



Agenda

HUMAN SERVICES COMMITTEE MEETING

Tuesday, August 20, 2019

Market Station

Conference Room

500 Market Station

2:00 p.m. – 4:00 p.m.

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes: June 18, 2019
4. New Business/Action Items:
 - a. Presentation: Santa Fe Connect –Navigation Network
 - b. AmeriCorps Planning Grant
5. Old Business
 - a. Discussion and Update: HSC Grantees Technical Assistance Training
 - b. Discussion and Update: City of Santa Fe and Santa Fe County MOA/MOU Unite Us
 - c. Discussion and Update: Community Health Council Resolution
6. Comments from the Chair and Committee Members
7. Report from Staff
 - a. Upcoming Events
8. Matters from the Floor
9. Adjournment

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520, five (5) working days prior to meeting date.

RECEIVED AT THE CITY CLERK'S OFFICE

DATE: August 14, 2019

TIME: 2:46 PM

**SUMMARY OF MINUTES
HUMAN SERVICES COMMITTEE
AUGUST 20, 2019**

ITEM	ACTION	PAGE(S)
CALL TO ORDER/ROLL CALL	Quorum Present	1
APPROVAL OF AGENDA	Approved	1
APPROVAL OF MINUTES: June 18, 2019	Approved	1
NEW BUSINESS/ACTION ITEMS		
a. Santa Fe Connect Navigation Network	Presentation	1-4
b. AmeriCorps Planning Grant	Report	4
OLD BUSINESS		
a. HSC Grantees Technical Assistance Training	Update	4
b. City of Santa Fe and Santa Fe County MOA/MOU Unite Us	Update	4-5
c. Community Health Council Resolution	Update	5
d. Update on Coalition for the Homeless	Update	5
e. Policy for the Contingency Fund	Update	5-6
COMMENTS FROM CHAIR AND COMMITTEE MEMBERS	None	6
REPORTS FROM STAFF		
a. Upcoming Events	Comments	6
b. New City Financing System	Comments	6
MATTERS FROM THE FLOOR	None	6
ADJOURNMENT	Adjourned at 3:36 p.m.	6

**MINUTES OF THE CITY OF SANTA FE
HUMAN SERVICES COMMITTEE
TUESDAY, AUGUST 20, 2019**

1. CALL TO ORDER

Chair Marizza Montoya-Gansel called the meeting of the Human Services Committee to order at 2:00 pm at the Market Station, Caboose Room, 500 Market Station, Santa Fe, New Mexico.

Roll call reflected a quorum as follows:

MEMBERS PRESENT

Marizza Montoya-Gansel
Patricia Boise
Jesse Cirolia (arrived @ 2:03)
Tres Hunter Schnell
Doug Zang

MEMBERS ABSENT

Brian Serna (Excused)

2. APPROVAL OF AGENDA

Member Schnell asked that under Old Business, a follow-up on the Coalition to End Homelessness and a follow-up on contingency funding policy be added.

MOTION: Member Boise moved, seconded by Member Schnell to amend the agenda to add follow-up reports under Old Business regarding the Coalition to End Homelessness and the Contingency Funding Policy. The motion was approved by unanimous voice vote.

3. APPROVAL OF MINUTES: June 18, 2019

MOTION: Member Schnell moved, seconded by Member Zang to approve the Minutes of June 18, 2019. The motion was approved by unanimous voice vote.

4. NEW BUSINESS/ACTION ITEMS:

a. Presentation: Santa Fe Connect – Navigation Network

Ms. Sanchez introduced Jennifer Romero, Santa Fe County Health Care Assistance Program Manager and Elizabeth Peterson, Santa Fe County Connect Project Manager. She said they are going to update the Committee on the Navigation Network

for which the Committee is now funding a total of 10 new navigators that have been added to the Network.

Ms. Romero handed out a Power Point document, attached hereto as Exhibit "1," regarding the Santa Fe County Connect Program, which she used for her presentation.

Ms. Romero said about two years ago, Santa Fe County had an interest in accountable health communities. Over the past two years the County has contracted with several organizations to directly affect social determinants of health to positively impact our community. There are contracts specifically for navigation. She wanted to show the Committee the story of Tony.

Ms. Peterson said Tony is an example of how navigation works and is the model for the accountable health community and Santa Fe County Connect. She said he had a lot of organizations providing him services. He decided he wanted to bring them to the table. Santa Fe County Connect is about bringing people to the table physically and using the *Unite Us* Software Platform. Tony's story illustrates what they're trying to do.

