

# Continuum of Care Committee

## MEETING SUMMARY

Thursday, October 10, 2019, at 10AM - 12PM  
 Willing Heart Community Center  
 555 Martin Luther King Blvd. Newark, NJ 07102

Present	Excused Absences	Unexcused Absences
1. Ann Bagchi, Ph.D. (Secretary) 2. Richlyn Burnham (Vice-Chair) 3. Cezar Dumago 4. Imad Ibrahim 5. Pat Moore 6. Dominga Padilla 7. Mario Portilla 8. Lauro Rocha 9. Nancy Scangarello	10. Wanda Figueroa 11. Maisel Guzman	12. Kendall Clark 13. Vieshia Morales 14. Aliya Onque (Non-Voting)

**Guests:** Karen Ehiri, Michael Giannini, Martha Downey

**Support Staff:** Tania Guaman, Vicky Saguay

**1. Welcome and Moment of Silence**

Mario Portilla, COC Chair, called this meeting to order at 10:00 AM. Portilla welcomed all in attendance and called for a moment of silence to be observed for all those living with, those who have passed and those affected by HIV/AIDS.

**2. Roll Call**

Ann Bagchi, Secretary, conducted the roll call. The attendees introduced themselves. Quorum was established later during the meeting.

**3. Public Testimony**

There was no Public Testimony at this meeting.

**4. Approval of Meeting Summary from July 11 and September 12, 2019**

The July 11<sup>th</sup> Meeting summary was reviewed. No edits were recommended. Mario Portilla, COC Chair, asked for a motion to approve the July Meeting Summary. Ann Bagchi, Ph.D., COC Secretary, motioned to approve. Imad Ibrahim seconded the motion. All COC members accepted the July meeting summary.

The September 12<sup>th</sup> Meeting summary was reviewed. No edits were recommended. Mario Portilla, COC Chair, asked for a motion to approve the September Meeting Summary. Cezar Dumago motioned to approve. Nancy Scangarello seconded the motion. All COC members accepted the September meeting summary.

**5. Standing Committee Updates**

- **CPC:** Tania Guaman, Support Staff, provided the CPC report: The last Comprehensive Planning Committee meeting was held on Friday, September 12, 2019. The following occurred at the meeting:
  - 2019 Needs Assessment Interim Report – Recommendations from report were to increase funding on Outpatient Substance Abuse Services, Residential Substance Abuse Treatment, and to increase access to mental health by using telehealth. The use of telehealth is included on the 2020 RFP subrecipient application, as an option to provide services.
  - Finalized ranking and percentages for NEMA-wide service categories for 2020 using the information from the Needs Assessment Interim Report.
  - Finalized the FY2020 Minority AIDS Initiative (MAI) Ranking
  - 2020 Priority Setting and Resource Allocation report was approved by the Comprehensive Planning Committee and Planning Council. The report was sent to all COC members for their records.
  - 2019 Epidemiological Profile – reviewed current data of the HIV epidemic in the Newark EMA. The prevalence HIV has maintained a consistent distribution throughout the EMA.

The CPC will not meet in October. Therefore, the next CPC meeting will be held on November 13, 2019 at the Willing Heart Community Center located at 555 Martin Luther King Jr. Blvd. Newark, NJ 07102. All are encouraged to attend.

- **REC:** Ann Bagchi, REC Chair, provided the REC Report: The last Research and Evaluation Committee was held on Monday, September 16, 2019. The following occurred at the meeting:
  - 2019 Needs Assessment – the committee continues to review the needs assessment findings and to finalize recommendations for the final report.
  - Update on the Integrated Health Plan – Karen provided a brief overview of the IHAP to assess progress of the REC Committee responsibilities. Tania Guaman mentioned that there were some conversations with Aliya to find the best approach to send the report to the EIRC. Guaman mentioned that Karen Ehiri, Quality Management Specialist, will follow up with each agency that does not meet the required percentage on the 3 NHAS Goals mentioned in the report. Karen Ehiri will focus on areas and/or populations that fall below the standard.
  - 2019 Assessment of the Administrative Mechanism – the contracting process of the Recipient was completed earlier than before due to the changes Recipient made this year.
  - 2019 Epidemiological Profile – Sharon presented preliminary findings. REC reviewed current data of the HIV epidemic in the Newark EMA.

The next REC meeting will be held on Monday, October 21, 2019 at 10AM at the Willing Heart Community Center located at 555 Martin Luther King Blvd. Newark, NJ 07102.

