

MINUTES OF THE
SANTA FE COUNTY
HEALTH POLICY & PLANNING COMMISSION

August 7, 2015

Santa Fe, New Mexico

I. This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Judith Williams at 9:04 a.m. on the above-cited date at the Santa Fe County Community Services Department conference Room, 2052 Galisteo Street, Santa Fe.

II. The following members were present:

Members Present:

Judith Williams, Chair
AnnaMaria Cardinalli
Carolyn Roberts
John Abrams
Vivian Heye
Bonnie Keene
Anna Voltura

Member(s) Absent:

Reena Szczepanski [excused]
Kim Straus [excused]
Don Reece [excused]
Bryan Conkling
[Two Vacancies]

County Staff Present:

Patricia Boies, Director, Health Services Division
Rachel O'Connor, Director, Community Services Department
Kyra Ochoa, Health Services Staff

Others Present:

Terrie Rodriguez, City Youth and Families
Kristen Carmichael, Community Health, Christus St. Vincent
Desiree Valdez, NMDOH, Health Promotion
Christa Trujillo, NMDOH, Health Promotion
Jay Jolly, La Familia
W. Azul la Luz, San Ildefonso
Larry Martinez, Presbyterian Medical Services
Tom Starke, Behavioral Health Alliance

III. **Introductions**

Those present introduced themselves.

IV. **Approval of Agenda**

Commissioner Abrams moved to approve and Commissioner Roberts seconded. The motion to approve the agenda passed without opposition.

V. Approval of Minutes

July 3, 2015: Commissioner Abrams moved approval as submitted. Commissioner Roberts seconded and the motion to approve the July minutes passed without opposition.

VII. Presentations

A. Funding for Health Programs and Services in Santa Fe County: A Look at County, City and Hospital Funds Allocated in FY 2016

Ms. Boies explained that she believed it would be useful to consolidate information on funding from the three main funders of health-related providers, namely the County, the City and CHRISTUS St. Vincent Hospital (CSV). She referred to the information and spreadsheet in the packet and outlined the County's contributions in the categories of primary care including prenatal, substance abuse and mental health outside the purview of Medicaid, early childhood, and food-related.

Ms. Boies noted that the funds are provided through contracts and claims rather than grants. Ms. Rodriguez said the City also operates on a contract basis.

Terrie Rodriguez said the City uses two funds: the Health and Human Services Fund for those over 18 years old, and Children and Youth for clients 18 years and younger. There is an RFP process. They rarely have new applicants. She noted they work closely with the County and use a results-based accountability (RBA) process. The priorities are now more inclusive, taking in adult health and behavioral health, community safety, social justice and quality of life issues. They require their contractors to provide program indicators to show what they are achieving.

Ms. Rodriguez said there is an education element in showing the contractors what the City is looking for. She expressed her appreciation to both the County and the hospital. "We know we can't do this alone."

Kristin Carmichael stated she is director of community health for CSV and oversees the sobering center, HUGS (High Utilizer Group Services) programs, domestic violence program and community benefit money. The criteria for the community benefit funds remain the same – help in diminishing use of the emergency room, the vulnerable population, community collaboration, and reporting of performance measures, in other words if what they are doing is actually changing lives. They follow the lifespan model – early childhood to senior care. Total funding was \$1,089,000. The CHRISTUS Fund provides an additional \$200,000. The two sources have now coordinated their grant cycles and application forms. They will be working with Michelle Lis on implementing the RBA. She emphasized the need for coordination among the major and minor funders.

There was a discussion on whether the smaller providers – the "mom and pop" operations -- would be hurt or helped by coordination among funders. Speaking for small non-profits, Tom

Starke said it would be a benefit if it acted like a clearinghouse and showed what opportunities are available.

Ms. Rodriguez pointed out there is a grant makers association in Santa Fe, consisting of mostly small, private funders who operate with lower profile.

Commissioner Voltura said funder coordination was a good thing. She asked about the role of the United Way. Ms. Carmichael said they operate a First Born program which provides a number of in-home services to new mothers, and since that was so popular, the First Born and More has instituted additional services, such as domestic violence screening, lactation counseling, development issues, etc.

Commissioner Keene asked if CSV used RFPs and Ms. Carmichael said they have an application process with meetings. Commissioner Keene broached the subject of consolidating and standardizing applications. Chair Williams noted each entity has a slightly different focus, as well as regulations and requirements.

To Chair Williams' question about LEAD, Ms. Rodriguez stated the Finance Department funded that, not her department. Currently it is under the auspices of the Police Department. Ms. O'Connor said it is a harm reduction program and the focus is diverting people from the emergency room and jail through intensive case management. Ms. Rodriguez said Shelley Moeller has just been named the executive director.

Ms. Carmichael spoke of the Sky Center, which is the high-risk adolescent segment of the HUGS program. It aims for suicide prevention through wraparound services. She outlined the PMS programs focused on teens, as well as Program for Assertive Community Treatment (PACT) and Project Ann, for dental services.

On behalf of the HPPC and the Community Services Department Ms. O'Connor presented Ms. Rodriguez a gift for her retirement.

