

Building Integrated Care Coalitions: The California Community of Constituents Initiative

December 11, 2012

Agenda

- Housekeeping/Introductions
- Overview of the California Community of Constituents Initiative
- Spotlight on 3 communities
- The SCAN Foundation Linkage Lab
- Questions/Comments

The SCAN Foundation

Mission and Vision

Mission: To advance the development of a sustainable continuum of quality care for seniors.

Vision: A society where seniors receive medical treatment and human services that are integrated in the setting most appropriate to their needs and with the greatest likelihood of a healthy, independent life.



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Initiative: Community of Constituents in California

The Community of Constituents initiative is building a statewide movement to transform the system of care so that all Californians can age with dignity, choice and independence. More than 60 organizations are working at the local, regional and state-wide level representing millions of Californians.

See a [full list of participating organizations](#) in the Community of Constituents.

For detailed information about each organization, click on the green, red and blue pins on the map.

- Statewide** - Consumer and provider organizations are working together as the California Collaborative for Long-Term Services and Supports (CCLTSS) to advance policy options to improve the system of care for older adults and adults with disabilities.
- Regional** - Twelve regional aging and disability service and advocacy coalitions representing 48% of California counties are working to improve both quality and access to care for older adults and adults with disabilities.
- Local** - A diverse network of community-based organizations are working to engage older adults, their caregivers and others to be AGENTS for Change by participating in social action to improve the care they receive.

Shaded counties - Indicate coverage by either a *Regional* or *Local* Community of Constituents member.

<http://www.thescanfoundation.org/community-of-constituents>

Community of Constituents

- DC-based Friday Morning Collaborative
- California Collaborative for LTSS
- Regional Coalitions
- AGENTS for Change



The California Collaborative: A Model for Impacting Statewide LTSS Policy

Presented By: Jack Hailey, Government Action and Communication Institute
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Who We Are

- A Collaborative of 40 statewide aging, disability, and provider organizations dedicated to advancing long term services and supports in California.



Mission

- The Collaborative is a coalition of statewide organizations serving seniors and persons with disabilities. These organizations have agreed to a set of principles and meet regularly to exchange information and to work toward consensus on the design of an integrated system of long term services and supports in California.



Mission (continued)

- The Collaborative also serves as a sounding board for the Legislature and the administration as they consider changes in services for seniors and persons with disabilities, from acute care hospitalization and nursing home care to home and community-based services.



Membership List

Member organizations





Principles Bind Us Together

- Dignity
- Choice
- Affordability
- Quality
- Independence
- Cultural Competence
- Accessibility
- Flexibility
- Inclusivity
- Legality



How We Define Long Term Services and Supports

- Long-term services and supports (LTSS) refer to a wide range of personal, medical, social and financial assistance needed by persons with functional limitations over an extended time. The services may be publicly or privately financed, delivered in a wide range of settings, and may change as the needs of the individual who uses the services change.



How We Started

- Before convening, held individual conversations: did people want to set aside a few hours each month discussing long-range policy?
- We had some difficult early meetings - perseverance counts!
- Deferred decisions when we couldn't agree



Characteristics

- Monthly meetings have become weekly
- Staffing
- Google Listserv
- Accessibility
- Strategic use of smaller groups as needed to develop work



What We've Accomplished So Far

- Cohesiveness and strong relationships among members
- Significant increase in policy capacity of many members
- Regular interaction with high state and legislative officials
- Recognition as an authoritative, trusted, and unified voice for LTSS in the state; e.g., recommendation to add small workgroups to stakeholder process



More Accomplishments

- Facilitate access to federal officials
- Collaborative speaks with unified voice or member organizations speak independently, depending on circumstances
- Three statewide conferences in 18 months
- Connections via staff and conferences with 12 regional LTSS coalitions (e.g., Wendy, Leane)



Challenges

- Including consumers: A membership issue?
- Accessibility at all times
- Defining “advocacy”: what we do and don’t do
- Fishing for marlin with a ten-pound-test line (balancing criticism and a working relationship with state)



