

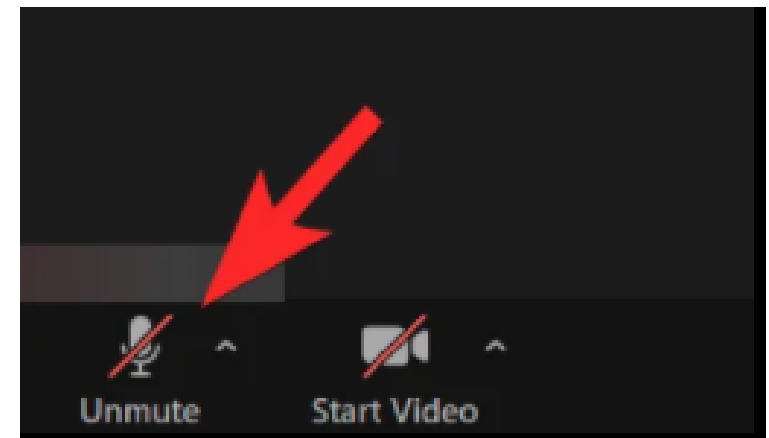
AHCCCS Targeted Investments Program

Justice Quality Improvement Collaborative

TIP Year 6: Session #1
January 18, 2022

General Housekeeping

- **Zoom Meeting Format vs. Zoom Webinar Format**
 - More interactive
 - All participants can mute/unmute their own audio
- Please **mute** yourself when not presenting or speaking



Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:32 AM	Introduction & Agenda Review	Kailey Love
11:32 AM – 11:45 AM	TIP Overview <ul style="list-style-type: none">Year 4 and Year 5: Performance and IncentivesTIP Year 6: Introduction & Overview (& Target Setting)TI RenewalQ&A	George Jacobson, MPA Cameron Adams, MPP
11:45 AM – 11:55 AM	Community Health Associates Initiatives	Matthew Lenertz
11:55 AM – 12:05 PM	Spectrum Initiatives	Jessie Peters
12:05 PM – 12:15 PM	Southwest Behavioral Health Services Initiatives	April Thornton
12:15 PM – 12:25 PM	Valleywise Initiatives	Melissa Thomas
12:25 PM – 12:35 PM	Terros	Ray Young, Lori Jones, Lani Horiuchi
12:35 PM – 12:55 PM	Open Discussion and Q&A	All
12:55 PM – 1:00 PM	Next Steps	Cameron Adams, MPP

TI Year 4 and Year 5

- Year 4 payments: January
- Y5 attestation: February - March
- Y5 final performance results: ~June
- Y5 Payment: ~December
- Reminders:
 - Notify TI of changes (locations, Provider IDs, service providers)
 - Notify AHCCCS of provider enrollment changes (APEP)
 - Send Referral lists to ASU/AHCCCS

TI Year 6

(10/1/2021 - 9/30/2022)

- Same as Y5:
 - Performance Measures
 - Attribution Methodology
 - Provider Identification Methodology
 - Measure Calculation Methodology
 - Aggregate funds
- Different:
 - QIC sessions counting toward milestone credit (3)
 - Optional Workgroup QICs
 - QIC and FUH30 weighting ([payment](#))

TI 2.0 (Renewal Proposal)

- 5 year renewal 10/2022 - 9/2028
- Enhancing:
 - SDOH screening and referrals
 - Health Equity & Population Health
 - Tobacco Cessation
 - Peer/Family Support Services
 - Flexibility with Justice/Community Partners (eg., MMWIA)
 - ASU/CHiR support throughout program
- TI 1.0 participants = Extension cohort
- New Proposals = Expansion cohort
- [Concept Paper & Proposal](#) Pending with CMS- will notify ASAP

Questions?



Strengthening Families, Empowering Communities

**JUSTICE-INVOLVED TARGETED
INVESTMENT CLINICS:**

YUMA – CASA GRANDE – TUCSON

Initiative #1

Improve AOD 34-day performance

Given our inability to benefit from data harmonization assistance from the ASU team on the AOD 34-day measure (due to Part II restrictions), CHA will work to improve our internal ability to track, monitor and report out our own performance on the measure.



Barriers to Overcome

- CHA had planned to utilize data harmonization
- Minimal ability to track our own performance
- A lack of formal processes for re-engagement
- Line staff will need to be trained in new processes
- Staffing shortages & COVID surges

Communication & coordination with justice partner agencies like probation and parole will be essential to improved performance.

Steps & Strategies

- Improve ability to track AOD measure internally
- Development of data warehouse report
- Determine if outside AOD Dx & tx is attributed to TIP
- Convene clinical, admin and justice teams to improve process workflows.
- Improve awareness of, and targeted response to, members who miss initial weeks of tx
- Train staff and teams on new workflows; get creative in how trainings are convened/offered

Initiative #2

Peer Support & Probation Outcomes

To date, CHA's PFR0 partners have proven unwilling and/or unable to provide direct peer support services to TIP clientele.

