Alameda County Care Connect Steering Committee

July 17, 2020

Welcome

John Jones, Director of Engagement, East Oakland Black Cultural Zone and Just Cities

Nancy Halloran, Deputy Director, AC Care Connect

Agenda

1. Welcome

2. Consumer Story

3. Director's Report

4. Alameda County COVID-19 Housing and Homelessness Updates

5. Adjourn

Consumer Story

John Jones, Director of Engagement, East Oakland Black Cultural Zone and Just Cities

Ban the Box Work

An Initiative of **Alameda County Health Care Services Agency**

A Whole Person Care Pilot

Director's Report

Kathleen Clanon, MD, Executive Director, AC Care Connect

An Initiative of **Alameda County Health Care Services Agency**

AC Care Connect: Whole Person Care Dashboard

1. People Ever Enrolled in Care Connect Bundles (Jul 2017 - Jun 2020)

Legend:
- Multiple Bundles
- Street Health
- Housing
- Care Management
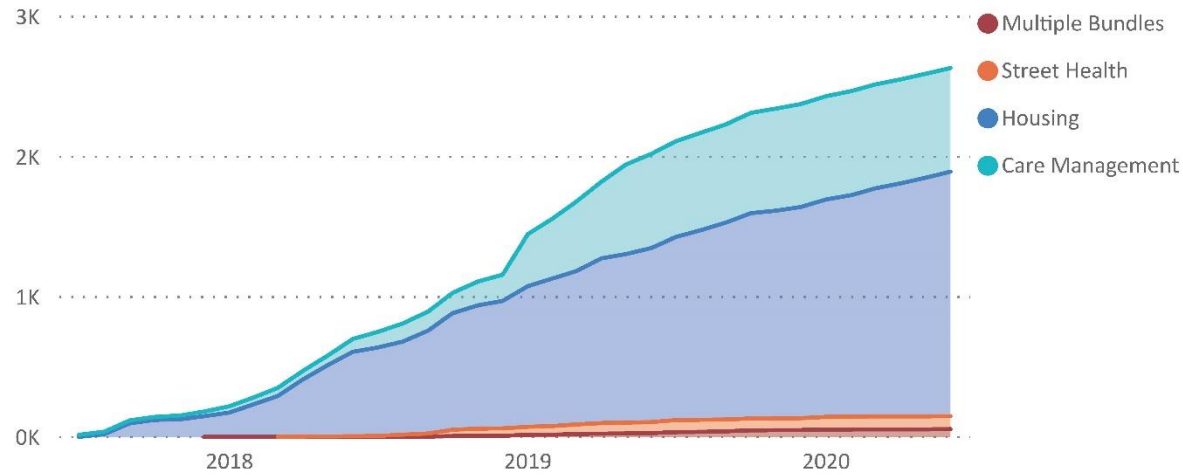
Data source: Enrollment and Utilization report (cumulative count, April-June 2020 only includes preliminary Housing data).

## 2. Individuals Trained in Cross-Sector Care Coordination (Jul 2018 - Jun 2020)

Legend:
- Cross-Sector Training
- Care Community 1
- Care Community 2
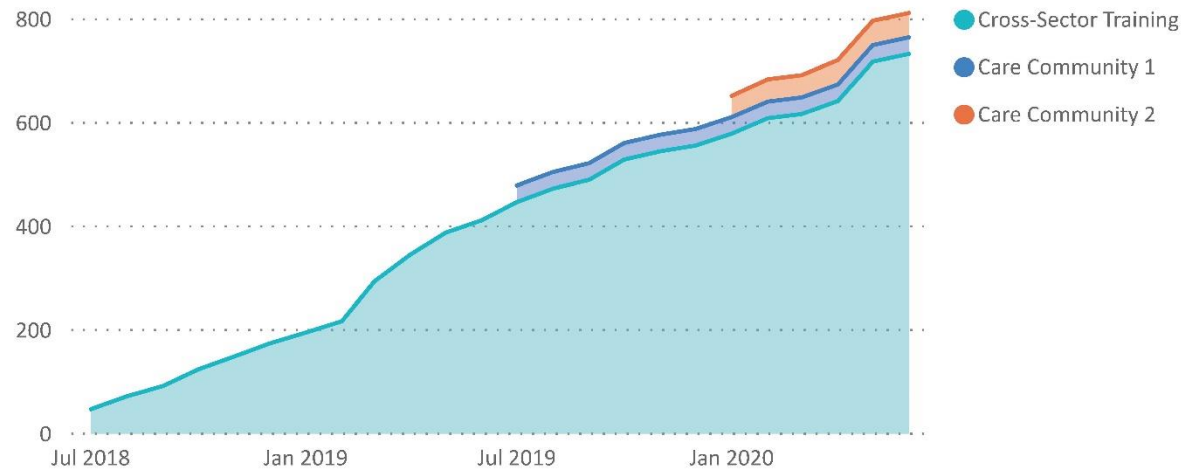
Data source: Care Connect Academy and Care Community team (cumulative count).

3. CHR and SHIE Utilization (Jun 2020)

Unique Community Health Record End User Logins	**392**
Consumers in SHIE - Currently Eligible	**37,965**
Consumers in SHIE - Ever Eligible	**70,153**
Expanded Population (including Ever Eligible)	**632,427**

Data source: Social Health Information Exchange (end-of-month data).

