



**PROVISO**  
*Township Mental Health Commission*

4565 WEST HARRISON STREET • 3<sup>rd</sup> FLOOR • HILLSIDE, ILLINOIS 60162 • PHONE 708/449.5508 • FAX 708/449.6421

10/1/2012

To: Amy Harris Roberts

RE: Affordable Care Entities Solicitation (ACE program 2014-24-002)

The Proviso Township Mental Health Commission respectfully submits a letter of intent due on October 1, 2013 for the Accountable Care Entities, as a bidder for the grant we thank you for this opportunity.

Sincerely,

Jesse D. Rosas  
Executive Director

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Section A: Contact Information

Name of Accountable Care Entity (ACE) (Working name is acceptable)

Path to Wellness \_\_\_\_\_

Primary Contact Information:

Name: Jesse Dean Rojas \_\_\_\_\_

Title: Executive Director \_\_\_\_\_

Organization: Proviso Township Mental Health Commission \_\_\_\_\_

Address: 4565 West Harrison Street, 3<sup>rd</sup> Floor, Hillside, IL 60162 \_\_\_\_\_

Email: jrosas@ptmhc@org \_\_\_\_\_

Phone: 708-449-5508 \_\_\_\_\_

Primary Contact Person for Data (if different):

Name:

Title:

Organization:

Address:

Email:

Phone:

Other information (e.g. assistant):

## Section B: Proposal Outline/Self-Assessment

### 1. Geography and Population

The Path to Wellness (PTW) will focus its services in Proviso Township, which is an area of 29.68 square miles at the western end of Cook County Illinois. Proviso Township is comprised of 14 villages: Bellwood, Berkeley, Broadview, Forest Park, Hillside, LaGrange Park, Maywood, Melrose Park, Northlake, Stone Park, and Westchester and portions of Western Springs, North Riverside, and Brookfield, Cicero, Berwyn, Oak Park, River Forest, Lyons. Zip codes include: 60104, 60126, 60130, 60141, 60153, 60154, 60155, 60160, 60162, 60163, 60164, 60165, 60305, 60513, 60521, 60525, 60526, 60546, and 60558, 60301,60304,60402,60804.

Census 2000 data shows that in this last decade the racial/ethnic minority populations have doubled in Proviso: African Americans represent 36.6% of population, Hispanic/Latinos 17.3%, and 4.8% other. These racial/ethnic minority groups are the fastest growing populations in Proviso Township at 83,997 or 53.9% of the total Proviso population of 155,831. As a note, the Census 2000 only registered the documented Hispanic/Latinos; the exact number of Hispanic/Latinos residing in Proviso Township remains ambiguous because of the undocumented, who could conceivably bring these population totals up significantly. Currently, Proviso Township is experiencing an ethno-cultural diaspora from Chicago, primarily Hispanic/Latinos and African Americans moving to escape crime, gangs, and the high unemployment rates that as of April 15, 2010 hit 9% in Chicago.

The ACE PTW priority populations (35%) are families receiving Temporary Assistance for Needy Families, children under the age of 19, and other IHC (Illinois Health Connect) adults. In addition, PTW will target senior residents, 65 and older, with Home and Community-based Services. PTW will provide coordination for those seniors who are identified with complex mental health needs and who are at risk of requiring an institutional level of care and those with dual diagnosis (Mental Health, Substance Abuse and Special Needs) and displaying symptoms of Serious Mental Illness (SMI). Thirty-five percent of our service population will be seniors with dual coverage Medicaid and Medicare with 10% of those receiving Home and Community-based services. Finally, 30% will be the non-priority populations of children, TANF families and those individuals who do not meet the RFP criteria for services but have full Medicaid benefits.

Among the 1,365 adults with the identified mental illness, PTW subsets include those individuals with a substance use disorder. According to our data, 44% of the 1,365 Proviso residents with SMI received some type of substance use education combined with their mental health treatment. Thirteen and a half percent received both mental health treatment and substance use treatment, but 37.6% did not receive any substance abuse treatment even after symptoms were evident.

