

**Wishing you a Wonderful
Holiday Season!**

**From All of Us At
Alameda County Care Connect**



Dear Colleagues and Partners,

As we approach the end of this year, the AC Care Connect team would like to extend our warmest wishes for a wonderful holiday season and a Happy New Year.

We also want to express our appreciation to you, our colleagues and partners. Your enthusiasm, critical input, and active participation over the course of our first program year serves as an inspiration for the work to come. We invite you to take a moment to celebrate some of the hard earned achievements we have reached together in such a short time:

Prototype Community Health Record (pCHR) goes live!

- The pCHR went live this past October at a small set of partner sites to test the functionality and data fields for the next developmental phase of the Community Health Record.
- We are on track for the release of the RFP for the next developmental phase of the CHR in the first quarter of 2018.

Implementation of Coordinated Entry

- Alameda County housing partners have begun implementing the Coordinated Entry System as part of the Housing Crisis Response System. More than 500 assessments have been completed under this new system and have been entered into the Housing Management Information System (HMIS). As a result of these efforts, 214 Care Connect clients were identified as eligible for housing navigation services.
- More than 150 staff were trained in October and beginning of November in 8 different trainings related to Coordinated Entry.
- The 2-1-1 call center was reorganized and began offering 24-hour support for those seeking housing support services and acting as an entry point for the coordinated entry process. In the month of November, they received 1,252 calls from individuals experiencing a housing crisis. Of the callers who completed calls to the end, 50% of those identified as literally homeless and 57% of those identified as non-literally homeless indicated that after the call they had clear next steps of action they were going to take.

- An initial list of 34 highly prioritized clients, housed by Home Stretch and currently living in permanent supportive housing have been identified county-wide for tenancy sustaining services.

Data Sharing Breakthroughs

- New data sharing agreements between Agencies and organizations have given us more complete information about our focus population than ever before. There are currently five partners that have established data sharing agreements, including Lifelong Medical Care, East Bay Innovations, Alameda Health System, Alameda Alliance for Health, and the Alameda County Housing and Community Development Department.

Care Coordination

- We have conducted a total of five Problem Solving Learning Community meetings to date which have included an average of 53 attendees representing over 50 organizations and 10 different service sectors. This group has recently shifted from assessment and sharing activities to active improvement work.

Care Integration

- A few clinic sites are partnering with Elemeno Health to pilot a mobile platform to provide easily accessible evidence-based protocols at the point of care for services such as Hepatitis C testing and treatment and Buprenorphine treatment for opioid dependence. This kind of support can encourage and promote increased capacity of services available routinely in Primary Care. More sites will be brought on board in 2018, and there is opportunity to add protocols including those related to behavioral health treatment.

Thank you for a wonderful year! We look forward to the progress to come!

Sincerely,

The AC Care Connect Team

"Coming together is a beginning; keeping together is progress; working together is success." - Henry Ford

See you in the New Year!