



A Whole Person Care Pilot

Director's Report August 17, 2018

MESSAGE OF THE MONTH

Consumer and Family Experience: Those closest to the problem are closest to the solution. The goal is to improve the experience and outcomes for consumers and families by creating a partnership between health care providers and consumers in the consumer's own health care. Improving the Consumer and Family Experience is one of the six critical changes being implemented through Alameda County Care Connect. The Consumer and Family Fellowship, the Culturally Affirmative Practice Provider Group, and the Eastmont collaboration are part of the *Consumer and Family Experience*.

Consumer and Family Fellowship

- Alameda County Care Connect is pleased to present the 2018 Consumer and Family Fellows.
- Nine fellows with direct lived experience in the public health, behavioral health, criminal justice, housing, and child welfare systems were selected to participate in a year-long fellowship, which kicks off in September.
- Two of the fellows are also members of the Behavioral Health Care Services' (BHCS) Pool of Consumer Champions.
- The fellows will receive stipends to take part in monthly trainings and work on projects that help improve the consumer-centeredness of health care.
- As a result of the fellowship work Alameda County Care Connect will have better access to consumer and family insights that will help to inform system's change efforts.

Culturally Affirmative Practice Provider Group

- The Culturally Affirmative Practice Provider Group (CAPPG) is committed to improving the frequency and quality of engagements across social divides between providers and consumers.
- CAPPG vets, curates, adopts and recommends use of culturally affirmative strategies, with the goal of developing a model of care that is relevant to Alameda County Care Connect focus populations.
- CAPPG is piloting a tool developed by Bright Research to assess patient's wants and needs. This Patient Wants and Needs Script is designed to establish system/provider rapport with consumers, especially when in a crisis mode, establish a team approach between consumers and providers, and focus a cultural lens on the patient's needs, so that they may be integrated in the treatment plan.
- If you are interested in learning more about CAPPG or piloting the Patient Wants and Needs Script, please reach out to Valerie Edwards, Director of Clinical Case Management Methods at valerie.edwards@acgov.org.

Eastmont Town Center Collaboration: *Building a Whole Person Community Resource*

- Alameda County Care Connect is collaborating with Supervisor Nate Miley's office to increase coordination and improve services at the Eastmont Town Center.

- There are 15 agencies providing services at Eastmont Town Center and there is an opportunity to identify potential avenues for collaboration and service alignment, as well as an opportunity to problem solve around common client concerns.
- Approximately 50 percent of the population in the Eastmont zip code area are enrolled in Medi-Cal and this area has approximately 40,000 residents.
- The Eastmont collaboration will allow us to develop a clear feedback loop from providers and consumers.
- The second Eastmont collaboration meeting will be held on September 7th at Eastmont Town Center.

MILESTONES

Data Exchange Unit Update

- The Prototype Community Health Record (pCHR) went live at Tri-City Health Center and Abode Services on August 10th and providers have been trained to use the system.
- Pathways to Wellness is expected to go-live on August 24th.
- Universal Authorization for the Community Health Record (CHR) is in development and stakeholders are being identified to participate in a Universal Authorization Workgroup. Workgroup meetings are expect to begin convening in the month of September.
- The Community Health Record / Social Health Information Exchange (CHR/SHIE) contract for the new vendor to develop the CHR is estimated to begin in October 2018 and the application will launch in mid-2019.

Housing Solutions for Health Update

- In the Housing Crisis Response System, the Housing Resource Center (HRC) staff have assessed approximately 3,088 households experiencing literal homelessness for prioritization and matching to available housing services and resources.
- All HRCs have now established some drop-in capacity in each region on a weekly basis, in addition to clients accessing the Housing Crisis Response System through 211 and street outreach.
- In 2018, Alameda County had 146 Permanent Supportive Housing (PSH) unit openings. Home Stretch, an Alameda County Care Connect program is now matching people to PSH from the Coordinated Entry prioritized list. However, only 25 of the 3,088 prioritized households have complete housing portfolio documents, such as identifications and social security cards that are required to secure PSH. This represents a training issue, some impact of the current DMV situation, and difficulty sharing information among our agencies.
- Access to documentation has been identified as a need that the Homeless Management Information System (HMIS) and possibly the CHR may be able to fill. ***In the meantime, direct service staff can play a key role by helping acquire documents and sharing them with Home Stretch. A list of the required documents for PSH is attached.***

Housing Management Information System Implementation

- The Clarity HMIS went live on May 21, 2018.
- Over 180 end users were initially trained and the Housing and Community Development Department (HCD) is conducting another multi-location end-user training on August 21st.
- Phase II of the HMIS project is going deeper into the advanced feature set of the system where we are developing processes for capturing additional client contact information, storing housing readiness documents, and enhancing the information retrieval process.
- We are also planning to gather common program eligibility rules and set them up in Clarity to strengthen the referral process.

