



Minutes

Transitions Stakeholder Advisory Council

Google Meet Weblink: meet.google.com/emq-kfpb-aex
Google Meet Call-in: +1 470-268-2030
PIN: 614 405 288#

Thursday, June 3, 2021
2:30 – 4:30 p.m.

COUNCIL MEMBERS

- Clarice Ambler, DRCOG X
- Meghan Baker, Disability Law Colorado
- Anne Bartels, Sandata X
- Amy Dixon, CPWD
- Monique Flemings, AHOD Services X
- Paige Gallaher, Atlantis
- Jennifer Giurgila, Jefferson County X
- Fallon Gillespie, Rocky Mountain Human Services X
- Jennifer Krulewich, Focus Cares X
- Tracy Martinez, Touch of Care
- Jenn Ochs X
- Lisa Smith, Team Rubicon
- Neal Waite, ADRC Region 3B X
- Miriam White, SJBAAA X

Attendance Link: <https://forms.gle/EDaybu73WZAnPZH7>

1. Welcome and Introductions

2:30 p.m.

- Approval of the May Minutes - Minutes were approved.
- Purpose of Today's Meeting
Katy provided an overview of today's meeting starting with Ryan McGee's Council member application, program updates including Case Management Redesign (CMRD) and American Rescue Plan Act (ARPA) survey requests, Money Follows the Person (MFP) opportunity update, housing update from Department of Local



Affairs (DOLA), Northwest Housing Workgroup success, post COVID restoration discussion, Council updates and closing with open forum.

2. Council Member Application

2:35 p.m.

- Ryan McGee – DRCOG

Ryan provided an overview to the Council on his background. Ashley Johnson asked Ryan to take her place on the committee and he's very honored and appreciates the consideration. A couple people on the Council know Ryan including Fallon at CO Access. He's been a transition counselor since 2019 and before that a long-term care manager with CO Access for a little less than year. Prior to that he worked in city planning and has a master's in social work and urban planning from University of Michigan. He's relatively new to this work and greatly appreciates the consideration. He believes he comes to the committee with fresh set of eyes and add value to council. He's been able to make it to every meeting for a year and half.

3. Program Updates

2:40 p.m.

Katy shared two surveys that the Department would like stakeholders to complete and share their feedback. The first is the Case Management Redesign survey to get feedback from stakeholders on potential catchment regions. Link to catchment area survey: www.surveymonkey.com/r/7X33HCG

The second is the ARPA survey. The Department is interested in feedback for the best use of funds and areas of need. ARPA survey link: www.surveymonkey.com/r/CO-HCPF-ARPA

Matt echoed Katy's statement that the Department is very interested in getting feedback from stakeholders on the money offered via ARPA and MFP. They are currently working on developing a number of strategies and requested that everyone take the survey and to reach out to Katy or Matt if they have ideas. Matt shared a link for frequent HCPF ARPA updates: [American Rescue Plan of 2021 | Colorado Department of Health Care Policy & Financing](#)

4. MFP Update

2:50 p.m.

Matt shared an overview of the MFP opportunity for \$5 million and how the Department is using this opportunity to streamline access to service while taking Transition Services to the next level. The Department is putting together proposals for the grant. This is a five-year opportunity, with the first year focused on planning and more behind the scenes procurement work. Funding is developed for use in the year the grant is



awarded and four consecutive years to follow. Matt said we all must work together to provide support to get where we want to go. First phased approach will focus on looking at programs, starting with a program evaluation of Targeted Case Management – Transition Coordination, Options Counseling and HCBS services. It will also evaluate presence of skilled care and personal care for members to thrive in the community. Statewide, the Department is looking at barriers with transitions and looking at how we can use local resources in the best way possible. The Department will take lessons learned and best practices from evaluation stage and apply to program innovation. Resources are limited and the Department knows it's a huge ask for providers to do more with less. Looking for feedback from participants to provide feedback on gap areas that need to be addressed. Second proposal will take remainder of funding and create a community grant that will provide an opportunity for community organizations to apply for grant. Proposals are still pending and have not been finalized or submitted. Matt said the Department is trying to create buckets so once the funding is approved the Department can plan in a way that makes sense. Matt said the Department needs everyone's help to make this work.

Billy asked for someone to clarify the Catchment Survey Section 2: Input on Specific Catchment Areas. Katy shared Section 2 is specifically focused on the Denver metro region and several potential configurations of counties for catchment areas. The colors indicated different catchment area options. The multiple scenario options indicate there would be multiple regions within the scenario. So, the options could be multiple catchment areas or one catchment area (indicated in the survey as all blue). Mary Jo said we need feedback on one region vs. multiple and if we have multiple which counties make the most sense together.

