

Long Term Solutions for Health and Human Services

Work Group

Tuesday, November 29, 2016

3:00 pm at the Granby Library

Desired Outcomes For Today

- ▶ Review purpose of planning efforts
- ▶ Understand proposed framework for systems work
- ▶ Discuss components of framework and endorse
- ▶ Agree on next steps to continue deeper planning work and implementation

Agenda

- ▶ Welcome and introductions
- ▶ Review of agenda, context ,meeting norms and outcomes
- ▶ Presentation on draft focus areas and rationale
- ▶ Discussion on each focus area and endorsement
- ▶ Discuss how work and planning continues
- ▶ Meeting summary
- ▶ Adjourn.

Solution-Oriented Meeting Rules

- ▶ Respect others.
- ▶ No side talking.
- ▶ Turn off your cell phone, or put it on vibrate.
- ▶ Solution-oriented comments or clarifying questions.
- ▶ Let everyone talk.
- ▶ Participation throughout encouraged.

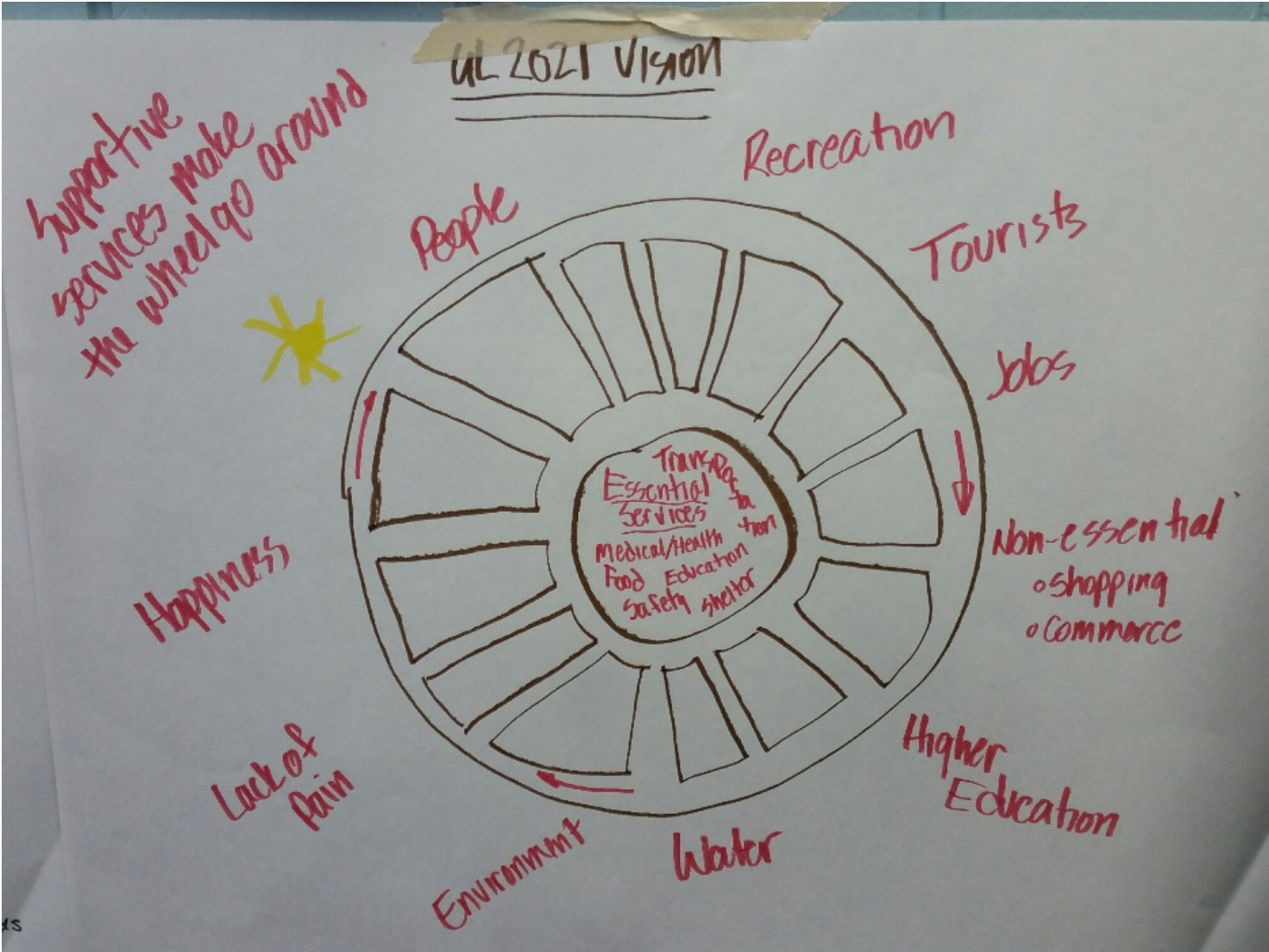
Vision Statement

- ▶ The residents of Grand County have access to a variety of affordable, high quality programs, services and open space that supports their overall health and well being.

