

Meeting Name	System of Care Design Group	Meeting Date	Monday, May 17, 2021
Meeting Purpose	Meeting #2	Meeting Time	1:30-3:00pm
	Materials: InCK SoC DG PPT Articles - prep reading	Meeting Information	JOIN WEBEX MEETING https://cliffordbeers.webex.com/cliffordbeers/j.php?MTID=m0a00104b1220f125c182e1dc94ec525b Meeting number (access code): 132 177 1891 Meeting password: cbc123

Invited Attendees					
	Name	Role - Organization/Agency		Name	Role - Clifford Beers
✓	Giselle Carlotta-McDonald	Project Access-Executive Director	✓	Seth Poole	Director of Systems of Care
✓	Erica Garcia-Young	DSS	✓	Kitty Tyrol	Training Manager
✓	Amy Marracino	DMHAS - Adolescent/Young Adult Services	A	Jennifer Richmond	VP of Population Health
✓	Cheryl Burack	Family Centered Services of CT	A	Shayla Ross	Project Administrator of InCK
✓	Jacqueline Farrell	Family Centered Services of CT	A	Melanie Rossacci	Chief Business Development Officer
A	Kellyann Day	New Reach	✓	Luz Ramos-Ortega	CHO
A	Victoria Hwang	New Reach	A	Taylor Smith	CHO
✓	Paul Kosowsky	Youth Continuum	✓	JoAnne Wilcox	CHO
A	Addys Maria Castillo	CityWide Youth Coalition	✓	Charles Dawkins	CB - Care Coordination Supervisor
✓	Smruti Vartak	Beacon Health Options -ASO	A	Lisa McKnight	Parent/Community Caregiver
✓	Kendra Carr	Beacon Health Options -ASO	A	Tim Marshall	DCF

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
Welcome	<ul style="list-style-type: none"> • Welcome • Introductions of Members • Purpose/Agenda Overview 	<ul style="list-style-type: none"> • Giselle opens • Seth leads intros-Name, Org, one word...summer • Kitty reviews Agenda - PPT slide 4
Overview	<ul style="list-style-type: none"> • Recap • Meeting Steps • Timeline 	<p>Recap - Kitty</p> <ul style="list-style-type: none"> • Background and Overview - CT-InCK • Driver Diagram • Design Groups <ul style="list-style-type: none"> ○ Coordinating 3 priority DGs: APM, Needs Assessment, SoC ○ CB CT-InCK Team manages workflow, tasks and deliverables ○ SoC DG Members inform, inspire, guide, challenge process and product to yield best practices • Meeting Cadence & Logistics <ul style="list-style-type: none"> ○ length and timing of meetings - 90m/meeting ○ 6 meetings thru Aug; adding 1-2 meetings as needed ○ Timeline to meet CMS deliverables; July draft/Oct final ○ Surveys for meeting availability
System of Care Design Group	<ul style="list-style-type: none"> • Secondary Drivers 	<p>SLIDE 6 - Kitty</p> <ul style="list-style-type: none"> • review 2nd drivers/correlated with 1st drivers • Ask: to which of these “drivers” can we identify criteria or non-negotiable elements for Ink?
Systems Components	<ul style="list-style-type: none"> • Patient-Centered Medical Home Model • DSS-Medicaid PCMH/PCMH+ 	<p>SLIDE 7 - Erica - Timeline for Medical Home Model in CT</p> <p>The InCK program will build on two current CT Medicaid primary care initiatives, related to a rich history of the medical home concept:</p> <ul style="list-style-type: none"> • 1967, the American Academy of Pediatrics introduced medical home • 2007, the Joint Principles of the Patient-Centered Medical Home (PCMH)

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
---------------------------------	-----------------------------------	-------

		<ul style="list-style-type: none"> • 2008, the National Committee on Quality Assurance (NCQA) released its PCMH Recognition program • 2012, CT Medicaid ended capitated managed care and a new health care delivery model, Person-Centered Medical Home (PCMH) was introduced and in • 2016, PCMH+ was launched
PCMH+	<ul style="list-style-type: none"> • PCMH themes for NCQA 	<p>SLIDE 7 - Erica</p> <p><u>6 overarching themes of PCMH for NCQA Recognition:</u></p> <ul style="list-style-type: none"> • Team-Based Care and Practice Organization: Helps structure a practice's leadership, care team responsibilities and how the practice partners with patients, families and caregivers. • Knowing and Managing Your Patients: Sets standards for data collection, medication reconciliation, evidence-based clinical decision support and other activities. • Patient-Centered Access and Continuity: Guides practices to provide patients with convenient access to clinical advice and helps ensure continuity of care. • Care Management and Support: Helps clinicians set up care management protocols to identify patients who need more closely-managed care. • Care Coordination and Care Transitions: Ensures that primary and specialty care clinicians are effectively sharing information and managing patient referrals to minimize cost, confusion and inappropriate care. • Performance Measurement and Quality Improvement: Improvement helps practices develop ways to measure performance, set goals and develop activities that will improve performance.