- **CIA/CC:** Tania Guaman provided the CIA report. The last CIA meeting was a dinner held on Wednesday, September 25, 2019 at Kings Restaurant. The following occurred at the meeting:
  - Turnout of about 64 attendees.
  - To take into consideration Planning Council's recommendation to restructure the CIA Committee, Support Staff and CIA Chair came up with questions to guide the restructuring process. The questions were trying to figure out the knowledge consumers have about the

Ryan White Program and the Newark EMA Planning Council. The questions were the following:

1. What county do you live in? Union, Essex, Warren, Morris, Sussex?
  2. What is the Ryan White Program and why did it start?
  3. Which Ryan White Program funds HIV/AIDS care and treatment services in the Newark EMA? Part A, B, C, or D?
  4. What service categories in the Newark EMA are funded by the Ryan White Program?
  5. What is the Ryan White Part A Program?
  6. What is the Newark EMA Planning Council?
  7. What does the NEMA Planning Council do?
- Workplan was built using the consumer's input to the previous questions and it is still under review.
  - Tania Guaman and CIA Chair introduced the Planning Council and Committee and emphasized the importance of being part of the Newark EMA Planning Council.
  - Presentation on HIV and Aging: The conversation was about the disease in a long-term basis, its side effects, and the different complications that can occur with age.
  - Next meeting will be also about HIV and Aging from a different presenter but focusing on barriers to viral load suppression

The next CIA meeting will be held on Wednesday, October 23, 2019 at 5PM at the Willing Heart Community Center located at 555 Martin Luther King Blvd. Newark, NJ 07102.

## 6. Old Business

- Review Medical Transportation Standards of Care:

COC Chair explained that the Standards reviewed by COC on January and previously approved Standards do not have the new definition. Therefore, those standards will have to be resubmitted to Planning Council for approval. COC reviewed the Medical Transportation Standards of Care.

During the review of **Roman Numeral III**, Mario Portilla, COC Chair, indicated that the Definition was changed to reflect the update on PCN 16-02 (Revised 10/22/18). Portilla also stated that the Program Guidance was added at the end of the document. Pat Moore commented that the Standards were improved, and she agrees to adding the program guidance to the standards.

During the review of **Roman Numeral V. Eligibility for Services**, Cezar Dumago mentioned that some patients claimed they were not able to get transportation from LogistiCare or were denied transportation. His office called LogistiCare to find out the reason. His agency discovered that sometimes patients do not call LogistiCare for transportation but claimed they have done so. Ann Bagchi, Secretary, mentioned that documentation can be provided and asked what kind of documentation is needed to show that patients were denied or just take their word for it. Pat Moore stated that LogistiCare would not provide documentation of denial of service and agencies would have to take patient's word. Pat Moore also mentioned that trying to ask documentation from LogistiCare was done in the past and were not able to provide any documentation. Mario Portilla, COC Chair, mentioned that Medical Case Manager,

when determining patients' need transportation, could document soliciting the service and the turn down of transportation services. Portilla, also mentioned there is no place in CHAMP to document this issue. COC Chair asked to consider adding a section in CHAMP to document when transportation services are turned down. Portilla mentioned that United Health Care provides transportation to its members for medical visits. Ann Bagchi mentioned that the second concern would be to know how long the funds will last. Pat Moore mentioned that it would be the medical case manager discretion to determine if the patients are misusing the transportation funds and to reallocate the funds to a different person when necessary. Cezar Dumago mentioned that his agency spent the transportation funds by the middle of the grant year. He also mentioned that his agency had to get funds from other programs to provide transportation to their clients. Cezar Dumago mentioned that there is a big problem with transportation in Morris County and the use of taxi services are required sometimes. Tania Guaman suggested to add a bullet point under **Roman Numeral IV** to state "a reasonable determination that the patients do not have another source of transportation". Dr. Dominga Padilla commented that reasonable is too generic and it needs to be more defined. Cezar Dumago commented that reasonable could not be the same for everyone. Dr. Padilla mentioned that her agency provides transportation to all its clients and is not aware on how the medical transportation service works. Mario Portilla, COC Chair, explained that LogistiCare has restrictions and patients must have four or more visits per month to be eligible. Portilla also explained that LogistiCare is the umbrella of 4 to 5 transportation services providers. Dr. Padilla commented that Uber and Lyft offer medical transportation and it could be used. Dr. Padilla asked if agencies could contract those services with those companies. Pat Moore mentioned agencies have the right to decide how to provide this service. Cezar Dumago mentioned that his agency does not authorize to use Uber or Lyft as a method of transportation, but they utilize taxi services. Mario Portilla, COC Chair, mentioned that that is a barrier to care. Lauro Rocha mentioned that his agency had an agreement with a taxi company located in Newark. Rocha mentioned that their case manager connected the patients to the taxi company and the agency was billed on a monthly basis. Rocha also said that taxi company charged them a fixed rate for certain number of miles.

