and implementation
- National Wraparound Implementation Center (NWIC) and the WCC for Enhanced High Fidelity Wraparound
  - Fidelity and Outcome metrics
  - NWIC Coaching
- WCC and Enhanced Functional Family Therapy through [FFT, LLC](#)
- Intersection between [Rocky Mountain MST Network](#) and the WCC
- WCC and Intensive Home Based Treatment (IHBT) as we develop the CO-IHBT framework



# Discussion and Questions



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# Next Steps

- Complete [workgroup interest poll](#)
- Join [Google Classroom](#)
- Review monthly emails and complete document review
- [Submit Q and A](#) to inform agenda development



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# Public Comment

# Thank you!