Impact on the Duals Demonstration

- Are there lessons here about how to structure a group and use a process to help statewide organizations have a policy impact?
 - We've become an informal, trusted one-stop shop
 - Private, closed-door setting allows candor
 - Members keep autonomy to lobby separately
 - We advise about direction, services, pace, and communicating with consumers and providers



Presented by Leane Marchese
Administrator, Silverado At Home

- Formed in May 2009, the San Diego Senior Alliance is comprised of a dynamic and passionate group of community-based senior service providers who recognize the challenges within the current long term care delivery system.
- In response to this challenging environment, the San Diego Senior Alliance (SDSA) was established to unify public policy efforts, share program information and identify areas of synergy to better meet the needs of seniors within the region.
- SDSA is comprised of prominent non-profit, for-profit, and government agencies operating in San Diego county. The members in attendance are the CEOs and Executive Directors of each organization.
- The San Diego Senior Alliance supports and unifies local agencies in the provision of exceptional social and supportive services to the Seniors and Adults with Disabilities of San Diego County.

Membership List

- AARP
- Aging & Independence Services, Health & Human Services, County of San Diego
- Alzheimer's Association San Diego
- American Red Cross - San Diego/Imperial Counties
- Assemblymember Toni Atkins
- At Your Home Familycare
- Catholic Charities
- Congressman Brian Bilbray
- Congresswoman Susan Davis
- Elder Law & Advocacy
- ElderHelp of San Diego
- Jacobs & Cushman San Diego Food Bank
- Jewish Family Service of San Diego
- Lutheran Social Services of Southern California
- Meals-On-Wheels Greater San Diego
- Neighborhood House Association
- Salvation Army Sierra Del Mar Division
- San Diego Hospice
- Senator Christine Kehoe
- Silverado at Home
- Southern Caregiver Resource Center
- St. Paul's PACE
- St. Paul's Senior Homes & Services
- The Glenner Memory Care Centers

Characteristics

- The SDSA meets every other month and the Leadership team meets monthly or as needed
- Group is supported by each agency which hosts the meetings, and a fiscal agency which provides clerical support for the coalition as a whole. The fiscal conduit for the San Diego Senior Alliance is ElderHelp. Twenty-three members comprised of major non-profit agency CEOs and additional senior providers have joined the collaborative.
- With funding from The SCAN Foundation, SDSA has been able to become a more formally structured coalition
- Potential members are invited by current members or they inquire about the collaborative and are then invited to meetings. The original membership structure was to include only CEOs as it seemed this had more impact.

Duals Demonstration

- The integration of LTSS with Medical Care is at the very heart of making the Dual Eligible Demonstration project a success and this outcome will be dependent on organizations that have never worked together before to begin to collaborate to identify ways to cut costs and provide high quality integrated care.
- On July 13, a “pitch” presentation was given to the Alliance Healthcare Foundation (AHCF) for their Innovations grant for \$1 million. The award was not given, but the AHCF overall liked the “one-stop shop” concept and offered a \$25,000 planning grant.
- A second presentation was made at the Dual Eligibles Demonstration Advisory Committee meeting on September 5; attendees included representatives from all five of the mandated managed care health plans participating in the dual eligible pilot. Also during this reporting period, a representative of the San Diego Disability Coalition made a presentation to the SDSA, and a representative from the SDSA attended a San Diego Disability Coalition meeting. Through the efforts of the SDSA Leadership Committee and the membership, the Alliance is becoming more recognized as a viable group of long-standing community based home and social services providers.