## 2. Organization/Governance

The PTMHC, a 43-year old funding organization, will oversee the administration of Path to Wellness, including partnership development, trainings and systems development. Treatment Alternatives for Safer Communities (TASC) will oversee the delivery and coordination of services, including the day-to-day supervision and operations of the Path to Wellness staff. The Medical Director will be from Cimpar, which is a medical group that operates for the tenet Westlake Hospital. The PTW partners will hire 6 care coordinators and an enrollment specialist who will come from within positions at TASC but be funded through the Proviso Township Mental Health Commission.

TASC is a statewide not-for-profit organization that advocates for people in courts, jails, prisons, and child welfare systems that need treatment for alcohol/drug and mental health problems. In addition, TASC provides behavioral health management services for individuals with substance abuse and mental health disorders. Their Case Coordination experience has demonstrated excellent results with the Illinois specialty courts such as the Mental Health, Substance Abuse and the Veterans Court, which are currently active in Proviso Township (Maybrook Court) and funded by the Proviso Township Mental Health Commission.

PTMHC and TASC are committed to developing an Accountable Care Entity that promises to bring Proviso residents the best opportunities to overcome their challenges. Therefore, the Path to Wellness will become a component of the Proviso Township Mental Health Commission and will benefit the agencies already within the network and that currently receive financial support from the PTMHC in the form of yearly awards. Additionally, PTMHC has already provided two of PTMHC network members with additional funding to employ more practitioners in an effort to reduce waiting time to current clients and the influx of new Medicaid patients and to ensure necessary services to support the *increase* in service delivery. PTMHC also has the opportunity to leverage local funds to support the venture directly.

The PTMHC has committed to financially support four of the six coordinator positions assigned to deliver care coordination in Proviso Township. These care coordinators, although employed by TASC, are funded by the PTMHC in order to help reduce administration cost. In addition, PTMHC has designated a 1,200 square foot area with 7 work stations equipped with computers, landlines, extensions, a copier, printers, and common areas, such as a training room and meeting rooms. PTMHC and TASC are currently negotiating a grant with Walgreen's to provide support to all our agencies, including those involved in the Path to Wellness although the intention is to share this cost with the Path to Wellness revenue. By doing so, the State and PTMHC will receive 100% of the benefits for 50% of the cost.

The **Governing Board** will be comprised of the Medical Director, representatives of PTMHC, TASC, members of partner organizations as listed in the Network section of this application, as well as at least two members of the Consumer Advisory Board. Network members will include a representative from each of the care fields, including primary, behavioral, and specialty care and hospitals. The board will be an eight-member body that meets quarterly to review partnerships, funding use, budgets, services, data sets, data analysis, cultural competency, ACE policies and

program procedures, outreach, educational materials, satisfaction surveys, and the quality improvement program.

The **Consumer Advisory Board** will meet bi-monthly to advise on ACE policies and program procedures, outreach plans, enrollee educational materials, prevention programs, client satisfaction surveys and quality improvement programs. This board will be comprised of 10 community residents including 50% or more of members who are/have received care through the ACE/Path to Wellness or represent their children who are receiving services.

The network of care entities have committed to this project and are in the process of establishing policies and procedures and contracts and Memorandum of Understanding in order to prepare for this PTW project. PTW will ensure an integrated delivery system of care, share clinical information in a timely manner, and is designed and implemented as a model of care and financial management structure that promotes provider accountability, quality improvement, and is dedicated to improved and measurable health outcomes. PTW will follow the Healthcare Effectiveness and Information Set as established by the National Committee for Quality Assurance. In summary, all partnerships have been established, clear goals have been laid out, contracts and MOUs are pending the award, and final arrangements can be completed within a month of receipt of an ACE award for Proviso Township and its partners.

### **3. Network**

PTW network collaborators represent 18 organizations, including the lead agency, Proviso Township Mental Health Commission. These agencies provide services across a wide spectrum of health needs, including:

#### **Mental/Behavioral Health and Substance Abuse (MH & SA):**

Pillars

Presence Health Care (MH&SA)

Thrive (MH&SA)

Aging Care Connection

West Suburban Seniors

Healthcare Alternative Systems (SA in Spanish)

Leyden Family Services (28 day rehab & OP)

Way Back Inn (Halfway House)

Treatment Alternative for Safer Communities (TASC)