Ms. Peterson said the Vision of Santa Fe County Connect is: "By 2020 all County residents regardless of income have access to high-quality health care and are linked to the resources they need for health and well-being."

Ms. Romero said they started the Network with eight organizations. She showed a visual of where they are now. In the past year they've added Santa Fe County Detention with their reentry program, Santa Fe Recovery Center, Santa Fe County DWI Compliance and Santa Fe County Teen Court. Most recently they added Santa Fe County Fire Department and their Opiate Safe Program. Santa Fe County Health Services will be adding two navigators. The intention is to grow the network, that is going to require partnering with the City and beyond. She mentioned the organizations that are currently part of Santa Fe County Connect Network. She said they need expansion in order to be sustainable. She wants this program to be a model for rest of the state.

Ms. Romero said the goals of Santa Fe County Connect are:

- Residents and providers collectively identify problems and co-create solution
- Navigators link residents to resources within a cohesive provider network
- Social, economic, and physical environmental resources are available to all residents
- Information systems are coordinated, and data are evaluated to improve services and population health, while reducing health care costs

Ms. Romero said there are currently Over 80 navigators in 35 programs funded by County and City contracts that link residents to goods and service using the Unite Us on-line, referral platform. In the four quarters of FY18, 639 individuals received navigation services. In three quarters of FY19, 966 individuals received navigation services.

Ms. Romero said that there were 1583 needs for 639 Individuals in FY18.

Ms. Romero said one of the navigators suggested that there be a platform that would have real time data. In April of last year, they contracted with United Us which is an online real-time referral platform.

Carol from United Us provided a short webinar regarding the referral system and reporting using the Unite Us platform.

Ms. Peterson said if anyone is interested in attending a demo, Unite Us is coming back in September.

Member Cirolia asked about the ability to upload documents. She wanted to know how long the documents are stored and if this could serve as a document library.

Carol said as long as the Unite Us platform is active; the documents will be available.

Member Schnell said she sees that there's a consent for individuals who are receiving navigation services. She asked about privacy concerns.

Carol said when an organization has been given a Unite Us registration to complete, they will dictate the different permissions each user in their organization has.

Ms. Peterson said navigators have responded well to the platform. Santa Fe Connect is trying to make this as accessible as possible.

Ms. Romero said moving forward is the wellness fund. They also have the emergency flexible fund that is County funded but there's a lot of red tape around that. Their vision is to serve all County residents and they need the voice of County residents who need to be at the table. They have requested funding for an advisory committee so they could pay for food, stipends and transportation. They have been able to find location and childcare by the City. However, this is a continuing need, how are we going to support the people who are going to be at the table because their voice is so important. They have received a pledge for \$1,000. The need for a year is about \$1,800 to sustain an advisory committee to pay for 12 participants, four times a year. The money can't be through the County so they need to find an organization who can serve as the fiscal agent.

Chair Montoya-Gansel said she belongs to a local behavioral health collaborative that gets stipends for attendance and food. They use Life Link as their fiscal agent.

Ms. Romero talked about project identity through their story telling project.

Member Zang said he's impressed with the model and how well thought out it is. He asked what the role is of participating organizations are they doing intake, navigation and providing services.

Ms. Romero said every organization is a little bit different. Some organizations are already built for navigation, that's what they do already. For other organizations, it takes a little bit more training.

Ms. Peterson said that there will be links on the County website for the Power Point that was shared as well as the story telling videos.

b. AmeriCorps Planning Grant

Ms. Sanchez said she and Kyra Ochoa wrote a grant for navigation services. The City was awarded the grant. They are anticipating having 11 navigators within public spaces, libraries, senior centers, etc. Ms. Sanchez said she's excited to have this opportunity. Expanding the navigation next work is going to benefit our community. They'll be receiving the funding on September 1st and will be starting the process. She thanked the County for their work and the Committee for believing in this new type of strategy to address social determinants of health. Without that support, applying for the grant would not have been possible.