Top 3 Take-Aways

- Participation from decision-makers
- Commitment from members of the group to lead or centralized coordination
- Communications plan

Senior Services Coalition of Alameda County

Presented by Wendy Peterson
Senior Service Coalition of Alameda
County

- Formed in 1996, with support from the Area Agency on Aging, to help senior service providers build consensus about the distribution of federal dollars in the county.
- Embraced as a continuing forum for members to share information, innovative models, best practices and public policy developments.
- Staff position created in 2002 to ensure capacity to participate in emerging opportunities.
- Over the last decade, SSC has worked to advance public policy that strengthens supports and systems to make Alameda County a place where seniors can thrive.
 - Convened events to focus policy maker and public attention on senior issues
 - Built relationships with local and state elected officials
 - Impact analysis and advocacy = local resource on senior services and policy
 - Expanded membership and built cooperative advocacy partnerships throughout the safety net
 - Responded with coordinated effort to proposed state and local budget decisions that put vulnerable seniors at risk
- Collectively, SSC members provide a broad array of health, social, and supportive services to tens of thousands of seniors in the County. SSC members are committed to improving the system of care for all older adults, especially those most vulnerable due to frail health, cognitive impairment, disability, or financial status.

Membership List

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- Adult Day Services Network: Alameda County
 - Afghan Elderly Association
 - Alameda Alliance for Health
 - Alameda County Area Agency on Aging
 - Alameda County Commission on Aging
 - Alameda County Community Food Bank
 - Alameda County Meals on Wheels
 - Alameda County Medical Center
 - Alameda Health Consortium
 - Alzheimer's Services of the East Bay
 - Ashby Village
 - Bay Area Community Services
 - Berkeley Adult Day Health Care
 - Center for Elders Independence
 - Christian Church Homes/Sojourner Truth Manor
 - City of Fremont Human Services
 - City of Livermore Parks and Recreation Department
 - City of Oakland Human Services
 - City of San Leandro Senior Services
 - Crisis Support Services
 - Eden I&R
 - Eden Housing Resident Services
 - Family Bridges, Inc.
 - Fruitvale Senior Center/Unity Council
 - J-Sei (formerly Japanese American Services of the East Bay)
 - Korean Community Center of the East Bay
 - Lavender Seniors
 - Legal Assistance for Seniors
 - Lifelong Medical Care
 - On Lok Lifeways
 - Public Authority for IHSS The RE
 - CARES Network Rebuilding
 - Together - Oakland Senior
 - Support of the Tri-Valley S.O.S.
 - Meals on Wheels Spectrum
 - Community Services St. Mary's Center
 - Tri-City Elders Coalition
 - United Seniors of Oakland and Alameda County
 - Vietnamese American Community Center of the East Bay
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- Dedicated staff of one
- Now enhancing infrastructure with contracted Web Communications Coordinator
- Convene as needed around issues – Forums quarterly; workgroups monthly; visits with policy makers and attendance at county and provider meetings more frequent
- Structure
 - Membership with dues structure but flexibility for small CBOs and commissions
 - Steering Committee
 - Fiscal Sponsor
 - Scope of Work driven by annual Policy Agenda defined by the members
- Sustainability - Foundation grants, Member dues and project cost sharing
- Activities
 - Tracking and analysis of new developments
 - Communications via phone, email, web site, E-newsletter updates, media alerts
 - Convening forums, workgroups, trainings
 - Coordinating policy advocacy (issue definition, people, approach, follow up)

Duals Demonstration

- California is moving forward to integrate managed health care and long term services and supports for Medicaid and dually eligible seniors and people with disabilities
- On July 26, SSC's Forum on the changing landscape of LTSS in the county brought together 44 stakeholders and policy makers
- Strategy for a "Sea Change": Proactive and Participatory
- Targeted efforts to preserve existing capacity/programs
 - Case Management capacity mapped and presented to local Managed Care Plan
 - ADHC crisis – grassroots and grass tops mobilization
- Concerted effort to secure County funding for local HICAP (i.e., SHIP in other states) so that consumers will have the assistance they need to make informed choices
- Working with the Plans throughout proposal, planning and implementation process
- Coordinating SSC members and partner organizations to inform CBOs and prepare them to assist their clients, connect them to HICAP when needed
- Reaching across the safety net to include all populations - local Independent Living Centers and other disability organizations

Top 3 Take-Aways

- A “coalition of those who show up” is not good enough (a sure recipe for niche status)
 - Habits of asking “who else” and reaching out
 - Continuously push your listening, opportunities and decision making out to the edges to engage the unengaged
 - Building trust is more important than any one issue – honor consensus, take the long view
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The SCAN Foundation - Linkage Lab

Goal - To provide community-based organizations (CBOs) in California with the tools necessary to deliver a specific product or service to the health care sector.

