

**California Department of Health Care Services**  
**Submission Template for CalAIM Incentive Payments Measures**  
*Payment 1: Gap-Filling Plan Measures*  
*September 2021*

**Gap-Filling Plan and Narrative Measures for Payment 1**

MCPs that operate in multiple counties will need to submit a separate Gap-Filling Plan for each county.

<b>MCP Name</b>	California Health & Wellness
<b>MCP County</b>	Glenn
<b>Program Year (PY) / Calendar Year (CY)</b>	Program Year 1 / Calendar Year 2022

**Note: See Excel Document for Accompanying Needs Assessment Template for Payment 1**

<b>Priority Area</b>	<b>Percentage of Points Allocated to Each Priority Area</b>	<b>Points Needed to Earn Maximum Payment 1</b>	<b>MCP Discretionary Allocation of Remaining 300 points (MCP to enter point values in cells below)</b>
<b>1. Delivery System Infrastructure</b>	Minimum 20%	200	100
<b>2. ECM Provider Capacity Building</b>	Minimum of 20%	200	100
<b>3. Community Supports (ILOS) Provider Capacity Building and Community Supports (ILOS) Take-Up</b>	Minimum of 30%	300	100
<b>4. Quality</b>	Optional measures with values allocated to either ECM or Community Supports (ILOS)	N/A To be allocated to ECM or Community Supports (ILOS) based on measure	N/A To be allocated to ECM or Community Supports (ILOS) based on measure
<b>Total Points</b>		700	300

*MCP can earn up to 1000 points across the full set of measures, including those listed here and in the accompanying excel Needs Assessment file. If an MCP achieves only a subset of measures, it will earn a partial payment.*

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**Option for MCP to request more than 300 points to be allocated at their discretion. Please describe (in the box below) the preferred allocation and reason if MCP is requesting allocation different from that above. 100 word limit**

1. Request: reallocate 20 points from 1.3.3 and 10 points from 1.3.4 to Priority Area 1.
2. We are committed to offering all CS by 1/1/2024. These points cannot be earned in their current measures because we are taking a thoughtful approach to identifying and expanding community-based capacity in a way that focuses on member access, experience, quality, and outcomes. Our response to 1.3.5 #2 emphasizes our commitment and approach to increasing the number and reach of CS in Glenn County.
3. Justification: Reallocating these points to Priority Area 1 enables us to make meaningful investments in delivery system infrastructure.

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DHCS initially set gap-filling targets in the Reporting Template of at least 20%, based on the Gap-Filling plan. If gaps are lower than 30%, MCPs are expected to identify an appropriate gap-filling target in their narrative entry to be approved by DHCS. In instances where MCPs do not have a gap for the measure, they may propose an alternative target for achievement. DHCS will review all MCP-proposed gap filling targets and adjust those as needed to meet program requirements.

**Narrative Measures for Priority Area 1: Delivery System Infrastructure**

**Gap-Filling Plan**

**1.1.6 Measure Description**

*Mandatory*  
*80 points*

Submission of a narrative Gap-Filling plan describing how MCPs will identify underserved populations and the ECM providers they are assigned to, and enhance those ECM Providers' capabilities to:

- (1) Electronically exchange care plan information and clinical documents with other care team members.
- (2) Have access to certified EHR technology or a care management documentation system able to generate and manage a patient care plan.
- (3) Submit a claim or invoice to an MCP or have access to a system or service that can process and send a claim or invoice to an MCP with information necessary for the MCP to submit a compliant encounter to DHCS.

MCPs should also describe any plans to build physical plant (e.g., sobering centers) or other infrastructure to support the launch of ECM and Community Supports (ILOS).

Gap-Filling Plan narrative should include approaches for collaborating with entities, including but not limited to, county social services, county behavioral health, public healthcare systems, county/local public health jurisdictions, community based organizations (CBOs), correctional partners, housing continuum and others within the county to achieve the above activities, and should describe how health plans will leverage existing WPC infrastructure, including how they will track the ongoing viability of WPC infrastructure and improve data integration across behavioral health and physical health providers.

