Med-QUEST Healthcare Advisory Committee
November 18, 2020
Med-QUEST Healthcare Advisory Committee Agenda

I. Welcome/Call to Order

II. Review of meeting participation guidelines and process

III. Presentation – What is the Med-QUEST Division and what is the Med-QUEST Healthcare Advisory Committee – Judy Mohr Peterson

IV. Presentation on the Federal Marketplace Open Enrollment – Puanani Crabbe Parker

V. Presentation – Med-QUEST’s response to COVID-19 - Judy Mohr Peterson

VI. MHAC Member and Public Comment

VII. Adjourn
Medicaid, Med-QUEST and Med-QUEST Healthcare Advisory Committee Overview

Judy Mohr Peterson, PhD
Med-QUEST
Hawaii State Medicaid Director
WHAT IS MEDICAID?
FEDERAL & STATE SUMMARY
MEDICAID – A NATIONAL PERSPECTIVE:

▪ Largest health care coverage program in country covering **72+ million people**

▪ **Major payer** in the U.S. health care system:
  ▪ 17 percent of national health care spending (2016)
  ▪ 60 percent of nursing home and other long-term care expenses
  ▪ More than 1/4 of all spending on mental health services and over a fifth of all spending on substance abuse treatment.

▪ **Coverage** of “Mandatory & Optional” benefits:
  
  ▪ Typical health services like hospitalizations, doctors, prescription drugs, physical therapy, durable medical equipment
  
  ▪ Comprehensive Behavioral health coverage (Mental Health and Addiction treatment);
  
  ▪ Non-traditional services: non-emergency medical transportation, Long term care – nursing homes, personal care assistance, adult foster homes

▪ **Joint federal/state program** with both sharing in the costs. As an “entitlement” program, Medicaid is usually the largest federal dollar budget item in states. States can operate their Medicaid programs to meet their communities needs, often through waivers approved by federal government.

https://www.macpac.gov/medicaid-101/
Hawaii Medicaid: QUEST

- **The people:**
  - 1 in 4 served by Medicaid (375k)
  - > 40% of all kids
  - ~ 50% births

- **The health care delivery system**
  99.9% managed care via health plans, including long term care services:
  - 1 Specialty Mental Health managed care plan for specialty mental health services for individuals with serious mental illnesses (‘Ohana)
  - Dental is “fee-for-service” with a very limited adult dental benefit

- **Medicaid Program organizational structure** — Part of a Human Services agency. Hawaii’s Behavioral Health programs are in a separate agency, Department of Health.

- **QUEST**: Quality care, Universal access, Efficient utilization, Stabilizing costs, Transform the way health care is provided to recipients
Med-QUEST Healthcare Advisory Committee

▪ The Med-QUEST Healthcare Advisory Committee (MHAC) is a federally mandated body (42 CFR Ch. IV § 431.12).

▪ The MHAC provides a formal mechanism to obtain the advice and counsel of MQD stakeholders.

▪ The MHAC provides input and feedback on MQD programs and initiatives.

▪ The MHAC is being re-launched and is still a work in progress!

▪ For more information visit Medquest.hawaii.gov/MHAC
Med-QUEST Healthcare Advisory Committee cont.

- Membership should include Medicaid members, physicians, Director of Dept. of Health and other community members
- Advise on broad range of topics including materials of Health Plans.
WHO ARE WE, THE MED-QUEST DIVISION?
Med-QUEST Division

VISION
The people of Hawai‘i embrace health and wellness

MISSION
Empower Hawai‘i’s residents to improve and sustain wellbeing by developing, promoting and administering innovative and high-quality healthcare programs with aloha.

CORE VALUES
Hi‘iola ~ Embracing wellness
H  Healthy Outcomes - We develop strategies and improvements necessary to promote overall wellbeing.
I  Integrity – We are accountable to the work we do, the resources we manage and the people we serve.
‘  ‘Ohana Nui – We focus on the whole family’s needs, with priority on children ages 0 – 5 years old.
I  Innovation – We cultivate an atmosphere of continuous learning and improvement.
O  Optimism – We each make a difference for the people of Hawai‘i.
L  Leadership – We are all leaders in the work we do.
A  Aloha – We extend warmth and caring to all.
Hawaii Health Innovation Framework

Healthy Families and Healthy Communities

Whole Person Health
- Integrate Care
- Mental Health & substance use treatment

Whole Family - ‘Ohana Nui
- Young children and their families over the life course
- Social networks
- Build on strengths & Resilience
- Invest in primary care
- Lync & synch to services