Purpose Statement

- ▶ The purpose of the planning process is to identify 2-4 major strategies that will significantly improve the coordination, delivery, and accessibility of health and support services in Grand County.

Health is not just healthcare



Equality vs Equity

- ▶ Equality - the state of being equal, especially in status, rights, and opportunities
 - ▶ Providing the same access for all
- ▶ Equity - the quality of being fair and impartial.
 - ▶ Providing different support for the same levels of access

Systems Change

- ▶ Systems change - a shift in the way that a community makes decisions about policies, programs, and the allocation of its resources — and, ultimately, in the way it delivers services to its citizens.
(http://www.ccitoolsforfeds.org/systems_change.asp)
- ▶ A **system** is a collection of **components** that **interact** with one another to function as a **whole**.

Systems change may involve...Shifting system components and/or their sequence

- ▶ Shifting interactions between system components
- ▶ Altering the "whole" through shifts in underlying choices, as well as...
- ▶ Shifting the manner in which the system provides feedback to itself.

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.

Healthy Living Data Summary

- ▶ Survey respondents
 - ▶ Interviews - 299
 - ▶ Survey Monkey - 170
- ▶ Healthy Living Components - broad categories for analysis
 - ▶ **Health care** - medical, dental, optical, and mental health in Grand County and elsewhere
 - ▶ **Support services** - GC Public Health, Mountain Family Center, Planned Parenthood, GCRHN, Social Services, etc.
 - ▶ **Community services** - employment, housing, schools, libraries, recreation opportunities, stores

Healthy Living Components

Barriers, Strategies and Providers

Components
LIFESTYLE
Employment
Housing
Environment
Education
Nutrition
Recreation
Community
Support Services
HEALTHCARE
Prevention
Acute Care
Insurance

Barriers
AVAILABILITY
Location
Cost
Quality
Time
KNOWLEDGE
Awareness
Cultural Literacy

Strategies
FUNDING
CENTRALIZATION
COMMUNICATION
SERVING ALL
GROW IT

Providers
Healthcare
<ul style="list-style-type: none"> - Medical general - Medical pediatric - Dental - Optical - Mental Health
Support Services
<ul style="list-style-type: none"> - food banks, financial assistance, case management
Public Organizations
<ul style="list-style-type: none"> - Schools - Recreation Departments - Churches
Private Organizations
<ul style="list-style-type: none"> - Groceries - Stores
Employment / Housing / Transportation

