

Director's Report September 21, 2018

MESSAGE OF THE MONTH

Housing Solutions for Health – *Where do people who are experiencing homelessness go when they are released from the hospital and need continued care for optimal health?* This among many other questions are being explored.

Housing Update

- In fiscal year 2017/2018, a total of 11,415 people were served by the Countywide Homeless System. Within this population, 1,468 people secured housing. 97 percent of the people in permanent supportive housing remained housed.
- Partners in the effort to end homelessness include the Alameda County Housing and Community Development Department, Everyone Home, Alameda County Care Connect, other county agencies, cities, and non-profits.
- In 2017/2018, the Housing Resource Centers (HRCs) were launched throughout Alameda County. Funded by Alameda County Care Connect (Whole Person Care), the County General Fund, and a Housing and Urban Development (HUD) Continuum of Care grant, HRCs organize and coordinate services and opportunities for those who are homeless or at risk of losing housing. **For more information on Alameda County's investments to end homelessness, [view presentation](#) or visit the county website at <https://homelessness.acgov.org/index.page>.**

Independent Living Association

- The Independent Living Association (ILA) certified its first independent living home that meets established quality standards. The operator will be part of a professional association of businesses that operate room and board housing and other shared living facilities for seniors and people with disabilities living on fixed incomes.
- ILA evaluates independent living facilities and operators to meet quality standards. Each member of the ILA will receive annual visits to support them in their pursuit of providing quality housing.
- The ILA provides a [Directory of Independent Living facilities](#) and offers [ILA Classes](#).
- In addition, the ILA Complaint Process was developed to ensure the fair and prompt review of a complaint concerning any ILA member that violates ILA rules and quality standards. **For more information, visit <https://alamedacountyila.org/>.**

Mainstream Vouchers

- Housing Authority of the County of Alameda (HACA) was awarded 83 Section 811 Mainstream Vouchers by the Housing and Urban Development (HUD) Department for persons with disabilities who are either exiting institutions, at risk of entering institutions, homeless, or at risk of becoming homeless. Vouchers will be administered beginning in early 2019. Thirty-five California housing authorities were awarded vouchers and HACA was in the top six (based on the number of vouchers awarded per agency for the state). Alameda County Care Connect staff and resources helped make

our application competitive at the national level. In addition, the Oakland Housing Authority was approved for an additional 28 vouchers.

- A plan is being developed by Alameda County Care Connect, Alameda County Housing and Community Development Department, Everyone Home, East Bay Innovations, Abode Services, and Eden I&R to put these new housing subsidy resources to use as quickly as possible.

Care Coordination Academy

- The Care Coordination Academy continues this month with an overview of Mental Health First Aid.
- A more in-depth full-day training will be available as a care of the Comprehensive Care Management Academy on October 2nd, an opportunity that will be repeated in the coming months.
- The full training includes an overview of mental health and substance use issues, risk factors and warning signs of mental health and substance use concerns, and a 5-step action plan encompassing the skills, resources, and knowledge to help an individual in both crisis and non-crisis situations connect with appropriate professional, peer, social, and self-help care.

Data Exchange Unit (DEU) Update

- Alameda County Community Health Record / Social Health Information Exchange (CHR/SHIE) awarded vendor contracts have been drafted and are under-review by County Counsel. Planned contract start date is October 2018.
- The Universal Authorization document is under development and stakeholders are being identified to participate in a Universal Authorization Workgroup. The Data Sharing Workgroup, including County Counsel agreed to model the Universal Authorization after Los Angeles County.

Behavioral Health Update

- Phase 2 of the John George/Trust Mini-Pilot is set to begin in mid-September with an expanded patient population.
- The focus will expand to patients that have had four or more visits to the emergency department in the preceding 12 months – about 730 patients. We hope that this expanded pilot population will allow us to serve not only the highest utilizers of psychiatric emergency services (PES), but those who are rising risk, as well.
- Patients who are identified as being eligible for the pilot will have a social work consult and be offered the option to discharge by taxi to the Trust Clinic. If a patient is Case Managed, the case manager will be alerted if their client is in the PES. Additional discharge options will be modeled after clinics and wellness centers with whole person care. ***To see an overview video of the pilot that was created for participating providers, [click here](#).***

For more information, visit www.accareconnect.org.