

HEALTH AND HUMAN SERVICES COORDINATING COUNCIL
POLICY BOARD

September 19, 2008

The Health and Human Services Coordinating Council (HHSCC) Policy Board met in Meeting Room B at the offices of the Juvenile Welfare Board (JWB), 6698 68th Avenue North, Pinellas Park, Florida, at 1:40 P.M. on this date with the following members present:

Van Sayler	Vice-Chairman; JWB
Ronnie E. Duncan	Pinellas County Commissioner
Susan Latvala	Pinellas County Commissioner
Bernie McCabe	State Attorney; JWB
Irene Sullivan	Circuit Court Judge; JWB
Kenneth T. Welch	Pinellas County Commissioner

Late Arrival:

Karen Williams Seel	Chairman; Pinellas County Commissioner
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Not Present:

Jim Coats	Pinellas County Sheriff
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Others Present:

Denise Groesbeck	Executive Director, HHSCC
Maureen A. Freaney	Bureau Director, Pinellas County Human Services (PCHS)
Gay Lancaster	Executive Director, JWB
Karen L. Harris	Administrative Manager, HHSCC
Lynn Kiehne	Health Care Administrator, PCHS
Arlene J. Kennare	Deputy Clerk, Pinellas County Board Records
Other interested individuals	

Welcome

Vice-Chairman Sayler called the meeting to order and invited those present to introduce themselves; and Ms. Groesbeck introduced Ellen McCreedy, who is currently serving as an intern in the department.

Consent Agenda

Upon presentation by Vice-Chairman Sayler, Commissioner Welch moved, seconded by Commissioner Duncan, that Consent Agenda Item A be approved:

A. Approval of Minutes of Meeting of June 20, 2008.

Upon call for the vote, the motion carried unanimously.

HHSCC Objectives for Fiscal Year 2008-2009

Referring to a document titled *Proposed Objectives Fiscal Year 2008-09*, a copy of which has been filed and made a part of the record, Ms. Groesbeck noted that during her recent one-on-one meetings with the members, a request was made to add the category of "cost efficiency" to the 2-1-1 Tampa Bay Cares, Inc. Invitation to Bid; and indicated that it will be added. She noted that several members believe it would be useful to conduct a workshop or mini-retreat to review the progress and direction of the networks; suggested that the meeting scheduled for December be cancelled; that the retreat be held in early January 2009; and that the remainder of the 2009 meetings be held in April, July, and October; and no objections were noted.

Discussion ensued wherein Vice-Chairman Saylor suggested that an analysis of personnel resources in the County be conducted; and Ms. Groesbeck indicated that she will provide the members with information as to how that could be accomplished; whereupon, Vice-Chairman Saylor added that the analysis should include salary information in order to determine whether personnel are receiving pay that is comparable to that of their peer groups.

Ms. Groesbeck noted that Judge Sullivan has formed a new juvenile diversion group; whereupon, Judge Sullivan provided information on its purpose and recent activities; invited the members and Ms. Groesbeck to attend the group's upcoming meeting; and encouraged the HHSCC to become familiar with the workings of the group and possibly consider a connection with it in the future; and Commissioner Welch provided additional information.

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At this time, 1:49 P.M., Chairman Seel entered the meeting.

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Judge Sullivan related that funding by the Eckerd Family Foundation allowed 13 members of the Juvenile Diversion Group to visit the Miami-Dade Juvenile Services Center and observe its service procedures. She related that due to a collaborative effort among the Miami-Dade County schools, the police, the Sheriff, and various agencies, the vast majority of juveniles brought to the center are referred for services and there are fewer juvenile arrests. During discussion, Judge Sullivan noted that the collaborative process used in the Miami-Dade facility has reduced

recidivism and juvenile crime during the ten years it has been in operation, and has reduced the cost to the county.

Responding to query by State Attorney McCabe, Judge Sullivan described the process by which juvenile arrests may be avoided; and indicated that the Juvenile Diversion Group will be taking an inventory of all juvenile diversion programs and services currently available in the county and building a matrix to determine where these services are resulting in successful diversion for juveniles.

Ms. Groesbeck suggested that the Policy Board consider forming a small executive team for direct interaction with her as the Executive Director of the HHSCC; and provided a brief recap of an earlier discussion with respect to the Policy Board's objectives for Fiscal Year 2008-2009; whereupon, Vice-Chairman Sayler moved, seconded by Commissioner Duncan and carried unanimously, that HHSCC Objectives for Fiscal Year 2008-2009 be approved.

2-1-1 Status Report

Referring to a document titled *Independent Analysis of the Pinellas County Information and Referral Services and Ancillary Services Delivered By 211*, a copy of which has been filed and made a part of the record, Ms. Groesbeck provided an update with respect to the project; noted that the Invitation to Bid was issued on September 12, 2009; that four bidders participated in the conference held September 18, 2009; that the deadline for bids will be October 12, 2008; that the bid will be awarded on November 13, 2008; and that the final report will be due on April 17, 2009, with an interim report provided in February 2009.

Vice-Chairman Sayler noted that the goal of the study is to ensure that 2-1-1 Tampa Bay Cares, Inc. provides good service at the best value for the taxpayers; and responding to query by Commissioner Welch, Ms. Groesbeck provided the names of the individuals who attended the bidders conference; and Ms. Lancaster and Ms. Freaney provided additional information.