Whole Community
- Population Health
- Where we live, work, play and learn
- System transformation
- Linking diverse community partners
# HOPE Project Summary

## Goals

<table>
<thead>
<tr>
<th>Healthy Families and Healthy Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Health, Better Care, and Sustainable Costs</td>
</tr>
</tbody>
</table>

## Strategies

1. Invest in primary care, prevention, and health promotion
2. Improve outcomes for High-Need, High-Cost Individuals
3. Payment Reform and Financial Alignment
4. Support community driven initiatives

## Foundational Building Blocks

1. Use **data & analytics** to drive transformation & improve care
2. Increase **workforce capacity**
3. Accountability, **Performance measurement** and evaluation
Med-QUEST organization

~300 employees (277 permanent & 25 “Temporary Project based”)

- Administration
  - Eligibility Branch & Customer Service Branch: ½ of all staff Related to eligibility or in call center staff
    - Oahu – 2, Hawaii - 2, Kauai - 1, Maui - 1, Molokai/Lanai – 1/.5
    - Call Center (Kapolei)
  - Health Care Outreach Branch: Outreach to community – Medicaid & Marketplace
  - Health Care Services Branch: All Managed care related contracts, Quality Improvement/Assurance; Provider Services
  - Clinical Standards: Medical Officer, Psychiatrist, Pharmacist, Dentist
  - Program & Policy: State Plan, Waivers, Administrative Rules, Guidance
  - Systems office/KOLEA PMO: MMIS; Eligibility app (KOLEA); our MQD office systems
  - Finance Office: Budget, Financial tracking, Provider/Financial Audits, Third Party liability, Liens, contracts
  - Healthcare Analytics Office
WHO WE SERVE
People Served as of March 2020
(N = 341,171)
& Eligibility Criteria

**Not the same definition used by BESSD

- **Parents/Caretakers** – 138% FPL
- **Pregnant Women** – 185% FPL
- **Children** – 319% FPL
- **Adults (<65)** – 138% FPL
- **Medical Assistance**
  - Aged, Blind, or Disabled (ABD)** – 100% FPL and an asset test of $2000*
- **Others, 0%**

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*Long term supports and services (LTSS): e.g. Aged, Blind and Disabled with income; > 100% Medically Needy spend-down: No income limit. However, medical expenses including LTSS must exceed the spend-down amount. If medical costs don’t exceed the spend-down amount, the individual would not be eligible for assistance.

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<table>
<thead>
<tr>
<th>Coverage Group</th>
<th>Parent/Caretaker Relative</th>
<th>Adult</th>
<th>Child &lt;19</th>
<th>Child 1-6</th>
<th>Child &lt;1</th>
<th>Pregnant Woman</th>
<th>S-CHIP Child &lt;19</th>
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</thead>
<tbody>
<tr>
<td>Income Standards</td>
<td>MIN MAGI STD¹</td>
<td>MAX MAGI STD³</td>
<td>MIN MAGI STD¹</td>
<td>MAX MAGI STD³</td>
<td>MIN MAGI STD¹</td>
<td>MAX MAGI STD³</td>
<td>MIN MAGI STD¹</td>
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<tr>
<td>FPL**</td>
<td>100%</td>
<td>105%</td>
<td>133%</td>
<td>138%</td>
<td>133%</td>
<td>139%</td>
<td>144%</td>
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<td>$5,877</td>
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<td>$7,019</td>
<td>$6,765</td>
<td>$7,070</td>
<td>$7,324</td>
</tr>
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</table>

Add'lı HH Member $429 $451 $571 $593 $571 $593 $597 $618 $820 $842 $820 $842 $1,322 $1,344

**Federal Poverty Level

¹ MIN MAGI STANDARD: This is the minimum MAGI income standard for the State of Hawaii used to determine eligibility for an individual applying for participation in this MAGI group.

² MAX MAGI STANDARD: This is the minimum MAGI income standard plus the 5% disregard used to determine eligibility for an individual whose income exceeds the minimum income standard under this MAGI group. The 5% income disregard is ONLY added to the highest income standard the individual qualifies for and ONLY if it will make them eligible.

³ Effective 10/1/16, The Centers for Medicare and Medicaid Services approved Hawaii’s request to extend Transitional Medical Assistance (TMA) for twelve consecutive months due to earned income-related reasons.

