

MINUTES OF THE
SANTA FE COUNTY
HEALTH POLICY & PLANNING COMMISSION

August 4, 2017

Santa Fe, New Mexico

I. This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Reena Szczepanski at approximately 9:05 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:

Reena Szczepanski, Chair
 Sophia Andar
 Laurie Glaze
 Vivian Heye
 Bonnie Keene
 Michael Munson
 Carolyn Roberts
 Kim Straus
 Anna Voltura

Member(s) Absent:

Don Reece
 [Two Vacancies]

County Staff Present:

Rachel O'Connor, Director, Community Services Department
 Kyra Ochoa, Health Services Staff
 Teresa Casados, Senior Services
 Tony Flores, Deputy County Manager

Others Present:

Krista Kelley, Motiva	Anne Albrink, NAMI
Gino Rinaldi, City of Santa Fe	Andres Mercado, SFFD
Chris Sanchez, City of Santa Fe	Tom Starke, SFBHA
Julie Sanchez, City of Santa Fe	Anthony Legits, La Familia
Judith Williams, Former HPPC Commissioner	
Desiree Valdez, NMDOH, Health Promotion	
Elizabeth Peterson, Accountable Health Communities	

III. Introductions

Those present introduced themselves.

IV. Approval of Agenda

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

V. Approval of Minutes

July 7, 2017: Commissioner Straus moved approval. Commissioner Glaze seconded and the motion to approve the July minutes passed without opposition.

VI. Matters of Public Concern

Tom Starke announced there would be a memorial for 2016's 45 overdose victims to be held at our Lady of Guadalupe Church on August 16th at 3:00 pm.

Mr. Starke stated he had attended a NAMI meeting following the police shooting of a person diagnosed with schizophrenia. He said the state has a number of protocols that have not been fully implemented in Santa Fe County, such as treatment guardianship. A discussion ensued regarding the incident. Ms. Andar asked if there was any ongoing dialogue with law enforcement. Mr. Starke said that is pending an internal investigation. The victim had been released the previous evening from CSV as not a danger.

Director O'Connor said staff also attended the NAMI meeting. The hospital will be hiring a consultant to look at practices at the Behavioral Health Unit (BHU). She noted the mobile crisis response team was not involved but a PACT (Progressive Assertive Community Treatment) team was on the scene.

Chair Szczepanski said the HPPC needs to stay informed on this issue and Commissioner Andar suggested the Commission should learn about police protocols regarding use of force.

Mr. Starke noted there are new directors of the BHU and the emergency department.

Ms. Albrink from NAMI said the issue directly affects the County; early intervention saves money and lives.

City Fire Department Representative Mercado indicated the City also needs to be involved.

Mr. Starke brought up the subject of bench warrants. There are 14,000 outstanding bench warrants, many of which the subjects are unaware of. There is no clearinghouse to find out if one has an outstanding warrant. The courts have different systems of keeping track of them and the confusion has adverse outcomes. Magistrate court has a statewide database, but the magistrate courts are "40 years behind the times."

VII. Presentations

A. Senior Services Strategic Plan

Director O'Connor gave an overview of the four divisions of Community Services, one of which is Senior Services. She noted Teresa Casados is now back with the County after working for the Area Agency on Aging.

Ms. Casados stated Senior Services works with all the different divisions. They do congregate (onsite) meals and many activities. With the aging of the Baby Boomer generation there are changing needs, and at the other end of the spectrum there are the oldest with many chronic health problems. Their goal is to promote the independence and wellbeing of seniors. They seek to increase the number of seniors served and to that end a new much needed center will be opening in Cerrillos. Due to growth in the Santa Cruz area they have put in a grant application to Aging and Long-Terms services to build a new facility there.

Ms. Casados said medical transport is a priority. There is an emphasis on promoting healthy foods and nutritional training. Programs include exercise, fall prevention, Tai Chi, and Narcan training, given the prevalence of blended families.

Senior Services has a staff of 29 and they work to develop partnerships, for instance with farmers, the fire Department and the Hospital. The pueblos tend to have their own senior services programs with separate funding but the County helps with transport.

Commissioner Straus asked if there were efforts to avoid duplication of services. Chris Sanchez from the City of Santa Fe Senior Services stated they collaborate closely. Twenty percent of the City's services are offered to county residents.

Commissioner Munson said his organization is looking into partnering with an agency in Albuquerque to provide adult daycare services for the memory impaired. Ms. Casados said this has been a challenge for the County ever since Open Hands closed four years ago.

Anthony Legits spoke of personal experience in trying to care for his parents. He said sometimes the meals were not edible. He said coordination between agencies is critical.

Ms. Casados said they work hard to provide appropriate food through surveying their clients on a bimonthly basis. Everything has to be approved by a nutritionist. Gino Rinaldi added that there are federal guidelines that have to be adhered to and funding is always an issue.

Commissioner Heye asked if Narcan training was provided in Spanish. Ms. Casados said most of their current clients are English speaking.

Commissioner Glaze suggested partnering with Santa Fe Community College to use internships. Ms. Casados stated they had an intern this summer that worked out very well and she would be happy to pursue that. Commissioner Voltura said Christus has a program that involves high school students.