CHA will increase peer support provision internally to support treatment engagement, limit program attrition and improve probation outcomes (as measured by successful completion vs revocation).



Barriers to Overcome

- To date, CHA has relied entirely on PFRO partner agencies to provide direct peer support services.
- Staffing patterns have been dramatically impacted by COVID and the great resignation.
- A lack of start-up or sustainable funding to support peer positions within the team.
- New line of service and team organization will require planning and re-training.

Yuma County Adult Probation has already agreed to pull and provide us with reports on successful probation terminations vs revocations.

Steps & Strategies

- CHA will no longer rely on PFRO's to provide our clientele with much needed peer support.
- Certified Peer staff need to be identified, re-assigned and trained on new role within team.
- Increase staffing levels to allow for caseload and staff reassignment.
- Identification of eligible peer staff and support them in getting peer certifications.
- Train and improve Peer Support staff's ability to meet production standards to cover costs.
- Train staff and teams on new workflows; get creative in how trainings are convened/offered.

THANK YOU!



**Community
Health
Associates**

Strengthening Families, Empowering Communities

TIP Justice Y6 Initiatives

Jessie J. Peters, FNP-BC

Project Strategist

Spectrum Healthcare Group

1.18.22



spectrUm 
*for mind
for body
for all of you* healthcare

Process Improvement Structure

- Development of Justice TI Process Improvement Workgroup
- Identification of areas of improvement/greatest impact
- Brainstorming for best-fit external stakeholders
- TI success, population health outcomes, & post-TI sustainability



Initiative #1 –

Improved coordination of care for those with ETOH or drug dependence

- Why?

- Improved collaboration
- Cross-system care management
- Improved patient engagement
- Improved accessibility

- Who?

- Yavapai County Mental Health & Justice Coalition
- Yavapai County Jail
- Probation

- Barriers?

- Capturing accurate referral dates, given multiple referral sources
- Closing referral process loops
- Accurately and consistently identifying justice populations (inefficient reporting)



Initiative #2 –

DM screening for justice members on antipsychotics

- Why?
 - Whole health integration as a core value
 - Historically very difficult to capture, report, control process
- Who?
 - Internal Staff
 - External Health Homes
- Barriers?
 - EMR and reporting barriers
 - Staff engagement, training, “who’s job is it, really?”



First Steps

- Relying on process improvement and project management techniques
- Avoiding the trap of too many early solutions
- Including team members closest to the processes
- Small, attainable goals
- Triaging projects in the midst of organization-wide strategy





**SOUTHWEST BEHAVIORAL
& HEALTH SERVICES**

Impacting People, Improving Communities

TIP Justice Y6 QIC Initiatives



**SOUTHWEST BEHAVIORAL
& HEALTH SERVICES**

Impacting People, Improving Communities

Mission Statement:
*Delivering
compassionate care
to enhance lives
and improve
communities.*

TIP Justice Initiative 1

Enhance Vocational Coordination and Housing Outcomes for Justice Involved Members

- ▶ SB&H would like to introduce a Housing First model of care with an emphasis on Vocational Rehabilitation to improve housing outcomes for justice involved members in Mohave County.



SWBHS Values: *We are united in discovering what people want and need.*

STATS SHEET

- 140,000 Severely mental ill go homeless annually (United States 2019)
- 392,000 Severely mental ill are in prison
- Mohave County rates in the following order, LHC, BHC, Kingman lowest to highest in homelessness rates.
- Resources in Mohave County: (there are others, these are a few of the most commonly resourced)
 - Cornerstone Mission and Dianna's Faith House serve as Homeless Shelter 's offered in Kingman AZ.
 - Denied if they have had any negative involvement with the police.
 - Catholic Charities: PATH (Projects for Assistance in Transition from Homelessness). Always willing to help individuals in unique situations. They have a shelter in BHC and help work towards permanent housing.
 - K.A.A.P Has Supportive Housing funds to help battered women and children secure safe housing.
 - Providence House, Safehouse, Harbor House, ICCADV (LHC), are some additional DV shelter options.

Point of Time 2019

Mohave County Homeless Statistics

	Men	Women	Total
	1093	519	1612
Emergency	305	216	
Transitional	95	36	
Unsheltered	693	267	
Vets			277

- ▶ Point of Time Count for Mohave County Statistics.
- ▶ Combating inadequate shelter
 - ▶ Opening of BHC shelter
 - ▶ Vet housing opening
 - ▶ TIP Justice Initiative
 - ▶ Increase in housing vouchers

TIP Justice Initiative 2

Jail Transition Specialist

- ▶ SB&H is proposing to enhance community re-entry after jail release for justice involved members through identifying and establishing key performance indicators related to coordination of care for members that are booked into jail at any time throughout the course of treatment.

