



## MINUTES

### Transitions Stakeholder Advisory Council

Google Hangout Weblink: [meet.google.com/exv-vioy-ovk](https://meet.google.com/exv-vioy-ovk)

Google Hangout Call-in: +1-320-322-1193

PIN: 405 817 394#

Thursday, May 7, 2020

2:30 – 4:30 p.m.

#### COUNCIL MEMBERS

- Clarice Ambler, DRCOG X
  - Anne Bartels, PASCO X
  - Amy Dixon, CPWD
  - Paige Gallaher, Atlantis
  - Jennifer Giurgila, Jefferson County
  - Fallon Gillespie, CO Access X
  - Emily Harvey, Disability Law X
  - Ashly Johnson, DRCOG X
  - Jennifer Krulewich, Focus Cares X
  - Tracy Martinez, Touch of Care X
  - Ed Milewski, Jr.
  - Jenn Ochs X
  - Lisa Smith, Team Rubicon
  - Neal Waite, ADRC Region 3B X
- Heather Kamper, DRCOG, Ann Watt, DOLA, Courtney Thomson, DOLA
- Department Staff: Katy Barnett, Matt Bohanan, Nora Brahe, Michelle Topkoff

#### 1. Welcome and Introductions

- Approval of the March Minutes – Minutes were approved.
- Purpose of Today's Meeting – Matt provided a brief overview of the agenda. Matt asked for patience as the team worked with the Google Hangout system.

#### 2. COVID-19 Discussion

- Matt opened the conversation to the Council to discuss any questions or concerns related to the Department's COVID-19 response. Generally Council members and their organizations have adapted to the remote environment



COVID has created. Jenny of Focus Care shared that they have been using telephone support for members in the community and looking differently at needs and resources to support members. Emily of Disability Law shared that the shift has been hard but interesting learning curve.

### 3. Program Updates

- Katy shared that earlier that morning an Operational Memo regarding Options Counseling during COVID-19 was issued and would be included in the follow up to the meeting.
- Nora shared that additional information for Transition Coordination Agencies (TCAs) would be going out soon, but she had communicated expectations with agencies. She has also been working one on one with TCAs and skilled nursing facilities on specific cases.
- Ann Watts shared that many landlords are eager to work with individuals in the Transition Services program. There has now been a slow down yet in the process due to COVID due to housing being one of the final pieces in the transition process. Currently, DOLA is waiving signatures for members on the housing vouchers due to skilled nursing facilities restricting visitors. Inspections are also being done via video or are being postponed until the risks have decreased.
- Heather of DRCOG asked about options counseling referral rates across the state. Katy shared that there have been very few referrals beyond the Minimum Data Set (MDS) responses the Department shares monthly with contracted agencies. Jenn Ochs asked a follow up of how to refer individuals to options counseling. Katy shared that Jenn can reach out to Neal Waite for anyone who is in Boulder County. Clarice of DRCOG added that if options counselors are struggling to get access to members in facilities to contact the activities director at the facility. Many are acting as a communications coordinator and helping to set up phone calls and video calls for residents.
- Matt shared that the governor had released a sequestration budget that would cut the current 2019 budget for the state including funds under HCPF. Several members of the Council asked for clarification regarding the “Community Transition Services” line item under the Department of Human Services (DHS), however since it is not a program run by HCPF, staff could not provide more information and encouraged Council members to direct questions to DHS. Regarding cuts to HCPF, Matt shared that contact information would be circulated after the meeting to contact HCPF staff working with the Joint Budget Committee who would have more information on the process.
- Matt also shared that the team has reached out to CMS to explore flexibility with regard to the Money Follows the Person program.



- Jenny of Focus Care asked for an update on the Single Entry Point contract renewals and changes specifically what will it look like in the hand off between Colorado Access and Rocky Mountain Human Services. Matt shared that the team had not been directly involved in the process but believes more information will be coming soon and offered to talk about the issue one on one.

#### 4. Council Updates

- Clarice of DRCOG shared that ombudsman have received a lot of calls specifically about residents receiving 30-day notices for eviction. Clarice stressed that if any members in the transition process received these letters Transition Coordinators should get ombudsman involved to help.
- Heather of DRCOG asked if additional guidance would be issued as the state and local governments open. Matt shared that at this time the Department is being very considerate and thoughtful about guidance and any changes to the current guidance will be communicated quickly to providers and members.
- Neal of Boulder County shared that they are preparing to expand their options counseling capacity by adding two new options counselors. He thanked Clarice for her excellent advice on activity directors and 30-day notices.

#### 5. Quarterly Data for Transitions

- Department staff were working with the data team to develop quarterly pulls, unfortunately the numbers pulled were not as accurate as the team had hoped. Staff will follow up with more accurate data at the next meeting.

#### 6. Semi-Annual Report Data

- Due to technical difficulties on the Google Hangout platform this was not presented to the Council but was sent out afterwards to the group for review.

#### 7. Council Planning

- Example Tool for Redetermination – Anne Bartels shared a tool used by PASCO to inform Medicaid members of the redetermination process. She shared that if the redetermination date was available to providers through the provider portal PASCO would go even further to share reminders with members. Anne asked if anyone knew how the redetermination dates were established as it seems it shifts with waiver start dates. Fallon shared that waiver start dates do change especially if someone moves to a new waiver, but the redetermination date does not change. She also shared that SEPs also aren't automatically alerted to redetermination dates. Clarice of DRCOG thanked Anne for sharing the



information as it was one of the Council priorities to create tools for members when they come to the end of their transition period.

- Training Discussion – Clarice started the discussion with the caveat that a lot had changed since the March meeting and that initial discussions of in-person trainings would need to adapt to the new environment.
- Nora shared that she's been working to develop a new risk mitigation training. She also shared that 60 TCAs participated in Person-Centered Training before the stay at home order was issued. She had planned to have an in-person training schedule for 2020 but due to COVID she has shifted and is looking at Zoom supported trainings in June and July and late autumn. She is also working on publishing webinars that new transition coordinators can access at anytime but those are less effective than in-person trainings. Nora added that she's looking to TC supervisors to help support training efforts.
- Jenny of Focus Care shared that more frequent trainings with smaller group trainings of 50 to 100 seem more effective. She also suggested train the trainer opportunities so supervisors could more easily share knowledge.
- Jenn Ochs shared that the Center for People with Disabilities has been hosting Google Hangouts weekly and encouraged the Department to reach out to them to join a meeting and share information about Transition Services.
- Nora shared that if any TCAs have suggestions for training content, they should feel free to reach out to her.

## 8. Adjourn

- Katy will send the Council a follow up email with all the materials shared during the meeting. The next meeting will most likely be a Google Hangout.

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