ANNOUNCEMENTS

Care Coordination/Integration/Management

- Our first Mini-Collaborative focused on outreach, engagement, and retention launched on July 23rd and CB-CMEs from the Health Homes Program/Care Management Service bundle work participated.
- There will be two more Mini-Collaborative sessions in August and September.
- The goal of this series is to learn from experts in the field, work in teams to develop processes and tools that are well tuned to each organization's specific needs, and receive support from the Quality Improvement Unit to adopt these products.
- The Care Coordination Academy will kick-off its first skill-based training on August 20th with an overview of Motivational Interviewing. A full-day training on Motivational Interviewing is also being offered on August 21st as a part of the more intensive Comprehensive Care Management Academy.
- We look forward to this first step in expanding the skills for consumer engagement for both Care Coordinators with limited face-to-face time with consumers, as well as Care Managers with smaller caseloads who rely on effective engagement strategies. This has been a topic regularly requested by our learners, and we will be following up to support the implementation of these skills on the front lines.

Independent Living Association

- Community Health Improvement Partners is working with Alameda County Care Connect and Alameda County's Healthy Homes Department to develop and implement the Alameda County Independent Living Association (ILA), a professional association of landlords who operate room and board housing and other shared living facilities. These operators are not licensed and do not receive public funding.
- Independent Living properties are privately owned homes or complexes that provide housing for adults with mental illness or those that may benefit from a shared housing environment.
- The ILA is focused on improving the quality and stock of this type of housing in order to provide safer, affordable housing options for vulnerable County residents.
- The ILA utilizes a 'Better Business Bureau'- type model, evaluating independent living facilities and supporting operators to meet quality standards; managing an online directory of facilities with information on housing availability and whether quality standards have been met; an online portal for community resources and legal regulations; and in-person workshops and resources to support both operators and residents.
- Currently, the ILA is overseen by a Steering Committee that includes approximately 15 members from multiple sectors. The ILA has received dozens of new applications from housing providers to become members of the association, and is currently coaching operators to meet quality standards for 20 homes in Alameda County. There is also a new website online (www.alamedacountyila.org) that includes a directory of facilities, training and support resources.

For more information, visit the website at www.accareconnect.org.



Alameda County Care Connect

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Steering Committee Meeting

August 17, 2018

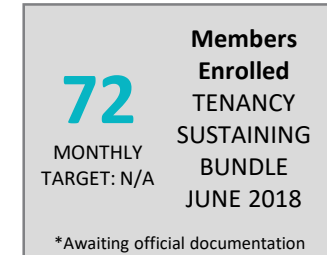
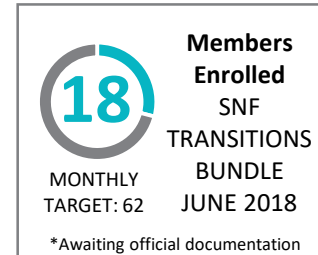
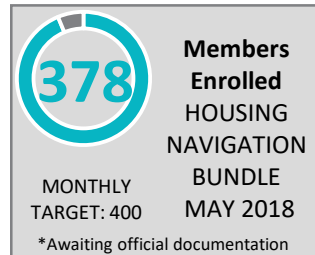
The Message of the Month is Consumer and Family Experience