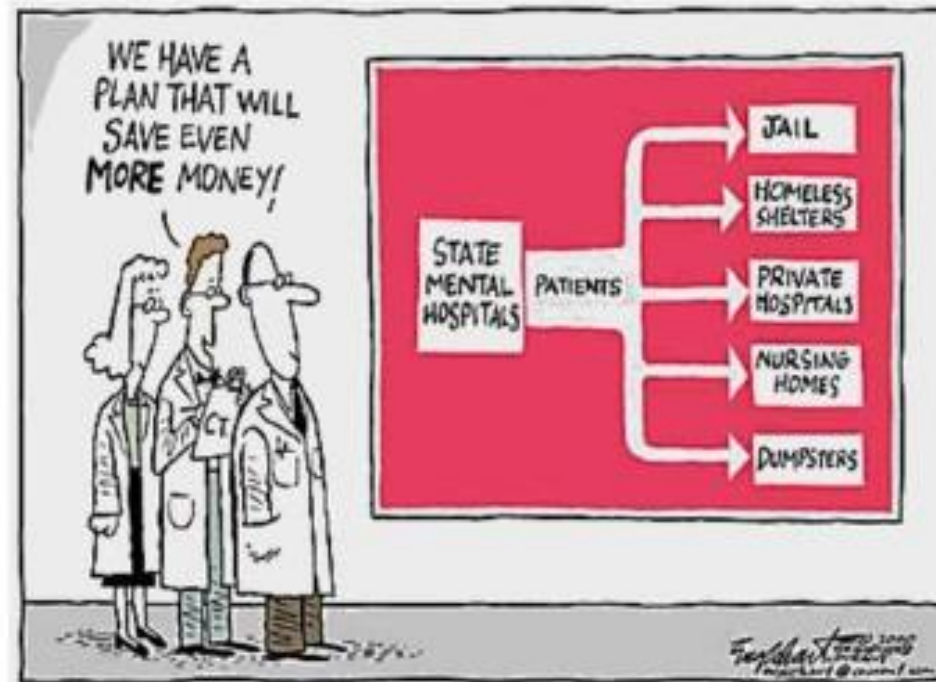
SERIOUS MENTAL ILLNESSES IN JAILS



SWBHS Values: *We value hope, empowerment, discovery and self-determination.*

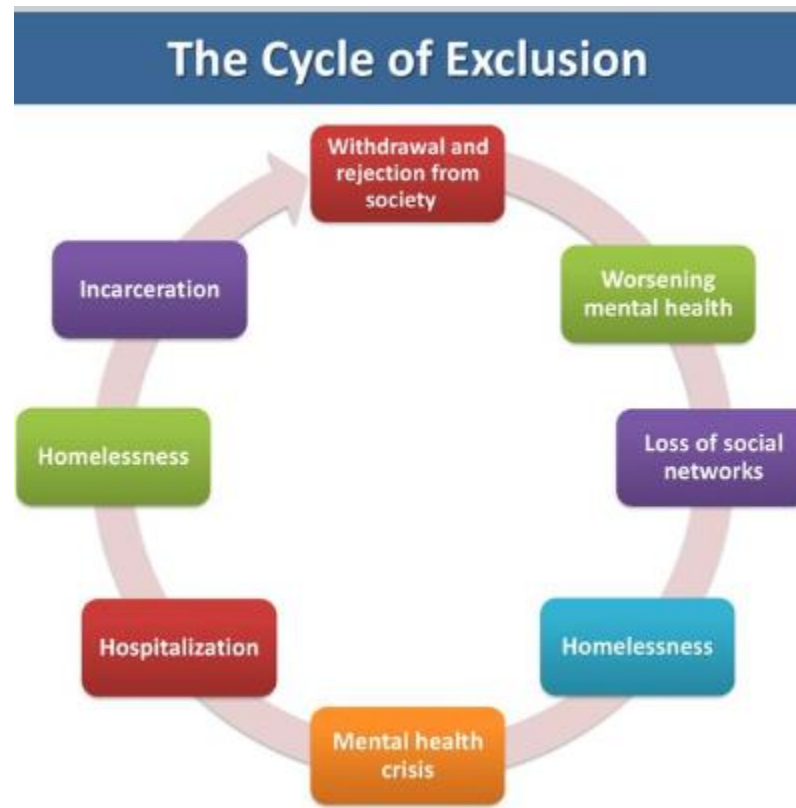
Severe Mental Illness

- 25% of all homeless populations have documented SMI.
- The decrease in homelessness for SMI population declines at a nearly 50% slower rate than any other population.
- **50-80% of SMI population have a co-occurring substance use diagnosis.**
- 40% of SMI have been in jail at least once.
- 10x more SMI are now in jails and prison than in state psychiatric hospitals.



SMI, Homelessness, and Recidivism

- As a result of the aforementioned risks we see the Cycle of Exclusion occur.
- As mental health worsens, individuals often lose connection to supports either due to their behaviors or due to establishing a co-occurring disorder.
- A co-occurring SA disorder is not unusual in large part due to the nature of seeking to self-medicate.
- Homelessness occurs
- The burden is felt by many state and local agencies.
- Compassion and empathy is hard to keep.