On **Roman Numeral VII. Process**, COC Chair asked if on Part E. BI-Annual Re-Assessment and Re-certification of Service Plan should stay as stated. Imad Ibrahim mentioned that Re-Assessment happens more than in a biannual basis. Mario Portilla agreed and changed the statement to Re-Assessment and Bi-Annual Re-Certification of Service Plan.

On Part C. Intake and Initial Assessment, Mario Portilla asked if preferred method of contact and mailing address should be included. Cezar Dumago mentioned that there are some patients who receive correspondence from ADAP at his agency instead of their home address. Cezar Dumago also mentioned that ADAP does not allow to provide a PO Box and that some clients are homeless. Ann Bagchi commented that preferred method of contact and mailing address should be included. COC Chair added preferred method of contact and mailing address as letter k. Tania Guaman, Support Staff, mentioned that emergency contact phone number should be included. COC Chair added emergency contact phone number as letter h.

On Part D, Cezar Dumago stated that when patients have colonoscopy, they are asked to get transportation from someone they know. Dumago mentioned that they cannot ask a taxi driver to pick him up after the procedure. Ann Bacghi mentioned that she experienced not being able to walk home and having to wait for someone to pick her up from the

hospital. Richlyn Burnham commented that it is a liability issue. COC Chair, mentioned that his agency GI specialists disclose to their clients that they need someone with them on the day of the procedure.

Cezar Dumago mentioned that there is a buddy system but not everyone who provides this service is HIV positive and confidentially might be an issue. Nancy Scangarello mentioned that Community Health Workers could be a buddy for those who need those procedure.

Nancy Scangarello mentioned that with age more patients will need colonoscopies, endoscopies, and these types of services. Scangarello mentioned that the need for Community Health Workers could be documented so the agency could support it. Tania Guaman mentioned that the End the Epidemic application was submitted and possibly could help with funds for a Community Health Worker to take care of this issue. Cezar Dumago mentioned that the End the Epidemic Application does not include Morris County. Ann Bagchi mentioned that this is an issue all agencies might be experience and it could be included under the End The Epidemic application.

Tania Guaman mentioned that Part D needs to be consistent on both sections to state Development and Implementation of an Individualized Service Plan. Tania Guaman also mentioned that, on letter E, Service Plan should be changed to Plan of Service to be consistent with other Standards. Imad Ibrahim commented that, on Letter D , Plan of Service should be changed to Service Plan. Ibrahim also mentioned there was a previous discussion about this change at a previous meeting.

On letter F. Case Closure/transfer

Nancy Scangarello suggested that prepared should be changed to documented. Portilla agree to the change and letter b became "A summary of the services received by the client must be documented for the client's record".

#### **On *Roman Numeral IX. Documentation***

Mario Portilla, COC Chair, read number 8. Evidence of the client's understanding of his/her rights and responsibilities. Portilla asked how to document the evidence. Pat Moore stated that a signature is accepted as evidence. Dr. Dominga Padilla mentioned that Number 8 could state "Client's signature expressing understanding of his rights and responsibilities". Ann Bagchi mentioned the statement could stay the same and to add signature at the end. Portilla mentioned the statement will state "Evidence of the client's understanding of his/her rights and responsibilities (Authorized signature)". COC members agree to this last statement.

On Item Number 9, Portilla asked for suggestions before moving to the next section. Dr. Padilla mentioned it needs a period after "...time limited".

#### **On *Roman Numeral X. Engagement and Retention of Clients.***

Dr. Padilla mentioned a colon is needed after "Procedure to be followed for missed appointments for medical transportation. Dr. Padilla mentioned number 6 needs a period. Mario Portilla (COC Chair) read number 3 and asked to add at the end of the sentence unless the patients asks not to be contacted by mail. Pat Moore suggested to add preferred method of communication. Nancy Scangarello mentioned it be changed to "by preferred method of contact" instead of "by phone or preferred method of communication". Dr. Padilla mentioned that it should say by their preferred method of contract to avoid any confusion as to who's preferred method of contact. Everyone agreed with Dr. Padilla's recommendation.