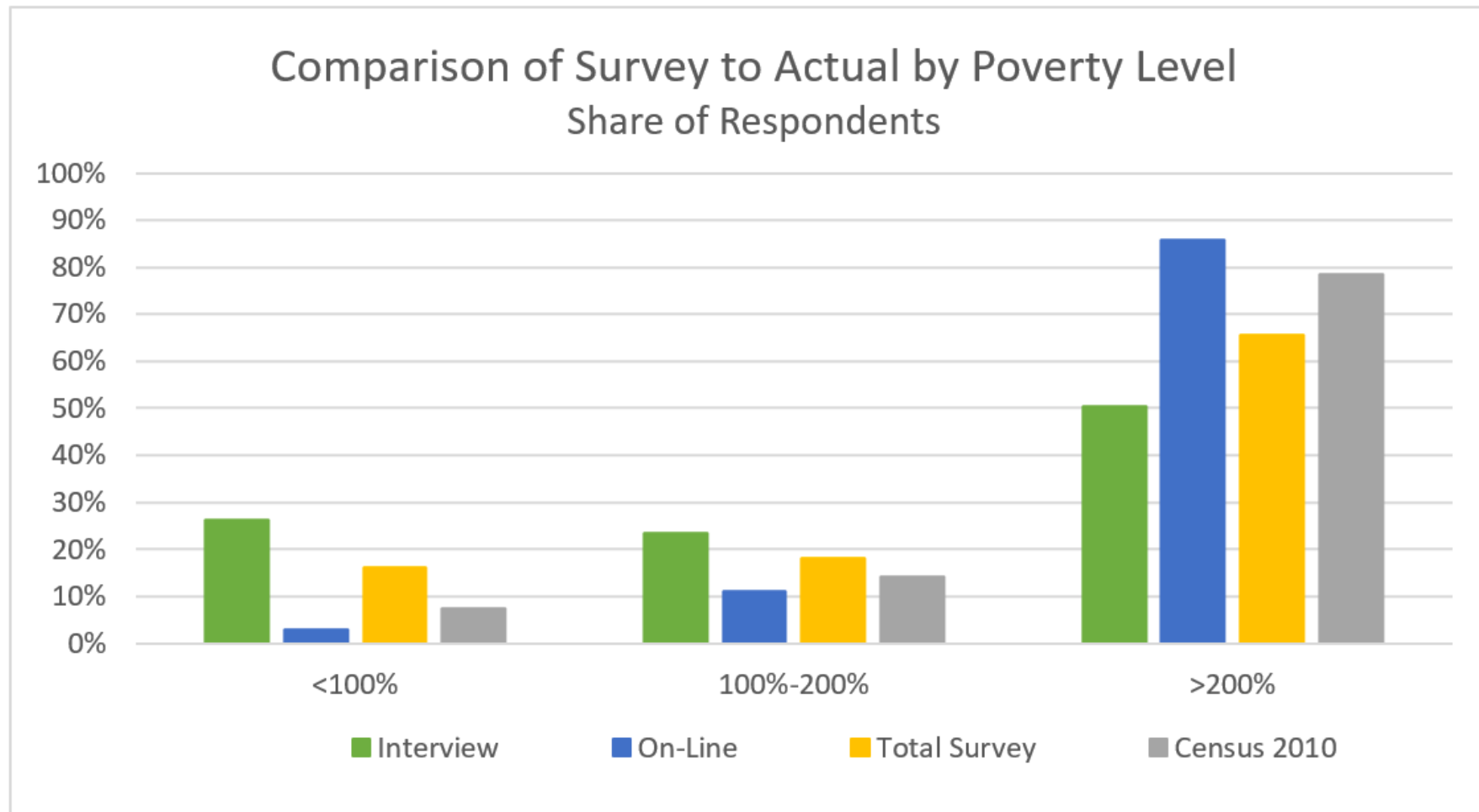
Survey Respondents

Poverty Metric - Respondents to Actual

250% poverty level breakeven self-sufficiency

24% below 100% of poverty level

50% below breakeven for self-sufficiency of 250% of poverty level

