

## Partner Update

Number of Clients Enrolled: 2,289

Days Until Grant Ends: 855 (December 31, 2020)

### Congratulations to the 2018 Alameda County Care Connect Consumer and Family Fellows

On July 19<sup>th</sup>, Alameda County Care Connect and Bright Research Group launched the Consumer and Family Fellowship with a meet and greet event. Fellows were welcomed by Colleen Chawla, Director of Alameda County Health Care Services Agency, and Kathleen Clanon, M.D., Medical Director of Alameda County Health Care Services Agency and Executive Director of Alameda County Care Connect. Fellows became acquainted with one another as well as staff from Care Connect, Bright Research Group, and the Mental Health Association of Alameda County. Over the course of one year, Fellows will take part in monthly training and work on projects that help improve health care. **View full bio and photos of Care Connect Fellows at [www.accareconnect.org](http://www.accareconnect.org) in late September.**



Consumer Fellows

Front Row: Neomi Wesley, Erika Garner, Sabrina Fueutes, Cynthia Gibbs-Daniels  
Back Row: Antione Moore, Mario Mariscal, Aatoria "Champ" Johnson, and Malcom Scott



Consumer Fellow Mario Mariscal and Kathleen Clanon, M.D., Medical Director of Alameda County Health Care Services Agency



Colleen Chawla, Director of Alameda County Health Care Services Agency, Jennifer Pearce of Bright Research Group and Steve Bischoff, Executive Director of Mental Health Association of Alameda County



Consumer Fellows: Mario, Champ, Malcom, Antione, and Cynthia

Fellows showed a deep commitment to giving back to their communities, embarking on their journeys to heal and recover from physical, mental health, and personal challenges, and developing leadership skills.

## Roots Community Health Center Makes Care Accessible

Roots Community Health Center is one of the 15 Community Based Case Management Entities that are contracted to provide comprehensive care management and care coordination services with Care Connect. Located in East Oakland, the clinic has an open door between 9 a.m. and 5 p.m., where clients can walk-in. "By asking consumers what they need and having multiple services onsite, we are breaking down barriers," says Paris Davis, Program Coordinator for Care Connect at Roots.

There is a modern health care clinic with physical and behavioral health services. Health and housing navigators, social workers, and job skills training and placement assistance, as well as legal assistance are on-site. Roots works with the reentry population upon release from jail and



Paris Davis, Program Coordinator and Shanice Smith, Licensed Clinical Social Worker at Roots Community Health Center

helps obtain health care, jobs, and housing, and provides referrals to community and social supports. Roots also operates Oakland Street Team Outreach Medical Program (STOMP) to bring health care and resources to people who are homeless using a specially outfitted mobile van as a satellite clinic. There are other Roots clinics throughout Alameda and Santa Clara counties, which adds to the accessibility. The following patient story depicts how fully integrated services are helping clients with complex care needs to achieve optimal health in many aspects of their lives.

### Patient Story

Alicia (identity disguised) has been involved with Roots Community Health Center since 2017. Before becoming enrolled in Care Connect, Alicia was receiving inpatient substance abuse treatment at the Cronin House in their 90 day program. During her stay in rehab, Roots Care Navigator, Paris, was involved in Alicia's care. He made multiple visits to the rehab center, took Alicia to Roots so that she could attend her primary care and therapy appointments, and assisted her with food and clothing resources. Alicia has a long standing history of battling substance use disorder. During the program, Alicia was able to gain sobriety for 90 days and graduated from the program in June 2018.

After graduating from the program, Alicia, stopped contacting and following up with her team at Roots and subsequently ended up relapsing. Alicia became active with her Roots team again in late July and was interested in becoming sober and being connected with community resources. Alicia's Care Navigator, Paris, helped with getting her into a job training program at Goodwill, connected her back with a therapist at Roots, and provided her information on outpatient rehab programs. Alicia is currently sober and attending her medical and therapy appointments. She is enjoying the skills that she is learning at Goodwill and hopes to land a full-time job when the training program is over.

The dedicated staff at Roots who listen to clients and provide resources to help them recover at their own pace played a large factor in Alicia's recovery. The clinic's services are an example of a whole person care approach. **For more information about Roots, visit <http://rootsclinic.org/>.**



Consumers with Earl Simms, Health Navigator, Roots



Duthal Barnes, Emancipator, Roots



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**AC Care Connect Steering Committee Members**

**Kathleen Clanon, M.D.**, Alameda County Care Connect | **Scott Coffin**, Alameda Alliance for Health | **Lori Cox**, Alameda County Social Services Agency | **Elaine de Coligny**, Everyone Home | **Delvecchio Finley**, Alameda Health System | **Linda Gardner**, Alameda County Housing & Community Development | **Colleen Chawla**, Health Care Services Agency | **Beau Hennemann**, Anthem | **John Jones III**, Communities United for Restorative Youth Justice | **Travis Kusman**, Alameda County Emergency Medical Services | **Wendy Peterson**, Senior Services Coalition | **Ralph Silber**, Alameda Health Consortium | **Wendy Still**, Alameda County Probation | **Carol Burton**, Alameda County Behavioral Health Care 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

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