

## Early Childhood Comprehensive Systems (ECCS) Working Group



September 26th, 2023 | 10:30 AM - 12:00 PM MDT | Via Zoom | Agenda

### Minutes

#### **Meeting Objectives**

- Review finalized version of the Use Cases centered around developmental referral and screening, common themes that emerged from its development, and next steps for the ECCS Working Group on utilizing it as a tool towards implementation team activities.
- Learn about what the Office of eHealth Integration (OeHI) does as well as their timeline and next steps on launching the Social Health Information Exchange (SHIE) to inform ECCS Working Group activities.
- Gather public comment on the CO-ECCS Project, including feedback and ideas for the project and relevant resources related to the project.

#### **Attendees**

Alisha Lacombe-Emile, Amanda Culbertson, Anna Neal, Ayelet Talmi, Brace Gibson, Carsten Baumen, Cassi Niedziela, Chris Meyer, Christina Walker, Cristina Bejarano, Dawn Newby, Ebony White, Lisa Jansen Thompson, Eileen Auer Bennett, Gabby Burke, Gina Botti, Gina Robinson, Heather Craiglow, Heather Tritten, Iesha Mitchell, Jane Wilkinson, Jennie Muthali, Kathryn Newell, Kate Hale, Kristina Heyl, Lenita Hartman, Lisa Blake, Lynna Fabian, Mary Houlihan, Melissa Bucholz, Michele Coates, Nina Bianchi, Paul Presken, Rachel Hutson, Rosie Gomez, Sandra Stenmark, Sarabeth Upson, Sena Harjo, Shannon Wilson, Shawn Taylor, Suman Mathur, Tanya Weinberg, Theresa Kledzik, Tiffany Domokos


#### **Welcome & Updates**

Led by Dawn Newby

Introduce Mary, Illuminate Colorado's new Strategic Initiative Associate supporting with ECCS.

## Approve Last Meeting's Minutes

Led by Dawn Newby

 2023.08.22 ECCS Working Group Minutes APPROVED

Participants were asked if there were any objections or edits that needed to be made to the notes. No objections were made. The minutes were approved unanimously.

## Use Case Scenario Presentation

### Presentation:

- Connection to Work Plan Activities
  - Early Childhood & Health Care Partnerships Team Activity 1: Ways to do better data sharing to integrate maternal child health and early childhood systems
  - Coordinated Intake and Referral Systems Team Activity 2: Create recommendations for the closed loop referral
  - This use case can be first attempt at building recommendation report for closed-loop referral plans to come in 2024
- Long-Term Plan & Goal for Improvement
  - Long term goal to develop effective data sharing systems for coordinated outreach
  - Relating EI to HealthySteps expansion in San Luis Valley and focus of work
  - This use case primarily recommends on Future Development (2024-2025)
- Key Informant Interviews to Date
  - 31 individuals with 19 reviewing Use Cases
    - 4 Colorado families
    - 5 EI CO leadership & staff
    - 7 CO State stakeholders
    - 3 providers (healthcare) / trying to factor in other referral sources in use cases as well
    - 3 consultants & subject matter experts
    - 3 Educators
    - 2 county health & human services
    - 2 Early childhood council members
- Summary of personas & User Stories
  - 7 CO families
  - 12 additional supporting personas have been drafted
    - Highlighting the number of additional supports/contacts for families, emphasis on both formal & informal
  - Scenarios include real life experiences:
    - Homelessness
    - Involvement with child welfare/protective services

- Lack of digital literacy, internet, devices, etc
- Non-English & non-Spanish speaking
- Substance abuse & mental illness
- Diversity of race, ethnicity, & sexual orientation
- Immigration, documentation, & asylum status
- Rural community
- Common Improvement Opportunities:
  - 1. Improved training materials & process for individuals & staff, especially emphasizing strengths-based resilience of families
  - 2. More community-based navigators (formal and informal) who can be trusted advocates for families to navigate potential programs
  - 3. Better options & processes for communicating with families
  - 4. More options & additional information when closing referral loops
  - 5. Improved access to & sharing of information with families