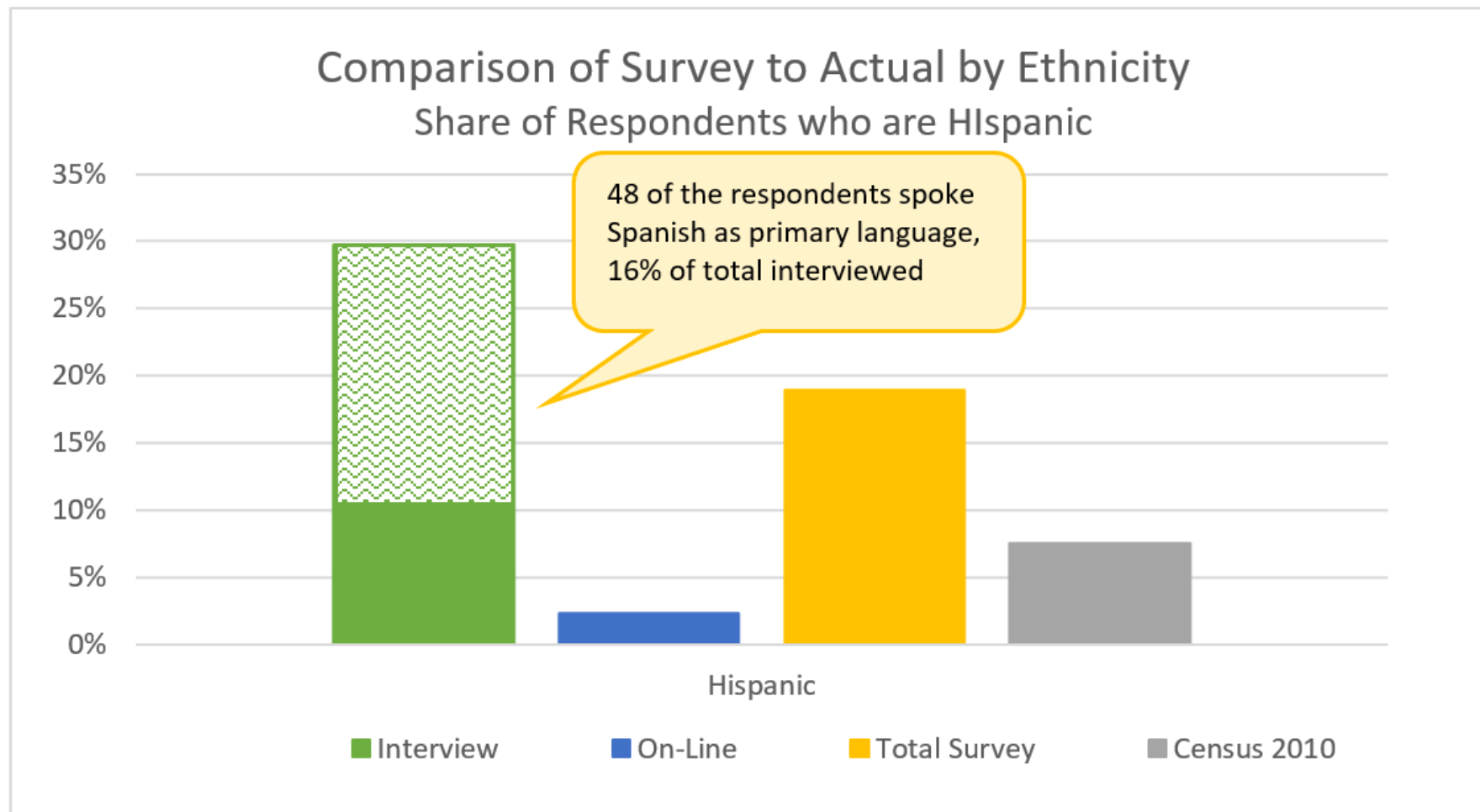


Survey Respondents

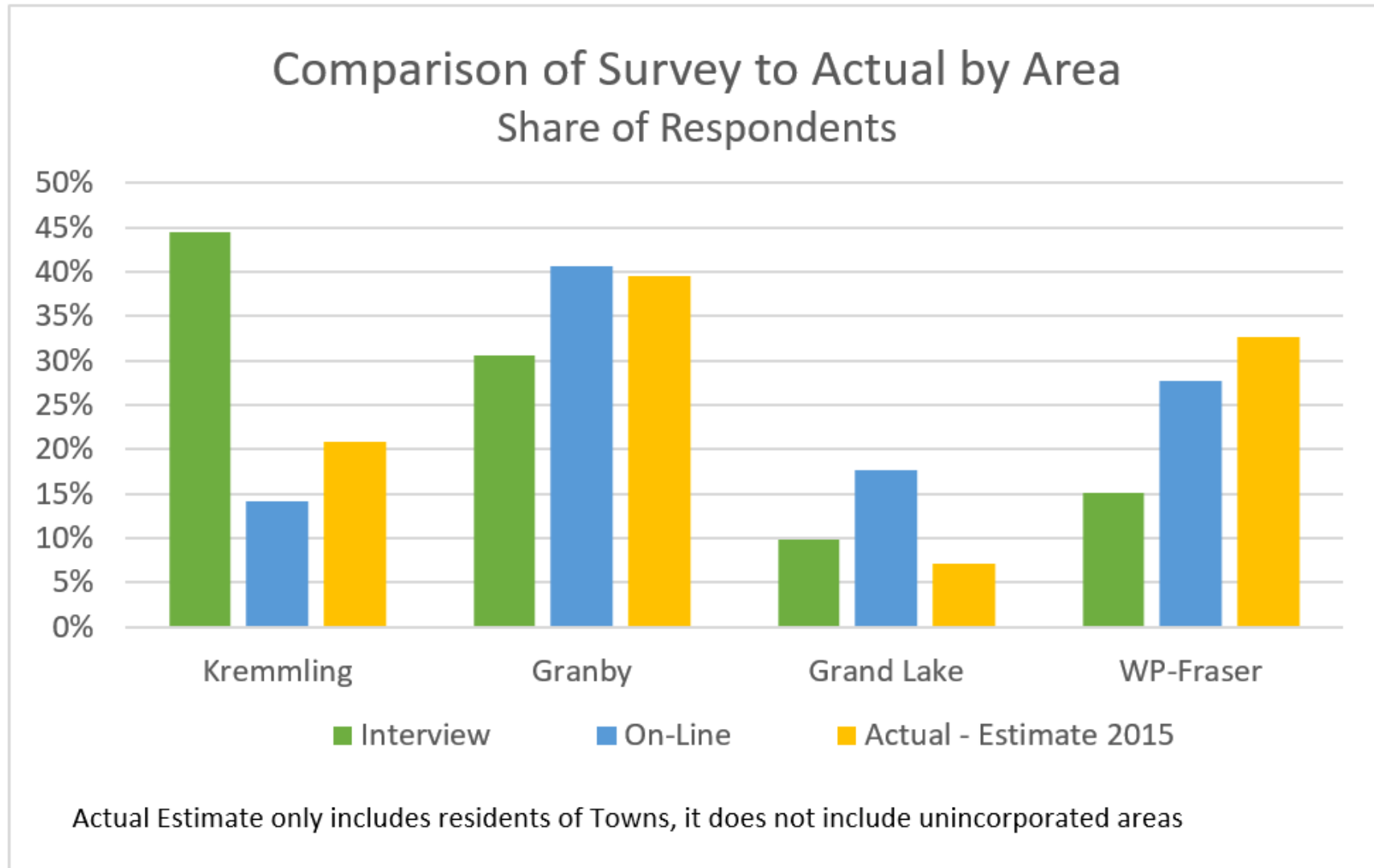
Hispanic - Respondents to Actual

30% Hispanic from interviews

49 of Hispanic respondents completed interviews in Spanish



Survey Respondents Location - Respondents to Actual