#### **On *Roman Numeral XI. Staff/Training***

Mario Portilla (COC Chair) asked for recommendations on this section. Cezar Dumago asked if clients do not answer the phone when the taxi has arrived and the taxi decides to leave, how many times can a client be allowed to do so? Portilla mentioned that this could be done 3 times and then just provide transportation on acute care like in the Oral Health Standard. Cezar asked if this could be added in the standard. COC Chair asked for recommendations to write that statement. Pat Moore mentioned this is an agency policy rather than a standard. Ann mentioned that if it is an agency policy, it should not be included in the standards. Imad Ibrahim asked if there was an issue on the first bullet point. Ann Bagchi suggested that listing of vehicles could be deleted. Mario Portilla explained that different types of vehicles need different type of licenses. Members agreed and changed the statement to change to "Valid NJ Division of Motor Vehicle driver license appropriate to the vehicle" instead of "Valid NJ Division of Motor Vehicle driver license to the appropriate to the vehicle, passenger van. CDL for bus or other large capacity vehicle".

Mario Portilla, COC Chair, mentioned that the Medical Transportation Standard will be approved by COC at the next meeting. Pat Moore suggested to approve the Standard at this meeting so it could be introduced to the Planning Council. COC Chair agreed and asked for a motion to approve with edits. Ann Bagchi motion to approve the Medical Transportation Standard with edits. Lauro Rocha seconded the motion. All COC members accepted the motions. The Medical Transportation Standard was approved.

- Review of Psychosocial Support Standards of Care:  
This Standard will be review at the next meeting.

## **7. New Business:**

Approve definitions change for the following Standards of Care:

Early Intervention: COC reviewed the new definition and the addition of the program guidance in the Service Standards for the Early Intervention Services. Mario Portilla (COC Chair) asked for a motion to approve these two edits. Ann Bagchi, Ph.D. (Secretary) motioned to accept the edits. Dominga Padilla seconded the motion. The changes in the Early Intervention Service Standard of Care were approved by COC.

Mental Health: Mario Portilla (COC Chair) mentioned that this Standard was approved by COC in January but did not include the new definition. COC reviewed the new definition and the addition of the program guidance in the Service Standards for Mental Health Services to be consistent with PCN 16-02 (Revised 10/22/18). Tania Guaman asked if the use of telehealth as a method to provide mental health services was included in the standards. Ann Bagchi mentioned that the use of telehealth is suggested under letter A on Roman Numeral IV, which states that "The Mental Health Provider is a mental health professional licensed or authorized within the State of New Jersey to provide such services..." since New Jersey passed a law to provide telehealth services. Portilla asked Bagchi how to incorporate the use of telehealth to that statement. Ann Bagchi mentioned that it is already included in that statement since it is a law in New Jersey to provide mental health services through telehealth. Scangarello asked if there would be other edits on the Mental Service Standard. Scangarello commented that she talked to a case manager and it was mentioned that mental health screenings needed to be done. Scangarello mentioned that the PHQ-9 are mental health screenings and are not included on the Standards. Dr. Padilla mentioned that every agency has the right to decide what mental health screenings to use. Cezar Dumago stated

that the Medical Case Managers do the mental health screening and not the Mental Health Providers. Dr. Padilla mentioned that it is beneficial to use a validated tool to do the screenings. Dominga Padilla and Nancy Scangarello recommended to review the Mental Health Services Standards at a later time.

Mario Portilla (COC Chair) asked for a motion to approve the Mental Health Standards of Care. Ann Bagchi, Ph.D. (Secretary) motioned to accept with edits. Lauro Rocha seconded the motion. The changes in Mental Health Standard of Care were approved by COC. The Mental Health Standard will be reviewed at a later time as recommended.

**8. Administrative Issues— PC Support Staff**

- Meeting Evaluations: Tania Guaman, Support Staff asked all COC members to fill out the meeting evaluations to improve future meetings.
- Complete Application for COC if not already done so.

**9. Announcements**

- Mario Portilla, COC Chair, announced that in the event of inclement weather, members can contact Mario to his cell phone.
- Lauro Rocha mentioned that the information on page 18 of the AIDS and the Law in New Jersey booklets is not correct. Rocha stated that HIV status does not affect immigration status anymore. Rocha also mentioned that this booklet was completed on 2006 and does not reflect recent updates.

**10. Next Meeting**

The next COC meeting will be held on Thursday, November 14, 2019 at 10AM at the Willing Heart Community Center located at 555 Martin Luther King Blvd. Newark, NJ 07102.

**11. Adjournment**

The meeting was adjourned at 11:24 PM. All members agreed to adjourn the meeting.