



## MINUTES

### Transitions Stakeholder Advisory Council

Google Hangout Weblink: [meet.google.com/emq-kfpb-aex](https://meet.google.com/emq-kfpb-aex)  
Google Hangout Call-in: +1 470-268-2030  
PIN: 614 405 288#

Thursday, November 5, 2020  
2:30 – 4:30 p.m.

#### COUNCIL MEMBERS

- Clarice Ambler, DRCOG X
- Jenn Ochs X
- Meghan Baker, Disability Law Colorado X
- Lisa Smith, Team Rubicon
- Anne Bartels, PASCO X
- Neal Waite, ADRC Region 3B X
- Amy Dixon, CPWD X
- Angel Bond, Pauline Bonifazi, Michele Chamberlain, Georgia Edson, Monique Flemings, Peggy Garcia, Kay Harden, Mary Jo Honitoes, Sheryl Kessler, Ryan McGee, Michelle Perry, Frank Rivas, Tina Stran, Steven Stock, Miriam White, Colleen of Champion Home Care
- Paige Gallaher, Atlantis X
- Jennifer Giurgila, Jefferson County
- Fallon Gillespie, Rocky Mountain Human Services
- Ashly Johnson, DRCOG
- State Staff: Katy Barnett, John Barry, Nora Brahe, Matt Bohanan, Cassandra Keller, Janelle Poullier, Courtney Thomason, Ann Watts
- Jennifer Krulewich, Focus Cares X
- Tracy Martinez, Touch of Care X
- Ed Milewski, Jr.

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

#### 1. Welcome and Introductions

2:30 p.m.



- Approval of the October Minutes – Minutes were approved.
- Purpose of Today’s Meeting – Katy provided an overview of the agenda noting that this would be the first meeting where items on the priority agenda approved by the Council would be discussed. Katy encouraged everyone to provide feedback after the meeting to Clarice Ambler on the meeting process and organization.

## 2. Council Member Application

2:35 p.m.

- Miriam White – San Juan Basin AAA – Miriam shared her interest in joining the Council. She previously worked with Volunteers of America working with seniors. She is the options counselor in the Durango area and would like to join the Council to share her voice and speak for the members in her area. Paige from Atlantis shared her excitement for more involvement from individuals from the southern parts of the state. Following the meeting Katy will send around an anonymous survey for Council members to vote on Miriam joining the Council.

## 3. Program Updates

2:40 p.m.

- Ann from DOLA was pleased to say the Atlantis apartment building was almost completely full in record time. They were able to support several 811 program applicants in the new building in addition to several Transition Services members and others moving from institutions using state vouchers. They are looking forward to their next 811 housing project.
- Nora from HCPF shared that she had been spending time training nursing facility social workers on the program.
- Matt from HCPF updated the group on the new Money Follows the Person (MFP) funding opportunity. The opportunity allows states with current MFP grants to request an additional \$5 million maximum in additional funding for MFP. It would not affect any standard requests and CMS is treating it as a rolling opportunity through the end of June 2021. The Department is working to get its ducks in a row at end of this calendar year to submit a proposal. Staff will have more information to follow and want to make sure the Department solicites feedback from the stakeholder community. Staff are working to make sure all details of the opportunity were understood, and an internal framework is developed based on the good work, feedback, and ideas the Council has already discussed.
- Katy from HCPF shared that a report was published to the Department website regarding the Transition Services program. This is a statutorily required report that will be submitted to the state legislature every year. She noted that the Department is not able to disclose any data less than 30 individuals due to



HIPAA Safe Harbor requirements. The link to that report is available here: <https://www.colorado.gov/pacific/sites/default/files/HCPF%202020%20Support%20for%20Transition%20from%20Institutional%20Setting%20Annual%20Report.pdf>

- Katy also shared that the national Public Health Emergency had been extended through January. This extension means many of the Department issued memos regarding COVID restrictions are still in place and state Medicaid programs will continue to receive an enhanced federal match rate to help support their state populations during the Public Health Emergency. Additionally, Katy noted that as many are aware, COVID cases had increased in Colorado and the Department was seeking support from the provider and stakeholder community in sharing resources to curb the spread of the virus. Katy shared two resources with participants and encouraged them to share with their networks:
  - Exposure Notifications - <https://covid19.colorado.gov/Exposure-notifications>
  - Step Up Colorado Resources - <https://thesocialpresskit.com/stepupcolorado>
- Katy shared that the Department has been working to develop FAQs for the general public to better understand the nuances of the Transition Services program. She suggested that these be reviewed by the Education, Training and Awareness committee that would be discussed later in the agenda.
- Finally, Katy posted a poll during the meeting to get feedback from stakeholders on moving the January meeting from January 7<sup>th</sup> to either January 14<sup>th</sup> or January 21<sup>st</sup>. The poll found that the majority of stakeholders preferred January 14<sup>th</sup>. Katy will update the calendar appointment for January.