Recommended Strategies Based on Data

- ▶ Fund it
- ▶ Centralize It
- ▶ Communicate It
- ▶ Serve All
- ▶ Grow It

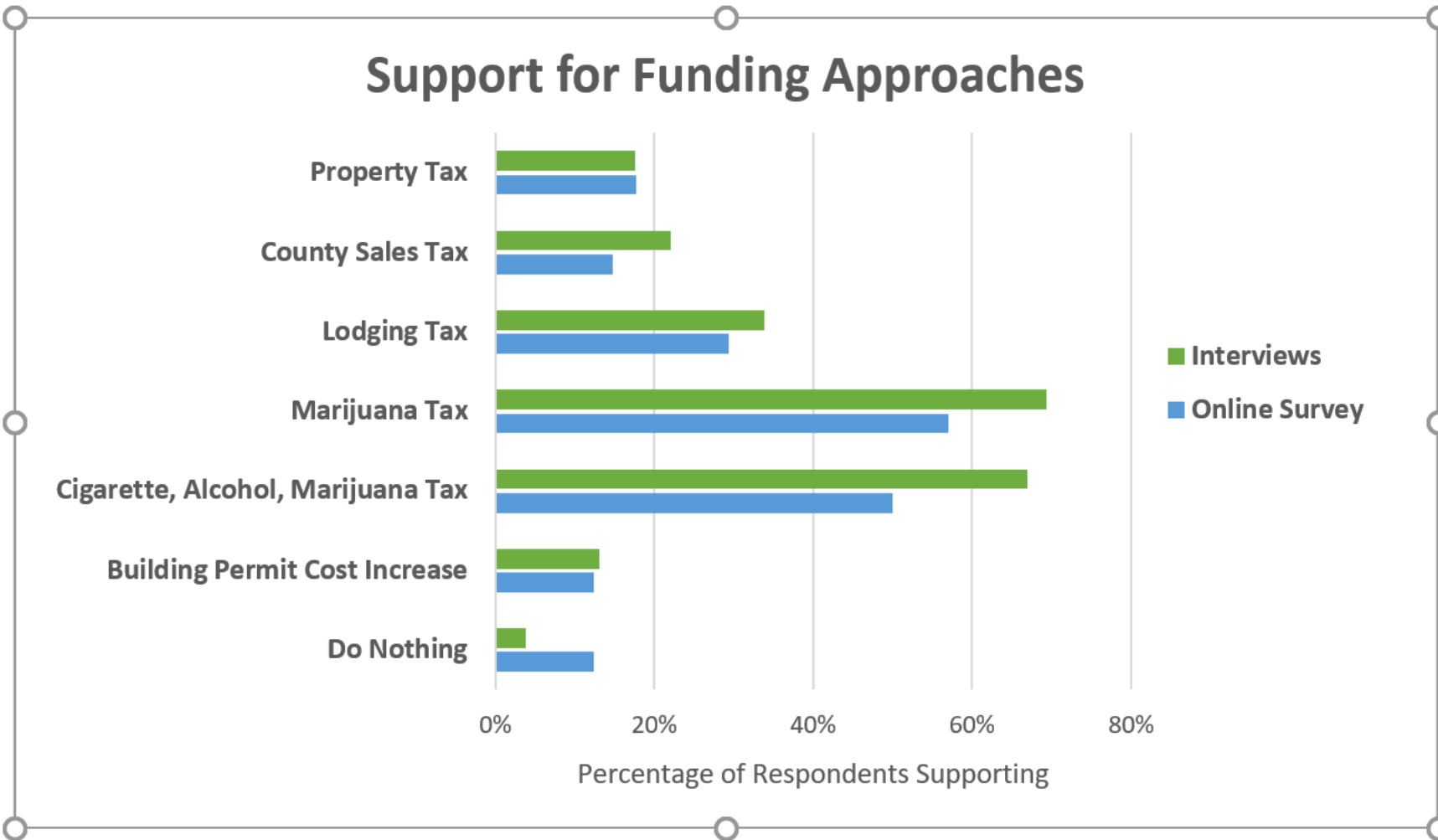
Fund It

This is a piece of ALL solutions

- ▶ Sales tax revenue (marijuana, cigarette, alcohol, sugary drinks)
- ▶ Mill levy
- ▶ Impact fund (e.g. water, tourism)
- ▶ Donor advised fund
- ▶ Capital Campaign
- ▶ Federal, state, local grants and loans

Data on Funding It

Question: What funding changes would you support to help improve community services?