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<b>MCP Submission</b>	
<p>1. Describe approach to identify top 3-4 underserved populations in County and the ECM providers they are assigned to  <i>100 word limit</i></p>	<p>CH&amp;W will collaborate with County and Plan partners to identify the top underserved populations in Glenn County. To determine ECM provider assignment, we will: 1) include DHCS logic in Population Health Management stratification algorithms to identify potentially eligible populations; 2) solicit and integrate data from housing agencies and other County agencies to improve identification, targeting, and assignments over time; and 3) identify providers' expertise serving the needs of populations of focus to assign members appropriately.</p>
<p>2. Describe 3-4 concrete steps MCP will take to increase, by at least 20%, ECM Provider capabilities to electronically exchange care plan information and clinical documents with other care team members  <i>100 word limit</i></p>	<p>CH&amp;W understands providers have varying levels of capability and is exploring a multifaceted approach to meet providers where they are by: 1) increasing connectivity with HIEs and exploring whether HIEs may be able to support the ability to share care plans; 2) connecting with local Community Information Exchanges where they exist; 3) enhancing plan capabilities to allow care plan sharing through our care management and provider portal platforms; 4) facilitating data exchange for key care plan elements; and 5) engaging in county-wide collaborations to leverage county-wide and standardized solutions where possible, including joint trainings.</p>
<p>3. Describe 3-4 concrete steps the MCP will take to increase, by at least 20%, ECM Provider access to certified EHR technology or a care management documentation system able to</p>	<p>CH&amp;W will survey our contracted ECM providers to determine their ability to access certified EHR technology or a care management documentation system able to generate and manage a patient care plan, including requesting feedback on limitations/barriers. CH&amp;W will take the following steps to increase, by at least 20%, ECM provider capabilities in this area: 1) assess and share findings, 2) partner to identify solutions that can be adopted, 3) identify opportunities to support the adoption of technology through the IPP, and 4) develop joint training and provider engagement opportunities, where possible.</p>

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<p>generate and manage a patient care plan  <i>100 word limit</i></p>	
<p>4. Describe 3-4 concrete steps the MCP will take to increase, by at least 20%, ECM Provider abilities to submit a claim or invoice to an MCP or have access to a system or service that can process and send a claim or invoice to an MCP with information necessary for the MCP to submit a compliant encounter to DHCS  <i>100 word limit</i></p>	<p>CH&amp;W will survey our ECM providers to determine ability to submit a claim or invoice or access to a system or service that can process and send a claim or invoice to an MCP, including requesting feedback on limitations/barriers. We will take the following steps to increase, by at least 20%, ECM provider capabilities in this area: 1) assess and share findings, 2) identify opportunities to support development of capabilities through the IPP, and 3) develop training and engagement opportunities, including training providers to leverage our portal or other tools to submit claims/invoices, where possible.</p>
<p>5. Describe approaches for collaborating with, Social Services, County Behavioral Health, and County/Local Public Health Agencies within the county to improve data integration and electronic data</p>	<p>Through a CalAIM Roundtable, CH&amp;W will collaborate with our Plan, County, provider partners within Glenn County to improve data integration and electronic data sharing capabilities using best practices. Efforts include: 1) understanding current state of data exchange within Glenn County, including HIEs, CIEs, HMIS, justice involved systems, BH, foster care and other datasets critical to supporting whole person care; 2) collaborating on a process to modernize data sharing agreements; 3) collaborating on a county-wide multi-year roadmap to achieve optimal levels of integration; and 4) identifying sources of funding that can be braided together to support the requisite levels of integration.</p>

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<p>sharing, capabilities among physical health, behavioral health and social service providers  <i>100 word limit</i></p>	
<p>6. Describe approach for leveraging existing WPC infrastructure (if in WPC county), including tracking the ongoing viability of WPC infrastructure and improving data integration across behavioral health and physical health providers  <i>100 word limit</i></p>	<p>Not applicable. Glenn County does not participate in the WPC pilot.</p>
<p>7. Any additional Information on Delivery System Infrastructure Gaps in County  <i>100 word limit</i></p>	<p>CH&amp;W is conducting a pre-contractual comprehensive assessment of interested providers/entities. Developed in collaboration with Plan partners state-wide, this assessment evaluates existing capabilities, infrastructure, provider capacity, the provider’s ability to integrate with primary and/or specialty care providers, and identify any gaps or needs that require Plan support. We will partner with these providers to fill any identified gaps or needs to ensure a successful program implementation. Further, CH&amp;W will work in collaboration with County partners, Plan partners, and ECM providers to better integrate health care, social services, and justice systems and processes.</p>

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**Narrative Measures for Priority Area 2: ECM Provider Capacity Building**