Feedback to Common Improvement Opportunity Themes:

- Lisa Blake: Emphasis on opportunity within #3, feel like we are missing employers, churches, rec centers, trades (can support with communicating with these populations), Paul to circle back and connect further
  - Do people get to participate in what they are seeing as resources/options? Need for more holistic services within Medicaid, EI techniques/breathing/meditation before medication prescriptions because people feel misdiagnosed and medicated instead of seen
  - Importance of getting mental health providers, nutritionists, doctors, on the same page regarding what families want and need and keeping families in the loop throughout the process
    - Giving control and power back to families in decision making is crucial family feedback
- Sandra Stenmark: Importance of #2 and having a clear person to help families through process and prioritize needs, importance of consistency and trust in relationship. Highlighted difficulty in obtaining benefits - how do we optimize state systems so that families can utilize other benefits that support as well and could that be integrated into the use stories?
- Eileen Auer Bennett: Curiosity on #3, how do we define processes? Clarification that context comes from Children's Hospital pilot, improving general processes for connecting with families. If communication was difficult do we have the best contact info/processes for following up with families?
  - Processes defined as connection with families to share resources and materials, staying in contact, open to clarifying how this differs from #1

- What is the "additional info" in #4? Feedback informing: people want more info coming back on progress of child in the referral process/connection to services.
- Rachel Huston: There are many different coordinators that exist, there is a need for better communication mechanisms among them.

Next Steps:

- Review penultimate draft of use case and provide feedback by 9-27, to finalize by 9-29
- Decide on long-term next steps in October/November working group meeting in implementation teams

## OeHI SHIE Presentation

### Presentation

- Mission of OeHI: Accelerate technology-driven health transformation by aligning public & private initiatives to support Colorado's commitment to become healthiest state in nation
  - [OeHI Roadmap](#)
- Goals:
  - Equitable access to health information
  - Coordinated in-person, virtual, and remote services
  - Inclusive and innovative use of trusted health solutions
- What is a SHIE?
  - Connecting people/providers/communities to access resources and maximize health outcomes, removing barriers/silos in healthcare that limit purposeful action, centering whole person health to reduce ineffective methods
  - Goal: make it easier for health care providers to use technology to connect people to the services they need, such as food, transportation, and safe housing, so they can thrive in their communities
- Two Pronged Approach to reduce administrative burden and meet providers and care networks where they are:
  - Statewide Unifying Architecture
    - Build a network with focus on interoperability and data governance, building pipelines between existing systems rather than imposing new workflows
  - Regional SHIE Hubs
    - Fund regional infrastructure and partnership that are customizable to the priorities of the region (region left intentionally vague so the solution can be tailored for each use case)
  - *Overall goal is to increase interoperability and data sharing without forcing significant changes to provider or social care provider experience*
- Review of SHIE procurement timeline
  - Currently in the midst of the final federal review process, looking at a late October start date for contract execution

- **Resultant** is the chosen vendor for the statewide unifying architecture
  - Expertise in integrating and managing state data systems
  - Experience working with CO state agencies
  - Was not procured through ITN process
  - Currently working with procurement to identify an equitable approach
- Overview of SHIE Architecture Approach
  - Highlighting organizations/departments for which SHIE will increase interoperability
- Review of the SHIE Persona examples
  - Adrian (today's focus):  
[https://oehi.colorado.gov/sites/oehi/files/documents/SHIE\\_Journey\\_Adrian.pdf](https://oehi.colorado.gov/sites/oehi/files/documents/SHIE_Journey_Adrian.pdf)
  - Vanessa:  
[https://oehi.colorado.gov/sites/oehi/files/documents/SHIE\\_Journey\\_Vanessa.pdf](https://oehi.colorado.gov/sites/oehi/files/documents/SHIE_Journey_Vanessa.pdf)
  - SHIE-Coordinated Journey
    - Enrollment & Screening
    - Assessment & Planning
      - Assessing family's primary needs
      - Consent to share data
      - Create care plan
      - Use SHIE portal to identify services that meet family's needs
    - Referrals to Services

