

**Director's Report  
January 18, 2019**

**Standardization of practice, development of universal tools, and health information integration will improve the consumer's experience when engaging in services.**

*Alameda County Care Connect*

**DECEMBER ROADMAP MILESTONES UPDATE**

**Care coordination academy established**

- The Skills Development Unit (SDU) is refining the strategic organization of training modules to ensure education is clear and streamlined for provider partners. The team is considering a structure that brings all academies together with different areas of emphasis versus separate academies. The goal is to meet specific provider needs while modeling a system of care coordination and integration. More details will be provided in the near future.

**Housing bundle PMPM data and report infrastructure**

- The transition to a revised model of Health, Housing and Integrated Care bundles, rather than three different bundles of housing, tenancy sustaining and SNF navigation is in progress in the data reporting system and changes were proposed for HMIS. Service providers continue to use spreadsheets to report enrollments and housing status.

**Regional meeting coordination established**

- Regional care conferences (By-Name-List meetings) are now routinely convened by the Housing Resource Centers (HRCs). East County is the last region to get started and Abode plans to convene partners by the end of this month.

**Health Housing Subsidy Pool**

- Two consumers have been placed in housing as a result of the subsidy pool. More than 20 consumers have been referred and many have found alternative placements in Skilled Nursing Facilities (SNF) or Board and Care facilities.
- Leadership conversations are scheduled this month to discuss broadening the pilot using knowledge gained during the initial placements.
- East Bay Innovations (EBI) deserves special mention for their extra efforts with assessments and problem solving for patients that aren't a good referral to the program.

**Universal authorization form**

- The current authorization form will be presented to a round table of County Counsels this month with opportunity to present final ideas for consideration.

**JANUARY ROADMAP MILESTONES**

*For more information, visit [www.accareconnect.org](http://www.accareconnect.org)*

### **Sustainability Task Force Launch**

- The Sustainability Workgroup met for the first time this month. Members include subject matter experts and technical advisors from areas related to Care Connect program components initially identified for sustaining.
- The Workgroup reviewed and discussed a preliminary plan and provided feedback for review. The draft plan will be discussed, updated, and refined with additional stakeholders in coming months.

### **Culturally affirmative strategies implementation**

- This month, the team began integrating delivery of culturally affirmative work (further expansion, relationship development and perspective) with the **REAL BASIC**<sup>1</sup> (technical content) and care coordination (infrastructure development) areas of Care Connect.
- Integration will be evident in the revised benefits training to be held in early spring.

### **Support network assessment and engagement strategies work**

- During 2018, Care Connect staff worked with the Program Services Committee and the Fiscal Procurement Committee of the Probation Department's Reentry and Public Safety Realignment to advocate for incorporating the incarcerated and formerly incarcerated friend and kin network in the reentry system of care.
- Committee leaders agreed in concept to funding and asked Care Connect to work with Urban Strategies to conduct an environmental scan and identify specific needs, scope of programming, and budget. Work began in December with monthly updates due to the Probation committees and a full report delivered by the end of May.
- Outcomes will lead to development of a workforce that includes mothers who have incarcerated adult children and the expanded capacity of frontline staff to assess the supervisee, engage their support network, and transfer self-management skills.

### **Field treatment for agitation**

- The field treatment agitation pilot went live countywide on January 1, 2019. Staff will report on volume, successes and challenges in February.

### **Training database registration**

- The Skills Development Unit (SDU) is working with Care Connect to build a database to track workforce capacity development. The centralized platform will provide online registration, training records, and evaluation submission for participants. Administrative users will have access to demographic information including workplace and sector, event management, and reporting capability.

## **MILESTONES: Q1-2019**

### **Interest in countywide portal identified (February)**

- As an alternative to a new portal, Care Connect is evaluating increased focus on equipping providers with know-how, workflows, and resources to support stepping consumers up or down levels of care. The value of this intervention is clear, however,

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<sup>1</sup> **R**-Resource Development; **E**-Engage and Empower; **A**-Assessment for Action and Alignment; **L**-Living Linkages; **B**-Basic Needs; **A**-Activities of Living; **S**-Social and Cultural Supports, **I**-Income, Insurance, and ID/Paperwork; **C**-Coordinated Connections.

the hands-on support and technical assistance for partner providers is the priority. A final decision will be communicated as soon as it is reached.

**Training database registration launch** (March)

- The online training database is on track to launch in February.

**Universal authorization form adopted** (March)

- Care Connect staff is working closely with Thrasys and Intrepid Ascent to lay out the workflow and technical requirements to put the universal authorization form in place.