**Gap-Filling Plan**

<b>1.2.5 Measure Description</b>		<i>Mandatory 70 points</i>
<p>Submission of a narrative Gap-Filling plan demonstrating:</p> <ol style="list-style-type: none"> <li>(1) How the MCP will address identified gaps in ECM Provider capacity for Program Year 1 Populations of Focus.</li> <li>(2) Identified ECM workforce, training, TA needs in county, including specific cultural competency needs by county.</li> <li>(3) Plan for ECM Provider workforce recruiting and hiring of necessary staff to build capacity.</li> <li>(4) Approach for MCP to develop and administer an MCP training and TA program for ECM Providers.</li> <li>(5) Strategy to ensure ECM Providers are successfully engaging with hard to reach Populations of Focus, including homeless and justice involved populations, among others.</li> <li>(6) Approach to build, develop, or invest in the necessary behavioral health workforce to support the launch of ECM</li> </ol> <p>Gap-Filling Plan narrative should include approach for collaborating with other entities, including but not limited to, county social services, county behavioral health, public healthcare systems, county/local public health jurisdictions, community based organizations (CBOs), correctional partners, housing continuum, Tribes and Tribal providers (except for Plans in Counties without recognized Tribes), ECM providers and others to achieve the above activities, improve outreach to and engagement with hard to reach individuals within each Populations of Focus and reduce underlying health disparities</p>		
<b>MCP Submission</b>		
<p>1. Describe approach to address identified gaps in ECM Provider capacity for Program Year 1 Populations of Focus and proposed targets,</p>	<p>Throughout 2021, CH&amp;W has been heavily engaged with our Plan and County partners, providers, and CBOs to address identified gaps in ECM provider capacity in Glenn County, which have been informed through our provider capacity survey and ongoing provider engagement. Strategies include continually evaluating network and contracting opportunities; monitoring capacity, including caseloads and engagement rates; supporting providers through coaching and partnership; implementing incentive programs to ensure effectiveness; and holding providers accountable to effectively deploying incentive dollars. The CaAIM Roundtable will provide us another opportunity to continue active local-level discussions to address identified gaps.</p>	

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<p>of at least 20% improvement, to address gaps  <i>100 word limit</i></p>	
<p>2. Identify ECM workforce, training, and TA needs in county, including specific cultural competency needs by county  <i>100 word limit</i></p>	<p>CH&amp;W will survey ECM providers to identify workforce, training, and TA needs in Glenn County, including managed care 101, motivational interviewing, member engagement, and person-centered care planning. Leveraging a CalAIM Roundtable, we will review results with our plan, county, provider, and CBO partners to jointly identify and implement opportunities to address stated needs. Strategies include identifying culturally responsive organizations with workforce development expertise in populations of focus and methods to incorporate lived experiences to develop curriculum to improve effectiveness and create a pipeline of talent, providing technical assistance and training, and others.</p>
<p>3. Describe plan for ECM Provider workforce recruiting and hiring of necessary staff to build and increase capacity by at least 20%  <i>100 word limit</i></p>	<p>We will survey ECM providers to understand their workforce needs, including current and planned FTEs, caseload, and staffing needs or gaps. Based on the results, we will continue local level discussions to understand how to best support workforce development with our Plan, County, provider, and CBO partners. We will identify efforts already in place to ensure non-duplication. These discussions will inform our investment approach to support workforce recruiting and hiring. To support culturally-responsive care, we will focus on workforce development and capacity building of staff with lived experiences, in addition to local providers with trust and credibility in their communities.</p>
<p>4. Describe approach to develop and administer an MCP training and TA program for ECM Providers  <i>100 word limit</i></p>	<p>CH&amp;W will survey ECM providers to understand their areas of expertise and their training and TA needs. Based on the results, we have developed a training and TA program that uses live and on-demand webinars on topics including authorizations, referrals, claims, eligibility, data sharing, member engagement, grievances and appeals, operations, and others. We will continue local level discussions with our Plan partner to identify regional and/or statewide opportunities to collaborate on training and TA needs to minimize burden on our providers, where possible.</p>
<p>5. Describe strategy to ensure ECM Providers are</p>	<p>To ensure ECM providers are successfully engaging with hard-to-reach Populations of Focus in Glenn County, CH&amp;W will use our established mechanisms to conduct oversight,</p>



