

ACC Provider and Community Experience Subcommittee



Care and Case Management Best Practices

Thursday March 9, 2023



Welcome!

Introductions



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Agenda

- Project background
- Discussion of current system of coordination and collaboration between regional accountable entities and case management agencies
- Discussion of opportunities to improve system
- Questions

Project Background

- JSI Research & Training Institute, Inc. (JSI) is under contract with HCPF to conduct a stakeholder-informed process improvement initiative (February 2023 - January 2024)
- Work includes developing recommendations to improve communication, collaboration, and cross-agency coordination between regional accountable entities (RAEs) and case management agencies (CMAs).
- Focus is on individuals enrolled in Colorado's home and community based services (HCBS) waivers.
- To gather information, we are conducting key stakeholder interviews, focus groups and large group discussions.
- We have three questions to discuss with you today. JSI will identify common themes that emerge from various discussions throughout project. Findings will be aggregated and no comments will be attributable to specific individuals.



We want your feedback



What is currently working well between RAEs and CMAs?

- Collaboration
- Communication
- Coordination



We want your feedback



What are the current challenges among RAEs and CMAs?

- Collaboration
- Communication
- Coordination



We want your feedback



**What are opportunities to
address these challenges?**

Anything else?



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Thank you!