Ian shared in the chat "Money Follows the Person is literal, it isn't 'money follows the transition coordinating agency, money follows HCPF, money follows the Single Entry Points, and so on; it truly is intended to be Money Follows the Person who is exploring options, working with trusted confidantes to make informed choices and engaging a solid network of community support with the tools resources and peer support to establish quality of life in our own homes/communities. Working together to explore options and make informed choices". Ian added we should have user friendly system for persons looking to move back into the system and be successful. Use resources with MFP to choose supports and resources.

Jane asked what are the concerns having the MFP funding as a community grant? Matt said there are statutory requirements that outline need for demonstration. Concern is making sure there are safeguards in place to ensure money is targeted to infrastructure and development.

Monique shared that there is so much time between discharge and approved PAR in El Paso county, we need a way to pay providers ahead of time. Matt said they are talking



about this internally as well. Whether it's due to eligibility or authorizations, a lot of work is looking at how we can streamline processes and how we can do more.

5. Housing Update and Report Out

3:20 p.m.

Ann Watts with DOLA started the conversation and thanked Ian and his team for the monthly meetings to discuss specific housing issues in the area that Ian's Center for Independence works in. Conversations have helped identify landlords willing to work with vouchers, payment standards and home modifications. Biggest thing to come out of this is that Brothers Redevelopment that provides housing navigation also has arm that does housing modifications and looking to get enrolled in Routt County. They will handle the billing side and overall coordination and will hopefully help more contractors to get more work done in the area.

Ian shared that what they are working on is an issue across the state including why contractors are hesitant to bill Medicaid for home modifications. The conversations the workgroup is having on unique challenges in rural areas are worth sharing as there are best practices that can be implemented across the state. Ian shared HUD bases payment standard by county and amenities and transportation for SDOH and access to the grocery store, etc. makes it hard to find accessible place in certain areas. There's a need to recognize those challenges and figuring out how to work around it in areas served.

Frank shared his recent experience with a consumer that just had a modification done and there was price gauging by some of these companies as well as issue of how long it is taking to get projects completed. Getting folks what they need to remain independent needs to be a priority. Ann invited everyone to file a complaint through the SEP Case Manager if there is work that was done unsatisfactory and they will go out to look at the work to find resolution. Ann also shared home modification team at HCPF is looking to start a stakeholder meeting.

Monique asked if there is any discussion about the payment standards in El Paso County where standards are at least \$200 lower than the rents in all zip codes. Ann said there is a demonstration program there to see how it will work. DOLA has just updated payment standards that take effect July 1st. DOLA reviewed at all standards and increased ways to get around with reasonable accommodation request. Courtney shared link to [7.1.21 Payment Standards Increase](#)

Ian said on the front end, working with community partners to take pride in providing a respectable level of community service with intrinsic value and set the standard there. Katy shared there's a lot of work to be done statewide and follow up with Ann to put together group to have similar conversations as in Ian's area.



Ann shared there is an award for 2nd round of funding for affordable housing project and DOLA is currently entertaining applications so they are ready to go with one project when DOLA is approved.

Courtney shared they have done a study on their own to track individuals submitting applications to transition, briefing about 20 people a month which is significant. They currently have an average of 20-25 applications per month and demand is growing as well as the need for those needing vouchers and housing assistance. Average of 20 per month is just for TCM-TC, that doesn't include 811 briefings, it's growing and thanked everyone for their support to make that happen.

Best news is that DOH is no longer requiring birth certificates for state voucher eligibility to verify lawful presence! Applicants still need photo ID with birthdate and social security card but no longer needs to be done with birth certificate. Ann and Courtney are joining the Transition Coordination Agency Manager's meeting next week to share this information.

The Council shared their ecstatic approval of this change and how much it would impact members they work with.

6. Post-COVID Restoration

3:40 p.m.

Katy opened up the conversation about post COVID restoration, things we've learned, what we've seen in the community and what the Department needs to consider as they look at a restoration plan and what going back to pre-COVID times looks like.

Mary Jo started conversation saying they are case by case going back to SNF depending on their protocol. Some are requiring COVID negative test to see client. Their team is gathering info on what requirements are with each facility. Mary Jo's organization is not requiring TC's to be vaccinated, if not vaccinated they have to follow SNF protocol. They learned a lot with virtual activity and had to quickly implement changes to be more efficient in some cases and sometimes made it harder for the social worker. They are excited about being in person with clients again. Monique shared this is the one place during COVID that we ask social worker to do more than they normally doing so this would be a welcome change.

Ryan shared DRCOG has continued to do options counseling over phone which is working well. Able to do more per day which has been efficient. One thing that would benefit more in person with SNF visits would be outreach on options counseling and informed choice. Getting in facilities and meeting folks face to face will cause referrals to pick up more.