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<p>successfully engaging with hard to reach Populations of Focus, including homeless and justice involved populations, among others  <i>100 word limit</i></p>	<p>monitoring, identify outliers, and engage with providers to implement improvement plans. We will also leverage a CalAIM Roundtable to facilitate collaboration with Plan, County, provider, and CBO partners, enabling us to jointly identify barriers and local system-wide improvements needed to successfully engage hard-to-reach populations; discuss best practices; develop provider education, training, and tools on member referrals and engagement; and implement methods to track engagement rates and continually assess progress.</p>
<p>6. Describe approaches for collaborating with, Social Services, County Behavioral Health, and County/Local Public Health Agencies within the county to achieve the above activities  <i>100 word limit</i></p>	<p>Through a CalAIM Roundtable which will meet at least quarterly, CH&amp;W and our plan, county, provider, and CBO partners will ensure involvement of key stakeholders, including but not limited to, county social services, county behavioral health, public healthcare systems, county/local public health jurisdictions, CBOs, correctional partners, housing continuum, Tribes and Tribal providers, ECM providers and others to achieve the above activities, improve outreach to and engagement with hard to reach individuals within each Populations of Focus, and reduce underlying health disparities.</p>
<p>7. Describe approach to build, develop, or invest in the necessary behavioral health workforce to support the launch of ECM  <i>100 word limit</i></p>	<p>We recognize and are committed to partnering to address the statewide, systemic issue of behavioral health workforce shortages. CH&amp;W will survey our ECM behavioral health providers to understand workforce needs, including specific questions about current and planned FTEs, caseload, and staffing needs or gaps. Based on the results, we will continue local level discussions to understand how we may best support behavioral health workforce development with our plan, county, provider, and CBO partners. We will also conduct environmental scans to identify efforts already in place to ensure non-duplication of efforts. These discussions will inform our behavioral health workforce investment approach.</p>

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**Community Partners**

<b>1.2.6 Measure Description</b>	
<i>Optional</i>	
<i>Report on One Optional Measure in ECM Provider Capacity Building Priority Area to Earn 30 Points</i>	
Narrative summary that outlines landscape of Providers, faith-based groups, community-based organizations, and county behavioral health care providers and county behavioral health networks in the county and submission of a narrative plan to develop an MOU or other agreements with a subset of Providers, faith-based groups, county agencies and community-based organizations in the county to develop strategies for closing health disparities experienced by Populations of Focus, including agreement to meet at least quarterly to advance strategy.	
<b>MCP Submission</b>	
<p>1. Describe the landscape in the county of:</p> <ul style="list-style-type: none"> <li>a. ECM</li> <li>b. Providers</li> <li>c. Faith-based groups</li> <li>d. Community-based organizations</li> <li>e. County behavioral health care providers and county behavioral health networks</li> </ul> <p><i>100 word limit</i></p>	<ul style="list-style-type: none"> <li>a. There are 8 FQHCs, RHCs, and hospitals in Glenn County, in addition to the county, other local providers, and statewide providers for ECM services.</li> <li>b&amp;c. Per findhelp.org, there are at least 84 potential CBOs, inclusive of faith-based groups, in Glenn County. We are continually building new relationships and strengthening existing relationships.</li> <li>d. Glenn County Department of Behavioral Health directly operates 20 programs, 7 sites, 3 co-located sites and contracts with 4 community providers. Glenn County BH currently works with 3 SUD providers in the county. These numbers may not include other community clinics and private providers of BH services.</li> </ul>

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<p>2. Describe approach to foster relationships with a subset of the organizations described above in 1. Approach should include at least quarterly meetings, and can potentially include and MOU or letter of agreement  <i>100 word limit</i></p>	<p>CH&amp;W has existing relationships in Glenn County and we continually seek opportunities to build new relationships. Through a CalAIM Roundtable which will meet at least quarterly, CH&amp;W and our plan, county, provider, and CBO partners will ensure involvement of key stakeholders, including but not limited to the organization and provider types listed above. The attached Letter of Collaboration documents the collaboration MCPs have agreed to, and we look forward to partnering with the organization types listed above to establish a joint vision for CalAIM stakeholder engagement.</p>
<p>3. Describe the strategy for closing identified health disparities with at least one strategy for each population of focus that will go live in the County in 2022, for a total of at least five identified health disparities  <i>100 word limit</i></p>	<ol style="list-style-type: none"> <li>1. Disparities <u>obtaining care post-hospitalization</u> for <b>adults experiencing homelessness</b>: Enable ECM to facilitate timely post discharge care.</li> <li>2. <u>Underdiagnoses</u> of <b>adults with SUD</b>: Ensure ECM providers screen and link members to appropriate care.</li> <li>3. <b>Adult high utilizers</b> with:             <ol style="list-style-type: none"> <li>a. <u>Co-occurring chronic conditions</u>: Lifestyle factors contribute to worsening health conditions. Partner ECM with plan clinical pharmacists to manage.</li> <li>b. <u>Serious chronic illness</u>: Unaware of benefits of Palliative Care. Ensure ECM providers refer to Palliative Care Program.</li> <li>c. <u>Frequent ED visits</u>: Barriers connecting to medical home. Use predictive analytics to identify members. Enable ECM providers connect with usual care and supports.</li> </ol> </li> </ol>