NOTE: ASSETS ARE EXEMPT FOR INDIVIDUALS SUBJECT TO MAGI METHODOLOGY

3/1/2020
## 2020 MAGI-EXCEPTED INCOME STANDARDS (Effective: 03/01/2020)

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<tbody>
<tr>
<td>HH Size</td>
<td>MNIL*</td>
<td>SSI Income Standard*</td>
<td>100%**</td>
<td>120%**</td>
<td>135%**</td>
<td>200%**</td>
<td>300%**</td>
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<td>1</td>
<td>$469</td>
<td>$783</td>
<td>$1,224</td>
<td>$1,468</td>
<td>$1,652</td>
<td>$2,447</td>
<td>$3,670</td>
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<td>$632</td>
<td>$1,175</td>
<td>$1,653</td>
<td>$1,983</td>
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<td>$958</td>
<td>$1,959</td>
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<td>$5,022</td>
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<td>$1,121</td>
<td>$2,351</td>
<td>$2,940</td>
<td>$3,528</td>
<td>$3,969</td>
<td>$5,880</td>
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<td>$1,284</td>
<td>$2,743</td>
<td>$3,370</td>
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<td>$6,739</td>
<td>$10,108</td>
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<td>7</td>
<td>$1,447</td>
<td>$3,135</td>
<td>$3,799</td>
<td>$4,558</td>
<td>$5,128</td>
<td>$7,597</td>
<td>$11,395</td>
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<td>$1,610</td>
<td>$3,527</td>
<td>$4,228</td>
<td>$5,073</td>
<td>$5,708</td>
<td>$8,455</td>
<td>$12,683</td>
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<td>$1,773</td>
<td>$3,919</td>
<td>$4,657</td>
<td>$5,588</td>
<td>$6,287</td>
<td>$9,314</td>
<td>$13,970</td>
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<td>10</td>
<td>$1,936</td>
<td>$4,311</td>
<td>$5,086</td>
<td>$6,103</td>
<td>$6,866</td>
<td>$10,172</td>
<td>$15,258</td>
</tr>
<tr>
<td>Add'l Member</td>
<td>$163</td>
<td>$392</td>
<td>$429</td>
<td>$515</td>
<td>$580</td>
<td>$859</td>
<td>$1,288</td>
</tr>
</tbody>
</table>

* MNIL, SSI: Applicable income standards for these groups. ** FPL: Federal Poverty Level

## 2020 MAGI-EXCEPTED ASSET LIMITS

<table>
<thead>
<tr>
<th>COVERAGE GROUP</th>
<th>AGED, BLIND OR DISABLED, SPENDDOWN</th>
<th>QDWI</th>
<th>QMB, SLMB, CI-1</th>
</tr>
</thead>
<tbody>
<tr>
<td>HH-1</td>
<td>$2,000</td>
<td>$4,000</td>
<td>$7,860</td>
</tr>
<tr>
<td>HH-2</td>
<td>$3,000</td>
<td>$6,000</td>
<td>$11,800</td>
</tr>
<tr>
<td>Add'l Individual</td>
<td>$250</td>
<td>$500</td>
<td>$500</td>
</tr>
</tbody>
</table>

3/1/2020
Enrollment has grown substantially from 2003 to 2020.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 04</td>
<td>190,381</td>
</tr>
<tr>
<td>FY 05</td>
<td>200,534</td>
</tr>
<tr>
<td>FY 06</td>
<td>202,980</td>
</tr>
<tr>
<td>FY 07</td>
<td>205,397</td>
</tr>
<tr>
<td>FY 08</td>
<td>212,489</td>
</tr>
<tr>
<td>FY 09</td>
<td>235,203</td>
</tr>
<tr>
<td>FY 10</td>
<td>259,307</td>
</tr>
<tr>
<td>FY 11</td>
<td>272,218</td>
</tr>
<tr>
<td>FY 12</td>
<td>287,902</td>
</tr>
<tr>
<td>FY 13</td>
<td>292,423</td>
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<tr>
<td>FY 14</td>
<td>318,756</td>
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<tr>
<td>FY 15</td>
<td>328,373</td>
</tr>
<tr>
<td>FY 16</td>
<td>333,322</td>
</tr>
<tr>
<td>FY 17</td>
<td>359,119</td>
</tr>
<tr>
<td>FY 18</td>
<td>346,820</td>
</tr>
<tr>
<td>FY 19</td>
<td>359,136</td>
</tr>
<tr>
<td>FY 20</td>
<td>386,212</td>
</tr>
</tbody>
</table>

