

**Director's Report
March 15, 2019**

Individual providers across physical health, behavioral health, housing services, and the crisis system are teaming up to provide the best care for their consumers – sharing critical consumer information and assessments, coordinating whole person care, expanding services, and more.

Alameda County Care Connect

FEBRUARY ROADMAP MILESTONES UPDATE and ADDITIONAL HIGHLIGHTS

Enrollment in Care Management Service Bundles nearly doubles

- Alameda Alliance for Health has worked hard to increase the number of beneficiaries who are enrolled in Care Management Service Bundles through the network of Community Based Care Management Entities (CB-CMEs).
- The Community Health Center Network's Care Neighborhood joined the network on January 1. The sizeable new CB-CME moved the number of people receiving these services from 144 in December to 268 in January. This is a very promising result for the first month.

Document readiness campaign launched

- A document readiness campaign launched last month to address the challenge of filling available permanent supportive housing units when the consumer's collection of necessary personal documentation isn't readily identifiable or available.
- EveryOne Home, Home Stretch, and Housing CBO partners including Bay Area Community Services (BACS) and Homeless Action Center (HAC), are working to rapidly obtain documents for the top 100 clients on the Alameda County Coordinated Entry By Name List (BNL) who currently lack at least one required housing document. The work is being done by:
 - Opening channels of communication in collaboration with non-traditional partners (e.g. DMV);
 - Catalyzing data and document sharing between County and service providers
- As the campaign continues and evolves, the necessity and effectiveness of a centralized team will be evaluated as a possible entity for future funding in Alameda County.

Increased number of prototype Community Health Record (pCHR) alerts help facilitate care coordination

- Care coordination following hospital visits is critical in preventing readmissions and stabilizing patients through ongoing outpatient and preventative care.
- In 2018, five partner organizations using the pCHR received a total of 807 emergency or inpatient admission alerts, a critical function that allows Care Team members to better facilitate follow-up care and care coordination.
 - LifeLong Medical Care – 273 notifications (from Jan – Dec '18)
 - Tri-City Health Center – 10 notifications (from Nov – Dec '18)
 - Alameda Alliance for Health – 106 notifications (from Oct – Dec '18)
 - East Bay Innovations – 4 notifications (from Nov – Dec '18)
 - Alameda Health System Complex Care – 414 notifications (Jan – Dec '18)
- In January 2019, five partner organizations using the pCHR received a total of 151 emergency or inpatient admission alerts.
 - LifeLong Medical Care – 34
 - Tri-City Health Center – 6
 - Alameda Alliance for Health – 64
 - East Bay Innovations – 6
 - Alameda Health System Complex Care – 41

Care Connect Academy fully operational

- The Care Connect Academy launched in January 2019, and three trainings and a Care Coordination Academy session were provided.
 - 61 unique participants from 28 organizations engaged with the Care Connect Academy for a total of 14 hours of training offered.
- In February 2019, three trainings occurred for a total of 26 hours of training offered.
- On March 18, the first 4-hour Accessing Public Benefits training will be offered, led by Social Services Agency staff and Rebecca Alvarado of Care Connect. This event filled so quickly that a repeat of this training will be offered in April to meet the needs of the provider community.

Care Coordination Academy evaluation found participants appreciate network, learn skills pertinent to their current roles

- In 2018, over 730 (304 unique) attendees from more than 85 organizations participated in a Care Coordination Academy training.
 - Between July and September 2018, 16 organizations provided feedback and anecdotal evidence of how these learnings are being implemented and disseminated throughout their programs and organizations.
 - 5,700 unduplicated consumers have been positively impacted by the 16 organizations' use and incorporation of the information presented in trainings.

- 31 percent of organizations reported that they regularly exchange and review information received from the trainings with staff via weekly huddles and monthly meetings.

MARCH ROADMAP MILESTONES

Training database online registration launched

- Participants can now register for trainings, track their progress, and soon they will be able to earn badges to demonstrate their knowledge, skills and core competencies.

Updated Universal Authorization form shared with Data Governance Committee

- Edits were made to the Universal Authorization form according to:
 - County Counsel feedback
 - Modification and functionality in Community Health Record workflow design
 - Clarification necessary for mental health information sharing
- The updated Universal Authorization form was reviewed at the Data Governance Committee at their March 7 meeting.