5. Old Business

a. Discussion and Update: HSC Grantees Technical Assistance Training

Ms. Sanchez said the training happened in early July. There was participation from all current grantee, except Esperanza due to illness. They are actively participating in navigator training, those who have current navigators on staff. There are still some participants in the process of hiring navigators like Food Depot. Esperanza just got their person on board, so they'll be actively participating this month. Coming Home Connection also just hired a brand-new navigator.

b. Discussion and Update: City of Santa Fe and Santa Fe County MOA/MOU Unite Us

Ms. Sanchez said the barrier with getting access to Unite Us is the MOU. The grantees have been asking for an alternative way to track. Ms. Peterson sent over an Excel Spreadsheet which is what the County used before they had the Unite Us system. It sounds like the MOU is continuing to move forward.

Member Boise said they wanted to make sure that United Us could integrate with an existing data base within a community organization so there won't have to be a lot of

double entry. The MOU is still going through legal review at the County and Unite Us. It's her understanding that Kyra just wants them to complete that process before moving forward.

c. Discussion and Update: Community Health Council Resolution

Ms. Sanchez said she submitted for their review some language for the resolution for the Community Health Council resolution and ordinance. The reason for the ordinance is because the Committee's funding is solidified through an Ordinance. The process will be longer because of the ordinance amendment. The reason for the resolution is because the Committee's makeup is solidified through a resolution and that is proposed to be changed. Legal has reviewed the resolution but they are still reviewing the ordinance change.

Member Schnell asked if these were drafts or finals.

Ms. Sanchez said they are drafts. Once she gets the final review from Legal, she will place the resolution and ordinance on the agenda for approval by the Committee.

Member Schnell said she got confused on the language in Sections 3 and 4 where it says, "Community Health Council Board Members." She said sometimes they're referred to as a Board and sometimes a Committee. She said "Council Members" would be sufficient instead of putting the word "Board" in there.

Ms. Sanchez said they worked in coordination with the department of health and some of those things were just an oversight. They really want this Council to be the Council that all health and human and youth and specific populations come to.

d) Update on Coalition for the Homeless

Ms. Sanchez said the City is in the process of hiring the project specialist to help with the Built for Zero Initiative. That person will help her staff boards and do a host of other projects in supporting the department. It's up in the air about who's going to be replacing that person and there's talk of tabling it for now.

Member Schnell asked if they didn't get the \$10,000.

Ms. Sanchez said "no" and it's not required by HUD as a matching.

e) Policy for the Contingency Fund

Ms. Sanchez said she had met with CYFD on another issue for another Board she staffs, and she found out that CYFD is also looking for a policy for contingency funding. She said it would be a really great tie to see what CYFD's policy looks like. She said she and the Chair have a meeting in the next couple of weeks to go over that on Tuesday,

September 3rd at 2:00 pm. She said she would be open to meeting with other Committee members as well.

Ms. Sanchez said CYFD has a cap on their funds as well and they have the same issue with roll over funding.

6. Comments from the Chair and Committee Members

There were no comments.

7. Report from Staff

a. Upcoming Events

Ms. Sanchez said she will send an invitation to the group for the next navigation meeting in case anyone wants to see how this works.

Ms. Peterson said all three of the story tellers will be there. The next meeting is Tuesday, September 3, 2019 from 10:00 a.m. to Noon.

b. New City Financing System

Ms. Sanchez said the City has switched to a new Financing system called Tyler Munis. It's been a roller coaster ride and they're still trying to figure it out.

