

Director's Report October 19, 2018

MESSAGE OF THE MONTH

Challenges of Care Coordination Whole person care requires integrated, holistic, person-centered, culturally-affirming care that brings together physical, mental health, and substance use treatment services along with resources and supports to impact social determinants of health. *Care coordinators are community builders working to create integrated care teams and resources to meet the needs of their clients. Care Connect is building capacity in the system and among providers by establishing a Care Coordination Network that supports high quality care coordination with training, technical assistance, data, and on-going quality improvement work.*

Care Coordination and Integration

- The Care Coordination Academy held September 17 provided an engaging introduction to Mental Health First Aid, led by Catholic Charities of the East Bay. Full day sessions on October 12, November 9, and January 29 provide deeper exploration of the same topic as a part of the Comprehensive Care Management Academy curriculum. The session held October 12 also introduced Trauma Informed Care. Mental health first aid and trauma informed care increase the capacity of care coordination staff to effectively engage consumers who have deep and complex needs and histories.
- A second round of the Mini-Collaborative focused on peer learning and practical tool development to promote improved outreach, consumer engagement, and retention launched on October 10. Participants from ROOTS, LifeLong TRUST Health Center, California Cardiovascular Consultants, Bonita House and Watson Wellness Center engaged in shared learning around current best practices, heard from local experts, and dug deep into their current processes to identify opportunities for improvement.

Case Conferencing

- The City of Oakland, as the regional Housing Resource Center lead, started bi-monthly case conference meetings with community-based organizations that serve those experiencing homelessness in Oakland as well as families experiencing homelessness across all of North County.
- Case conferences use the dynamic By-Name List generated from the Alameda County Homelessness Management Information System to match those who are most vulnerable with available services and permanent supportive housing.
- Case conferences include members of Bay Area Community Services, East Oakland Community Project, Building Futures for Women and Children, Trust Health Center, LifeLong Medical, Covenant House, Roots Clinic, Operation Dignity, Abode Services, and Home Stretch.

Exchange Unit (DEU) Update

- The Alameda County Board of Supervisors voted to approve the contract with Thrasys to build the Social Health Information Exchange (SHIE) and Community Health Record (CHR) during their regular meeting on October 9, 2018.
- Thrasys has experience connecting with Epic systems and providers will be able to integrate CHR information into their Epic screens or establish a separate system for their users.
- The CHR will add the ability to see specialty mental health, EMS, claims, and housing information and, in the future, jail admits and discharges, and substance use treatment information. The CHR is the only way for partner providers outside Epic to view what is happening with primary and acute care for the clients they are serving.
- The Universal Authorization Workgroup launched October 9 to gather feedback and revise the form that will enable consumers to release more of their information to more providers on their care team. The draft form is based on a version used in LA County and revised with input from local counsel, a health literacy specialist, and feedback from the Consumer Fellowship group. Care Connect will facilitate completion of this focused work by the end of November.

State Report

- The Care Connect team attended the semi-annual Whole Person Care Pilot convening in Riverside on October 1. The group was pleased to hear that Care Connect's program is well aligned with the State's top priorities.
- Jacey Cooper, Assistant Deputy Director, Health Care Delivery Systems, told the Pilot representatives they should be focused on establishing data exchange systems, building care management competency among providers, and strengthening local relationships among stakeholder organizations, especially Managed Care Plans.
- The team also received direction from the State that Alameda needs to increase enrollment and services as we head into year four of the pilot. We are developing an Enrollment Acceleration Plan with milestones to be developed jointly with our partners and the State.

Care Connect Project Roadmap

- The AC Care Connect Project Roadmap was developed to integrate the State Department of Health Care Services deliverables with program area work plans to allow for a more careful tracking of program performance and maximization of revenue reimbursement.
- Developed by Resource Development Associates and Back Bone Organization (BBO) staff, the document will inform a corresponding work plan with the Skills Development and Quality Improvement Unit to best support the work of the BBO in attaining its performance goals.

Housing Document Readiness

- One challenge of care coordination is ensuring consumers have documents such as identification and social security cards ready to secure housing. During last month's Steering Committee meeting members discussed methods for gathering and sharing documents to improve our ability to move those experiencing homelessness into housing.
- The Quality Improvement Unit (QIU) began outreach to identify best practices from subject matter experts with Berkeley Food and Housing Project, the Trust Health Center, Santa Clara

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County, San Mateo County, and San Francisco County. Findings will lead to a toolkit offering practical pro-tips and tested workflows for housing navigators and other care coordinators.

- The QIU is also reaching out to Steering Committee members to leverage their resources including Alameda Health System, the Communities United for Restorative Youth Justice, the Senior Services Coalition, and EveryOne Home (Home Stretch).
- Updates will be shared as details emerge from the multi-faceted work underway by the QIU.

New Laws Affect Treatment of Persons Experiencing Homeless

- The Governor recently signed [SB 1152](#) into law, requiring California hospitals to develop a homeless patient discharge planning policy and process for inpatient and emergency department visits. Effective January 1, 2019, hospitals must prepare homeless patients for return to the community by connecting them with available community resources, treatment, shelter and other supportive services.
- In a case stemming from city ordinances in Boise, Idaho, the United States Court of Appeals for the Ninth Circuit said that laws banning sleeping or camping in public places violate the Constitution if no shelter space is available. A three-judge panel said in summary of the 32-page [opinion](#) that “as long as there is no option of sleeping indoors, the government cannot criminalize indigent, homeless people for sleeping outdoors, on public property, on the false premise they had a choice in the matter.”

Housing Measures on the November 2018 Ballot

- **Proposition 1** would authorize \$4 billion in general obligation funds for housing-related programs, grants, projects and housing loans for veterans. This includes: \$3 billion for existing housing programs, financing to develop housing in vacant or under-used urban areas and affordable housing matching grant programs; and \$1 billion to assist veterans with the purchase of a farm, home or mobile home.
- **Proposition 2** would allow funds from the 2004 ballot initiative Prop. 63, also known as the Mental Health Services Act, which enacted a 1% tax on income above \$1 million for mental health services, to be spent on \$2 billion in revenue bonds for permanent housing for individuals with severe mental illness who are homeless or at risk of chronic homelessness.
- **Proposition 10** would change state law to allow cities and counties to enact much more comprehensive rent control laws. Currently, state law (Costa-Hawkins) limits local rent control laws (i.e. rent control cannot apply to single-family homes, newly built housing completed after 1995, and rent control laws cannot tell landlords what they can charge a new renter when first moving in). This measure would repeal these limits and allow cities and counties to regulate rents for *any* housing. Cities and counties would have to take separate actions to change their local rent control laws.
- For information on all of the ballot measures, please refer to the November 2018 California Statewide Ballot Measure Summary provided by the Alameda County Public Health Department or visit [Voting Matters](#).

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