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
		<p>SLIDE 8 - Erica</p> <p><u>Building on Connecticut's PCMH Model, key areas of PCMH+ include:</u></p> <ul style="list-style-type: none"> • Integration of physical and behavioral health care • Build on provider competencies to support members with complex medical conditions and disabilities • Promote linkages to community supports that can assist members in maximizing their Medicaid benefits • Promote overall health and wellness for members
System Components - 5-10 min	WRAP Around CT (CT's Wraparound Initiative)	<p>SLIDE 9 - Luz Ramos-Ortega</p> <ul style="list-style-type: none"> ● Care Management services = Care Coordination ● Integrated behavior and physical care services ● Participant and family engagement ● Health information technology <p>SLIDE 10 - Charles Dawkins</p> <ul style="list-style-type: none"> ● Care Coordination <ul style="list-style-type: none"> ○ Child & Family Team Process ○ Plan of Care <p>Kitty</p> <ul style="list-style-type: none"> ● WFI - WRAP Fidelity Index ● Currently integrating into CB CC
Pause & Reflect	Client/Patient Experience	SLIDE 12- JoAnne - see chat transcript for remarks
Criteria	Service Delivery Criteria	SLIDE 13 - Kitty - Service Delivery Criteria

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
SDOH	Social Determinants of Health	SLIDE 14 - Giselle - SDOH SLIDE 15 - Giselle - What goes into your Health? What's different about the InCK SoC?
	Criteria for InCK	SLIDE 16 - Seth -Discussion Questions <ul style="list-style-type: none"> ● What are the criteria needed for InCK SOC? ● How will we know if it's working and successful?
Next Steps	Meeting dates/surveys Resource/Material Sharing	<ul style="list-style-type: none"> ● Kitty emails DG members: <ul style="list-style-type: none"> ○ FINAL PPT slides ○ survey/form - criteria and focus areas ○ survey/form - availability for meetings
Walk-Ons...		<ul style="list-style-type: none"> ● Giselle can introduce AHC screening tool for SDOH
Action Steps		
Close	Next Meeting:	<ul style="list-style-type: none"> ● Jun TBD by survey poll results

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
---------------------------------	-----------------------------------	-------

New Action Item(s):	Person Responsible	Date Due
1. Outreach to potential members	Seth, JoAnne, Giselle	4/30 - continued
2. Schedule co-chair prep/fb meetings: Giselle, Seth, Kitty and CHOs	Kitty	5/4 - in progress
3. Continue SOC DG write-up revisions	Kitty	5/6 - in progress
4. Prep Agendas, PPTs, materials for future meetings	Kitty	5/9 - completed
5. Finalize Meeting Notes and save to g-drive/email in MS docs to members	Kitty	4/30 - completed
6. Doodle poll for May meeting dates/times	Shayla	4/28 - completed
7. Determine May dates/times - Email Members; calendar invite, set up virtual link	Shayla	5/5 - completed

Old Action Item(s):	Person Responsible	Date Due
1. Identify dates/times for DG to schedule meetings/topics - elicit from Erica & Giselle	Kitty, Giselle, Seth	4/23 - complete
2. Continue revisions to SOC DG one-pager and PPT	Kitty	4/30 - in progress

Upcoming Deliverables/Status:	Person Responsible	Date Due
1. SOP draft presented to PC	Seth, Kitty, Giselle	June TBD, 2021
2. SOP draft to CMS	Jennifer	July 30, 2021
3. FINAL SOP to CMS	Jennifer	October 30, 2021

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes
---------------------------------	-----------------------------------	-------

SoC Design Group [Member](#) Contact List

Name	Agency/Organization	Core Child Service	EMAIL	PHONE
Giselle Carlotta-McDonald	Project Access New Haven Exec Director	Clinical Care (physical/behavioral)	Giselle.Carlotta-McDonald@ynhh.org	(203)688-4603
Erica Garcia-Young	DSS/Medicaid/CHIP	State/DSS Behavioral Health	erica.garcia@ct.gov	
Seth Poole	CB/InCK - Director, System of Care	Lead Org/InCK System of Care	spoole@cliffordbeers.org	
Kitty Tyrol	CB/InCK - Training Manager	Lead Org/InCK System of Care	KTyrol@cliffordbeers.org	
JoAnne Wilcox	CB/InCK - CHO	Lead Org/InCK System of Care	JWilcox@cliffordbeers.org	
Luz Ramos-Ortega	CB/InCK - CHO	Lead Org/InCK System of Care	LRamos@cliffordbeers.org	
Taylor Smith	CB/InCK - CHO	Lead Org/InCK System of Care	TSmith@cliffordbeers.org	
Charles Dawkins	CB/CST	Care Coordination	cdawkins@cliffordbeers.org	
Gerry Baird	CB/MCIS	EMPS	gbaird@cliffordbeers.org	
Amy Marracino	DMHAS	Adolescent/Young Adult Services	amy.marracino@ct.gov	
Cheryl Burack	Family Centered Services-CT	Title V Agencies	cburack@familyct.org	
Jacqueline Farrell	Family Centered Services-CT	Title V Agencies	jfarrell@familyct.org	
Kellyann Day	New Reach	Housing	Kday@newreach.org	
Victoria Hwang	New Reach	Housing	vhwang@newreach.org	
Paul Kosowsky	Youth Continuum	Housing	pkosowsky@youthcontinuum.org	
Addys Maria Castillo	CityWide Youth Coalition	Executive Director (Youth)	Addys@cwyc.org	
Smruti Vartek	Beacon Health Options	ASO	smruti.vartak@beaconhealthoptions.com	
Kendra Carr	Beacon Health Options	ASO	kendra.carr@beaconhealthoptions.com	

MEETING AGENDA: Agenda Topic	Key Discussion Points / Decisions	Notes	
---------------------------------	-----------------------------------	-------	--

Tim Marshall	DCF	Child Welfare	tim.marshall@ct.gov	
Lisa Willis	Grandparents Raising Grandchildren	Other Partners	ctbctrustees@gmail.com	
Lisa McKnight	Community Caregiver Representative	Parent/MOFJ	Lisamcknight45@yahoo.com	
Denise Duclos	NHPS Early Childhood	Early Childhood/Education	denise.duclos@new-haven.k12.ct.us	