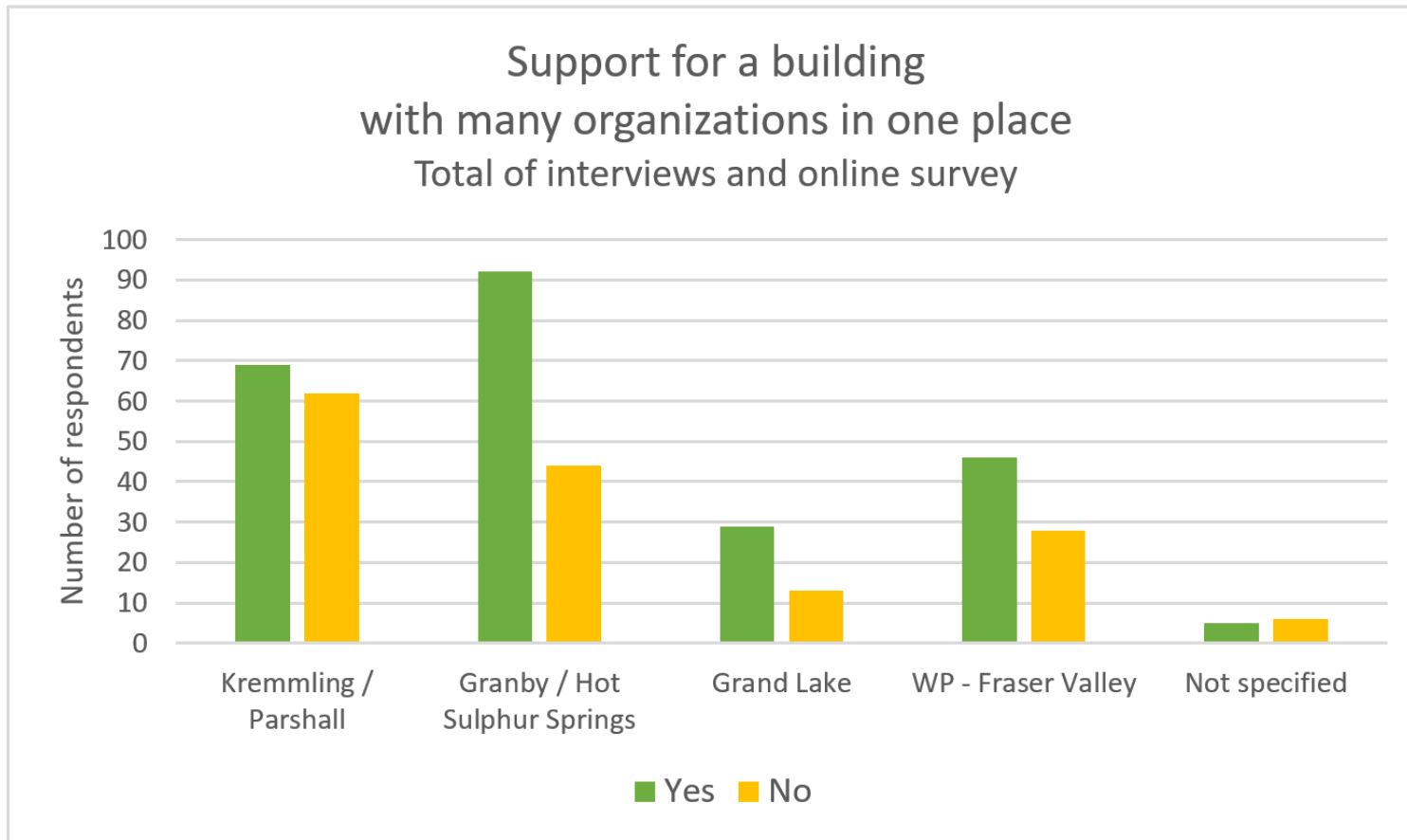


Centralize It

- ▶ Co-located building - any combination of medical, support, or infrastructure in any combination of location
- ▶ Centralized administration (finances, billing, marketing, etc.)
- ▶ Income limit for assistance adjustment and consistent metric that reflects our self-sufficiency incomes
 - ▶ *20 people suggested adjustments to reflect our high cost of living*
- ▶ Transportation
- ▶ Specialists
 - ▶ *157 people visit specialists out-of-county*
- ▶ Health insurance - become a self-insured county?
 - ▶ 66 people said health insurance is too costly or a barrier

Data on Centralizing it

- ▶ Question: Would you support a building with many community organizations in one location / place?
- ▶ Total support - 61%



Quotes

Assistance:

- ▶ "Income limits for assistance should incorporate cost of living"

Services:

- ▶ "Services are too far. How to people get by without transportation?"
- ▶ "Need more people to act on interest but it needs to be convenient"
- ▶ "Need access to places where voice will be heard for needs locally"
- ▶ "Better services closer to Kremmling"
- ▶ "I don't know how you provide additional services without additional funding, taxes, grants, and state assistance"
- ▶ "Stop letting people live on welfare their whole lives"

Quotes

Organizational:

- ▶ "Put people in place that know what the problems are. Only people living it can fix it."
- ▶ "Be more open minded, have more kids sports, more kids activities, and allow more businesses/people in to town"
- ▶ "Need influence and cooperation between communities to improve medical and education systems"
- ▶ "Get people in town council with different views. Growth equals opportunity and vice versa"
- ▶ "Need more people to act on interest but it needs to be convenient"

Communicate It

- ▶ Increase consumer health literacy - Must always be in Spanish too. How? Technology, media, classes, CME's
 - ▶ Reading and understanding prescriptions
 - ▶ Knowledge of existing services
 - ▶ *61 people said they don't know what services exist*
 - ▶ Explanation of costs & transparency
 - ▶ Technology - between systems (App, EMR, etc.), Patients - portal
- ▶ Increase provider knowledge (includes healthcare, support services and schools)
 - ▶ Cultural competency - income, culture, language, mental health, disability
 - ▶ *86 people mentioned concerns about bilingual services, attitudes, support from people in the community, and other issues of openness and acceptance*
 - ▶ Customer service and privacy
 - ▶ *37 mentioned challenges due to limited hours*
 - ▶ Patient navigators, MHN, and care coordinators

Communicate it (cont'd)

- ▶ No Wrong Door approach
 - ▶ Website
 - ▶ Onboarding process for all community organizations and providers. County-wide summit.
- ▶ Community Trust & transparency