## 4. Transportation

3:00 p.m.

- Katy introduced the conversation as the first in the set of priorities identified by the Council through the survey and stakeholder engagement process. The Council invited two individuals to provide information on transportation issues in the hopes to identify solutions for the Council to eliminate barriers for Transition Stakeholders to transportation in their communities.
- Angel Bond, Mobility for All – Angel thanked Jen Ochs for recommending her to speak to the Council. Angel shared a comprehensive presentation on the work of Mobility For All a program from Boulder County to promote accessible, affordable, and equitable multimodal (transit, bike, etc.) transportation options for residents of all ages and abilities and to raise awareness that transportation is a basic social, economic, and health need. Angel's presentation was posted on



the Transitions Stakeholder Advisory Council website:

<https://www.colorado.gov/pacific/sites/default/files/Mobility%20for%20All%20Program%20Overview%202020%20HCPF%20Transitions%20Stakeholder%20Advisory%20Council.pdf>

- Janelle Poullier, HCPF – Janelle thanked the Council for inviting her to join the meeting to share information on the Medicaid programs available to support members with transportation needs. Janelle manages the Non-Medical Transportation benefit in the Home and Community Based Waivers (HCBS). Cassandra Keller also joined the conversation. Janelle level set regarding the different programs offered by the Department to support transportation needs. There is often confusion between the Non-Medical Transportation benefit and the Non-Emergency Transportation benefit. These benefits have two different authorities with federal partners as well as different rules and budgets. The benefits themselves are also very differently but there can be overlap with providers. The management is different as well.
- Non-Emergency Medical Transportation is not handled in the Office of Community unlike Non-Medical Transportation. It is a state plan service, like Transition Coordination, which is available to all Medicaid members. It provides transportation for verified medical appointments and is coordinated by the Department contractor, Intelliride.
- Non-Medical Transportation is available to members on several HCBS waivers including Brain Injury Waiver (BI), Community Mental Health Supports Waiver (CMHS), Developmental Disabilities Waiver (DD), Elderly, Blind and Disabled Waiver (EBD), Spinal Cord Injury Waiver (SCI), Supported Living Services Waiver (SLS). The rates and benefits vary slightly by waiver. Non-Medical Transportation provides service to community outings, volunteering, or employment but a member must be eligible for one of the adult waivers to be eligible. Members are required to speak to their case manager to identify the need and add the services to their Prior Authorization. Restrictions have been issued to ensure member safety during COVID based on the vehicle passenger size.
- After both presentations the Council reflected on the information and on how the Council felt they could best impact the barrier of members accessing transportation in the community. Monique Fleming asked as far as intelliride is concerned - can members choose their own providers? Janelle shared that, yes members can choose their own providers and will need to call intelliride directly have those providers go through intelliride for approval to become a provider if that provider is not currently listed.
- Miriam made a suggestion that in the San Juan Basin local agencies provide transportation vouchers for members to use and that would be an idea for



Medicaid to create a new benefit. In this specific example, the client is responsible for finding transportation support and the voucher is for gas. Katy clarified that the Council cannot necessarily create new benefits but this is a great example of identifying community based benefits to share with members, Transition Coordinators and Options Counselors.

- Mary Jo shared that she often receives bad feedback on Intelliride. One example was a taxi for non-emergency medical transportation couldn't take wheelchair. She asked if there was a place for stakeholders to give that feedback on the service or do what we can offer alternatives or a backup. Angel shared that in the Denver area there is a regional mobility and access council that developed a Getting There Guide that could be useful in identifying other alternatives. She also shared concerns with the lack of predictability and the perception that Intelliride was not very consumer friendly. She and others have found it is hard to get consistent information for consistent options. The options are very siloed but there are some other options like AAA FTA and that it would be nice to have a little more cross talk to work out some issues. She also shared a link to the Denver Regional Mobility and Access Council: <https://www.drmac-co.org/> Cassie from HCPF shared that was a priority for the Department to get the benefits combined since it doesn't make sense to call two different groups for transportation needs. It shouldn't matter what the destination is. Unfortunately, as many know, state budgets have been hit hard. The Department needs and wants to hear from stakeholder groups on this issue. Janelle added that she would be happy to convey concerns and complaints to the appropriate place and she provided her contact information to stakeholders: [janelle.poullier@state.co.us](mailto:janelle.poullier@state.co.us)

## 5. Education, Training and Awareness

3:30 p.m.

