

Familiar Faces Steering Committee

Meeting Summary

Sept. 1, 2016, 9 a.m.-10:30 a.m. Conference Rooms 1311/1312, 401 5th Ave, Seattle

Members Present: Todd Clark, Chloe Gale, Betsy Jones, Anita Khandelwal, Mikel Kowalcyk, Scott Lindsey, Daniel Malone, Patty Noble-Desy, Bette Pine, Adrienne Quinn, Jeff Sakuma, Dan Satterberg, Mike Stanfill, Judge Donna Tucker, Natalie Walton-Anderson

Guests Present: Tashau Jackson, Rob Rogers (United HealthCare)

Staff Present: Jesse Benet, Margo Burnison, Travis Erickson, LaMont Green, Holly Rohr Tran, Genevieve Rowe, Deb Srebnik

Welcome & Introductions

9:05 a.m.

Adrienne Quinn welcomed the group and led a round of introductions.

Community Announcements & Updates

9:10 a.m.

DESC/Coordinated Care project

Daniel Malone reported on a new project between DESC and Coordinated Care. Coordinated Care is identifying some of their high-needs members who appear to be homeless and working with DESC for help finding those members and doing some intensive care coordination. Level of overlap with Jail Health/MCO demonstration is yet to be seen.

Jail Health/MCO Demonstration Project

This group is currently working on getting appropriate access to jail and looking at how to best coordinate for “upstream” interventions.”

Updates on “Go-first Strategies”

9:20 a.m.

VITAL (Intensive Care Management Team)

Margo Burnison noted that the Intensive Care Management Team (now referred to as VITAL) has completed more than 5 days of motivational interview training.

Twenty-three clients have enrolled to-date – enrollment is higher than expected. Participants include a mix of currently incarcerated and those out of custody. A few may not be able to continue with the ICMT due to length of sentencing.

The Steering Committee discussed how to resolve specific barriers one participant is encountering.

Genevieve Rowe shared a draft dashboard for ICMT Implementation showing participation progress; additional dashboards will be developed to look at housing & services (starting Oct. 2016) and outcomes/findings (starting Sept. 2017).

The Steering Committee asked that the data group look at the big picture of how success for the Familiar Faces initiative is defined and the data points that should be collected accordingly. The Steering Committee looks forward to reviewing recommendations at a future meeting.

Prosecutorial Resource & Diversion

King County Prosecutor Daniel Satterberg expressed appreciation for the cutting edge work that is occurring through the Familiar Faces initiative and for the opportunity for the Prosecutor's Office to contribute to legal health solutions.

A prosecutor dedicated to diversion (3 days per week) is anticipated to be on board by the end of Sept. This staff person will be involved with this Steering Committee, the VITAL team, and will work on diversion criteria.

Natalie Walton-Anderson noted that the Prosecutor's Office is impressed with work of the VITAL team to-date. Through this work, the Prosecutor's Office has been able connect VITAL enrollees with appropriate resources, and provide information on other pending legal matters to inform best utilization of services.

Prosecutor's office is interested in further discussion about metrics for tracking legal health (e.g. what were the issues, how were they resolved, how long until resolved, etc.). Staff noted that some tracking has started, but additional review/input on metrics could be helpful; will bring to next meeting.

Common Portal (formerly called "Single Portal")

Lisa Daugaard noted the need to make engagement with new and redesigned systems for diversion MUCH simpler for first responders. Making a clear pathway for how to get help available to those who need it will drive optimal utilization.

A few weeks ago, a group of stakeholders met to discuss the creation of a "Common Portal"; one phone number that law enforcement, emergency responders, mobile crisis teams, and community members can call to get folks connected with appropriate non-jail resources. This resource can also help inform future encounters for law enforcement with individuals.

The Common Portal work will be integrated into the larger Familiar Faces and LEAD work. Do need info back, to inform future encounters. Any SC meetings that want to participate – let Jesse know.

This group plans to meet approx. three more times (meetings to be scheduled soon); any Steering Committee members are welcome to join and can do so by connecting with Jesse Benet.

Steering Committee Breakout groups – report out

9:50 a.m.

Staff reported on small group discussion that occurred at the last meeting (July 7) and subsequent progress.

Jail Reentry Update

This group mapped standards of work for release planning/reentry process, which involves working with prosecutor and jail.

This demonstration has expanded to the SCORE facility; United Healthcare is getting access for transitional planning and will participate in the bi-monthly healthcare summits.

Staff are continuing to work on getting access for United Healthcare at the King County Correctional Facility; it is anticipated that the demonstration will be running by the end of Sept. at this site.