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**Tribal Engagement**

<b>1.2.7 Measure Description</b>		<i>Mandatory 30 points</i>
Narrative summary that outlines landscape of Tribes, Tribal providers used by members in the county, and members in the county who use Tribal services, and submission of a narrative plan to develop an MOU to establish a strategic partnership with Tribes and Tribal providers in county to develop Provider capacity and provision of ECM services for members of Tribes		
<b>MCP Submission</b>		
1. Outline the landscape of Tribes, Tribal providers, and members in the county who use Tribal services and will need ECM supports <i>100 word limit</i>	<p>Federally recognized Tribes in Glenn County include: Grindstone Indian Rancheria. (Source:NCIDC)</p> <p>The tribal designations of the California Indians in Glenn County are: Konkow, Maidu, Nomlaki, and Patwin. (Source: UC Berkeley)</p> <p>Northern Valley Indian Health is the key Tribal provider.</p> <p>We estimate there are 53 CH&amp;W members in Glenn County who use Tribal services and may use ECM.</p>	
2. Outline a plan to establish a strategic partnership including any plans for formalization such as a MOU or other agreements <i>100 word limit</i>	CH&W strongly supports Tribes and Tribal providers across the state, including those identified above in Glenn County. In addition to holding contracts with Tribal providers in the county, we work with the entities that have expertise in serving Tribal nations, such as the California Rural Indian Health Board, California Consortium for Urban Indian Health, and Office of Tribal Health Affairs, to develop culturally responsive strategies. We are also partnering with our Plan partners to ensure a unified approach where possible, including partnering on joint educational webinars and ensuring these entities are included in regular stakeholder engagement meetings and activities.	
3. Describe plan to develop provider capacity and ECM	CH&W will engage with Tribal providers to address identified gaps in ECM provider capacity in Glenn County. Through a CalAIM Roundtable, we will continue active local-level discussions to further develop ECM capacity for members accessing Tribal services.	

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services for members <i>100 word limit</i>	Strategies include continually evaluating network and contracting opportunities; collaborating to enhance workforce development/pipeline; providing technical assistance and training; and supporting providers in expanding their footprint.
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**Engagement for Key Population of Focus: People Experiencing Homelessness or Chronic Homelessness**

<b>1.2.9 Measure Description</b>	
<i>Mandatory 30 points</i>	
Submission of narrative plan describing how the managed care plan will improve outreach to and engagement with the following Population of Focus: "people experiencing homelessness or chronic homelessness, or who are at risk of becoming homeless with complex health and/or behavioral health conditions," with a focus on Black/African American and other racial and ethnic groups who are disproportionately experiencing homelessness	
<b>MCP Submission</b>	
1. Identify and describe top 3 – 4 racial and ethnic groups that are disproportionately experiencing homelessness in the county <i>100 word limit</i>	<p>Glenn County has identified the following racial and ethnic groups that disproportionately experience homelessness: (1) White and (2) Hispanic.</p> <p>Based on data including unhoused population, proportion to total membership, admits, and emergency department data, CH&amp;W identified that (1) American Indian or Alaska Native, (2) African American, and (3) White individuals also experience high rates of homelessness.</p>
2. Describe approach to improve outreach and engagement by at least 20% to Black/African American and other racial and ethnic groups who are	CH&W will improve outreach and engagement to the populations listed above by leveraging our partnerships with the Continuum of Care and homeless providers in Glenn County, including but not limited to Glenn County Community Action, and the coordinated entry system. Utilizing local, statewide, and national best practices and insights, we engage with trusted messengers in the community to provide culturally responsive outreach and meet members where they are, meeting immediate needs first and connecting them to culturally appropriate resources (e.g., street medicine). To ensure alignment, we will discuss outreach and engagement to these populations in a CalAIM Roundtable.

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disproportionately experiencing homelessness <i>100 word limit</i>	
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**Engagement for Key Population of Focus: Individuals Transitioning from Incarceration**

