

Marin County Systems Integration Steering Committee

Meeting Notes

May 8, 2012 • 9:00 – 10:30AM

20 N San Pedro Road, San Rafael – Conference Rooms A&B

Attendees: Joanne Bender, Catherine Condon, Diane Linn, Marc Hering, Mary Kay Sweeney, Barbara Alexander, Michelle Johnson, Brian Slattery, Hutton Taylor, Ann Pring, Larry Lanes, Ken Minkoff, Chris Cline, Margaret Kisliuk, Leah Fagundes, Jamie Goetz

1. Introductions – Hutton welcomed everyone and each person introduced themselves and their organizational affiliation. Hutton then welcomed our new co-chair, Marc Hering from Center Point, and thanked him for volunteering to co-chair the Steering Committee. Hutton also welcomed new member and first time attendee, Jamie Goetz from Coastal Health Alliance.
2. Spreadsheet Tracking & Announcements
 - The Tracking Spreadsheet was passed around the table so that attendees could update their program/agency information.
 - Kathy announced she will take the Tracking Spreadsheet to the Change Agent Meeting in June and ask Change Agents to update their program information.
3. Partnering – How have we partnered across domains? How have we assisted in our partner's success?
 - Mental Health had a meeting with Ritter on how to work together better. Topics discussed included feedback on communication, case manager feedback, how to open the doors wider, etc.
 - Marc announced the pilot project with Center Point and CMHS adult case management will begin soon. They are getting the site certified and hope to have a July 1st kick-off.
 - Center Point and Homeward Bound continue to work together with the safety-net population – people with co-occurring conditions.
 - Center Point and Marin Community Clinics continue to meet to look at new ways that Center Point can provide more services at the clinic.
 - Mary Kay and Diane talked about Transition to Wellness, which aims to assist people being cycled through emergency rooms.
 - Hutton mentioned he feels it would be good to find more opportunities to partner with Marin General.
4. Issues from Last Meeting
 - **HHS Transition Planning Report** – by Margaret: There is a meeting scheduled this afternoon to talk about compliance issues related to integration. Then they will set-up sub-committees to work on other issues and they will need assistance in staffing the committees. Members of this group will be tapped to serve on the sub-committees formed from the Transition Planning Group. Margaret also talked about how the Mental Health Services Act (MHSA) process is changing this year. There will be an intensive 3-year planning process in Marin that will begin in 2012-13. The original Implementation Committee will be asked to reconvene in order to assist in the planning process.
 - **Change Agent Meeting Report** – Hutton attended the meeting to survey the group about how they feel the process is going so far. The Change Agent Meeting has added quite a few new members in the past year or so.

5. Steering Committee Discussion with Ken & Chris: Where do they see the process of Marin's integration today, where are we headed, what outcomes have we established and how do we measure outcomes?

- Ken talked about how excited he is to visit PES this afternoon for a TA visit. He hopes we realize just how "cool" we've become, we've moved substantially to understand that integration is everyone's business. We are creating a framework where more can be added in the future. Sometimes it is hard to see the changes that have come when one is in the middle of it all. The next thing in front of us, according to Ken, is how to organize and keep hold of this process. How do we get teams to write action plans? Most people won't do it, but it leads this group to start to think about the right levels of expectations for teams. As we all become mental health and alcohol and other drug contractors, what is contained in our contracts? What kind of language should be added to our contracts to "push" (not a requirement) what we are already doing. By looking at the Tracking Spreadsheet, these items can be included in contract language. We are naturally evolving into a group that talks about mental health and alcohol and other drug integration, to a group that includes physical health as well. We are very close to saying we are mental health, AOD and physical health integrated teams. But what does that actually mean? This committee can be working to put together a tool kit for (what we are doing) integration of mental health, AOD and physical health. Assistance to other programs is starting to emerge as a broad focus. Need to take a look at what other partners make sense to be at the table? How do we move forward to include social services?

Part of the process of maturation is to determine how all of this activity fits together so all the work comes together at some point (the work of this committee and the work of the Transition Planning Committee). The Steering Committee can lead the workgroup and sub-committees can be created with the right representation. **This new operating structure needs to be created and unified.**

- Chris went on to say that using the Dale Jarvis contract (information collected will be a good source of information to keep our fingers on) to inform the process will be valuable. This real world data is essential in designing our new model. Access to helpfulness is how we want to move forward. There must be stories from real people because that will be what guides us in what we want to do next. It feels like how/where do we get into the policy discussion? We need to help Margaret out with this. We should help shape the policy direction by giving recommendations about capacity, etc. and be aggressive to be helpful to the larger process. **This could be a strategic moment - Now is a time for growth** – we are going to have to push the envelope to look at who should be at the table now Marin General Hospital is one indication that outreach is effective. We may need subgroups to go off and take a look at specific issues (such as contract language) and gather information and put together a draft for feedback.
- **Marc asked Margaret what is next for this Committee?** What are the actions that we need to be taken? Are we measuring outcomes? We all have competing demands....
- **Brian asked Margaret what can his organization do to help HHS in this process?** Instead of simply demanding a voice, it's time to offer our help and assistance to the administration.
- **Diane asked what are the practical implications of our integration?** Beyond committee meetings, how do we assist?
- Margaret responded – There are practical issues such as contract language, which is not simply the county telling contractors what to do. There are system issues – we know there are holes in the system, there is always finger-pointing. Another issue is that we have inpatient clients and we have nowhere to send these folks in this county. How do we serve people we aren't serving now? Some things that are changing may make it easier to do other things. We need to have more clients and families involved in the process with us.
- Group discussion about scarcity and owning (or not) clients as part of our system.

- Ken and Chris told the group they are happy to assist in writing contract language that will shift the current tone to be more welcoming. As partners, we are all owners of our system collectively. From a policy perspective, how do we hold our clients as we all support them? If we brought a group of clients to a group of us (as providers) we could then see how we can all be together for this purpose.
- Mary Kay reminded us that these folks already integrate our systems – they use all of our services – we own these clients collectively.
- Chris encouraged us to get together with Dale Jarvis, he will help us figure out how to map high-end clients and then we can figure out how to get a better outcome if every agency promises to do something different to get a better outcome.
- Ken reiterated that helping one person at a time can give a perspective about how to redesign the system. He also mentioned that **SAMHSA has a new training on Confidentiality and Systems Integration related to HIPAA.**
- Group discussion: Is this group ready to take on a leadership/Steering Committee role for the entire systems integration effort? Workgroups will come from this group and the transition planning group.

6. Celebrating Success

We can celebrate OUR OWN success as a steering committee – where we are now and where we've come from! Congratulations Systems Integration Steering Committee, you've come a long way!!

7. Adjourn

NEXT MEETING:

June 19, 2012

9:00-10:30AM

20 N. San Pedro Road, upstairs in conference rooms A&B.