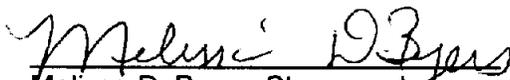
8. Matters from the Floor

None

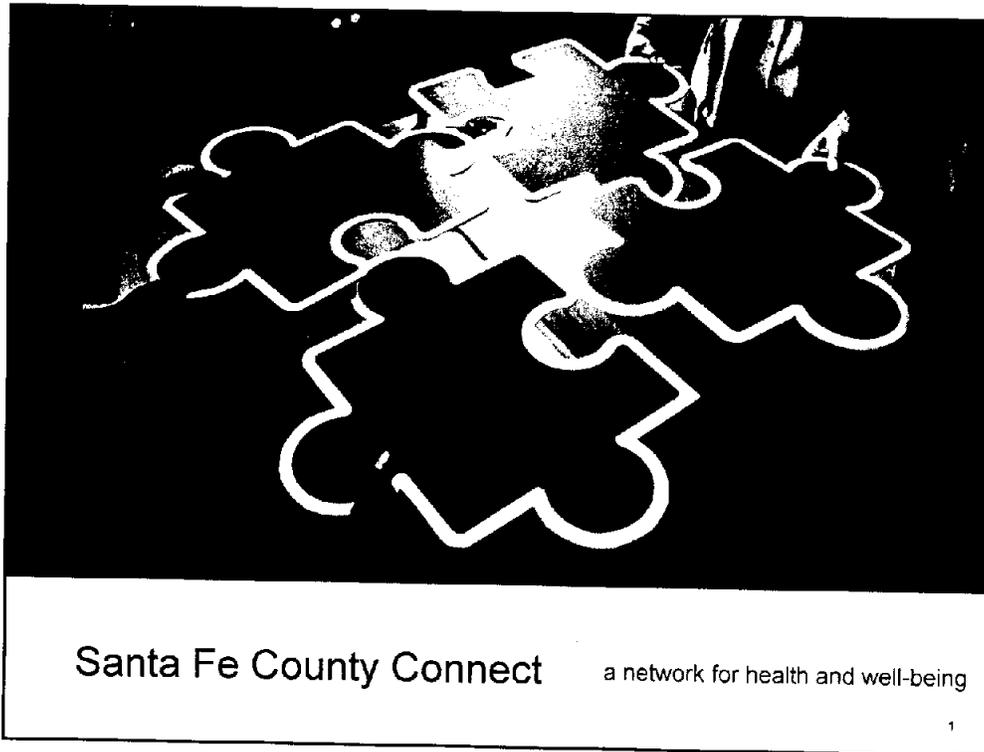
9. Adjournment

MOTION: Member Zang moved, seconded by Member Schnell to adjourn the meeting at 3:36 p.m. The motion was approved by unanimous voice vote.

Marizza Montoya-Gansel, Chair


Melissa D. Byers, Stenographer
Byers Organizational Support Services

Human Services Committee
8/20/19
EXHIBIT 1



Jennifer Romero
Health Care Assistance Program Manager

Elizabeth Peterson
Santa Fe County Connect Project Manager

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ACCOUNTABLE HEALTH COMMUNITY MODEL

Social determinants of health
influence our health and well-being.

Do Santa Fe County residents have reliable access to:

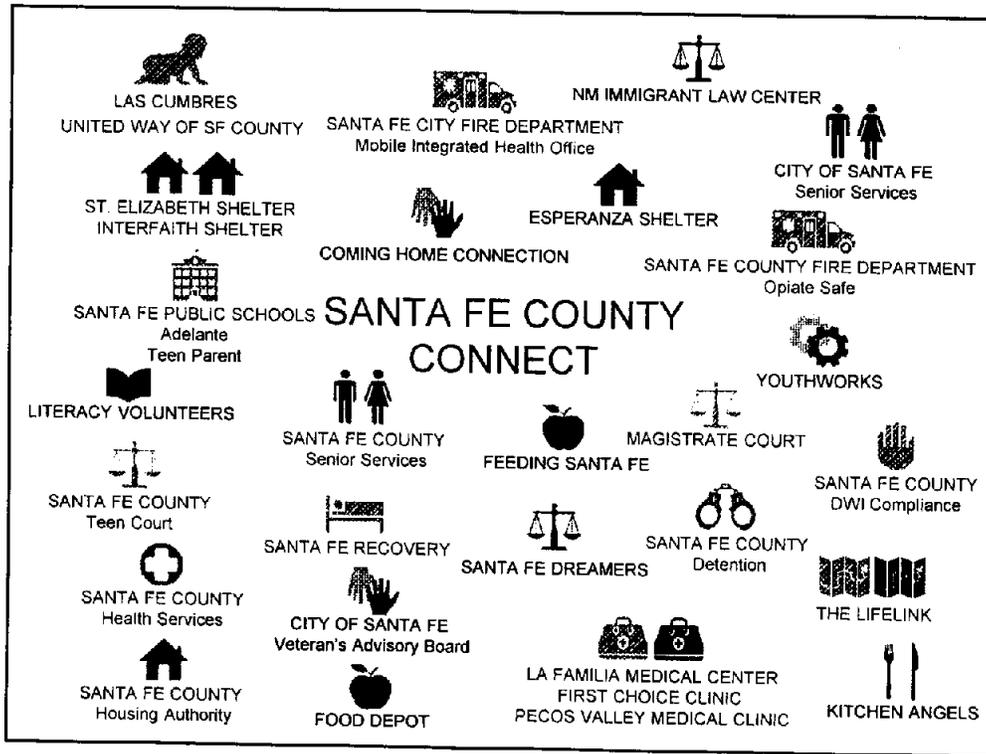
- Transportation
- Housing
- Nutritious Food
- Utilities
- Interpersonal Safety

3

Santa Fe County Connect VISION:

By 2020, all County residents
regardless of income have access to
high-quality health care and are
linked to the resources they need for
health and well-being.