TIP Justice Initiative 3

Justice Stakeholder Community Collaborative

- ▶ SB&H would like to develop a reoccurring meeting with justice stakeholders and TI Justice engaged providers in the Mohave County region with the objective of defining and accomplishing shared goals.



SWBHS Values: *We believe in collaboration.*

Teamwork is Cost-Effective to the Care-System Model

- ▶ Metro Phoenix could save millions of dollars of taxpayer money per year by providing supportive housing to people with chronic mental illnesses like schizophrenia, according to a new report out of Arizona State University.
- ▶ The study found that a person with chronic mental illness experiencing homelessness racks up an average of \$72,969 per year in housing, health care and criminal justice expenses.
- ▶ When provided with housing that does not have onsite support services (like life skills training and behavioral health programs), a person with chronic homelessness costs the system about \$61,262 per year
- ▶ When provided with housing that has onsite support services, the cost drops to \$51,976 per year.
- ▶ Supportive Housing is a proven method of improving the odds. The issue is that even in Maricopa County they only have 15% of the amount of beds needed for the population.
- ▶ Mohave County lacks this resource in a capacity that would make a difference to the system of care models.
- ▶ Hope is in our knowledge of understanding what the facts are and working together whenever possible to advocate for specific needs.

January 2022

Valleywise Health
Targeted Investments Program
Justice Initiative Tracker

Justice Initiatives

1) Improve data collection with Peer Run Organizations

2) Automate reporting capabilities

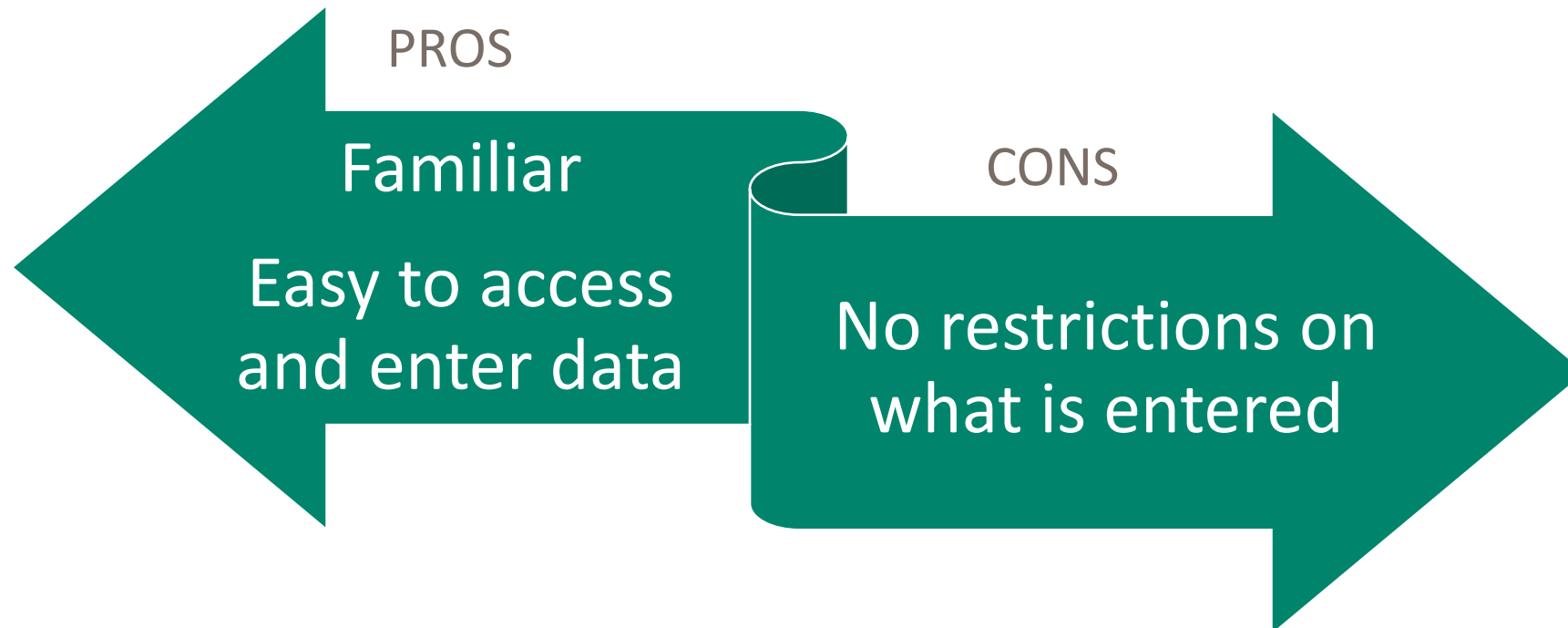
3) Elevate importance of connection to whole health services to inmates and offenders

Initiative 1: Improve Data Collection with Peer Run Organizations

1) Improve Data Collection with Peer Run Organizations

- Valleywise Health (VH) partners with 3 Peer Run Organizations (PROs) – CHEEERS, Hope Inc. and Hope Lives to engage inmates and offenders recently released from prison
- The PROs jointly designed a shared spreadsheet that they use secure through Google docs to gather member information