The data stream notification of MCOs that they have members in jail is anticipated to be automated by Q4 (currently a manual look-up process).

Diversion

See “Prosecutorial Resource & Diversion” section above for update.

Breakout Groups – Reconvene

The Steering Committee broke into two discussion groups.

Jail Reentry

Action Items:

- Verification of current access level for United Healthcare work team – **Major Clark** - by 9/6/16
 - UHC seeks to obtain access to the “pass-through” window and/or “Attorney Booths”
 - Ultimately would like to have “secondary-user” access
- United Healthcare to verify with DAJD whether or not they need to have pictures taken for “Rolodex” as part of their CHRC clearance packets process – **Tashau** to verify with DAJD contact who is processing applications and/or Major Clark
- Schedule a JHS/Corrections/UHC Tour of Downtown Jail and JHS – **Travis**
 - Tour to occur by 9/16 if possible
 - Include Dr. Stanfill & Mjr. Clark
 - Coordinate with Nick Valez & Tracy Case
 - Kent facility as well?
- Develop simple notification and/or messaging for corrections staff – **Major Clark**
 - Major Clark will either email and/or inform corrections teams about work accordingly
- Post Tour – establish a single point-of-contact for JHS, Corrections, and United to be used for any significant questions that arise.

- Data: develop method for info sharing of booked individuals sorted by MCO (Deb)
- Policy action: develop procedure for timing release (Willie)
- Invite Major Clark to tour of Snohomish jail to learn existing processes there for similar work – October 14th - LaMont to send invite in case Major Clark can attend – not critical.

Outstanding Questions to be addressed:

1. Does the UHC team need “Green Access”? If yes, will this be something we would allow for all MCO’s?
2. Meeting Room – Is there a space that UHC could potentially use for face-to-face meetings with clients? Could this be used by other MCO teams as well?
 - a. Possible suggestion is the Triage room used by JHS
 - b. Is there a way to allow United Healthcare team members to schedule this room on their own, or is POC needed?
3. Release Times – Is there a way to develop more consistent release times and/or notification to United Healthcare team members?
4. Business Associates Agreement (BAA) – will one be needed?
 - a. PH/JHS already have contract/BAA with UHC

Diversion

Discussion on System Capacity:

What is the Capacity of our system to implement full scale Diversion for Familiar Faces?

- We need to understand our capacity and have resources in place before massive decarceration. There must be an organized system of Diversion to provide legitimacy for Government Partners in addressing constituents’ public safety concerns.
- What tools exist to address effectively narcotic addictions root causes?
- The systems need to move beyond just getting people out of jail. There is an urgent need for innovative housing models that are low barrier and cost effective. Housing will critically enhance value of current services.
- We need to evaluate capacity of service delivery landscape to serve entire Familiar Faces Population.

Discussion on Multijurisdictional Warrant Quashing System:

Current MOA Limitations

- Superior Court not signed on to MOA (many Familiar Faces have felonies).
- Swift & Certain Ordinance (City) that DOC is required to comply with
- Explore modification of Swift & Certain
- Consult w/allies in DOC – “How much local adaptive practice can there be?”

Action Items arising from Discussions:

1. **Explore Modification of Swift & Certain:** consult w. allies in DOC - **Dan Satterberg & Lisa Daugaard**
2. **Superior Court Signing on to MOA:** **Judge Tucker to explore with Judge Craighead**
3. **Updates Regarding CSC Exclusion Criteria:** **Adrienne Quinn**
4. **Explore Alternative Low-barrier Housing Models & Effective Substance Abuse Treatments –**
LaMont Green
5. **Analysis of Housing Issues Causes (i.e. eviction, etc.):** **Lisa Daugaard**
6. **Report back on Common Portal:** **Lisa Daugaard**

Wrap-up

Staff suggested, and Steering Committee agreed, that it is time to reengage the Design Team. Staff will develop a one-page summary of progress on the Familiar Faces initiative and distribute to the Design Team. The Design Team will be reconvened in October, and workgroup participation opportunities opened to them.

Meeting adjourned

10:35 a.m.

Summary of Next Steps

- “Big picture” evaluation criteria to be drafted by workgroup and brought back to future meeting
- “Legal health” metrics to be refined and brought back to future meeting
- Additional meetings re: Common Portal to be scheduled
- Re-engage Design Team: one-page progress update and Oct. meeting

Next meeting:

October 6, 2016, 9-10:30 a.m.

Chinook 1311/1312

401 5th Ave, Seattle