FUTURE MILESTONES: APRIL

Sustainability Steering Committee Launch (formerly Leadership Task Force)

- The Sustainability Steering Committee will launch in April and will include Steering Committee members and other strategic partners to inform and guide decision-making on the sustainability of activities, services, and infrastructure initiated by Care Connect post-2020.
- In March, the Steering Committee will review and provide feedback on the sustainability process for the Sustainability Steering Committee and added members to be invited to the Sustainability Steering Committee.
- A Sustainability Workgroup, an invited group of hand-picked subject matter experts, will inform the sustainability work.

Care Communities Planning

- The details are being developed for the deep engagement approach to care coordination capacity development and at-the-elbow technical assistance and support of an ecosystem of varied providers serving a shared set of consumers.
- Specifics on the implementation arc, the scope of support, and the invitations for participation will be shared with the Steering Committee soon and kick-off for the first Care Community is expected to be between April and June 2019.

January 2019 Training Report

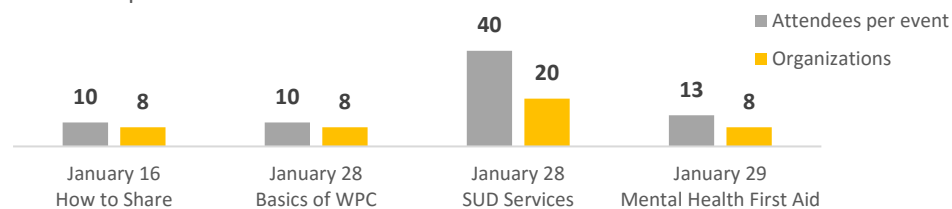
AC Care Connect Skills Development Unit



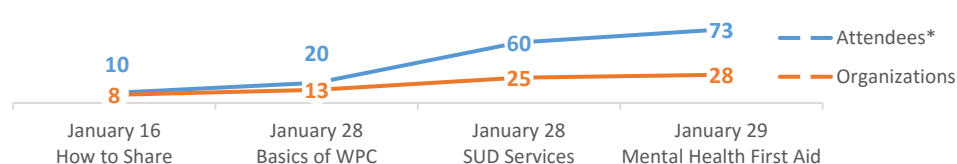
In January 2019 the Skills Development Unit launched the Care Connect Academy. There were three trainings provided: How to Share for Whole Person Care, Basics of Whole Person Care, and Mental Health First Aid. The Care Coordination Academy topic was Accessing SUD Services.

A total of 61 unique participants from 28 organizations engaged with the Care Connect Academy.

Attendees per event



Attendees over time



Date	Training	Hours	Participants	Organizations
January 16	How to Share for Whole Person Care	2	10	8
January 28	Basics of Whole Person Care	1.5	10	8
January 28	CCA: Accessing SUD Services	2	40	20
January 29	Mental Health First Aid	8.5	13	8
Total training hours:		14		

Participants rated trainings highly. On a scale from 1 to 5, participants rated the average quality of the trainings 4.3 and the average quality of the trainers 4.4.

*The Mental Health First Aid training was provided and evaluated by the National Council of Behavioral Health and we have not yet received the evaluation results.

The sectors that participated the most in trainings were Care Coordination (43% of participants), Primary Care Clinics (23%) and Social Services Agencies (11%)

Selected comments

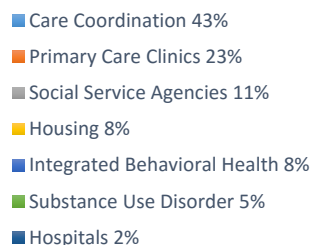
"I really appreciated that small discussions and getting a chance to discuss these scenarios among people in different sectors. It is reaffirming to know that we are all conscious of the information we share in regards to clients." – How to Share for WPC participant

"Thank you for all the useful information you shared with us." – Accessing SUD Services participant

Evaluation Results



Sector participation



What's next?

- The SDU has 3 trainings planned in February: Motivational Interviewing (2 days), Accessing Primary Care, and Trauma Informed Care for a total of 26 training hours.
- The launch of the new training registration database is scheduled for the end of February. Participants will be able to register for trainings, track their progress, and earn badges.