Jennifer Reeves, DRCOG options counseling manager, wanted to chime in based on Mary Jo's comments. It's hard to keep up with nursing facilities guidelines with new mitigation with all residential care facilities across the state. Link for CDPHE website and where to access the most recent guidance which has become liberalized for visitations. In terms of TCs, TCAs and OC, where do guidelines fall?

Katy said guidance issued last March still stands for options counseling agencies. Those agencies have a similar relationship to Case Management Agencies which are only meeting with clients in person in the community with a complex set of steps go through including not being with a member more than 15 minutes at time and not seeing more than the members a day. TCA are a little different, as Medicaid providers they have more control over internal policies and procedures. She added if TC's could share how they are handling things.

Monique shared they created a COVID questionnaire that they complete for their records, they provide thermometers and PPE. They haven't required that everyone gets COVID vaccination, but that was specific to CM meeting with members currently in the community. Monique asked what Department feels on that, she's told everyone to get vaccinated but doesn't want to cross any violations. Katy is bringing back to the team to identify info to help clarify.

Ann with DOLA shared two things that have been effective with their restoration work was inspections before member moved in, instead of DOLA doing inspections themselves, they had landlords certify that the unit met standards. HUD with federal vouchers provided waiver to provide contactless inspection that has been extended throughout end of year. Doesn't hold up people moving into a new home. Also, changed how briefings for members are handled so they understand rules and regs for vouchers. They used to bring in 10 people into a room to learn what needs to be done and had to switch to one on one, over the phone briefings which is very time intensive as each call takes an hour. They need to find a way to get back to group briefings and looking at doing it semi-virtual. If TC's could meet with member and show presentation with paperwork printed out and they could brief multiple people at once that help save transportation cost of bringing member to DOLA. Hope to get in more detail on process during next week's TCA Managers meeting.

Frank asked Ann what if there was an infographic about the process to help our Consumers that have some memory or comprehension issues to follow? He has had some success with similar documents and thinks it is important for disability access. Ann asked for Frank to share samples so she can see what he's using. If there are any well-done infographic about any process not necessarily housing for them to work from to come up with something. Agreed this saves time with callbacks so members can refer to it and access on a website if they have questions.



Jennifer with DRCOG shared the link to [the site for all public health orders and mitigation guidance affecting Colorado's long-term and residential care communities](#).

Jennifer also shared the link to info that was posted on the Health Facilities blog earlier this week - links to [the updated PHO and mitigation guidance](#) after the jump.

Katy shared link to the [case management guidance change operational memo](#)

7. Council Updates

3:50 p.m.

- Revisiting Expectations and Ground Rules- adding to the July agenda.
- Education Committee Report Out-

Katy provided an update on the Education Committee meeting that was last month. There was good conversation about department trainings and how group could work with Council to do a review of what is out there with training materials. Nora shared documents with the group for review during the next meetings. Also, discussed doing a Google group as a way to collect community services for broader transition services community. New and innovative resources like finding low-cost internet that providers can share in the Google group with good resources available to members especially service gaps that need filling. If anyone wants to participate, reach out to Paige, Clarice or Katy. They want to build resource and community outreach, so people are aware of the program. Being able to share good community resources as well as questions for the Council and responses back. They also want to keep track of dept memos and consistent source of where you can find Transition Services memos.

Ian said we can all share best practices, so we all benefit from learning from each other. Monique said it's great to see collaborative spirit in the community and wanted to let everyone know Team Select is a great resource, they can staff really well. Also, shared there's a visiting MD in the community now.

Mary Jo shared discussion about resource pool with Transition Coordination supervisors, they were starting up structure. She would love to see a resource share as she is always learning about resources, having a vital offering requires participation from everyone and she will be happy to help with that.

8. Open Forum

4:20 p.m.

Katy asked for feedback on going back to monthly meetings in person, virtual and/or a dual modality. Jen said it is good to have both options available. Monique said it's good to have both in person and virtual. Shannon said she appreciates Zoom because its rare they are in Denver, and they feel part of the group this way. Mary Jo loves both, Peggy



can only do online. Ryan said combination in person and online. Katy said virtual setting has expanded the reach to all areas of Colorado. Katy shared that the goal of the team is to get back out to see everyone in person across the state.

Katy shared the OCL Stakeholder Engagement Satisfaction for Transition Services Link: www.surveymonkey.com/r/transitionsrvcs

Ian asked for others to share the survey link, so we get as much feedback as possible. Katy said the Department is really trying to reach as many stakeholders as possible, especially with CMRD. Katy asked everyone to share with folks around us to get meaningful feedback.

The next Transitions Stakeholder Advisory Council Meeting is July 1, 2021 at 2:30 pm.

9. Adjourn

4:30 p.m.

Reasonable accommodations will be provided upon request for persons with disabilities. Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please notify John Barry at john.r.barry@state.co.us or the 504/ADA Coordinator at hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.