4



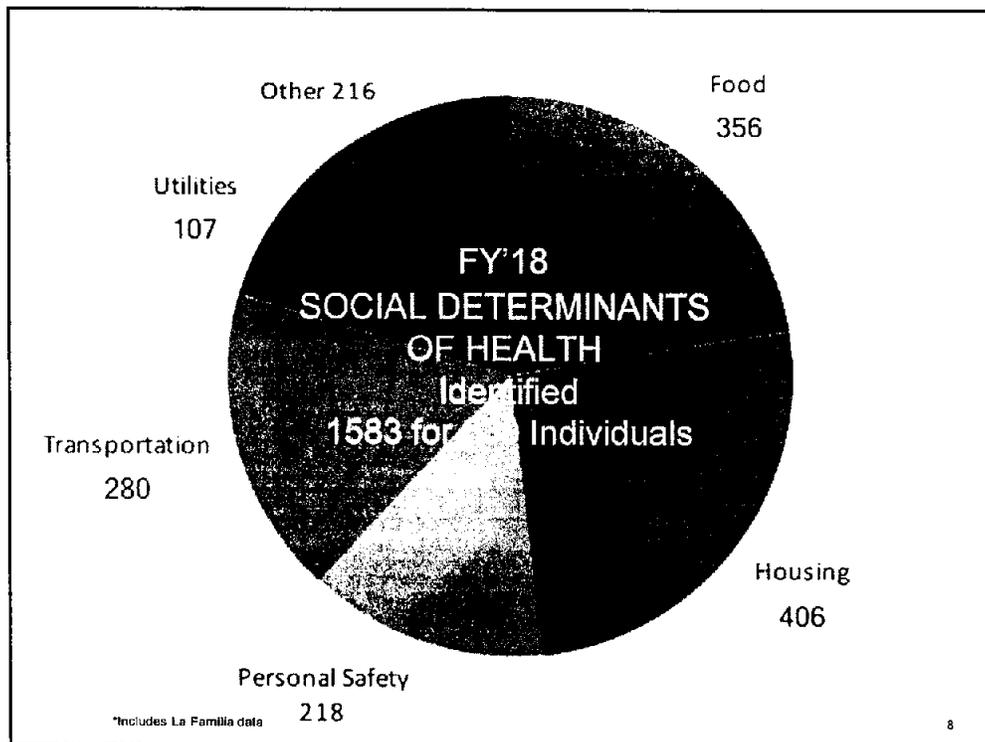
Goals

- Residents and providers collectively identify problems and co-create solutions.
- Navigators link residents to resources within a cohesive provider network.
- Social, economic and physical environmental resources are available to all residents.
- Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.

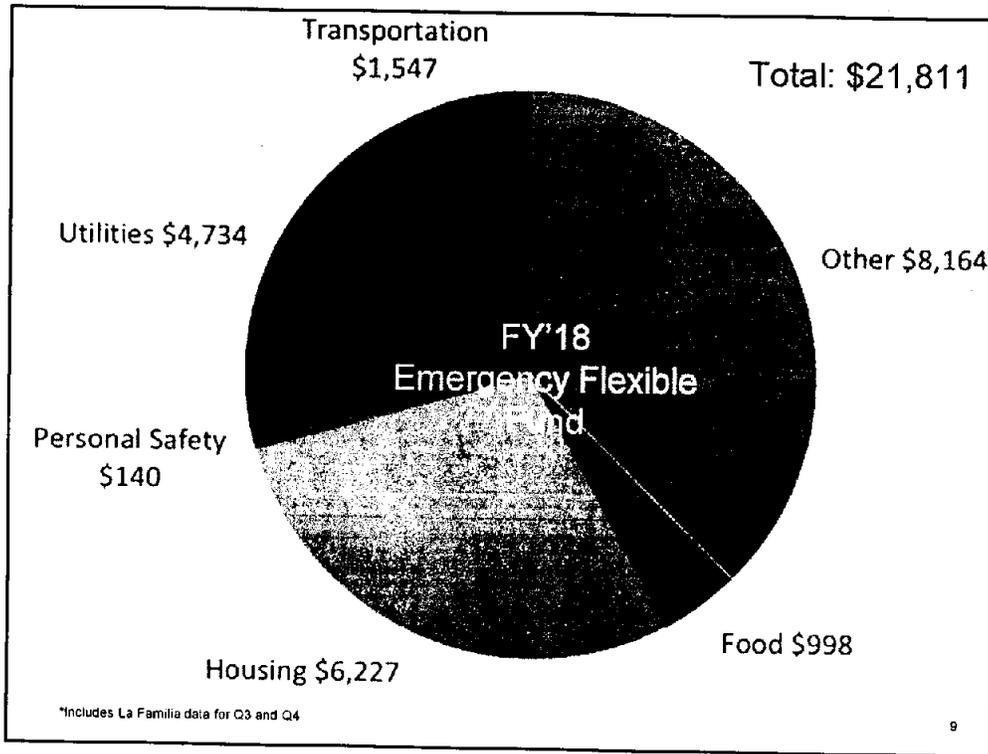
Navigators link residents to resources within a cohesive provider network