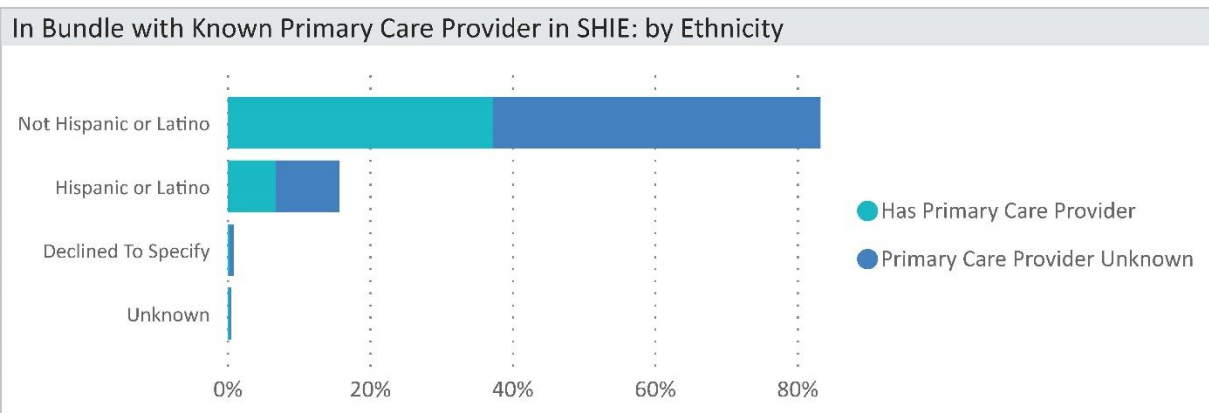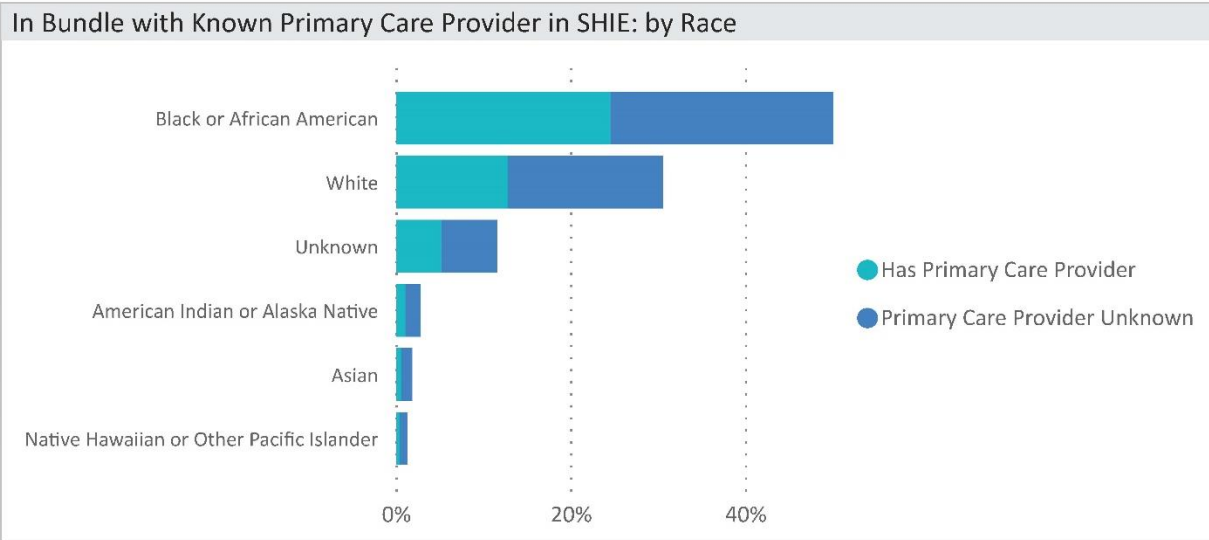## 4. Signed Information Sharing Authorizations (Oct 2019 - Jun 2020)

Total line values: 19, 24, 33, 40, 52, 110, 125, 193, 285

Legend:
- Monthly
- Total
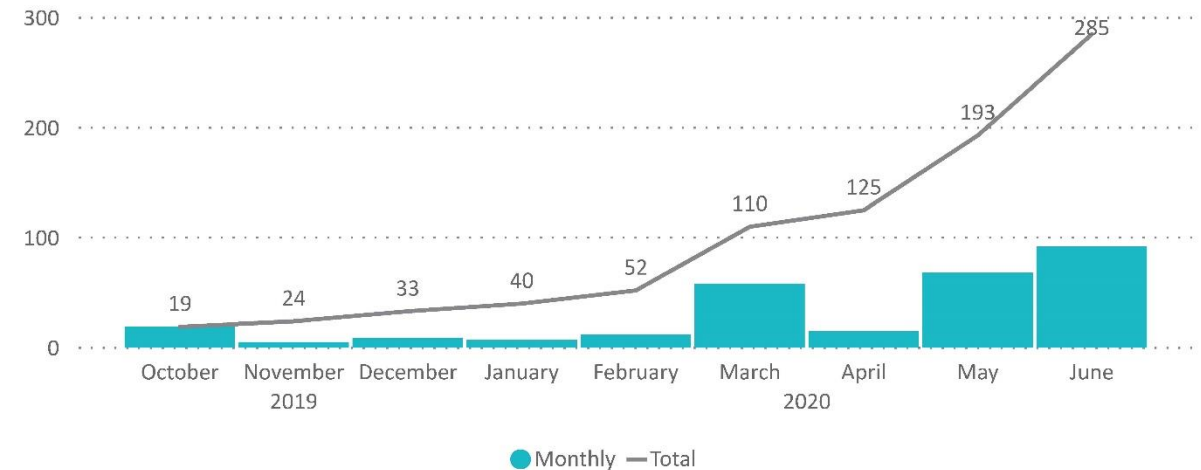
Data source: Social Health Information Exchange (excludes 2 revocations of authorization).

10. People Enrolled in Housing Bundles (Jul 2017 - Jun 2020)

In Bundle with Known Primary Care Provider in SHIE: by Race

- Has Primary Care Provider
- Primary Care Provider Unknown

In Bundle with Known Primary Care Provider in SHIE: by Ethnicity

- Has Primary Care Provider
- Primary Care Provider Unknown

Data source: Social Health Information Exchange.

Notes: Based on admission, discharge, and transfer (ADT) or Continuity of Care Document (CCD) patient information.
Race and ethnic classification data used from Homeless Management Information System. Reference data from Alameda County
Homeless County & Survey Comprehensive Report 2019 on persons experiencing homelessness: Black or African-American (47%),
White (31%), Other/Multi-race (14%), American Indian or Alaska Native (4%), Asian (2%), Native Hawaiian or Pacific Islander (2%),
Hispanic/ Latinx (17%) and Non-Hispanic/ Latinx (83%).