B. County Seniors/Fire Pilot Program

Director O'Connor noted Senior Services is a relatively new area for the County and there is a huge commitment from the Commission and the County Manager's Office. It is a fast-growing area and the next service array they hope to provide is working with the frail elderly population. There is a great need for case management as reported by the meal deliverers and the mobile crisis response team. There is now a health advocate program that has highlighted many requests for help. They are partnering with the Fire Department and CSV for intensive case management. She provided examples of seniors in desperate situations.

Krista Kelley said the Health Tracks Pilot program is all about partnerships and meeting community needs. The senior population is growing. She lauded the City and County for their collaborations. She described progress so far which has consisted of mapping the operational flow, bringing all the partners to the table. They have developed a draft assessment tool. Once the senior comes into the program there is a home assessment screening for food insecurity, homelessness, transportation needs, activities of daily living needs, healthcare access, behavioral health needs and checks for abuse and neglect.

Following screening by the Fire Department, the individual is referred to the Senior Services Navigator, if needed, and a care plan established.

Commissioner Keene pointed out that the State should be funding these services through Centennial Care. She mentioned the problem of multiple coordinators. Director O'Connor said they are requesting state aid, but many of their target population are not connected at all. Ms. Kelley agreed, saying many are falling through the cracks, and the free nurse line that many used has been discontinued.

Mr. Mercado said the Fire Department is able to locate those most in need, including high utilizers of the ER.

Ms. Ochoa said the healthcare advocate, Trudy Archuleta, has a benefits enrollment center grant and she tried to locate those who are dual eligible – Medicare and Medicaid. She would like to see Santa Fe County be granted MCO (Managed Care Organization) status.

Commissioner Straus indicated the state has a program of training community healthcare workers, in both pediatrics and geriatrics. Ms. Kelley said the community health workers tend to stay inside the clinic and do not go into the home. The problem is lack of funding and reimbursements.

Mr. Legits said the 911 line could get overwhelmed and he suggested using a 311 information only line such as Albuquerque has. Ms. Kelley said the Albuquerque 311 line only got one call per day and does not have the location service that the 911 call has. Mr. Mercado said the dispatch center can refer callers to the appropriate services.

Ms. Casados mentioned there are two different populations. Those with the wherewithal to call 311 could call into Senior Services or other agencies. They are looking for those who do not recognize they need assistance.

Director O'Connor gave the example of someone discharged from the hospital who lacks basic support. Those who do home delivery meals deal with people who are otherwise completely isolated. Those are the two significant points of entry.

Mr. Legits said Santa Fe Community College has an excellent community health worker program that could be a resource.

VIII. Matters from the Commission and Staff

A. Director's Report

Director O'Connor outlined a timeline for the crisis center:

- Currently: interviewing and hiring a behavioral health administrative program manager
- End of August: staff in place, bond sold, steering committee established and primary partner RFP drafted
- September: RFP goes out, initiating up to a year of planning, agreements with law enforcement, hospital, and inter-agency providers drawn up
- End of November: primary partner chosen, architect selected to redesign the building with input from NAMI and others

Commissioner Straus asked if policies would have to change in light of the new crisis center and Director O'Connor said they would.

Commissioner Andar asked about IT and Director O'Connor said the RFP and the navigation contracts will make reference to how people will communicate. Ms. Ochoa is looking into what software is available. Coordination with detox, for instance, will be essential.

Ms. Ochoa said the software exists and there are precedents. Ms. Kelley said functionality and customizability are key, and she mentioned customer relation modules have proved to be useful. HIPAA compliance becomes a huge issue as well. Ms. Ochoa said the fact that various entities are collocated will simplify matters.

Director O'Connor stated the BCC reappointed Carolyn Roberts and newly appointed Christa Coggins to the HPPC. They are still seeking candidates for the two District 1 positions and she solicited help in recruiting people for those positions.

B. Other Matters from the Commission

Mr. Legits announced there is a Wellness Fiesta taking place on August 12th at La Familia.

IX. Future Agenda Items

- Presentation on jail re-entry

- Update on Christus Behavioral Health Unit
- Police policies on use of force
- Santa Fe Prevention Alliance's Municipal Alcohol Plan
- New data on *Health Action Plan* indicators

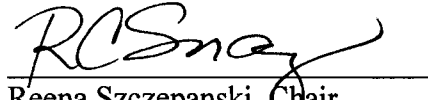
X. Announcements

- A. Next HPPC meeting Friday, September 1, 2017, 9 a.m., Santa Fe County Community Services Department Conference Room, 2052 Galisteo Street**

XI. Adjournment

This meeting was declared adjourned at approximately 11:02 a.m.

Approved by:



Reena Szczepanski, Chair
Health Policy & Planning Commission

Respectfully submitted by:



Debbie Doyle, Wordswork




COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

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I Hereby Certify That This Instrument Was Filed for
Record On The 15TH Day Of September, 2017 at 08:06:37 AM
And Was Duly Recorded as Instrument # 1836199
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office

Deputy  County Clerk, Santa Fe, NM
Geraldine Salazar