<b>1.2.10 Measure Description</b>	
<i>Optional</i>	
<i>Report on One Optional Measure in ECM Provider Capacity Building Priority Area to Earn 30 Points</i>	
Submission of narrative plan describing how the managed care plan will improve outreach to and engagement with the following Population of Focus: "individuals transitioning from incarceration who have significant complex physical or behavioral health needs requiring immediate transition of services to the community," with a focus on Black/African American and other racial and ethnic groups who are disproportionately experiencing transitions from incarceration settings in the county.	
<b>MCP Submission</b>	
1. Identify and describe top 3 – 4 racial and ethnic groups that are incarcerated in the county <i>100 word limit</i>	<p>Glenn County has identified the following racial and ethnic groups that have the highest incarceration rates: (1) White and (2) Native American.</p> <p>Additionally, according to the Vera Institute, the (1) White, (2) Native American, and (3) Black/African American populations are disproportionately incarcerated in Glenn County. In terms of raw numbers, the White population comprises 58% of the total incarcerated population in Glenn County, followed by Latinx (28%), Native American (5%), Black/African American (3%), and Asian American/Pacific Islander (2%).</p> <p>Source: <a href="https://trends.vera.org/state/CA">https://trends.vera.org/state/CA</a>, as of Q2 2018</p>
2. Describe approach to improve outreach and engagement by at least 20% to Black/African American and other racial and ethnic	<p>CH&amp;W will improve outreach and engagement to populations disproportionately experiencing transitions from incarceration by leveraging our partnerships with ECM providers; County and CBO partners in Glenn County, including but not limited to the Salvation Army; and leveraging data from correctional facilities to inform care planning. Utilizing local, statewide, and national best practices, we engage with trusted messengers in the community to provide culturally responsive outreach and meet members where they</p>

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groups who are disproportionately experiencing transitions from incarceration settings in the county <i>100 word limit</i>	are (i.e., engaging members pre-release, connecting members to peers/individuals with lived experience). We will discuss additional strategies in a CalAIM Roundtable to ensure alignment.
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**Narrative Measures for Priority Area 3: Community Supports (ILOS) Provider Capacity Building & Take-Up**

**Gap-Filling Plan**

<b>1.3.5 Measure Description</b>	<i>Mandatory 80 points</i>
<p>Submission of a narrative Gap-Filling plan describing:</p> <ul style="list-style-type: none"> <li>(1) Identified gaps or limitations in Community Supports (ILOS) coverage within county</li> <li>(2) Plan to increase number and/or reach of Community Supports (ILOS) offered in January 2022 or July 2022</li> <li>(3) Identified Community Supports (ILOS) Provider capacity and MCP oversight capability gaps and plan to address gaps</li> <li>(4) Identified Community Supports (ILOS) workforce, training, TA needs in region / county, including specific cultural competency needs by region/county</li> <li>(5) Plan to develop and administer a training and TA program for Community Supports (ILOS) Providers</li> <li>(6) Plan to establish programs to support Community Supports (ILOS) workforce recruiting and hiring, including incentives for Community Supports (ILOS) Providers to hire necessary staff</li> </ul> <p>Gap-Filling Plan narrative should include approach for collaborating with other entities, including but not limited to, county social services, county behavioral health, public healthcare systems, county/local public health jurisdictions, community based organizations (CBOs), correctional partners, housing continuum, Community Supports (ILOS) providers, and others to achieve the above activities, improve outreach to and engagement with hard to reach individuals and reduce underlying health disparities.</p>	

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<b>MCP Submission</b>	
<p>1. Describe 3-4 identified gaps or limitations in Community Supports (ILOS) coverage within the county. If the Community Supports (ILOS) Provider network/capacity will not reasonably allow for county-wide provision of Community Supports (ILOS) to all eligible Members in the county at the time of implementation, please provide a brief explanation.<sup>1</sup>  <i>100 word limit</i></p>	<p>For CS services that went live in January 2022, gaps in Glenn County may include:</p> <ol style="list-style-type: none"> <li>1) Coverage for specific populations due to experience by currently contracted providers with the full range of our populations of focus, including culturally-responsive outreach and engagement;</li> <li>2) Coverage for specific neighborhoods/zip codes; and</li> <li>3) Coverage for medically-tailored meals, asthma remediation, and environmental accessibility adaptations.</li> </ol> <p>We will focus our next phase of provider recruitment on local CBOs who are trusted messengers within the communities they serve but who may lack managed care experience and require more support.</p>
<p>2. Describe the plan to increase number and/or reach of Community Supports (ILOS) offered in</p>	<p>CH&amp;W is committed to a robust rollout of CS to ensure members are connected with needed services through local, trusted providers. We will take a phased approach to expanding scope of CS launched in January 2022 and increasing offerings in July 2022 to ensure capacity and service quality by (1) engaging with potential partners through a local level CalAIM Roundtable; (2) conducting internal data mining to understand member need and refine network to meet that need; (3) making strategic investments to help</p>

<sup>1</sup> This submission should align with information submitted in the ECM and Community Supports (ILOS) Model of Care Template.