VII. B. CHRISTUS St. Vincent's High Utilizers Program

Ms. Carmichael distributed a graphic depiction of how people fall out of the system or are unable to access resources, resulting in a downward spiral. HUGS identifies that population and gives them six months of intensive service so they may get on a better trajectory. She mentioned 12-page assessments and English only services as ways people fall through the cracks. This puts pressure on the 911 system, emergency services and jail. She gave examples of people using the emergency room 50 times in six months without getting any better. Since the emergency room has the point of access advantage it can more readily intervene. Results have been positive in terms of fewer emergency room visits.

A class of the 25 highest utilizers, determined by hospital data, is given aggressive management. The social workers go out into the community and are given flexibility in spending money. She stressed that with this population deterrents to negative behavior, i.e., being sent to jail, are ineffective. She described cases where there have been remarkable turnarounds in the lives of people everyone has given up on. She reviewed the statistics for one group demonstrating much less use of emergency services.

It was pointed out that some of the categories in the bar graph were repetitive and Ms. Carmichael said she would look into it and find a better slide.

Commissioner Voltura asked if it would be possible to expand the capacity in getting people to primary care providers. Ms. Carmichael said the potential clients number between 250 to 300 people are there are a number programs targeting them. She noted they have a no-reject/no-eject policy.

Ms. O'Connor pointed out that the program is requesting funding from the County and \$50,000 was the amount they were considering. The program costs are \$300,000 annually.

Commissioner Roberts noted that it appears that EMTs are involved and asked if some of the money could go to that. Ms. Carmichael said the Community Protection Initiative will likely kick off in October. She is working with Andres Mercado, the program manager. That program will be focusing on high utilizers of 911, including seniors who need assistance. She and Mr. Mercado are working to avoid duplication of effort. There is also overlap with PACT. She added that public reception of the program has been enthusiastic.

Ms. Carmichael said the vast majority of high utilizers are city residents but nothing bars county residents' participation, and they go out to outlying areas, including the pueblos.

Ms. Ochoa asked how HUGS would work with the Mobile Crisis Team. Ms. Carmichael said more conversation and coordination on that is needed.

Ms. O'Connor asked how it would be determined if a person should be served by PACT or by HUGS. Ms. Carmichael pointed out that PACT clients generally get into the program through referral and often have social problems rather than health issues. Ms. Rodriguez pointed out that PACT requires clients to be Medicaid-qualified.

Commissioner Voltura asked if the County's \$50,000 would offset the hospital's contribution or if it would be used to expand the program. Ms. Carmichael said that has yet to be determined.

Commissioner Abrams asked how services were delivered to the homeless. Ms. Carmichael said usually contact is made in the emergency room or sobering center, but they will visit them in the park, jail, or wherever they are. Commissioner Abrams said it would be interesting to look into the correlation between high utilizers and lack of housing.

Ms. O'Connor said they will look at HUGS when they are reviewing funding requests.

VIII. Matters from the Commission and Staff

A. Update on Health Action Plan

Ms. Boies spoke of the contract with Santa Fe Community Foundation regarding a web-based report card. Additionally, a contract is underway within the Health Care Assistance

Program for Spanish translation. Regarding insurance enrollment, she participated in a conference with Con Alma and UNM to look into the barriers to getting insurance.

Ms. Ochoa is developing a survey to find gaps. They spoke with people at the County Fair and have done 22 surveys. She stressed it was a work in progress and she solicited recommendations from commission members. An intern is helping.

Commissioner Roberts suggested using the term “provider” in place of “doctor” since many people use physician’s assistants, etc.

B. Directors’ Reports

Ms. Boies indicated New Mexico Association of Counties Director Steve Kopelman asked her and Rachel O’Connor to accompany him to a meeting with the Legislative Finance Committee on uncompensated care in hospitals, for a report required by House Memorial 33. The LFC also had questions on the indigent fund revenues and expenditures and are seeking data. with an eye to “repurposing” local funding.

She mentioned the Food Policy Council is doing a report card on their food plan and will make a presentation to the BCC on October 13, just before Food Day on October 16.

They continue to work on the free dental clinic in April at the Convention Center.

The health care van has been going to the County Fair as well as new locations. Ms. Rodriguez said the City now has a Veterans Advisory Board. Chris Calvert of the Veterans Advisory Board spoke with Ms. Boies about using the mobile health van as a way to reach out to veterans about services available for them.

Ms. O’Connor brought up the following matters:

- Community Services Department oversees the County Fair and she urged everyone to attend. There is artwork from the senior centers and from the jail
- The Senior Services program is partnering with Feed Santa Fe to distribute bulk food to home-bound seniors
- Teen Court is being evaluated. They recently completed a mural on the Sage Inn on Cerrillos
- There is the possibility of unexpended funds becoming available which could go to HUGS or the Nurse Advice Hotline, which diverts some calls from the 911 center. More discussion can occur at the next meeting
- Commissioner Chavez is very interested in learning more about behavioral health services, including HUGS, jail re-entry and case management for the severely disabled mentally ill

VIII. C. Other Matters from the Commission

Commissioner Keene commended Ms. Ochoa for a presentation made on early childhood issues. Ms. Ochoa said she distributed a one-page handout describing the projects. She commended PMS for their training first responders on the Mobile Crisis Response Team.

Ms. Boies noted information was provided in the packet on community health workers.

Mr. Azul commented that the name given to community health workers within the pueblos is CHR – community health representative.