Receiving Primary Medical Care (Most Recent Claim)

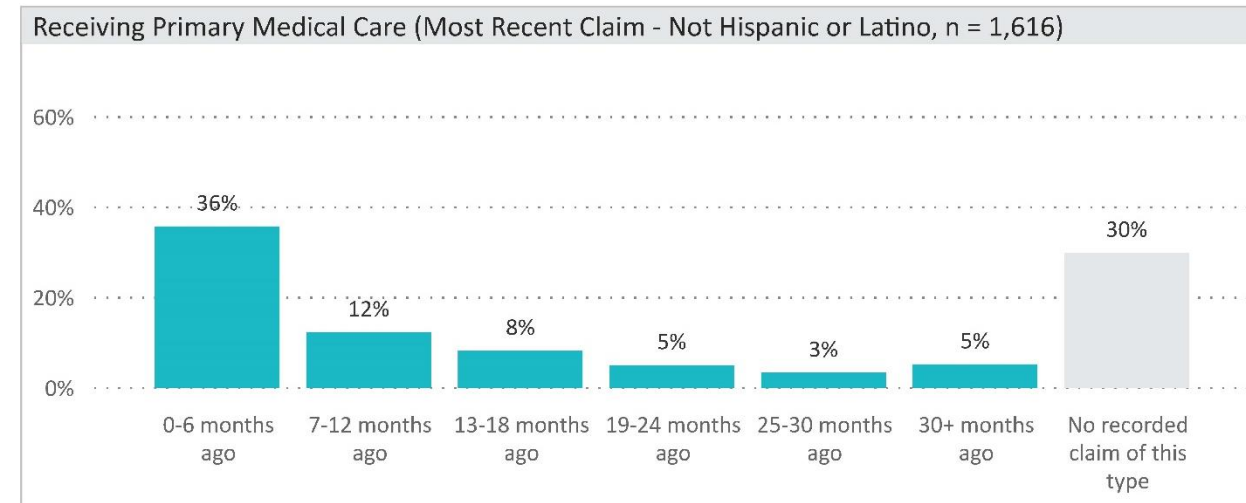- Housing bundles
- Expanded Population
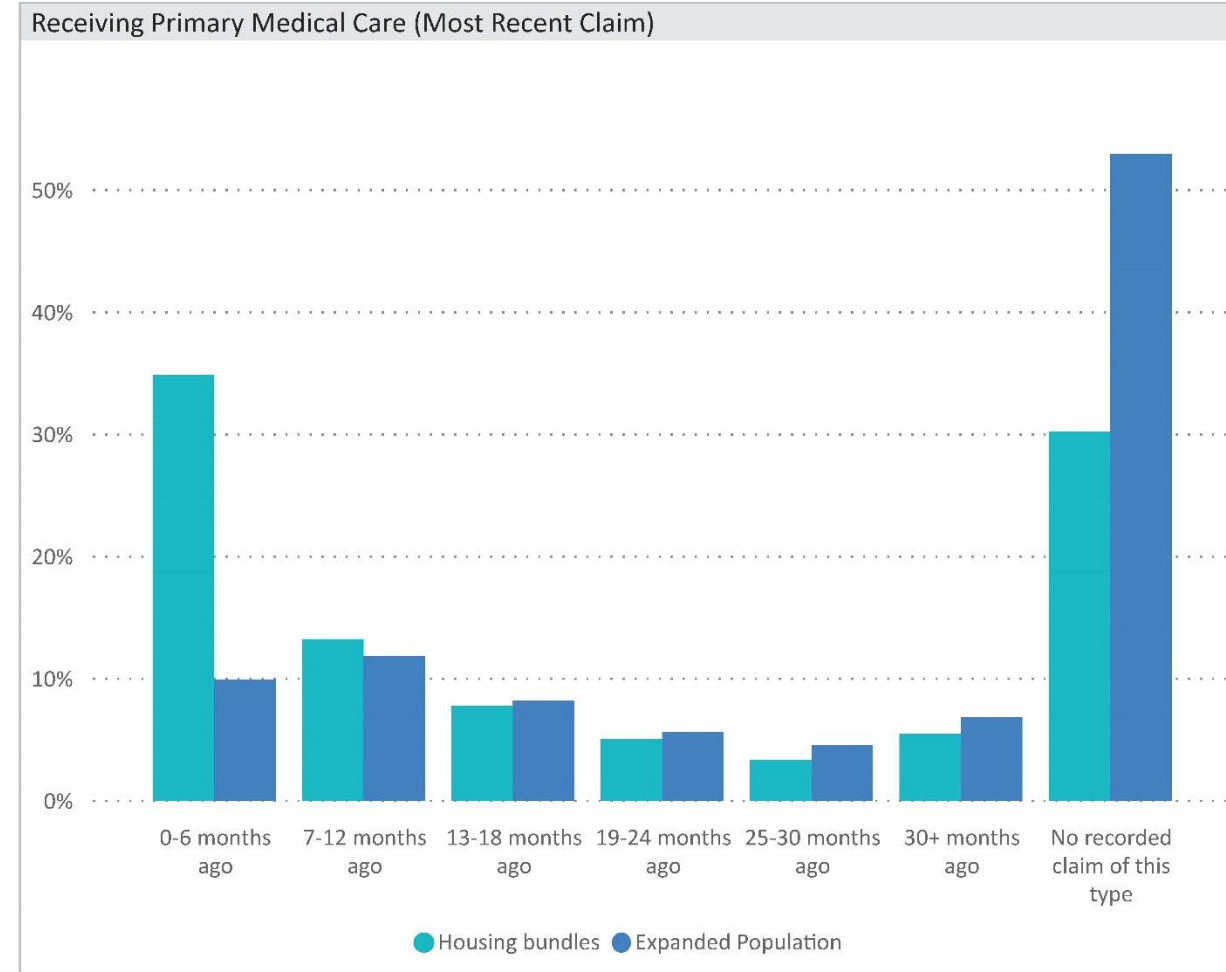
Data source: Social Health Information Exchange.

Notes: Analysis was conducted for people ever enrolled in a housing bundle (1,944) and the expanded population that is visible in the
CHR (632.427). Primary Medical Care was assessed based on the following Current Procedural Terminology (CPT) codes
corresponding to established patient office visits: CPT 99211, CPT 99212, CPT 99213, CPT 99214 and CPT 99215 as recorded by
Alameda Alliance for Health, Anthem Blue Cross and AC Behavioral Health.