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<p>January 2022 or July 2022  <i>100 word limit</i></p>	<p>providers update their CM, workflows, and data capabilities; and (4) soliciting and integrating community feedback into our programming.</p>
<p>3. Identify Community Supports (ILOS) Provider capacity and MCP oversight capability gaps and plan to address gap with a gap closure of 20%  <i>100 word limit</i></p>	<p>CH&amp;W has surveyed our Community Supports providers to understand capacity gaps. Results in Glenn County show capacity gaps and readiness concerns around volume, contracting/credentialing, and training. These findings will inform our IPP investment strategy to close identified gaps. CH&amp;W has designed a robust oversight approach that includes both internal and external management such as consent, authorization, payment, and data sharing; program evaluation and reporting; and others. We will continually evaluate our oversight mechanisms to ensure they are adequate and appropriate as we further enhance our Community Supports network over time.</p>
<p>4. Identified Community Supports (ILOS) workforce, training, TA needs in region / county, including specific cultural competency needs by region/county, and a training gap closure of at least 20%  <i>100 word limit</i></p>	<p>CH&amp;W has surveyed Community Supports providers to identify workforce, training, and TA needs in the county. These results have enabled us to identify key workforce, training, and TA needs in Glenn County, including Managed Care 101, claims and referral processes, cultural competency and implicit bias, behavioral health, and service expectations. Leveraging a CalAIM Roundtable, we will review results with our plan, county, provider, and CBO partners to jointly identify and implement opportunities to address stated needs.</p>
<p>5. Plan to develop and administer a training and TA program for Community Supports (ILOS) Providers  <i>100 word limit</i></p>	<p>Based on the needs identified above, CH&amp;W has developed a robust training and TA program for our Community Supports providers. Our approach includes live and on-demand webinars on topics including authorizations, referrals, claims, eligibility, data sharing, member engagement, grievances and appeals, operations, and others. We will continue local level discussions with our Plan partners to identify opportunities to collaborate on training and TA needs to minimize burden on our providers, where possible. We will also leverage statewide and/or regional efforts to avoid duplication.</p>

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<p>6. Plan to establish programs to support Community Supports (ILOS) workforce recruiting and hiring, including incentives for Community Supports (ILOS) Providers to hire necessary staff, and increase Community Supports (ILOS) workforce by at least 20%  <i>100 word limit</i></p>	<p>CH&amp;W intends to leverage critical learnings from over \$4 million in past workforce development investments to build capacity in Community Supports by awarding incentives to providers with strong approaches to (1) recruit and hire qualified individuals; (2) train, upskill, advance through career ladders, and/or retain qualified employees; and (3) partner with others to build workforce pipelines. CH&amp;W will also support CBOs to build on local, regional, or statewide initiatives to advance similar goals.</p>
<p>7. Describe approach for collaborating with, Social Services, County Behavioral Health, and County/Local Public Health Agencies within the county to achieve the proposed activities  <i>100 word limit</i></p>	<p>Through a CalAIM Roundtable which will meet at least quarterly, CH&amp;W and our plan, county, provider, and CBO partners will ensure involvement of key stakeholders, including but not limited to county social services, county behavioral health, public healthcare systems, county/local public health jurisdictions, CBOs, correctional partners, housing continuum, Community Supports providers, and others to achieve the above activities, support workforce development, address capacity gaps in Glenn County, and reduce underlying health disparities.</p>

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**Tribal Engagement**

<b>1.3.6 Measure Description</b>		<i>Mandatory 20 points</i>
Narrative summary that outlines landscape of Tribes, Tribal providers in the county, and members in the county who use Tribal services and submission of a narrative plan to develop an MOU to establish a strategic partnership with Tribes and Tribal providers in county to develop Provider capacity and provision of Community Supports (ILOS) services for members of Tribes		
<b>MCP Submission</b>		
<p>1. Outline the landscape of Tribes, Tribal providers, and members in the county who use Tribal services and you anticipate will use Community Supports (ILOS) <i>100 word limit</i></p>	<p>Federally recognized Tribes in Glenn County include: Grindstone Indian Rancheria. (Source: NCIDC)</p> <p>The tribal designations of the California Indians in Glenn County are: Konkow, Maidu, Nomlaki, and Patwin. (Source: UC Berkeley)</p> <p>Northern Valley Indian Health is the key Tribal provider.</p> <p>We estimate there are 53 CH&amp;W members in Glenn County who use Tribal services and may use Community Supports.</p>	
<p>2. Outline a plan to establish a strategic partnership including any plans for formalization such as a MOU</p>	<p>CH&amp;W strongly supports Tribes and Tribal providers across the state, including those identified above in Glenn County. In addition to holding contracts with Tribal providers in the county, we work with the entities that have expertise in serving Tribal nations, such as the California Rural Indian Health Board, California Consortium for Urban Indian Health, and Office of Tribal Health Affairs, to develop culturally responsive strategies. We are also partnering with our Plan partners to ensure a unified approach where possible, including partnering on joint educational webinars and ensuring these entities are included in regular stakeholder engagement meetings and activities.</p>	