1) Improve Data Collection with Peer Run Organizations



1) Improve Data Collection with Peer Run Organizations

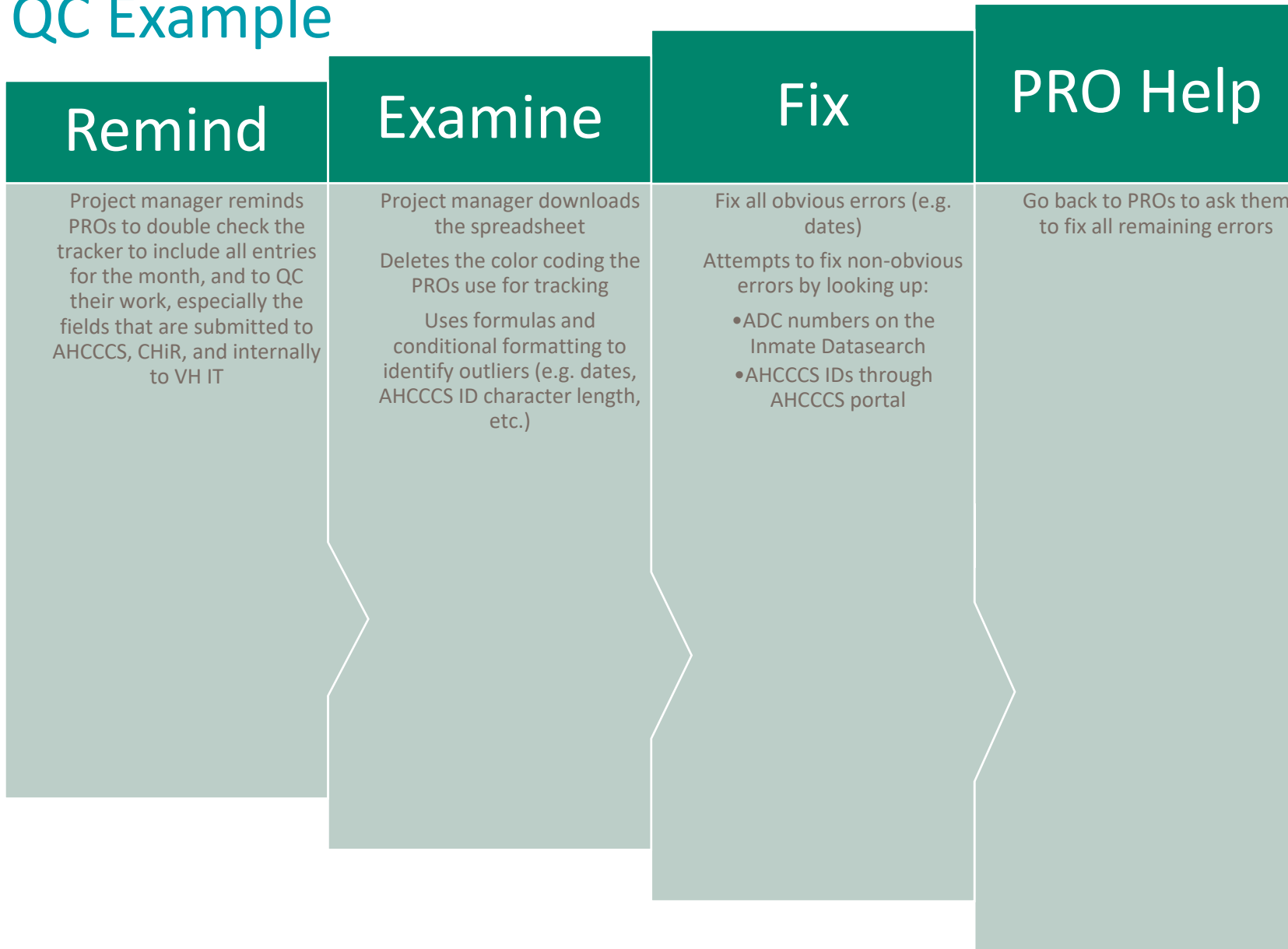
Monthly, Valleywise Health staff have to:

Leave the VH system to access the data

Complete extensive quality control (QC) checks on the data

Fix errors and/or go back to the PROs to request their corrections

QC Example

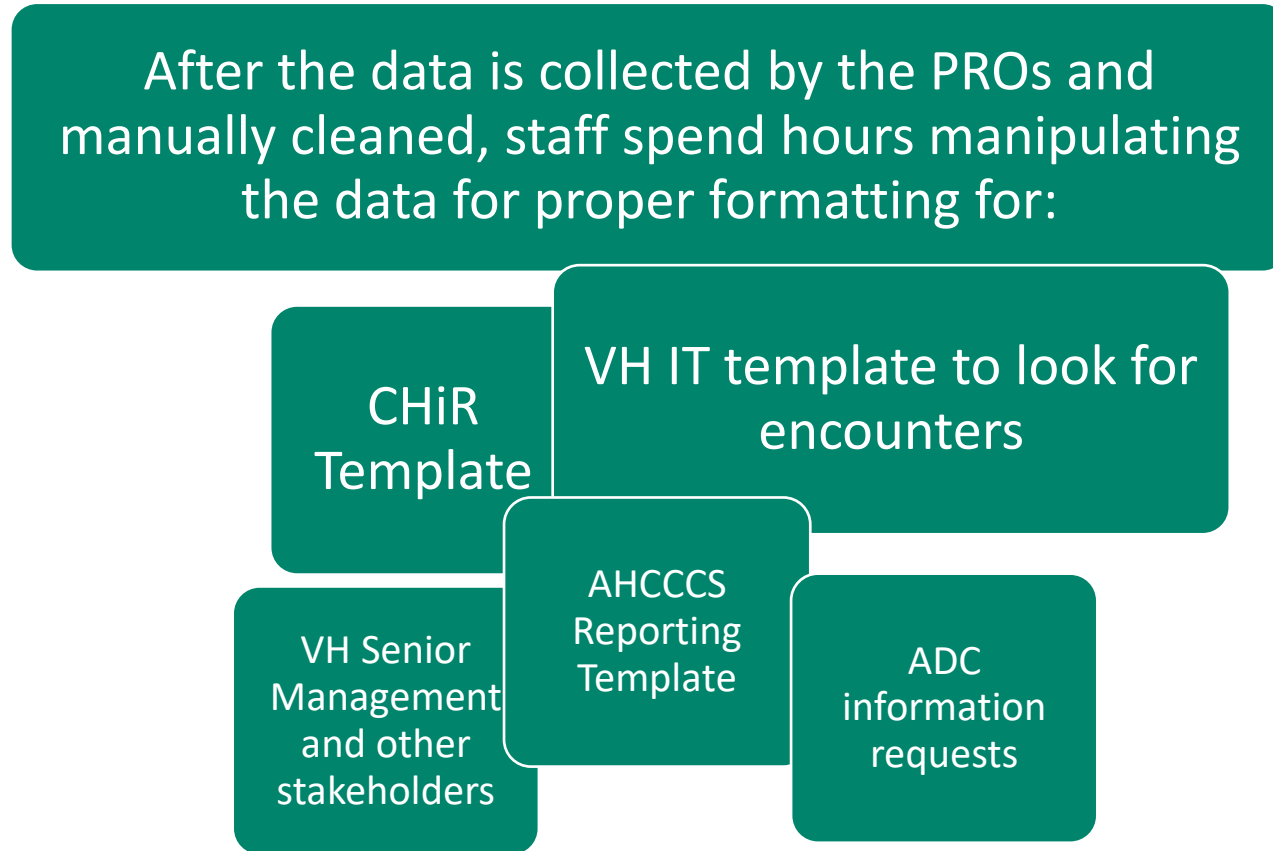


1) Improve Data Collection with Peer Run Organizations

- Our goal is to decrease manual processes and improve quality of information
- We will:
 - Work with the PROs to complete in-depth research and analysis regarding what is available within the spreadsheets we are already using, or otherwise available in the market
 - Complete training
 - Shift to new data collection tool/methodology

Initiative Two: Automate Reporting Capabilities

2) Automate Reporting Capabilities



2) Automate Reporting Capabilities

Goal:

In collaboration with the PROs, we hope to either enhance what we use now or find a tool for Initiative 1 that also has robust reporting capabilities

Initiative 3:

Elevate importance of connection to whole health services to inmates and offenders

3) Elevate importance of connection to whole health services

- Our PRO partners extensively engage staff and inmates within the prisons and Parole Officers and offenders at both the Mesa and Phoenix Parole Offices
- Special VH referral line for TIP Justice which offers immediate access to scheduler with prioritized availability of appointments

3) Elevate importance of connection to whole health services

- Offenders have a list of priorities when they are released, and seeing a doc is generally not at the top of their list
- We hope to develop a meaningful education and incentive program to increase the penetration rate







TIP Justice QIC

Terros Health

January 18, 2022

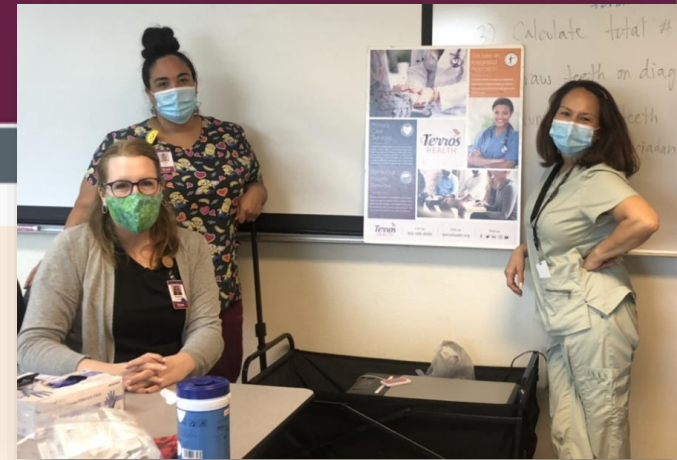
Initiative 1: Enhance Access to Care for Justice Population through Mobile Health Services