11. People Enrolled in Housing Bundles - Race (Jul 2017 - Jun 2020)

Receiving Primary Medical Care (Most Recent Claim - Black or African American, n = 1,012)

Category	Percent
0-6 months ago	36%
7-12 months ago	13%
13-18 months ago	8%
19-24 months ago	5%
25-30 months ago	4%
30+ months ago	5%
No recorded claim of this type	29%

Receiving Primary Medical Care (Most Recent Claim - White, n = 596)

Category	Percent
0-6 months ago	35%
7-12 months ago	13%
13-18 months ago	9%
19-24 months ago	4%
25-30 months ago	3%
30+ months ago	5%
No recorded claim of this type	31%

12. People Enrolled in Housing Bundles - Ethnicity (Jul 2017 - Jun 2020)

Receiving Primary Medical Care (Most Recent Claim - Hispanic or Latino, n = 304)

Category	Percent
0-6 months ago	36%
7-12 months ago	15%
13-18 months ago	5%
19-24 months ago	4%
25-30 months ago	4%
30+ months ago	6%
No recorded claim of this type	30%

Receiving Primary Medical Care (Most Recent Claim - Not Hispanic or Latino, n = 1,616)

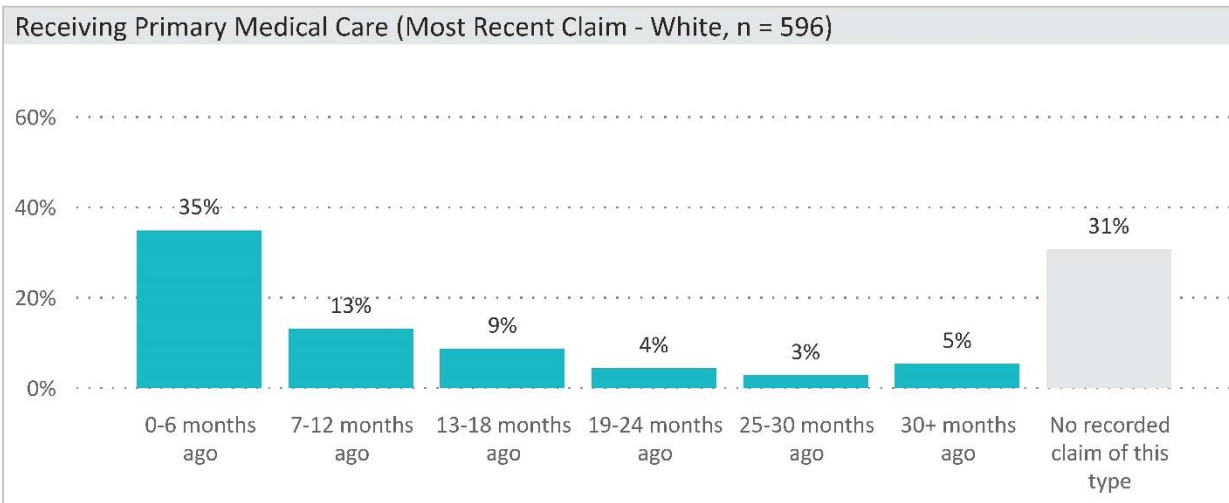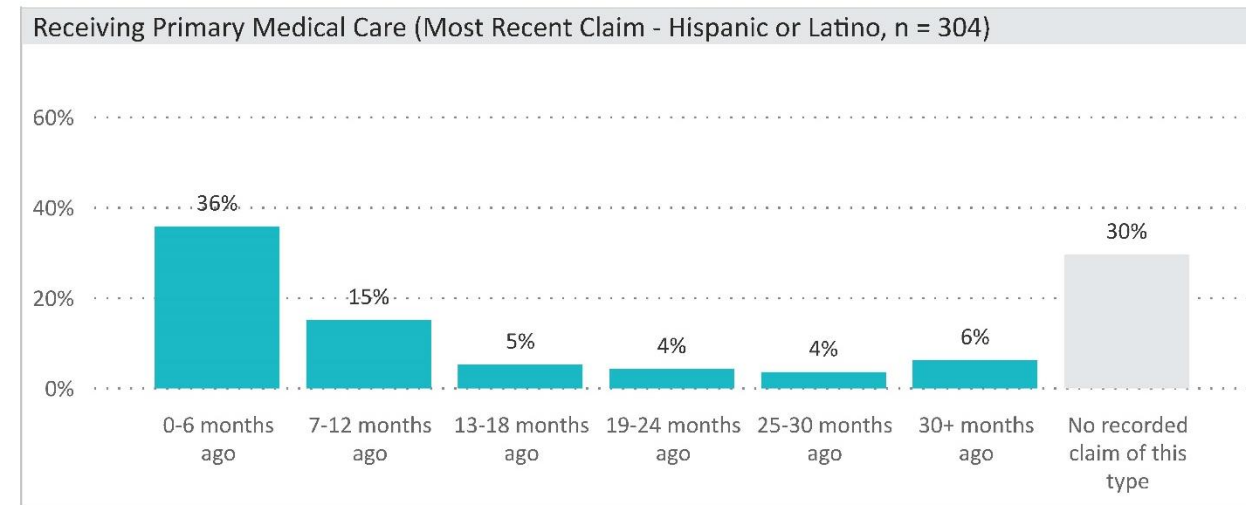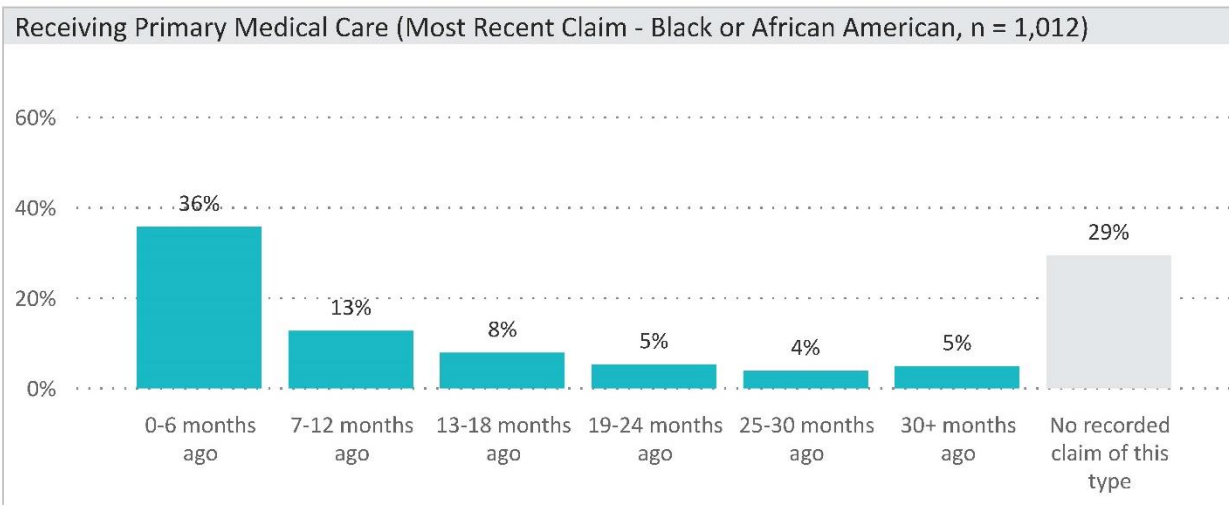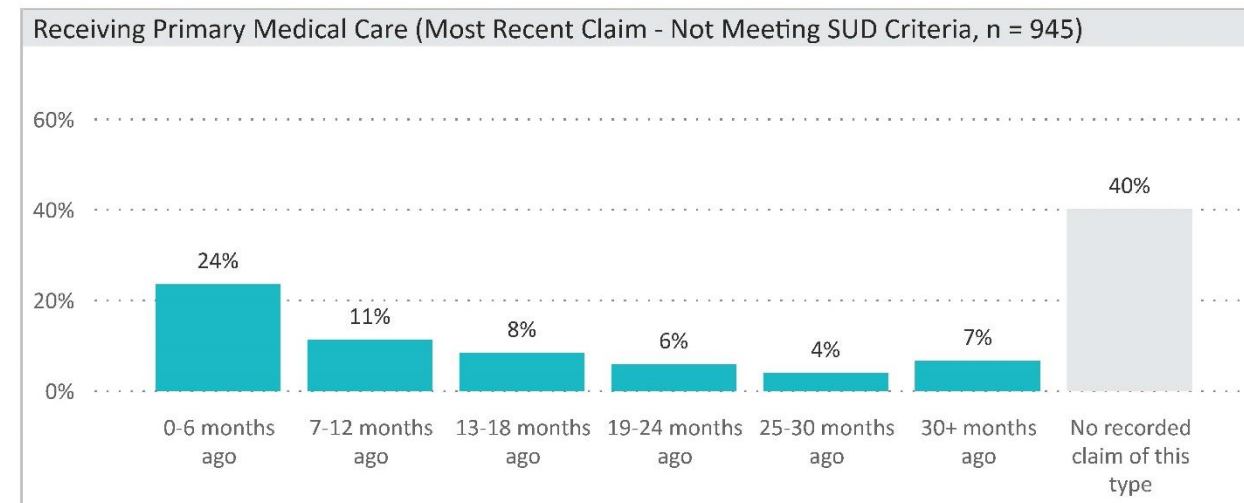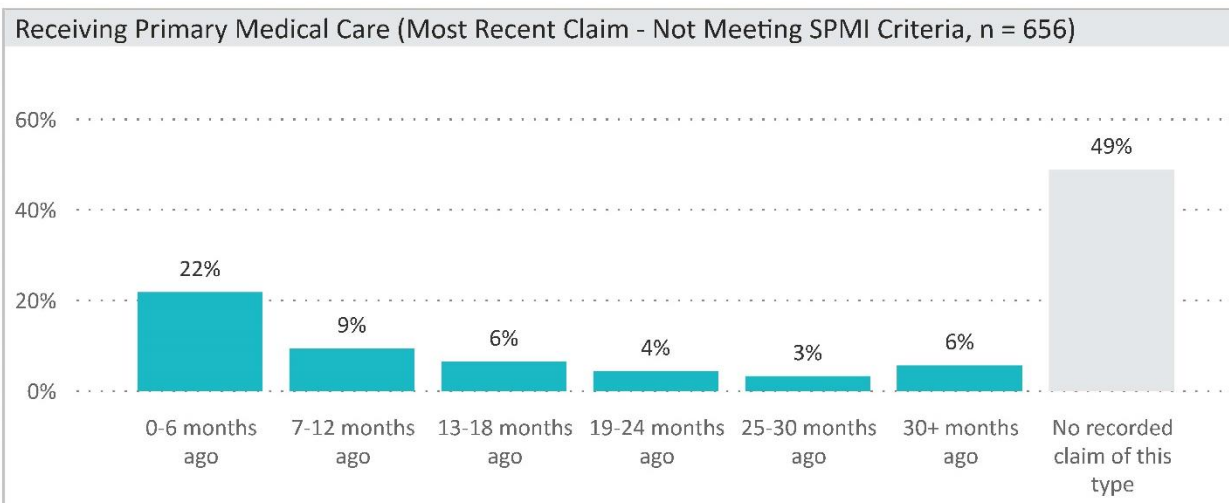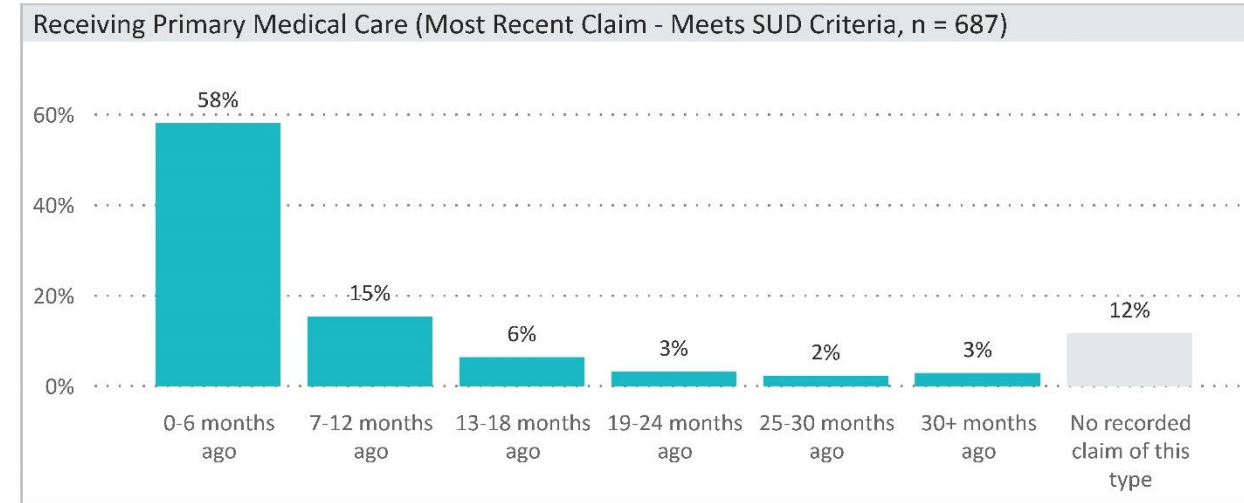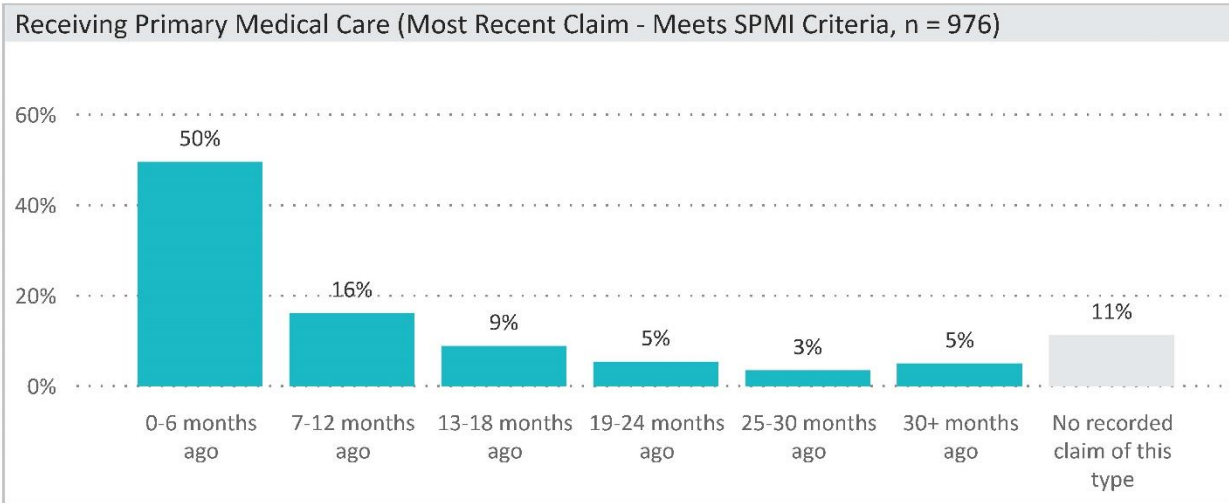| Category	Percent
0-6 months ago	36%
7-12 months ago	12%
13-18 months ago	8%
19-24 months ago	5%
25-30 months ago	3%
30+ months ago	5%
No recorded claim of this type	30%