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or other agreements <i>100 word limit</i>	
3. Describe plan to develop provider capacity and Community Supports (ILOS) services for members <i>100 word limit</i>	<p>CH&amp;W will engage with Tribal providers to address identified gaps in Community Supports provider capacity in Glenn County, which have been informed through our provider capacity survey and ongoing provider engagement. Through a CalAIM Roundtable, we will continue active local-level discussions to further develop Community Supports capacity for members accessing Tribal services. Strategies include continually evaluating network and contracting opportunities; collaborating to enhance workforce development/pipeline; providing technical assistance and training; and supporting providers in expanding their footprint.</p>

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**Collaboration with Other MCPs**

**1.1.7 Delivery System Infrastructure Building Measure Description**

*Mandatory*  
*20 points*

Submission of a narrative describing how the MCP will collaborate with all MCPs in the county to enhance and develop needed ECM/ Community Supports (ILOS) infrastructure, including certified EHR technology, care management document systems, closed-loop referral, billing systems/services, and onboarding/enhancements to health information exchange capabilities and submission of documentation demonstrating good faith efforts to begin this collaboration in the form of letters with MCPs in county, emails demonstrating progress, meeting meetings, or other documentation. If only one MCP is operating in the county, the MCP must submit a narrative describing how they will leverage and expand existing WPC capacity and support ongoing ECM and Community Supports (ILOS) capacity building approaches

**MCP Submission 100 word limit**

Throughout 2021, CH&W has been engaged with our Plan and County partners, providers, and CBOs to prepare for and support ECM and Community Supports implementation. We are in the process of engaging an external facilitator to formalize a local level CalAIM Roundtable in 2022 and beyond. We will continually assess opportunities to enhance and develop needed ECM/Community Supports infrastructure, including certified EHR technology, care management document systems, closed-loop referral, billing systems/services, and onboarding/enhancements to health information exchange capabilities. Please see attached MCP documentation demonstrating examples of these good faith efforts to collaborate.

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**1.2.8 ECM Provider Capacity Building Measure Description**

*Mandatory*  
*10 points*

Submission of a narrative describing how the MCP will collaborate with all MCPs in the county to support expansion of ECM Provider capacity, including leveraging and expanding existing WPC capacity and building/expanding ECM Provider networks and compliance and oversight capabilities. MCP should also submit documentation demonstrating good faith efforts to begin this collaboration in the form of letters with MCPs in county, emails demonstrating progress, meeting meetings, or other documentation. If only one MCP is operating in the county, the MCP must submit a narrative describing how they will leverage and expand existing WPC capacity and support ongoing ECM capacity building approaches

**MCP Submission** *100 word limit*

CH&W and our Plan partner are jointly engaging an external facilitator to formalize a local level CalAIM Roundtable to support a successful and sustainable CalAIM implementation. We will work with our Plan partner through a CalAIM Roundtable to identify opportunities to expand ECM Provider capacity in Glenn County and support through the IPP. Capacity expansion activities to date have included joint discussions and presentations with the county, providers, and CBOs. Please see attached documentation demonstrating examples of these good faith efforts to collaborate.

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**1.3.7 Community Supports (ILOS) Provider Capacity Building and Community Supports (ILOS) Take-Up Measure Description**

*Mandatory*  
*50 points*

Submission of a narrative describing how the MCP will collaborate with all MCPs in the county to leverage and expand existing WPC capacity and support ongoing Community Supports (ILOS) capacity building approaches. MCP should also submit documentation demonstrating good faith efforts to begin this collaboration in the form of letters with MCPs in county, emails demonstrating progress, meeting meetings, or other documentation. If only one MCP is operating in the county, the MCP must submit a narrative describing how they will leverage and expand existing WPC capacity and support ongoing Community Supports (ILOS) capacity building approaches

**MCP Submission** *100 word limit*

CH&W will work with our Plan partner through a CalAIM Roundtable to identify opportunities to expand Community Supports Provider capacity in Glenn County and support through the IPP. Capacity expansion activities to date have included joint discussions and presentations with the county, providers, and CBOs. We will also continue local level discussions with our Plan partner to identify opportunities to collaborate on training and TA needs to minimize burden on our providers, where possible. Please see attached documentation demonstrating examples of these good faith efforts to collaborate.