Description

- Provide mobile health services to the justice population to break down access to care barriers and address healthcare needs where they are in the community

Value

- Increase access to care
- Improve quality of life
- Reduce recidivism



Stakeholders and Community Partners Needed



Terros Health
Mobile Health
Team, CHWs,
Reentry Team

Correctional
Health Services

MCSO

MCAPD

Health Plans and
Justice Liaisons



Initiative 1: Mobile Health

Anticipated Barriers

Short staffed due to Covid19 Omicron Wave

Need to identify more venues

Long-Term Strategy

Coordinate for FUTURE events

Invite mobile health team to Terros Health's standing TIP Partner meetings

Next Steps

Reach out to current partners for ideas on venues

Reach out in existing meetings and workgroups for ideas



Initiative 2: Reduce Homelessness for Justice Population by Enhancing Connections to Housing Resources



Description

- Build upon existing housing referral process and collaborate with new housing specialist staff to remove barriers and improve outcomes for housing in the justice population

Value

- Improve outcomes
- Improve quality of Life

Stakeholders and Community Partners Needed

- CCBHC Housing Specialist and Reentry Team
- Ozenam Manor
- Circle the City
- Phoenix Rescue Mission
- Paradise Keys
- TLC
- East Valley Men's Center
- Etc...



Initiative 2: Homelessness

Anticipated Barriers

Education and organization of resources, criteria, individual needs



Long-Term Strategy

Setup system to organize and update information and share more easily between teams



Next Steps

Setup workgroup with team and plan huddles with new housing specialist

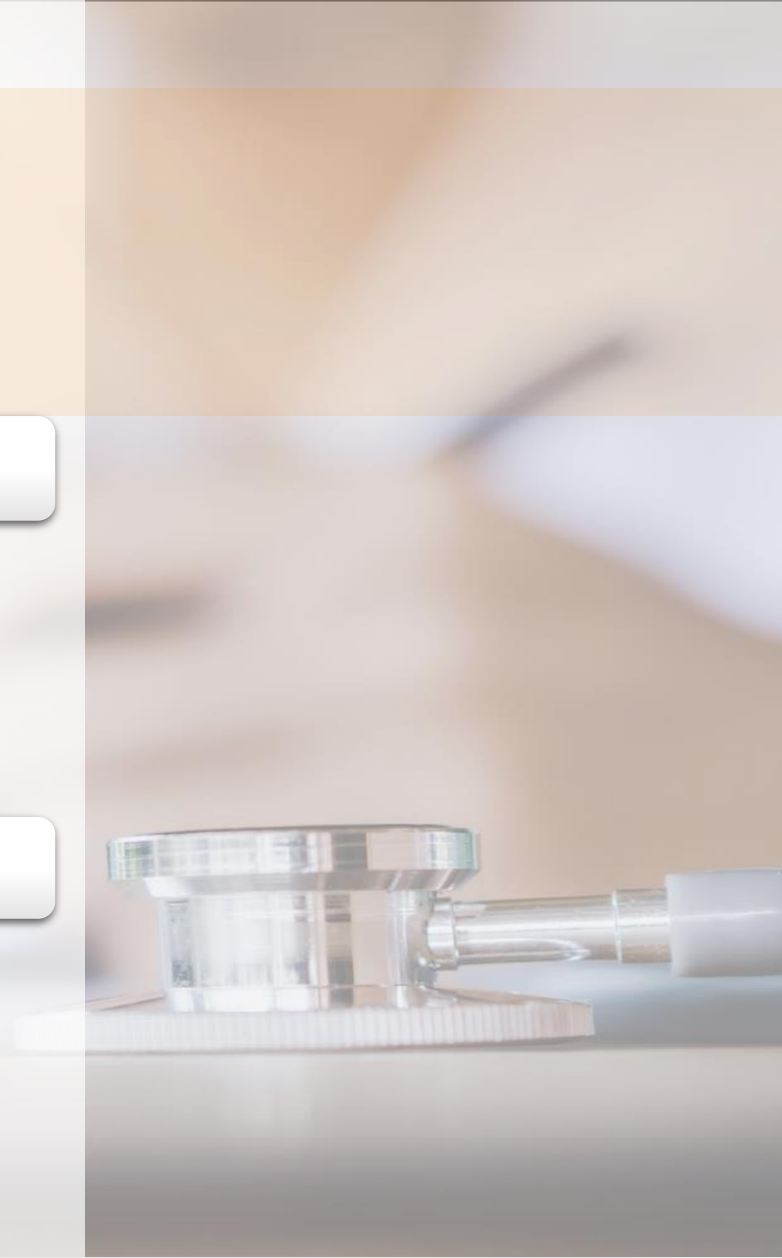
Initiative 3: Enhance Health Literacy education for Justice Population to increase understanding of Primary Care.