Enrollment has seen a 4% increase from FY 19 to FY 20, largely due to the COVID-19 public health emergency.
Increase in applications by County for the thirty-seven week period from the first week in March through Saturday, November 14, 2020 (2019 vs 2020)

<table>
<thead>
<tr>
<th>Count</th>
<th>2019</th>
<th>2020</th>
<th>Percentage Increase in Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honolulu</td>
<td>32,000</td>
<td>41,405</td>
<td>29%</td>
</tr>
<tr>
<td>Maui</td>
<td>7,148</td>
<td>10,987</td>
<td>54%</td>
</tr>
<tr>
<td>Hawaiʻi</td>
<td>9,508</td>
<td>10,584</td>
<td>11%</td>
</tr>
<tr>
<td>Kauaʻi</td>
<td>3,200</td>
<td>4,724</td>
<td>48%</td>
</tr>
<tr>
<td>Statewide</td>
<td>51,856</td>
<td>67,700</td>
<td>31%</td>
</tr>
</tbody>
</table>
Application increase in most recent weeks reflects the Marketplace Open Enrollment activity that begins 11/1 and will go through 12/15.
Hawai‘i Medicaid Monthly Enrollment: 2019 vs 2020

- 60,175 New Enrollments since 3/4/2020
- 18.3% Increase in enrollments in 36.5 weeks

Enrollment Comparison:
- 2019: 327,119
- 2020: 386,212

Graph showing enrollment growth from 1/1/2020 to 12/31/2020.
## Increase In Enrollment By County

(11/15/2019 vs. 11/16/2020)

<table>
<thead>
<tr>
<th>County</th>
<th>2019</th>
<th>2020</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honolulu</td>
<td>199,442</td>
<td>233,404</td>
<td>17.03%</td>
</tr>
<tr>
<td>Maui</td>
<td>40,538</td>
<td>49,104</td>
<td>21.13%</td>
</tr>
<tr>
<td>Hawai‘i</td>
<td>70,777</td>
<td>80,354</td>
<td>13.53%</td>
</tr>
<tr>
<td>Kaua‘i</td>
<td>19,493</td>
<td>23,350</td>
<td>19.79%</td>
</tr>
<tr>
<td>Statewide</td>
<td>330,250</td>
<td>386,212</td>
<td>16.95%</td>
</tr>
</tbody>
</table>
LONG TERM SUPPORTS AND SERVICES
Long Term Supports and Services (LTSS): Home and Community Based Services & Nursing Facilities

- Home and Community Based Services (HCBS): Focus and intent to allow choice, community integration so that people to remain in the least restrictive environment as possible
- HCBS “settings” rules – 2013 have until 2023 to implement HCBS Transition Plan
  - Focus on supporting individuals to live with as much autonomy/choice as possible; settings must be “integrated into community”
  - Person-centered/Choice (e.g. Developmental Disabilities - Supported employment, Live independently – with whom; when and what to eat)

LTSS includes long term care in Nursing Facilities
QI & Community Cares Services Enrollment
(as of 6/30/2020)

- UNITED
- OHANA
- KAISER
- HMSA
- ALOHACARE

Legend:
- Children
- Adults
- Caretakers & Pregnant Women
- ABD
- Other
# of Members using LTSS & # of Developmental and Intellectual Disabilities (DDI)

(as of 6/30/2020)

- **DD/ID**:
  - # of members in Community Based Services: 0
  - # of members in Nursing Facilities: 26
  - # of members in At-Risk: 0
  - # of members in DD/ID: 26

- **UHC**:
  - # of members in Community Based Services: 2,700
  - # of members in Nursing Facilities: 1,800
  - # of members in At-Risk: 0
  - # of members in DD/ID: 4,500

- **Ohana**:
  - # of members in Community Based Services: 1,500
  - # of members in Nursing Facilities: 1,500
  - # of members in At-Risk: 0
  - # of members in DD/ID: 3,100

- **Kaiser**:
  - # of members in Community Based Services: 500
  - # of members in Nursing Facilities: 200
  - # of members in At-Risk: 0
  - # of members in DD/ID: 700

- **HMSA**:
  - # of members in Community Based Services: 1,200
  - # of members in Nursing Facilities: 800
  - # of members in At-Risk: 0
  - # of members in DD/ID: 2,000