Data source: Social Health Information Exchange.

Notes: Analysis was conducted for 1,944 people ever enrolled in a housing bundle. Primary Medical Care was assessed based on the following Current Procedural Terminology (CPT) codes corresponding to established patient office visits: CPT 99211, CPT 99212, CPT 99213, CPT 99214 and CPT 99215 as recorded by Alameda Alliance for Health, Anthem Blue Cross and AC Behavioral Health.

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13. People Enrolled in Housing Bundles - SPMI (Jul 2017 - Jun 2020)

Receiving Primary Medical Care (Most Recent Claim - Meets SPMI Criteria, n = 976)

Time period	Percent
0-6 months ago	50%
7-12 months ago	16%
13-18 months ago	9%
19-24 months ago	5%
25-30 months ago	3%
30+ months ago	5%
No recorded claim of this type	11%

Receiving Primary Medical Care (Most Recent Claim - Not Meeting SPMI Criteria, n = 656)

Time period	Percent
0-6 months ago	22%
7-12 months ago	9%
13-18 months ago	6%
19-24 months ago	4%
25-30 months ago	3%
30+ months ago	6%
No recorded claim of this type	49%

14. People Enrolled in Housing Bundles - SUD (Jul 2017 - Jun 2020)

Receiving Primary Medical Care (Most Recent Claim - Meets SUD Criteria, n = 687)

Time period	Percent
0-6 months ago	58%
7-12 months ago	15%
13-18 months ago	6%
19-24 months ago	3%
25-30 months ago	2%
30+ months ago	3%
No recorded claim of this type	12%

Receiving Primary Medical Care (Most Recent Claim - Not Meeting SUD Criteria, n = 945)

| Time period	Percent
0-6 months ago	24%
7-12 months ago	11%
13-18 months ago	8%
19-24 months ago	6%
25-30 months ago	4%
30+ months ago	7%
No recorded claim of this type	40%

Data source: Social Health Information Exchange.

Notes: Analysis was conducted for 1,632 people ever enrolled in a housing bundle. Primary Medical Care was assessed based on the following Current Procedural Terminology (CPT) codes corresponding to established patient office visits: CPT 99211, CPT 99212, CPT 99213, CPT 99214 and CPT 99215 as recorded by Alameda Alliance for Health, Anthem Blue Cross and AC Behavioral Health. Severe and Persistent Mental Illness (SPMI) was defined as (i) receiving care from a Service team or a full service partnership (FPS) in the prior 12 months and/or (ii) 3 or more episodes with an SPMI DX with the last service occurring in the last 3 years (Schizophrenia, Bipolar, Delusional, or Major Depressive Disorders) and/or (iii) 10 or more SPMI DX episodes ever (data goes back as far as 1991). Substance Use Disorder (SUD) was defined as at least one qualified diagnosis in the prior 12 months from any clinical or mental health data provider not holding themselves out as an SUD Treatment facility (e.g. Alliance, Anthem or Mental Health Services).

15. People Served in Housing Bundles (Jan 2019 - Dec 2019)

Improved to Permanent Housing (Enrollment Date to December 2019)
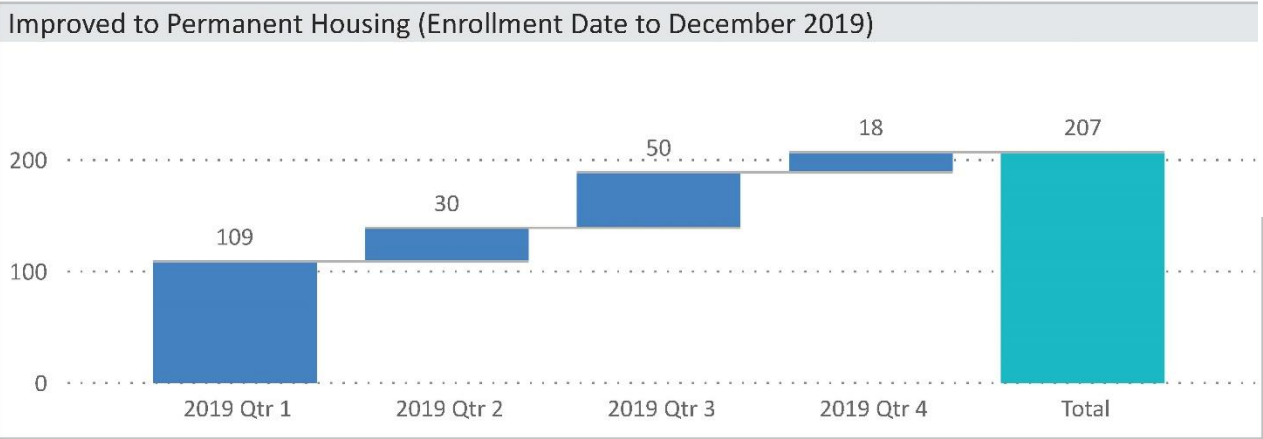
Selected Housing Status Developments

Transition	Base population	Count	Share
From street in January 2019 to sheltered in December 2019	635	220	34.6%
Maintained Permanent Housing from January to December 2019	195	192	98.0%

Data source: Housing Status Monitoring Sheet, 2019.