- Transition Services Priority Survey Review – Katy provided an overview of the topic identified by the Council in their 2019 SWOT analysis and also highly ranked by stakeholders as a barrier to the program. Consistent education, training, and public awareness has been a priority of the Council for some time. The Council had identified four potential solutions to this barrier including:
  - Intensive risk mitigation training for Transition Coordinators,
  - More consistently available in-person training opportunities,
  - Establishing an Educational Taskforce to support the Department in training planning and information disseminating,
  - Creating online modules for refreshing education, and
  - Including more case studies and real-life examples into training materials.



- Based on the survey responses the most popular solutions were creating risk mitigation training for transition coordinators, followed closely by establishing an educational taskforce and creating online modules for refreshing education. Nora shared that the risk mitigation training was in the process of approvals and would be ready for training by the end of the calendar year. Katy suggested the Council then focus on the Educational Taskforce idea and utilize that group to identify opportunities for training, materials, and public awareness.
- After the overview, the Council reflected on the information and on how the Council felt they could best impact the barrier of education, training and public awareness. Pauline asked if this would include education and training to nursing facility social workers. Katy clarified that it absolutely can look at that issue and the group could help identify nursing facility partners for training targets. Nora asked if this would include options counseling and transition coordination training. Katy clarified that this would look at public tools first as much of the training for those other groups is specified in regulation and contract but could also provide an opportunity to share feedback on what might be missed in training for those groups.
- Tina shared that the state's long-term care ombudsman team as great organization to reach out to as they have consistent meetings and it would be great if information could go into the provider portal that goes out to so many providers. Rural mountain regions often find it hard to get correct information. Monique share that she serves on the ethics committee in El Paso County and it could be an awesome avenue for this information as it includes lots of different groups.
- Katy asked if anyone would be willing to volunteer for this work to start identifying how this sub-group might work. The following individuals volunteered: Amy Dixon, Ashly Johnson, Clarice Ambler, Jenny Krulewich, and Paige Gallaher.
- Katy asked the Council how they wanted to follow up on transportation. Clarice offered that a public facing document with lists of all resources with the context in which someone could use them would be helpful. Accessing that information has been a challenge. Jenny added that would be fantastic. Angel shared that DRMAC had developed a Getting There Guide and other regions of the state had efforts going on like the Pikes Peak Area Council of Governments. She cautioned against reinventing the wheel and instead creating cross field collaboration. She also shared that there was a group called the CMAC – coordinated. It is a peer to peer organization for mobility managers already working in communities across Colorado. She offered that if any stakeholders want the contact information for any Mobility Manager in a specific region she would be happy to track them down and she shared her contact information with stakeholders: [abond@bouldercounty.org](mailto:abond@bouldercounty.org)





## 6. Council Updates

4:00 p.m.

- Clarice introduced a new process for sharing Council updates. Prior to the meeting she plans to send an email to Council members requesting information for this portion of the agenda to help streamline the conversation. She opened it up to the Council but no members had updates.
- Clarice shared an updated on the Bylaws workgroup. The group had meet three times and were close to finalizing a draft for the Council's review. She thanked Anne Bartels, Neal Waite, Tracey Martinez, Paige Gallaher, and Katy for their fantastic and very effective work. The goal of the group is to present a draft for the Council in December, provide a month for review and feedback, and have a final vote on changes in January.

## 7. Open Forum

4:20 p.m.

- Amy asked will the MFP grant let us have money for food and clothes. Getting emergency foods stamps is taking weeks if the consumer cannot access PEAK. Matt clarified from program perspective, the grant cannot provide food clothing in if it is provided in other places or has specific exclusions.
- Amy asked if picking up food from the food bank was a targeted case management activity or if signing a member up is? Nora clarified that signing a member up for food bank services is a targeted case management activity but picking the food up for a member was not. Nora added that TCs can help members arrange transportation to pick up food.
- Monique shared that the meeting was extremely helpful very nice to get to put faces to names. She also asked for a Council application to further contribute.
- Angel shared information on an upcoming event on November 24: Transportation and Technology Options for People with Mobility Challenges, Human Services Network of Colorado: <https://thenetwork-co.org/event-3907452/Registration>
- Ryan asked if there was a discussion about possibly changing a meeting platform from google meet? Clarice clarified that both her and Ryan struggled with accessing the meeting due to it being on the Google platform and only have access through their personal accounts. Katy said she and John could look at alternative platforms. John added that the Department had access to adobe connect, toll free numbers, and may be able to look at zoom as well.
- Amy commented that she's found it difficult and stressful to transition SSI consumers with a small benefit. Accessing community benefits during COVID has been crazy and some members are in the community with only \$30 a



month. Matt asked her to clarify is it the time to get the income changes once someone moves into the community or simply the small amount? Amy said, yes, in part it was the difficulty in updating information for SSI.

## 8. Adjourned

4:04 p.m.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify John Barry at [john.r.barry@state.co.us](mailto:john.r.barry@state.co.us) or the 504/ADA Coordinator at [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