Health Care for the Uninsured in Pinellas County Presentation

Pinellas County Health Care Administrator Lynn S. Kiehne conducted a PowerPoint presentation titled *Pinellas County Health and Human Services: Our New Health Plan – No Wrong Door – September 2008*, a copy of which has been filed and made a part of the record, and indicated that the new county health plan is scheduled for roll-out on October 1, 2008. Recognizing that funding has been decreased with more potential reductions in the future, she noted that clinical care must be optimized, including access to care, continuity of care, integration of care and

maximization of private sector resources; whereupon, she described the three critical elements of the new county health plan, as follows:

- ✓ Collaboration ó Payers, hospitals, providers
- ✓ Transparency ó Quality and safety standards, new payment and reporting methods, and data integration
- ✓ Accountability

Ms. Kiehne noted that the "medical home" concept will provide good care at a reduced cost; that the use of case and disease case managers will provide early intervention for clients; that expansion of a compassionate drug program is being investigated; and that good outcome measures are designed and used from the outset in order to determine the effectiveness of the program; whereupon, she described the objectives of the new county health plan, as follows:

- ✓ Improve access to primary care, specialty care and oral health services
- ✓ Reduce unnecessary use of hospital inpatient and emergency room services
- ✓ Improve clients' health status so they can seek assistance from an employment case manager and find a job or pursue alternative benefits if fully disabled

In response to queries by Commissioner Welch, Ms. Kiehne related that the clients to be served in the program are adults between the ages of 18 and 64 who have an income at 100 percent of the federal poverty level; that unlike the formerly enacted card program, there will be no asset test for primary care; that there are between 18,000 and 20,000 potential clients who would be able to use the program; that there will be an asset test for the provision of specialty care; and that federal poverty level income is currently approximately \$10,000.

Responding to query by Vice-Chairman Sayler, Ms. Kiehne indicated that financial counselors and case managers will be located in the two busiest emergency rooms serving the targeted population with the hope of diverting these individuals to a medical home; whereupon, she provided more specific information with respect to the use of a medical home for primary care rather than an emergency room; and indicated that a client must be a Pinellas County resident in order to be eligible for the new county health plan.

Referring to a slide titled *Client-Centered Care*, Ms. Kiehne provided information with respect to the electronic hub which will be necessary in order to connect all providers' systems; noted that the systems are not all in existence at the present time; that the Department of Health and Human Services has issued a Request For Proposal for a Client Health Electronic Depository Information System; that an electronic medical record for clients targeted by the new medical home program will exist once that system is in place; and that she would like to be able to

partner with Bay Care in order to take advantage of their newly implemented database system; and discussion ensued with Health Department Director Dr. Claude M. Dharamraj providing additional input.

Citing a model currently in use in Austin, Texas, Ms. Kiehne noted that successful client diversion can be accomplished by using case management, which allows a holistic approach to patient care; and provided specific information regarding the case management process within the two existing pilot projects and the system to be implemented.

Responding to queries by Commission Welch and Vice-Chairman Saylor, Ms. Kiehne provided specific information regarding the staffing model to be used for the new county health plan, and Dr. Dharamraj provided additional input; whereupon, Ms. Freaney discussed the impact of the program on the current PCHS budget and the importance of community partnership and volunteerism.

Ms. Groesbeck conducted a PowerPoint presentation titled *Health & Behavioral Health Leadership Network*, a copy of which has been filed and make a part of the record; provided historical information with regard to the network, including its purpose and objectives; and described the network's proposed health plan, as follows:

- ✓ Target Population
 - ▶ Uninsured residents of Pinellas County who fall below[150%] [200%] of the Federal Poverty Level
 - ▶ All ages
- ✓ Overview:
 - ▶ Medical Home
 - ▶ Full continuum of services diagnostics, specialty care, ancillary services, pharmacy
 - ▶ Centralized eligibility and enrollment
 - ▶ Disease management, care coordination
 - ▶ After-hours, walk-in, and mobile van
 - ▶ Behavioral Health
 - ▶ Dental (limited)
 - ▶ Transportation (limited)
 - ▶ Long-term care and aftercare (limited)
 - ▶ Hospital care (limited)

Referring to the slide titled *Health Care for the Uninsured in Pinellas County, Comparison of Health Plans*, Ms. Groesbeck described the differences in the two plans; and noted that while the Pinellas County health plan will be operational October 1, 2008, the network plan is still in the planning stage; whereupon, she provided information on possible funding sources.

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At this time, 2:58 P.M., Judge Sullivan left the meeting.

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Ms. Groesbeck noted that the basic elements in the new county health plan must be able to grow into the larger network plan; that it is necessary to immediately identify areas in the county plan that must be in place and scalable to the larger plan; and that a web-based enrollment system is one of those elements. She provided additional information with regard to a comparison of the two plans; and in response to query by Commissioner Welch, defined the term "medical respite" and provided examples of same.

Responding to query by Commissioner Welch, Ms. Groesbeck indicated that proposed sources of funding for the network plan might be area hospitals and monies from federally qualified health centers; and that an expert on the subject will be addressing the network in October. Discussion ensued with Ms. Groesbeck providing information regarding the size of the population to be covered by the network plan and noting that sliding scale fees and low-cost insurance are also options in the network plan, and Vice-Chairman Saylor provided additional input.

Executive Director's Report

Responding to query by Chairman Seel, Ms. Groesbeck indicated that the Executive Director's Report is available in the member packets.

Other Business

Noting that this is Commissioner Duncan's last meeting, Commissioner Seel thanked him for his service and indicated that she is hopeful that he will attend the retreat to be scheduled for January.

Adjournment

There being no further business, Chairman Seel adjourned the meeting at 3:14 P.M.