- **AlohaCare**:
  - # of members in Community Based Services: 400
  - # of members in Nursing Facilities: 100
  - # of members in At-Risk: 0
  - # of members in DD/ID: 1,500
WHAT ABOUT MEDICAID FINANCE?
KALO project: Business Process Redesign
Med-QUEST has AWESOME staff serving our clients…

…but some outdated and broken processes.
Med-QUEST’s KALO Project:
Business process re-design

- **Kōkua**: To help and serve
- **Aloha**: Caring
- **Lokahi**: Unity
- **Ohana**: Family – we are all connected
Because ‘ohana matters....
Goals: Working together to improve our client’s experience and create a positive work environment

▪ Improve our client’s experience
  ▪ Treat all with dignity and respect
  ▪ No wrong door approach

▪ Streamline processes with accuracy and timeliness
  ▪ Reduce handoffs and cycle-time

▪ Build effective teams w/ ALOHA
  ▪ Consistent processes; standardized documentation; leadership training

▪ Create and promote ‘Ohana nui services
  ▪ Take a whole family approach
  ▪ Connect and provide access with broad range of services
Building the Foundation and Path for Organizational Transformation

- Through engagement
- To service-based teams
working together to improve client service and create a positive workplace

INVEST IN LEADERS
Leadership Development Retreats & Cohorts

TECHNOLOGY IMPROVEMENTS

TEAM TALKS COMMUNICATIONS & MEASURES (KPIs)

SERVICE CENTERS
SERVICES BASED TEAM EXPECTATIONS

TEAMBUILDING & TEAM SKILLS TRAINING

SURVEY CLIENTS

PROCESS IMPROVEMENT TEAM
Process design, training, trainers

KALO PLAN
BUILDING SERVICE-BASED TEAMS

Med-QUEST With BerryDunn
PRESENTATION ON THE FEDERAL MARKETPLACE OPEN ENROLLMENT

Puanani Crabbe Parker
Health Care Outreach Branch Administrator
Med-QUEST
For those who are not eligible for Medicaid, NOW is the time to get covered on HealthCare.Gov
1-800-318-2596 for more information
TTY users can call 1-855-889-4325

Key Dates for the Health Insurance Marketplace

Get ready for Open Enrollment – mark key dates on your calendar and follow the tips below.

4 Key Dates

- **November 1, 2020:** Open Enrollment starts for 2021.
- **December 15, 2020:** Open Enrollment ends.
- **December 31, 2020:** Coverage ends for 2020 Marketplace plans.
- **January 1, 2021:** Coverage can begin for 2021 Marketplace plans.

Visit HealthCare.gov

- Sign up to get emails or texts with the latest news and reminders of important dates.
- If you have Marketplace coverage now, review your application at HealthCare.gov to make sure it’s up-to-date and report any life changes.
- If you don’t have Marketplace coverage now, create an account and see what coverage or help with costs you may qualify for.
- Apply and enroll in health coverage.

You have the right to get Marketplace information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you’ve been discriminated against. Visit HealthCare.gov for more information on discrimination, or call the Marketplace Call Center at 1-800-318-2596 for more information. TTY users can call 1-855-889-4325.
IMPACT OF COVID
Judy Mohr Peterson
Med-QUEST Administrator
COVID Impact: What was the best way that we could serve our members, community and our staff with safety, health and well-being of all in mind?

▪ Impact on Program
  ▪ Federal enhanced FMAP
    ▪ MOE and Continuous Coverage
    ▪ Change Processes and KOLEA systems to adjust
  ▪ Increases in applications and numbers of people served
  ▪ Federal “Emergency Waivers”
    ▪ Support Providers - $$ and lots of different kinds of flexibilities from signing of forms to timelines to turn things
  ▪ How to provide services: TELEHEALTH
COVID Impact

- Impact on Program:
  - Rescinded QI contract awards (January 2020)

- COVID preparedness
  - Testing
  - PPE – obtaining/distributing
    - COVID+ “Go Kits”
  - Tremendous collaboration – MQD staff to Health Plan staff to Providers!
COVID Impact

▪ State Budget: Over $1 billion shortfall
  ▪ Hiring freeze currently;
  ▪ Other measures likely

▪ Staff: DHS adopted “If can tele-work, you should”
  ▪ ZERO percent tele-worked on a regular basis; single-digit percent tele-worked at all
  ▪ Over 95 percent teleworking
  ▪ Investments in laptops, cameras, new phone systems, learning Zoom, Teams, WebEx etc.
  ▪ Daily touch-base that continue for some staff
  ▪ Monthly All-Staff (silver lining)
QUESTIONS?