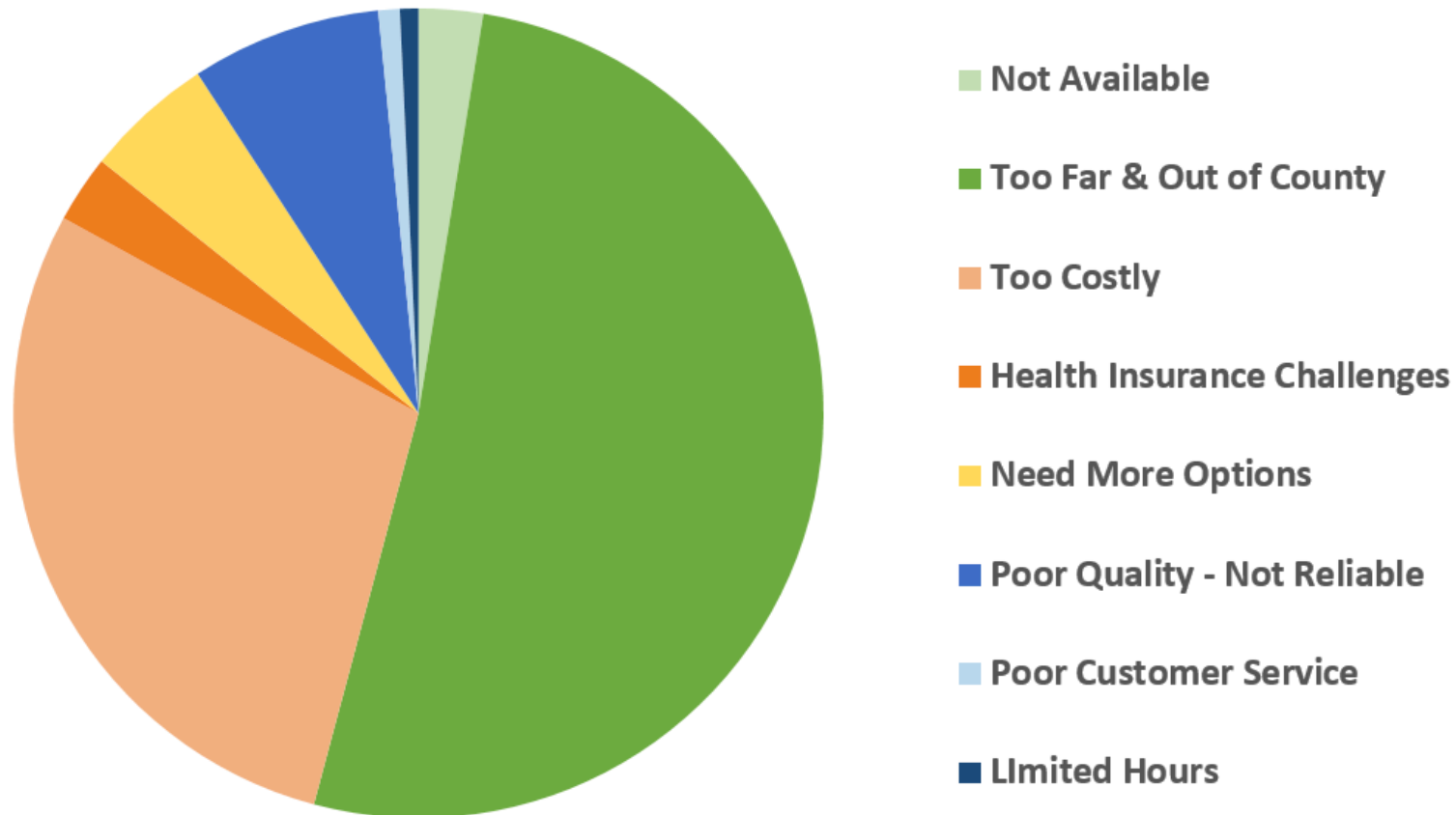
Serve All

- ▶ Comprehensive Services for the underserved, uninsured
 - ▶ *34 stated a community care clinic or sliding scale clinic is important*
- ▶ Dental
 - ▶ 118 say they go out of county for dental care
- ▶ Optical
 - ▶ 57 say they go out of county for optical services
- ▶ Specialists
- ▶ Health Insurance
 - ▶ Many mentions of high cost, high deductibles, out-of-network service providers not covered, Medicare and Medicaid not accepted.

Serve All - Barriers to Medical Services

- ▶ 42% of barriers mentioned was that services were too far or out of county.
- ▶ 9% of barriers were concerns about quality and customer service

Barriers to Medical Service



Quotes

Health Care:

- ▶ "Better coordination between health care services and patients"
- ▶ "Better medical services here so you don't get sent to Denver for medical needs"
- ▶ "More and better options here."
- ▶ "Medical staff that care and reliable providers. Want to feel confident that we are getting quality care here instead of using only when absolutely necessary"
- ▶ "Need doctors that stay. We have new doctors all the time"
- ▶ "Wish community would be more open-minded to letting in "big city" experience to get involved to improve medical care."

Grow It

- ▶ Accessible and available healthy, fresh food
 - ▶ Policy change that improves affordability for healthy, fresh food
 - ▶ *113 say grocery stores are important;*
 - ▶ *53 go out of the county to shop for groceries;*
 - ▶ *48 say they have problems finding fresh produce and healthy foods*
 - ▶ *"Local groceries suck."*
- ▶ Affordable and attainable housing, including for the Hispanic population
 - ▶ *43 of 65 Hispanic respondents say housing is too costly*
- ▶ Employment and wages
 - ▶ 124 people stated that Employment opportunities are barriers now and in the future
- ▶ Cultural center for Hispanic population
- ▶ Recreation Centers and opportunities in Granby/Kremmling
 - ▶ *61 people mentioned that other counties have recreation opportunities that would be valuable here*
- ▶ ESOL Community Courses

Quotes

Housing:

- ▶ "Get rid of second home owners"
- ▶ "Need improvements to Senior Housing to accommodate Senior needs (no tub in bathroom to avoid falls)"

Nutrition:

- ▶ "More organic and affordable grocery options"
- ▶ "Kremmling needs to bring in a better quality grocery store with affordable prices"
- ▶ "More options for delivery of local fruits and veggies (quality products and produce)"

Considerations

- ▶ If we continue on our path, where will we be in 5 years?
- ▶ How do we create a different outcome?
- ▶ How are we going to execute and implement?