City of Santa Fe

Agenda

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HUMAN SERVICES COMMITTEE MEETING

Tuesday, August 11, 2015
Market Station Offices
500 Market Street, Suite 200
Round House Conference Room
3:00pm – 5:00pm

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes of January 23, 2015
5. New Business
   a. Information from SF County's Crisis Response program – Mark Boschelli
   b. Information from SF Fire Department's Community Protection Initiative- Andres Mercado
6. Old Business
   a. Report from staff on contract status – Terrie Rodriguez
7. Matters from the Committee
8. Matters from the Floor
9. Adjournment

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CITY OF SANTA FE

HUMAN SERVICES COMMITTEE MEETING

August 11, 2015

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MINUTES OF THE

CITY OF SANTA FE

HUMAN SERVICES COMMITTEE

MEETING
Santa Fe, New Mexico

August 11, 2015

A meeting of the City of Santa Fe Human Services Committee was called to order by Betty Ann Rose, Chair on this date at 3:00 p.m. at Market Station Offices, 500 Market Street, Suite 200, Round House Conference Room, Santa Fe, New Mexico.

Roll Call indicated the presence of a quorum as follows:

MEMBERS PRESENT:
Betty Ann Rose, Chair
Shirlee Davidson
Marizza Montoya-Gansel
Kathleen Rowe
Brian Serna

MEMBER(S) ABSENT:
None

STAFF PRESENT:
Andres Mercado, Santa Fe Fire Department
Terrie Rodriguez, Youth and Family Services Division Director

OTHERS PRESENT
Patricia Boies, Santa Fe County Health & Human Services Division
Mark Boschelli, Santa Fe County Crisis Response Program/Presbyterian Medical
Chris Calvert, Chair of Veteran's Advisory Board
Rachel O'Conner, Santa Fe County Health & Human Services Division Director
Jo Ann G. Valdez, Stenographer

APPROVAL OF AGENDA

Approval of the agenda was made by acclamation.

APPROVAL OF MINUTES: January 23, 2015 Meeting

Commissioner Rowe moved to approve the Minutes of the January 23, 2015 meeting. Commissioner Montoya-Gansel seconded the motion. The motion passed unanimously by voice vote.

February 23, 2015 Meeting

Ms. Rodriguez noted that there was no quorum for the February 23, 2015 meeting; therefore the minutes are for informational purposes only.

NEW BUSINESS

a. Information from Santa Fe County Crisis Response Program

Ms. Rodriguez introduced Mark Boschelli and said the City is interested in seeing how they can support the County's Crisis Response Program.

Mr. Boschelli said he comes from Presbyterian Medical Services and he is the Clinical Director of the Mobile Crisis Response Team, which is an initiative of Santa Fe County.

Santa Fe County started the Crisis Response Program on July 1st. The County will spend $350,000.00 for the next four years to have two civilians from Presbyterian available for emergency calls. They are calling it their mobile crisis response team, who will respond with officers or deputies to crisis calls involving the mentally ill or people who are suicidal. The two-man medical experts will also to be able to follow up with people and provide long-term resources and treatment.

Mr. Boschelli said when you look at all the first responders, law enforcement, etc. working with people who are calling in a need for "continuous care" design, there are many. He said this is what they are really trying to do, so that no one is replicating the services, but bridging the gap of services.

Mr. Boschelli reported that they have gone out to approximately 20 calls currently and 14 of those calls have been City-wide.

He noted that they have gone in and done some introductions of the programs to the County Fire Department, the County Sheriff's Department, the City of Santa Fe Police Department and the City of Santa Fe Fire Department. The idea and focus is to do small presentations and talk to the first responders who work with the behavioral health and co-occurring clients in the community.

Mr. Boschelli said working with the City and County law enforcement, as well as the EMT first responders, has been quite easy. It has been nothing but working together and there seems to be a great deal of sensitivity about how to work with these people in a humane fashion and get them linked to services.

Mr. Boschelli said they go out in pairs of two and one works with the first responders in getting information as well as to see who can bond with that person. They are also working in conjunction with the crisis counselors at CHRISTUS St. Vincent on the post-hospital aspect. They are now able to follow up with clients and link them up to services.

Mr. Boschelli said they are noticing that the SF Community Guidance Center is

being flooded with new clients who are in need of services.

Mr. Boschelli said sometimes the people who are in need of services can't get there and so internally, at the PMS medical facility, they are pushing to try and change the concept that people do not need the services because they don't come in for the services. They want people to go out and help these people and follow up with them.

Mr. Boschelli asked if there were any questions.

Ms. Boies said in a meeting a few weeks ago, Mr. Boschelli provided some information on some case studies on how people got to him, and she thinks this would be good to share with this group.

Mr. Serna asked if the New Mexico Crisis and Access hotline is funneling people to them.