#### **Developmental Disabilities:**

Community Support Services

#### **Medical:**

Cimpar Medical Group

#### **Hospitals:**

Riveredge Hospital (Mental Health services for children)

Westlake Hospital (Including Obstetrics)

**Pharmacies:**

ASAP

Walgreens

**4. Financial**

The PTMHC, a funding entity, has been administering grant funding for over 43 years. Internally the organization maintains and reconciles a timely, full and accurate set of accounting books that reflect all fiscal activities. It also maintains general checking, money market, and Medicaid accounts, transfers funds as needed and reconciles monthly statements to ensure there is accountability of funds. The PTMHC maintains records of Medicaid remittances and payments and tracks, monitors, and prepares Medicaid disbursement in compliance with agency policies. It computes and processes employee records as well as contractors and vendors, and monitors payment schedules for 27 behavioral healthcare organizations to make payment disbursements quarterly. Annually, the PTMHC sets up new financial files and journals, prepares W-2s, and submits State and Federal W-3 forms. The PTMHC prepares yearly annual budgets; it itemizes and projects budget data in preparation of tax levy, appropriations and annual operating budgets. Additionally, it holds a public hearing before each budget appropriation and prepares tax levy ordinance, appropriations ordinance, and certificates of estimated revenues as required by the State.

The PTMHC uses an electronic Reimbursement Tracking System (RTS) to monitor the 27 agencies with their 56 programs and requires quarterly reports of all activities as agreed upon in their yearly contracts. The PTMHC Director of Grants and Director of Compliance performs internal audits and site audits twice a year to review payment submission, makes sure that the agencies are following all proper procedures and collects all necessary documentation to ensure the PTMHC remains in compliance with Federal grants, State contracts, and Medicaid agreements.

At this time, the necessary policies and procedures to abide by the State requirements will not require much change to its current processes. PTMHC, as the lead entity, will use its current policies and mechanisms to oversee the delivery of services. As a local Mental Health Authority and funding body, PTMHC will provide oversight of funds, program development, and overall delivery of service as directed by the Executive Director. The Director of Grants and Contract manager will conduct audits and oversee contract compliance as required by this agreement. The Director of Finance will oversee funding distribution and arrange for payments.

As stated in the PTMHC policies, any changes to the agreed delivery model or changes to agreed funding made by the State that is not already approved by the Board of Commissioners has to return to the Board of Commissioners for discussion and approval. This seven member body has final oversight over contracts and agreements for the PTMHC agency.

## 5. Care Model

The PTW Care Model will follow all stipulations of the 3.1.4 section of the RFP. It will meet standards that assure quality, improve the health of the population, and reduce the overall costs by integrating services in a timely and comprehensive manner. While still in the planning stages, the PTMHC and network partners, along with Governing Board, the Medical Director, and the six Care Coordinators and the Enrollment Specialist will ensure that the PTW will:

- Utilize Electronic Health Records to securely pass clinical information among participating providers and to aggregate and analyze that information to manage care
- Have the Capacity to receive periodic claims data from the Department regarding enrollees and the ability to analyze and use that data for care coordination;
- Maintain an Agreement among providers on protocols for approaches to chronic illnesses;
- Provide approaches to integration of primary care and Behavioral Health services based on the severity of illness and condition;
- Utilize of a schedule of evidence-based health promotion and prevention interventions for its population;
- Provide chronic care management at the primary care level;
- Maintain a high level of access by phone, visit, email, text or other form 24/7 by primary care team or system tied to the primary care team;
- Ensure availability of urgent care coordinated with primary care to minimize unnecessary emergency department (ED) visits;
- Provide transitional care coordination utilizing an evidence-based model among all Providers including inpatient and ED follow-up; and
- Build a quality program that supports its care model and encourages improved health outcomes and quality of care.

Additionally, the PTW will provide a Care Management and Coordination model that plans for health risk assessment and stratification and provides care management for multiple or high-risk patients with chronic illnesses and complex cases (including high utilizers). The PTW has designated a Medical Director that will oversee the development and implementation of the model of care for the integrated delivery system. The PTW Medical Director will play a front-line role in the PTW governance structure, including as a leading member of the Governing Board. This position will set policy, develop and implement a care model, incorporate best practices, set and monitor quality goals, and assess performance and address deficiencies. This position will also