The SCAN Foundation – Linkage Lab

- Environmental Opportunities
 - Affordable Care Act
 - Reducing Hospital Readmissions
 - Accountable Care Organizations
 - Rebalancing
 - California – Coordinated Care Initiative
 - Coordination of LTSS for Dual Eligibles (Duals)

The SCAN Foundation – Linkage Lab

- Organizations Participating:
 - PACE Providers
 - Traditional CBOs
 - Adult Day Health Care (ADHC) Providers (CBAS in CA)
- Approaches to Partnering with Medical Sector:
 - Coalitions of Local Organizations
 - Utilizing CCTP Experience

For more information and to subscribe for email alerts from The SCAN Foundation, please visit us at:

<http://www.TheSCANFoundation.org>



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Resources: *MLTSS*

- The SCAN Foundation resources:
 - <http://www.thescanfoundation.org/community-of-constituents> (California Community of Constituents Initiative)
 - <http://www.thescanfoundation.org/scan-foundations-conceptual-framework-integrated-care-dual-eligibles> (Health Affairs article on a Conceptual Framework for Integrated Care for Dual Eligibles)
 - <http://www.thescanfoundation.org/victor-tabbush-overview-preparing-community-based-organizations-successful-health-care-partnerships> (Linkage Lab overview paper)

Resources: *MLTSS*

- <http://dualsdemoadvocacy.org/resources/ltss> (Toolkit: *Long-Term Services and Supports: Beneficiary Protections in a Managed Care Environment*)
- <http://dualsdemoadvocacy.org/> (NSCLC resource website on dual eligible integrated care demonstrations)
- http://www.nasuad.org/medicaid_reform_tracker1.html (NASUAD State Medicaid Reform Tracker)
- http://www.nasuad.org/documentation/nasuad_materials/ARP732_OntheVerge_REPORTFeb1v33.pdf (AARP/NASUAD report -- *On the Verge: The Transformation of Long-Term Services and Supports*)

Resources: *MLTSS*

- Kaiser Family Foundation resources:
 - <http://www.kff.org/medicaid/upload/8243.pdf> (Issue Brief: Examining Medicaid Managed Long-Term Service and Support Programs)
 - <http://www.kff.org/medicaid/upload/8278.pdf> (Issue Brief: People with Disabilities and Medicaid Managed Care)
 - <http://www.kff.org/medicaid/upload/8290.pdf> (Policy Brief: An Update on CMS's Capitated Financial Alignment Demonstration Model For Medicare-Medicaid Enrollees)
- http://www.chcs.org/info-url_nocat5108/info-url_nocat_list.htm?attrib_id=16308 (Center for Health Care Strategies MLTSS resources)

Resources: *MLTSS*

- CMS Medicare-Medicaid Coordination Office resources:
 - <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/StateDemonstrationstoIntegrateCareforDualEligibleIndividuals.html> (State Demonstrations to Integrate Care for Dual Eligible Individuals)
 - <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialModelstoSupportStatesEffortsinCareCoordination.htm> (Financial Alignment Initiative)
 - <http://www.integratedcareresourcecenter.net/> (CMS Integrated Care Resource Center)
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Resources: *Affordable Care Act*

- http://www.aoa.gov/Aging_Statistics/Health_care_reform.aspx (AoA's Health Reform web page – where webinar recordings, transcripts and slides are stored)
- <http://www.healthcare.gov/news/factsheets/2010/11/affordable-care-act-americans-disabilities.html> (Fact sheet on the Affordable Care Act for Americans with Disabilities)
- <http://www.healthcare.gov> (Department of Health and Human Services' health care reform web site)
- <http://www.thomas.gov/> (Affordable Care Act text and related information)
- <http://www.healthcare.gov/blog/2012/04/disability041812.html> (Disability, Disparities and the Health Care Law)

Questions/Comments/Stories/ Suggestions for Future Webinar Topics?

Send them to:

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