## Meeting date, time and location: 7.8.21, 3pm, videoconference

## Meeting facilitators and presenters: Jason Lyon

**Attendees**: Denise Achin (BHDDH), Jessica Boettger (The Groden Center), Seena Franklin (Comprehensive Community Action (CCAP)), Joe Robitaille (VP of Children's Services at Trudeau), Kelci Conti (CCAP), Valentina Laprade (Children's Friend), Jessica Clark (St Mary's Home for Children, filling in for Carlene McCann), Ashlee Gray (Northeast Family Services), Ellie Rosen (OHHS), Maayan Rosenfield (EOHHS), Jennifer Levy (RIDOH), Melissa (Ross-Ocean State Behavioral), Tara Hayes, Elizabeth Thompson, Jason Lanzillo (Frank Olean Center), Cristina Almeida, Wendy Sousa (ARI Child & Family Support)

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<ul> <li>expand at this time.</li> <li>DCYF just signed a contract with CYC for Strong African American Families.</li> <li>Denise Achin: doesn't know about this, wonders whether part of federal or general funds</li> <li>Seena: doesn't know, was confused by it</li> <li>Denise: can follow up and find out what they are and who oversees them</li> <li>Seena: another question: on DCYF list are these services that are already being contracted – she didn' know those as programs (early childhood nurturing) and has been working here for a long time</li> <li>Jason: Understanding that those are current services in DCYF. Anyone from DCYF here to confirm? Will follow up.</li> <li>Tara Hayes: thanks Denise for sharing guide, working on updating in English and Spanish. RI medical home portal is not guide but way to access resources. Website is RI.medicalhomeportal.org</li> <li>Denise: also working on updating</li> <li>Jason: In existing service array, what's working? Or even what would we not want to change?</li> <li>*Long pause*</li> <li>Rosemary Reilly-Chammat: has been thinking about system of care – how does this service array maps ou</li> </ul>	and	Jason Lyon	<ul> <li>who's payer, Rosemary added Ride components. Denise shared guide. Not exhaustive list, but effort.</li> <li>Seena Franklin: BDDH presented two new programs related to substance use and mental health, both adolescent age <ul> <li>Homebuilders: a DCYF contracted program currently with 10 slots. DCYF is not looking to expand at this time.</li> <li>DCYF just signed a contract with CYC for Strong African American Families.</li> </ul> </li> <li>Denise Achin: doesn't know about this, wonders whether part of federal or general funds</li> <li>Seena: doesn't know, was confused by it</li> <li>Denise: can follow up and find out what they are and who oversees them</li> <li>Seena: another question: on DCYF list are these services that are already being contracted – she didn't know those as programs (early childhood nurturing) and has been working here for a long time</li> <li>Jason: Understanding that those are current services in DCYF. Anyone from DCYF here to confirm? Will follow up.</li> <li>Tara Hayes: thanks Denise for sharing guide, working on updating in English and Spanish. RI medical home portal is not guide but way to access resources. Website is RI.medicalhomeportal.org</li> <li>Denise: also working on updating</li> <li>Jason: In existing service array, what's working? Or even what would we not want to change?</li> </ul>

more global, but now with more detail mapping to
that.
<ul> <li>Jason: with a smaller group we're mapping out in more detail</li> </ul>
• Wendy Sousa: I do child and family supports w
adoption RI. A lot is working but where something is
working well trouble accessing outside of where
they're funded. Silos around age and specialty.
Primarily during COVID using primarily outpatient
services. Was good until they then lost all the other
services. Those therapists are not necessarily tied to
the programs FCCP knows about. Lot of good work but
not ability to make handoffs and smooth transitions.
Tina Spears: system not working, elements may be
helpful to families but not system. Families and kids get partially what they need. We're not 100%
confident we're doing what we can and should be
doing. Spreading resources to meet some of as many
children's needs as possible.
• Jason: commitment of service array to families and
flexibility to take on more than they can handle is
positive but doesn't mean system is working.
Dedicated workforce, dedicated service providers.
What's not working.
Seena Franklin: lack of parenting education. Part of
prevention array is parental education and support
meetings (unless meet very specific criteria for one
program). Need a bigger workforce, more funding for workforce
Valentina Laprade: we need more resources to
support families where grandparent or other family
member is working as parent. Some fam just need
support navigating system, others accessing basic
concrete resources, others need support in
understanding child development, kids who act out
and are traumatized by removals (who have been
kicked out) still minimal ability to support kids around
guardian arrangement, foster care in general. Need
more skilled clinicians across the board and need to
pay them well.
<ul> <li>Rosemary Reilly-Chammat: are there certain leverage</li> </ul>
points or initiatives we should prioritize if there were
more funding or effort.

