

Community Provider Advisory Group

Heard and Noted from CPAG Members

Area	Challenges	Opportunities/Ideas
Access to Care	<ul style="list-style-type: none"> • Lack of awareness among clients of available services • Limited workforce capacity to conduct outreach and serve eligible individuals • Consistent Medi-Cal enrollment • Lack of adequate resources to support the community (e.g. housing) • Persistent health disparities along race/ethnicity and socioeconomic status 	<ul style="list-style-type: none"> • Community Health Worker benefit can support outreach and education activities • Partnerships between Managed Care Plans and providers are growing • HealthPAC strengthens the whole system • Make it easier for clients to really have no wrong door
Coordinated Service Delivery	<ul style="list-style-type: none"> • Lack of understanding of full spectrum of services and partners • Insufficient infrastructure to follow an individual client that many organizations are serving • Lack of infrastructure and funding to support required reporting, collaboration, and coordination • Difficult to evaluate impact of systems and policy changes without shared metrics and roadmaps • Some communities have low trust with the traditional system of care 	<ul style="list-style-type: none"> • Mapping organizations' services across the system to understand landscape • Leverage State's Medi-Cal and data transformation initiatives to increase collaboration • Expanding service/provider mix could increase capacity • Pick something to work on together and work on core competencies model
Data Exchange	<ul style="list-style-type: none"> • CalAIM billing requires significant infrastructure • Data systems and platforms are often not interoperable or connected • Not feasible for small CBOs to each build infrastructure for data/reporting, Medi-Cal billing, quality improvement, etc. • Different requirements across funding streams • Data is only collected for those connected to a system already—may be missing important information for people not connected 	<ul style="list-style-type: none"> • Leverage resources already developed (e.g. Social Health Information Exchange and the Community Health Record) • Could leverage Data Exchange Framework requirements for data sharing across sectors • Support CBOs with billing and capacity building

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Optimizing Funding and Contracting	<ul style="list-style-type: none"> • Braided funding often comes with different goals and policies • Challenging to manage low reimbursement rates and previously funded services that are no longer funded • Provider organizations need infrastructure to administer and access funding • Not all providers can bill for all types of services • Increasing number of funding streams increases overhead, delays, and operational/administrative challenges 	<ul style="list-style-type: none"> • More collaboration and coordination to maximize funding • CaAIM Housing Supports model is promising way to support CBOs • Explore private philanthropy to incubate and innovate, but then shift to policy that supports sustainable funding • Explore multi-year contracts, as well as flexible contract caps
Partnerships Within and Across Sectors	<ul style="list-style-type: none"> • Different language and vocabulary across sectors • Insufficient coordination across providers for behavioral health (mild to moderate vs serious illness) • Need timely information sharing across sectors regarding upcoming policy changes and impacts • Challenges navigating federal political and administration changes 	<ul style="list-style-type: none"> • Relationships are helpful in reducing barriers, adding capacity, and coordinating care • Alignment of Population Health Management requirements for Managed Care Plans and Public Health Department • Aligning assessments, goals, strategies, plans, etc. across sectors • Leverage current collaboration spaces: Community Health Needs Assessment, Community Health Improvement Plan, and upcoming Prop 1 Integrated Plan • Coordinating advocacy across sectors to affect policies
Workforce	<ul style="list-style-type: none"> • Funding and training for administrative and technical skill development • Workforce concerns: Burnout, competitive salaries, retention, and career ladders • Support for training community health workforce 	<ul style="list-style-type: none"> • Focus on training across sectors • Leverage mobile and telehealth services