Mr. Boschelli said no, not at this time. He has met with them and had discussions with them and they would like to dispatch the mobile team if there is a contract done with them. Currently, they are going through their crisis hotline under PMS for a number of reasons: they can track when the call comes in and they are already part of the mobile crisis team and therefore they can consult with them 24 hours a day to make sure that they are going out on the appropriate calls. He said there is the potential that they might switch over to the New Mexico Crisis and Access hotline and have them be the dispatch system.

Mr. Boschelli shared some case studies and real life examples of follow-up. He said they want to decrease the cost containments over time on the emergency service providers and maintenance on the vehicles, etc.

Ms. O'Connor asked how many of these were chronic jail users. She asked Mr. Boschelli if this is part of the population he is seeing.

Mr. Boschelli said yes, they are currently two people out of the 20.

Ms. Davidson mentioned that the County Mobile Health Van is now doing screenings on depression and anxiety.

b. Information from Santa Fe Fire Department's Community Protection Initiative

Ms. Rodriguez invited Andres Mercado to attend today's meeting to provide information to the Committee about the Fire Department's Community Protection Initiative. She asked him to explain how they interface with the Santa Fe County Response Program.

Mr. Mercado noted that the Crisis Response Team has been "live" since July 1st and they have made about 20-25 contacts with patients out in the community. He said they are conducting awareness level training for the front-line staff and it has been well received. The services, overall, have been very well received by the field providers.

Mr. Mercado said they are also visiting with their Medical Director to see if there should be any changes made to any of their internal protocols. In particular, with regards to suicide attempts and suicide ideations.

Mr. Mercado said as far as the Community Protection Initiative, they are ready to go but they are waiting on funding. He mentioned that the City is contributing resources for the program to the tune of $450,000.00, which includes personnel and some start-up funding for operation costs. However, there is still a $250,000.00 funding gap and the Mayor is working with Presbyterian Medical Services, CHRISTUS St. Vincent Regional Medical Center, SVH Support and the Southwest Care Center to figure out how they will close this gap. Mr. Mercado is in the process of scheduling a roundtable meeting with the organizations to strategize how they can close this gap.

He said they are hoping to start seeing patients in October. He noted that the patients continue to call at a very high rate and they are eager to start to get going but they cannot do so until the funding infrastructure is laid out clearly and they know what will be provided as in-kind services and what will be provided as direct contributions. There are three positions that will be either in-kind positions or contracted positions (a physician, a social worker and a pharmacist). On the Fire Department side, there will be three EMT positions.

He mentioned that the insurance companies hired some care coordinators who will make sure that these people get on the radar with the right persons/services and to ensure that the 911 system is responsive to the people who need some help navigating the system.

Ms. Rodriguez asked if the care coordinators have come to the Fire Department and talked to them about what their role is and how they are supposed to be interacting with their clients.

Mr. Mercado said he has talked with many of them and with the Medical Directors of the MCO's themselves and they try to reach out to their high-risk patients to perform health risk assessments. However, oftentimes they cannot reach these patients because they can't find them because they do not have a phone or they are homeless. There are different service providers who are trying to serve different populations. Some patients continually call 911 to receive services and they are hoping to identify these people.

Mr. Serna said from what they have learned from the care coordination efforts, is this just a phone call, or do they actually go to the place of residence in trying to make contact with the patients.

Mr. Mercado said some of them are actually going into the houses and some of them have done a terrific job in connecting people with services that they need.

Ms. O'Connor asked if the selection of the people that they decide to work with is based on the frequency of 911 calls.

Mr. Mercado explained that the primary focus of the Community Protection

Initiative is to connect people to services to get the proper care that they need so they do not utilize fire and emergency services for non-emergency issues.

Ms. O'Connor asked what would be the difference between this program and the HUGS (Higher Utilizer Group Services) initiative that CHRISTUS St. Vincent is doing.

Mr. Mercado said HUGS is based primarily on Emergency Room utilization and HUGS is designed to reduce the number of preventable Emergency Room readmissions, the program reaches out to adults and adolescents whose recurring emergency visits are often traced to substance abuse, domestic violence, behavioral problems, depression, attempted suicide and other conditions, and places those patients in health care and safety net surroundings that are more appropriate and cost-effective than the emergency room. He said there are a lot of patients who call 911 and never make it to the Emergency Room. For example: a disabled veteran who falls off his wheelchair many times a year. He noted that HUGS is doing some intensive case management and the SF Fire Department's Community Protection Initiative wants to help patients with navigation.

Ms. O'Connor said she would imagine that there is some duplication.

Mr. Mercado said there is some duplication and a ton of overlap with the care coordinators, with HUGS and with some other services that other providers provide. He mentioned that they applied for a grant to get all of these provider groups in a room with a HIPPA compliance expert to discuss who is serving who to ensure that there is not any duplication.