Description

- Improve and provide health literacy preventive and primary care education among Justice Population to strengthen patient knowledge and encourage whole health

Value

- Increase knowledge
- Decrease hospital and ER visits
- Create better health outcomes
- Improve quality of life



Stakeholders and Community Partners Needed



Terros Health Reentry
Team

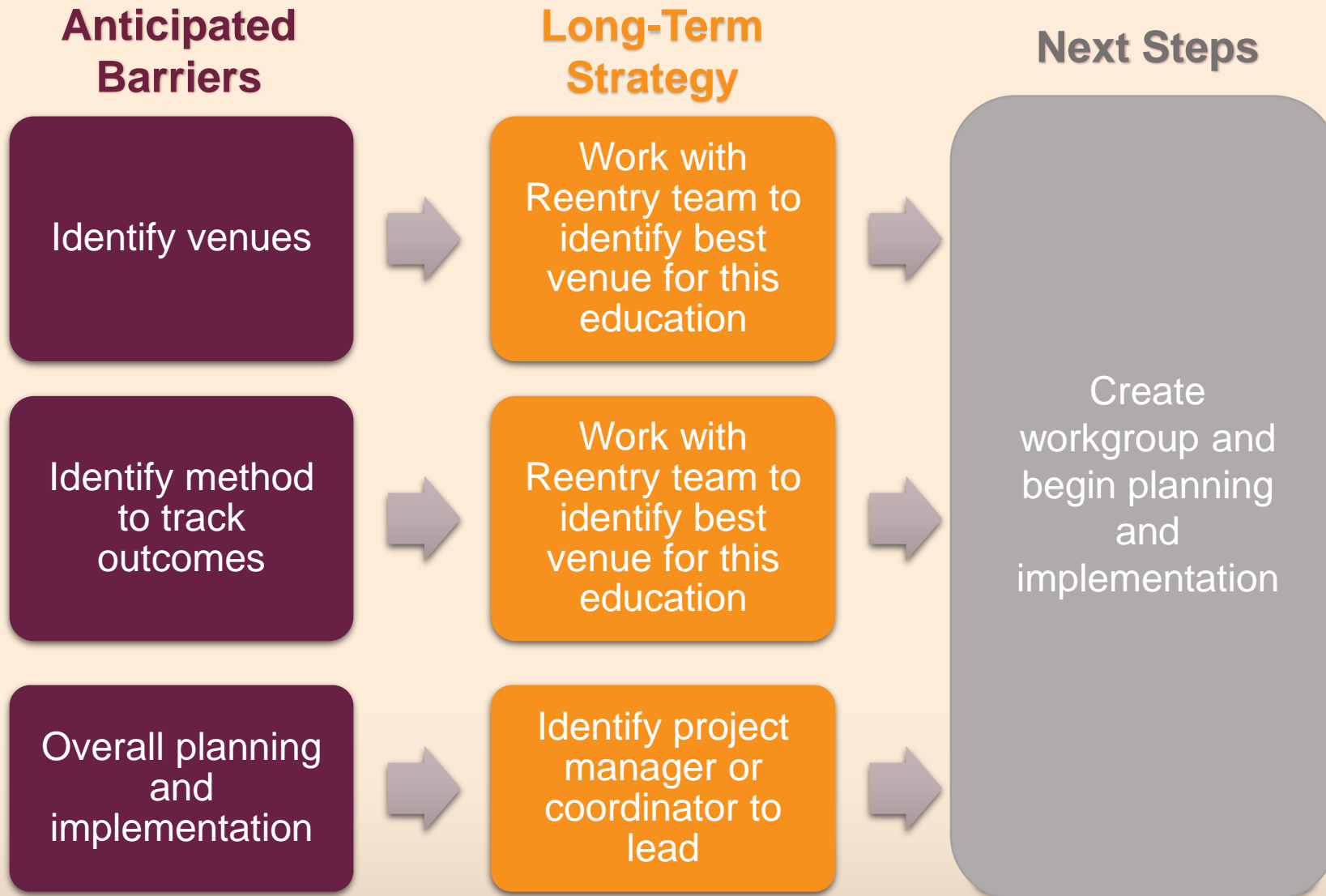
Terros Health
Operational Projects
Team

MCAPD

Health Plans and
Justice Liaisons



Initiative 3: Health Literacy



THANK YOU!

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Inspiring Change for Life

Open Discussion and Q&A

Next Steps

- Justice QI Workgroups
 - Each TIP Justice organization to identify key stakeholders and general availability for first QI workgroup
 - More direction and details to be provided soon via email

- Questions or concerns?
 - Please contact ASU QIC team at TIPQIC@asu.edu if questions or concerns regarding performance data

Thank you!

TIPQIC@asu.edu