<ul> <li>Jason: great point – we have some great services that are working but would need to be expanded to full state. What from the good stuff they've got going on could we expand to the rest of the state. On the subtraction side some services not doing exactly what they're supposed to do. Some things need overhaul. Any services about what need to be added or taken away?</li> <li>Nidhi Turner: making sure clinicians can bill for all aspects of care (coordinating, writing up notes, etc) - need to incentivize that work. Class workers, increasing educational requirement to bachelor (rates will need to increase) but implementing goals written by clinician in community setting. Funding incorporates intensity of service delivery. Collateral contact becomes reimbursable.</li> <li>Tina Spears: System needs to be responsive to demand. Need flexibility to adjust programming models to needs. Gets complicated, this is not how child BH works. Need to increase agility. Also address those root issues like funding.</li> <li>Wendy Sousa: often asked to take programs that are successfully meeting specific needs and asked to see more and more foster families in foster family model – asked to expand things that are working to new populations but the funding stays the same. Not that they're not successful just given job to expand but not ability.</li> <li>Jason: They're so many different buckets with different ppl paying based on funding. More agility and flexibility in funding.</li> <li>Wendy: If it's this hard for us to figure out what's going on, families are not informed consumers just doing what they're told to do. Not confident to say this is not working for me, I think this would work</li> </ul>
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doing what they're told to do. Not confident to say
Different funding streams. Will only pay for service if leave another service.
<ul> <li>Jason: regarding the idea of authorization – you only get 12 weeks of a service whether making progress or</li> </ul>

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	not. Another aspect not helping system of care being effective?
	<ul> <li>Tina: yes, puts a lot of administrative burden on organizations. If good clinical rationale, shouldn't have these 12 weeks and then kick out. The more flexibility the better. As a regulator outcomes should be a focus.</li> <li>Jason: what about tying authorizations to outcomes – measured outcomes</li> </ul>
	<ul> <li>Tina: that's the goal but if underfunded service model, it won't work. Must make sure paying the right price for that outcome and each unit of service involved in getting there</li> </ul>
	<ul> <li>Jason: This goes along with authorization idea - you can be reimbursed on a weekly basis if agree to do this         <ul> <li>min service delivery units. Thoughts about minimum service units per week? In the past just say # of hours going to deliver</li> </ul> </li> </ul>
	<ul> <li>Wendy: that works if there's a system in place where ppl can ethically transition families to lower or higher level of care. Often transitions happening without knowledge of consistent way to titrate care with families</li> </ul>
	<ul> <li>Concern of if you only get paid at all if all of the planned meetings happen – sometimes families don't show up, etc would be losing money if provided half the services and don't get paid at all then</li> </ul>
	<ul> <li>Jason: I was creating a simplistic scenario but maybe if there's some grey and could be good reasons for not achieving benchmark. There's also the danger on the other side if you go above and beyond won't get paid enough.</li> </ul>
	<ul> <li>Nidhi: so much variability per week but if meeting quality data in ACO format per every half year that could work better and reduce variability.</li> <li>Jason: so that's the correction</li> </ul>
	• Tina: fragility of system – is there a need for structural, stable payments for organizations paying for needs in community. In order to be stable need some predictability in model - how to achieve. MCOs have obligation to maintain access – we are the access so
	<ul> <li>how do we structure to make sure access is there?</li> <li>Nidhi: I'm thinking about the long term assuming this system is implemented and the rates are reasonable,</li> </ul>

<ul> <li>but I think Tina's thinking about today and that makes sense.</li> <li>Jennifer Levy: so many different models of payment have been proposed and used - for example for PT: these are the services they need, PT does evaluation, they'll be approved for a certain number of months, but even at the end of the time period can be renewed if it's helping but haven't maxxed out with the goals. This should be able to work for behavioral health – is this the model that's used? Why can't we do that rather than 6 months and your out</li> <li>Nidhi: issues when have gone for like 3 months and then you discuss with insurance and can renew or not.</li> <li>Jennifer: Issue that kids and adults with severe and chronic MH issues will need longterm services. 6-12 weeks might not work. But after made the comment I think semi-annual might make sense as you suggested for payment model. There's just a need for stability.</li> <li>Jason *froze*</li> <li>Wendy: reiterates how important capacity of mobile crisis team is</li> <li>Seena: similarly, prevention is crucial to intervene before it gets to that level</li> <li>Lee Robinson: connect with what people have been mentioning about outcomes. Arrange based on what</li> </ul>
families should get out of their system. But for families in many systems it's complicated and hard to align goals. Not always have shared outcome goal. Need accountability for what treatment contributes to.
Might be short term but also longterm process. Trying to establish shared goals between family primarily, then clinicians (all of them) and payers.
<ul> <li>Jason Lyon: just want positive outcomes. Less important how it's done, whatever works. Want kids at home, families to be supported. Whatever magic potion is whatever, just need to see outcomes. We want some data but at the end of the day that's where we're landing. Pay what people should be getting paid</li> <li>Lee: if outcomes are transparent, will realize system is underfunded to meet outcomes.</li> <li>Jason: anything else? If more services send to me</li> </ul>
<ul> <li>Becky: I am in school to get bachelors in social work, mother of kids with serious mental and behavioral health needs. Jason, please give me a call.</li> </ul>

	Jason: will do.
Chat	[3:39 PM] Jennifer Levy (Guest)
	So assessment at certain time intervals - is there
	improvement so far and expected to be continued
	improvement if continued service