Partner Update

Number of Clients Enrolled: 393   **Days Until Grant Ends:** 1,190 (December 31, 2020)

Problem Solving Learning Community

The first monthly Problem Solving Learning Community(PSLC) convened in mid-August, including 75 people representing 48 organizations across 9 sectors and a second PSLC meeting was held in mid-September.

The Problem Solving Learning Community is an open group for any interested organization providing services to low-income vulnerable populations in Alameda County, regardless of the formal relationship with Alameda County Care Connect. Participants were mostly front line workers, managers, quality improvement staff, or operations employees who encounter system issues and want a place to work across sectors to find lasting solutions.

Great initial work was done by each sector to internally identify problems/gaps related to care coordination, strengths in working with the Care Connect focus populations, key players/decision makers, and desired methods of connection with other systems. Other sectors added their observations and curiosities about different sectors, setting the stage for the education and problem solving opportunities for the Learning Community to tackle.

The goals of the group are:

1. To foster new connections and relationships between staff in different sectors who need to work together to care for mutual clients,
2. To learn about new sources of services such as the Housing Resource Centers, existing services that need demystification, and particular topics identified by the group such as the realities and myths about HIPAA regulations, and
3. To identify systemic barriers experienced in care coordination and care transitions in Alameda County and collaboratively create and test solutions to those challenges.

All three of these goals will contribute to the building blocks of the system of care coordination that Care Connect is clarifying, improving the efficiency and effectiveness of the care we provide to our clients as a community of practice.

If you are interested in participating in future learning communities, please contact Amanda Gartin at: Amanda.Gartin@acgov.org.

Prototype Community Health Record Goes Live

Care Connect's first test of a community health record (pCHR) is tentatively scheduled to begin in early October at three provider sites: the Trust Clinic, the Complex Care Management Clinics at Alameda Health System (AHS) and East Bay Innovations.

A pCHR is an electronic record that summarizes curated clinical information and care treatment plan data from different organizations that are involved in client care. Data can include information on social factors (housing, social services, etc.) that might affect a person's overall health. The pCHR will allow staff to get a "whole picture" of a client's history and to better coordinate care across organizations.

The purpose of the prototype CHR is to test an existing system before the County moves forward with purchasing a permanent CHR product.

Through the test of this prototype, the pCHR development team hopes to learn:

1. how a pCHR can be best used in a care coordination setting,
2. which fields are useful, and
3. what features and functions need to be prioritized when selecting a permanent pCHR product.

This process demonstrates the Care Connect's core practices of PDCA, or Plan-Do-Check-Act, framework that focuses on small tests of change to improve quality and processes.

Kudos to our first wave of pioneering partners who are leading the way towards progress!

The Face of Homelessness

Homelessness is an issue that has been a growing concern in communities across the nation, including Alameda County. A recent count recorded 5,629 homeless people in Alameda County, which represents an increase of nearly **forty percent** over the last count two years ago.

The causes for this increase are vast and varied, but some key issues are common across our communities. Limited capacity of affordable housing, the high cost of living in the Bay Area and the inadequacy of the average household income to meet living expenses, including rent, continue to be a challenge. Rising demand for housing has also made landlords less willing to accept Section 8 vouchers that subsidize rents. The state's Realignment Act, intended to address prison overcrowding has also put people on the street. Six percent of those surveyed cited incarceration as a cause of their becoming homeless. Despite the focus on helping homeless veterans, 531 people surveyed had served in the military. Only 300 were already known to Operation Vets Home, a national effort to assist homeless veterans. All but 2 percent of those surveyed would welcome housing if it were available, and 41 percent said the reason they do not stay in shelters is because they are full. *For more data on the homelessness in Alameda County, visit the Everyone Home Website by clicking on this link.*

But the story does not end there. As we all witnessed in the recent wake of Hurricane Harvey and Hurricane Irma, unexpected emergencies such as natural disasters can instantaneously displace thousands of individuals, many of which will not have the resources or the support to rebuild their lives and communities. Barring natural disasters, many individuals and families who are in affordable housing are just one crisis, one illness, or one emergency away from becoming

homeless. **Click on the video below** for an in-depth look at how fragile and precarious living situations can be for an average family in Alameda County that was recently featured by our local KTVU News.

AC Care Connect is collaborating with partners such as Everyone Home, Housing Resource Centers, including the Cities of Berkeley and Oakland as well as Abode Services, and many more to provide street outreach, housing problem solving, transitional housing, permanent supportive housing, access to mainstream services (i.e., benefits, health care, supportive employment, etc.), and other supportive and educational services for all homeless individuals in their region(s). These partnerships are key in effectively addressing homelessness in Alameda County, a key area of focus for the Alameda County Care Connect program.

Continue to look for our Partner Updates to check in with our progress at Alameda County Care Connect.

Article Contributor: Elaine de Coligny, Executive Director, Everyone Home

Partner Spotlight
Cherry Hill Sobering Center

Horizon Services Cherry Hill Sobering Center is included in the Alameda County Care Connect's set of services under Behavioral Health Care Services' Substance Use Disorder Programs. Cherry Hill's Sobering Center is a 50 bed, co-ed facility, staffed 24 hours a day, 7 days a week, and 365 days a year. The sobering center is specifically designed to assist those needing immediate sobering services for a briefer visit of 23 hours or less. They have a central telephone screening process for both detoxification and sobering services and is designed to allow trained staff to assess appropriate placement of individuals to sobering or detox services.

Alameda County Care Connect's funds not only support the Sobering Center services, but also a small "call center" increases access to a live human being when a client or referring party is trying to reach Cherry Hill. These funds also assist some enhancements in the residential detox assessment care planning, case management, and discharge planning that would bring Cherry Hill's residential detox program more fully in line with an ASAM Level 3.2

Clinically Managed Withdrawal Care designation. ASAM standards for American Society of Addiction Medicine.

The Cherry Hill Sobering Center is located at:

2035 Fairmont Drive
San Leandro, CA 94578
1-866-866-7496 24 Hour - toll free telephone line

To learn more about the Sobering Center, visit the Horizon Services webpage at this link.

Click here for more information on Alameda County Behavioral Health Care Services' Substance Use Disorder Programs and Services.

AC Care Connect 4-Year Timeline	Start-up: Jan-Jun 2017	Phase 1 Pilot: Jul 2017-Mar 2018	Phase 2 Pilot: Apr 2018-2019	Scale-up & Sustainability Planning 2019-2020	Wrap-up & Sustainability 2021