Mr. Calvert said he is the Chair of the new City of Santa Fe's Veteran's Advisory Board and he would like to coordinate or interface with those navigation issues and help veterans in getting them connected to the services or care that they need, and getting them plugged in with the VA system.

Mr. Mercado said this is a new initiative so they want to remain flexible and work with agencies because they are not sure what the program is going to look like.

Mr. Calvert said he would like to work with the Fire Department program in identifying the people who need to get connected to the VA system. He asked if mobility is part of the issue on some of these calls.

Mr. Mercado said transportation is a big factor for a lot of these people but a lot of these are tangled in a lot of knots with problems such as mental health; drug and substance abuse issues; transportation; poverty and housing.

Mr. Calvert noted that the City has the Santa Fe Ride Program for disabled individuals and maybe this would be a way for the City to interface with those individuals who have a transportation problem.

Ms. Davidson said $700,000.00 is a lot of money. She asked what this money will be used for.

Mr. Mercado said there are a lot of upfront operational costs and the City put forth $300,000.00 for salaries for three FTE Fire Department employees; $100,000.00 for a pharmacist, physician and social worker and the balance is for capital and operating expenses, such as software, radios, cell phones, tablets and locking file cabinets to be HIPPA compliant.

Ms. Davidson asked if the pharmacist, physician and social worker have been hired.

Mr. Mercado said no not yet, not until they have a clear understanding of who is contributing what. The Mayor's approach has been to talk to these organizations and figure out how much of these they can get as in-kind contributions.

Ms. Davidson asked if there was any reason why there is not a nurse.

Mr. Mercado said because there is no funding to pay a nurse but this is something that they are asking for. He noted that they have a nurse who has volunteered to help for now. He explained that the City's Liability Malpractice Insurance does not cover physicians or nurses and they are talking with Risk Management to see if they can extend this insurance to physicians and nurses.

Ms. Davidson said the community health component of nursing has been around for a long time in other communities. Nurses have been going into the homes for a long time.

Mr. Mercado mentioned that he is only a Paramedic and therefore would not be overseeing any clinical aspect of the Program.

Ms. Rodriguez asked if there was any more questions for Mr. Mercado and there were none.

Chair Rose thanked Mr. Boschelli and Mr. Mercado for their presentations and information and suggested that these two groups meet regularly to be able to share the information about what is available to each of the organizations.

OLD BUSINESS

a. Report from staff on contract status

Ms. Rodriguez reported that all of the contracts are in place and the purchase orders have been done.

Interfaith Community Shelter

Ms. Rodriguez said when she went before City Council for approval of the contracts in April, the Councilors asked for information about the Interfaith Community Shelter because most of them remembered that she had put additional funding into the Shelter because she wanted to go through a management contract with them. An additional $70,000.00 was put in from the Human Services budget for the past two years, which was supposed to be for three years, but it did not get started until half way through the year.

Ms. Rodriguez explained that $40,000.00 was given to them for the first year and then $70,000.00 for the next two fiscal years. This was going to be the first year that the City was not going to give them this additional funding. However, Councilor Lindell did not want to cut them off from the $70,000.00 and wanted to give the Shelter an additional $30,000.00 on top of this but in the end after some discussion, there was agreement to give them an additional $10,000.00. Therefore, the Interfaith Community Shelter received a total of $110,000.00: $100,000.00 from the Human Services Fund and $10,000.00 from the Human Services budget.

Ms. Rodriguez noted that the Interfaith Community Shelter has been able to obtain $110,000.00 in federal funding and they also received funding from CHRISTUS St. Vincent Regional Medical Center. They will be giving them funding for a case worker and for respite care.

Ms. Rowe acknowledged Terrie Rodriguez for the hard work she has done with the Interfaith Community Shelter and said the success of the Shelter is due to the hard work that she has done with them.

Solace-Crisis Trauma Treatment Center

Ms. Rodriguez reported that they have been meeting with Solace who received some funding from the State. She explained that the property has to be owned by the City in order for them to receive the State funding and the City has been going through the process to do this. A Professional Services Agreement will be done with them in order for Solace to receive the funding that has come to the City from the State.

Ms. Rodriguez said Solace will be doing approximately $250,000.00 worth of improvements to their building.

MATTERS FROM THE COMMITTEE

There were no matters from the Committee.

MATTERS FROM STAFF

Terrie Rodriguez will be retiring on September 13, 2015. She noted that the interim Youth and Family Services Division Director will be Chris Sanchez from the Children and Youth Commission.

The Committee thanked Terrie Rodriguez for all her hard work and congratulated her on her retirement. Ms. Rodriguez will be greatly missed.

MATTERS FROM THE FLOOR

There were no matters from the floor.

ADJOURNMENT

The meeting adjourned at 5:00 p.m.

Approved by:

Betty Anne Rose, Chair

Respectively submitted by:

Jo Ann G. Valdez, Stenographer