Notes: This preliminary analysis was conducted using available data in the Homeless Management Information System for 1,175
consumers who were (i) AC3/Medi-Cal eligible, (ii) were enrolled in a housing bundle and (iii) received a housing bundle service in
2019. First quarter data for the visualization includes housing status changes occurring in the period from Enrollment date to
January 2019 as the reference housing status is that at the enrollment date. Permanent Housing in this analysis was defined as:

a) owned by client, no ongoing housing subsidy

b) owned by client, with ongoing housing subsidy

c) rental by client, no ongoing housing subsidy

d) rental by client, with other ongoing subsidy

e) rental by client, with VASH subsidy

f) permanent housing for formerly homeless persons (CoC project; HUD legacy programs; or HOPWA PH, or Rapid Re-housing)

g) living with family (permanent tenure)

h) living with friends (permanent tenure)

Sheltered is broader defined and also includes living with family or friends (temporary tenure), long-term care facility or nursing
home, emergency shelter, interim/bridge housing, residential project or halfway house, medical or psychiatric facility, detox center
and transitional housing.

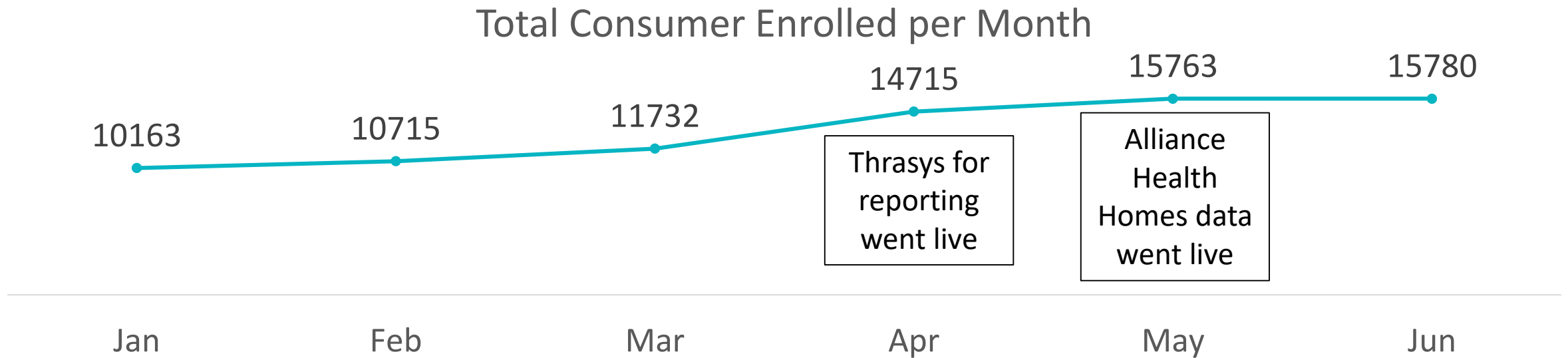An Initiative of **Alameda County Health Care Services Agency**

Data Discussion

- Is this data surprising?

- What is likely behind the data? What are the drivers?

- How can we use the data we have to improve outcomes?

Care Connect Enrollment Highlights*

- **18650 consumers ever enrolled in Care Connect!**
- Average 15,700 consumers enrolled per month
- Average increase of 9.4% enrolled per month in 2020.

Total Consumer Enrolled per Month

10163   10715   11732   14715   15763   15780

| Jan | Feb | Mar | Apr | May | Jun |

Thrasys for reporting went live

Alliance Health Homes data went live

*Data as of June 30, 2020

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SHIE/CHR Operational Updates

- Surpassed 600 users trained!

- 7 Training Sessions in June (107 Users trained)

- Kicking off **Wave 3 (July – September)** training & onboarding; still finalizing a list of about 14 organization (26 programs)

- New **FEMA Shelter Report** released to support COVID-19 isolation hotel operations & 100 Day Challenge Initiative

- **Pharmacy claims** data feed in EDI format now live for both Anthem & Alliance

- **Mortality data** from Public Health now showing in CHR

Care Coordination

- Care Connect is working with 100 Day Challenge team to create 400 viable housing plans for consumers at the COVID hotels
  - Providing support and training (housing problem solving, care connections, relationship building, coaching, and workflow development)
  - Use of the CHR hopefully will be introduced later in the fall
- CalAIM: Capacity Building with CB-CMEs
  - Bright Research Group to survey the Community-Based Care Management Entities (CB-CMEs) to identify their needs for capacity building for Enhanced Care Management
  - Results will guide the training and coaching support over the next year
  - Data will inform further development and expansion of CB-CME networks

Alameda County COVID-19 Housing and Homelessness Updates

Robert Ratner, MD, Housing Services Director,

AC Care Connect, Alameda County Behavioral Health
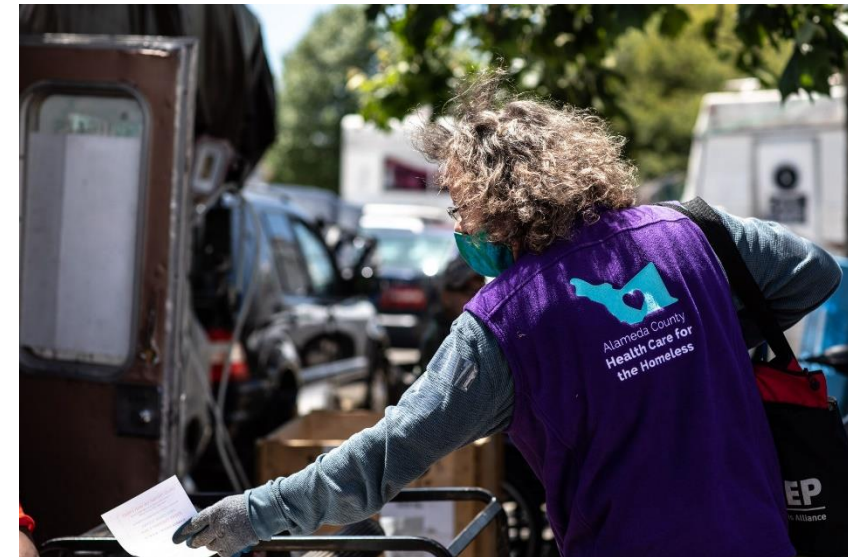
Project Homekey: Operation Comfort and Safer Ground