- Over 80 navigators in 35 programs funded by County and City contracts link residents to goods and services using the Unite Us on-line, referral platform
- 639 individuals received navigation in 4 quarters of FY18
- 966 individuals received navigation in 3 quarters of FY19
- Clinical Guidance: creating a standard of care
- Protocols and Network Standards

7



8



SEARCH THIS AREA

"Provides a framework to make referrals in a seamless manner that isn't time intensive or complicated."

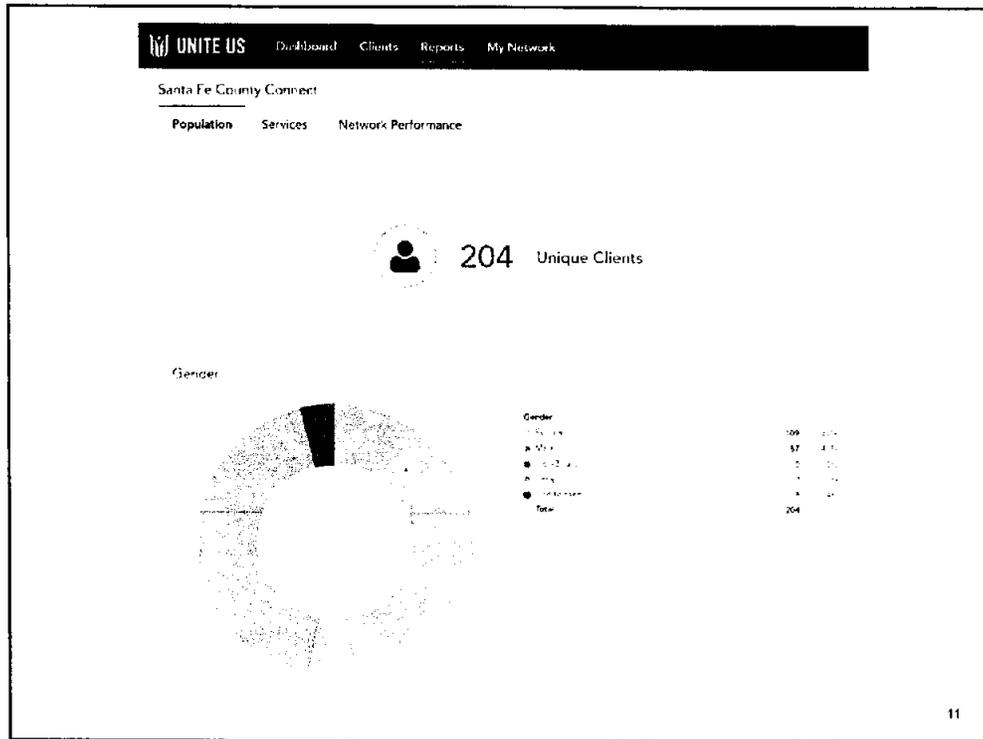
"The connection to other navigators and providers within the county have been most impactful to our organization."

Santa Fe

Navigators make referrals and communicate in real-time with the Unite Us software platform.

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10



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Moving Forward:

- Evaluation: How are we doing? Micro and Macro levels
- Sustainability: Continued funding and support to grow the network
- Wellness Fund: Expand Emergency Flexible Fund
- Advisory Committee
- Project Identity: Communicating who we are
- Unite Us platform to be available for self-referrals for anyone with access to a computer

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