Resources:

- Website (Resources, User Journeys, & More!) - <https://oehi.colorado.gov/SHIE>
- SHIE Bulletin Sign Up - <https://forms.gle/ivD8Tr7GKR7Qzcw49>
- Consent management information:  
<https://oehi.colorado.gov/oehi-projects/consent-management>

Q&A:

- Sandra Stenmark: when screening for social needs, how is that being asked? Are families being asked about benefit participation at all? Another challenge of screening for immigrant and pediatric populations is the fear of admitting they are struggling to afford food for their families. Asking families if they need assistance with obtaining nutritious food may result in more honest answers
  - Intention is not to create new screeners by use existing screeners, and doing assessment of which screening modalities may be more supportive
  - In initial build, not able to assess for benefits/eligibility assessments with funding constrictions

- Cristina Bejarano: How does this system work to make sure people do not become over screened and repeat their stories consistently? Can providers see if referrals were closed? What will be universal and what will be regional in the referral systems?
  - How do we get info already collected to those that may be able to provide support so that providers are not starting from scratch, integrating care-coordinating system and assessments with consent from families
  - Taking use-case specific approach to ROIs and to build out what will be regional and what will be universally shared
- Lise Blake: Acknowledging that reaching out for help is exposing for people, creating a shift towards “Mandatory Supporting” vs “Mandatory Reporting,” making space to ask for help within unsafe home systems, acknowledging the pros/cons of “falling through the cracks” and understanding how more communication within systems plays a part in that.
- Dawn Newby: Discovery process mentioned, how can the working group connect with that to continue to be looped into SHIE development and feedback?
  - Important for lived experience to be driving this initiative
  - More to come pending federal approval, OeHI will share more info about hearing stories moving forward
  - Newsletter and website will be great places to info, Cassi to connect with Mary & Dawn on discovery sessions to share with working group as they are created.

### Public Comment

- Lisa Blake: Rural Cultural Festival in D.C. that Lisa is participating in as a volunteer meditation teacher to mitigate stress, what questions do you have for Lisa to ask while there?
  - Live link for event: World Cultural Festival website  
<https://event.us.artofliving.org/us-en/worldculturefest/>
- Eileen Auer Bennett: ABCD is offering an ASQ/ASQ-SE training October 25-26th 6:30-8:00 p.m. Please sign up by contacting [nikki@coloradoabcd.org](mailto:nikki@coloradoabcd.org)
  - Follow ups on improving processes around screening will follow training
- Theresa Kledzik: This past month, I learned that the Colorado education curriculum K-12 requires only one semester of health education! I would love to see a policy change that required/encouraged integrated health throughout all the grades.
  - Maybe Colorado Children’s Campaign? - Christina Walker
  - Colorado Board of Ed - Sandra Stenmark

Any additional public comment to be recorded in the notes can be emailed to Dawn Newby: [dnewby@illuminatecolorado.org](mailto:dnewby@illuminatecolorado.org)

### Next Steps & Adjourn

Group Poll confirmed the cancellation of the Working Group meeting on December 26th.

Actions for participants to do following the meeting:

1. Final review of Use Case Scenarios and provide feedback to Paul Presken

**Resources**

ECCS Working Group Charter (21-22)  
Logic Model  
Final ECCS-CO Grant  
System Asset and Gaps Analysis  
Strategic Plan - Jan 2023

ECCS Working Group Website  
ECCS Working Group Shared Folder - (Agendas,  
Notes & Meeting Materials)  
ECCS Working Group Member List  
CO-ECCS Webpage  
Enrollment Form

There are 20 grantees.