Enrollment

2,776

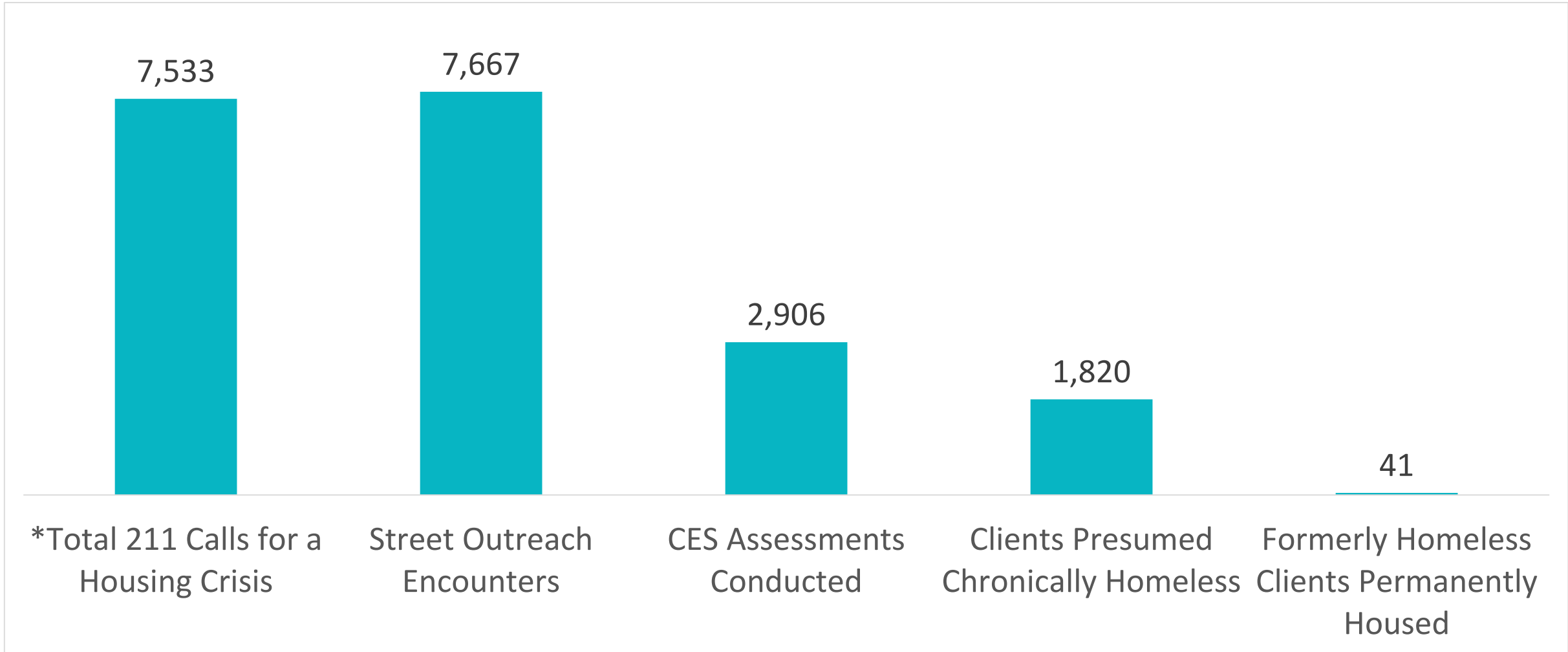
Total Enrolled in
AC Care Connect
JANUARY 2017 –
JUNE 2018





Housing Solutions for Health Update

Care Connect Services FY17-18



*211 Contract began Nov 2017

Landlord Liaison



91

New Units Acquired
JUNE 2018



362

Units Maintained
JUNE 2018

Independent Living Association

- Launched Alameda County Independent Living Association (ILA) for landlords who operate room and board housing and other shared living facilities.
- ILA received dozens of applications from housing providers to become members of the association.
- Currently **coaching operators to meet quality standards for 20 homes in Alameda County.**
- New website online (www.alamedacountyila.org) includes a directory of facilities, training and support resources.

Housing Solutions for Health Update

- HRC staff **assessed 3,088 households** experiencing literal homelessness for prioritization and matching to available housing services and resources.
- **Only 25 of the 3,088** prioritized households have complete housing portfolio documents required to secure PSH.



Data Exchange Unit Update

Prototype Community Health Record (pCHR)

- pCHR went live at Tri-City Health Center and Abode Services on August 10th and providers have been trained to use the system.
- Pathways to Wellness is expected to go-live on August 24th.

Those using the pCHR will include:

Abode Services

Alameda Alliance

Alameda Health System

Pathways to Wellness

Tri-City Health Center

Data Sharing Agreements for CHR

- Data sharing agreements have been established with nine organizations for the Community Health Record.
- Universal Authorization for the CHR is in development and stakeholders are being identified to participate in a Workgroup.
- Meetings are expected to start in September.
- The Community Health Record / Social Health Information Exchange (CHR/SHIE) contract for the new vendor is estimated to begin in October 2018 and the application will launch in mid-2019.

*For more information visit
www.accareconnect.org*