- Aims to create more non-congregate shelter settings for homeless individuals and households that need to quarantine or isolate

- High "heroic" levels of commitment from housing sector leaders and providers to collaborate and coordinate Project Homekey and Whole Person Care/wrap around services

- Four Counties participating in the **100-Day Challenge: 400** people secure safe stable housing by **September 4th**

Securing Clinical Support at the Hotels

- Clinical support provided by Samuel Merritt University and UCSF Nurse Practitioner students and Falck paramedics

- RFQs: Health vendor pools for comprehensive, ongoing clinical support at hotels

- Seeking support from Nursing Registry services to free up Public Health Nurses

FUN FACT:
Hotel Template Materials on the Public Health Department website have been accessed by 150 public, non-profit and private organizations and individuals in the month of April.

This includes 30 of California's 58 counties ranging from Del Norte to Imperial counties; 21 States including Arizona, Ohio, Montana, Massachusetts, Florida, South Dakota, Tennessee, and the territory of Guam; and Cal OES, FEMA and CDCR.

Project Homekey Goal

- **Total Homeless (based on 2019 PIT)** | 8,022 |

- **Total Occupancy Goal** | 1203 |

    - **Presently Operating** | 803 |

    - **In Progress** | 436 |

- Total Planned by **August 15th** | **1,239** |

Project Homekey Existing Sites

Hotels Leased	City	Max Occupancy	Current Occupancy*	% Occupied	Occupancy Notes	Target Population	Lease	Shelter Contract
Comfort Inn	Oakland	100	37	37%	County lease begins 8/1	COVID+/PUI	State	Abode Services
Quality Inn	Oakland	98	38	39%	Isolation/ Quarantine	COVID+/PUI	County	Abode Services
Radisson	Oakland	285	269	94%	County lease begins 8/1	Homeless/high risk	State	Abode Services
Marina Village Inn	Alameda	50	49	98%	Referrals secured-all reserved	Homeless/high risk women and families	County	Building Futures
Springhill Suites	Newark	119	117	98%	Referring from South, East, Mid-county	Homeless/high risk	County	Abode Services
Total		652	510	78%		*occupancy data updated as of July 16th		

Project Homekey Trailer Sites

Trailers Leased	City	Max Occupancy	Current Occupancy*	% Occupied	Occupancy Notes	Target Population	Lease	Shelter Contract
Alameda Trailers	Alameda	5	4	80%	Alameda Safer Ground	Homeless high-risk	Alameda	Building Futures
Berkeley Trailers	Berkeley	18	15	83%	Berkeley Safer Ground	Homeless high-risk	Berkeley	BFHP
Homebase Trailers	Oakland	128	120	94%	Oakland Safer Ground	Homeless high-risk	Oakland	HCEB
Total		151	139	92%				

Project Homekey Sites Coming Soon

alameda county care connect
A Whole Person Care Pilot

Sites Under Consideration	City	Max Occupancy	Lease/ Occupancy	Open Date	Status	Target Population
New Site	Livermore	126	Lease	7/29	Identifying Vendor	Homeless/ High-risk
Quality Inn	Berkeley	29	Lease/Option	7/21	Approved	Homeless/ High-risk
Rodeway Inn	Berkeley	41	Lease	7/21	Approved	Homeless/ High-risk
Days Hotel	Berkeley	140	Lease	7/24	Approved	Homeless/ High-risk
Scattered Sites	Countywide	100	Lease	7/13	HCSA in Progress	Homeless/ High-risk
Total In Progress		**436**				

Office of Homeless Care and Coordination (OHCC)

- **MISSION**: To bring together coordinated efforts to end homelessness within HCSA

- **VALUES**: Coordinating with other agencies and city leaders

- **GROWTH**: OHCC will evolve over the next few months and years at multiple levels of government

OHCC Activities

- Will utilize Results Based Accountability (RBA) approach to efforts and the population and program level

- Will work with the County Board of Supervisors effort to place a revenue tax measure on the Nov ballot related to housing and homelessness

- Will work in partnership with official governing and policy making bodies including, but not limited to, the Housing and Urban Development (HUD) Continuum of Care Board, Health Care for the Homeless governing board, and ballot measure oversight committee if ballot passes

OHCC and Coordinated Entry

- May become the "management entity" for the Alameda County housing crisis response system and coordinated entry in to the system
- Collaborating to implement upcoming coordinated entry and housing crisis system changes, including
    - greater transparency about available resources and probability of accessing a resource
    - more distributive approach to housing problem solving and standardized assessments
    - increased focus on building pathways to permanent housing
    - promoting expansions in deeply affordable and supportive housing
    - regionally focused street health outreach and coordination

Discussion

- What words or short phrases stand out for you from these descriptions?

- What emotional reactions come up for you when hearing about these upcoming changes?

- How can you and the groups that you represent add to the effort to end homelessness in partnership with this new office?

- What specific key action steps can you take in support of this collective effort?

![alameda county care connect logo]

A Whole Person Care Pilot

Adjourn

Next Meeting: August 21, 2020

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For more information visit
www.accareconnect.org

Appendix: Dashboard slides

AC Care Connect: Whole Person Care Dashboard

5. Elemeno (Jan 2019 - Jun 2020)

Participants

2019 Qtr 2	2019 Qtr 4	2020 Qtr 1	2020 Qtr 2	Total
1	25	119	307	452

Views

2019 Qtr 4	2020 Qtr 1	2020 Qtr 2	Total
133	755	1409	2297

Resources

2019 Qtr 3	2019 Qtr 4	2020 Qtr 1	2020 Qtr 2	Total
31	45	43	34	153
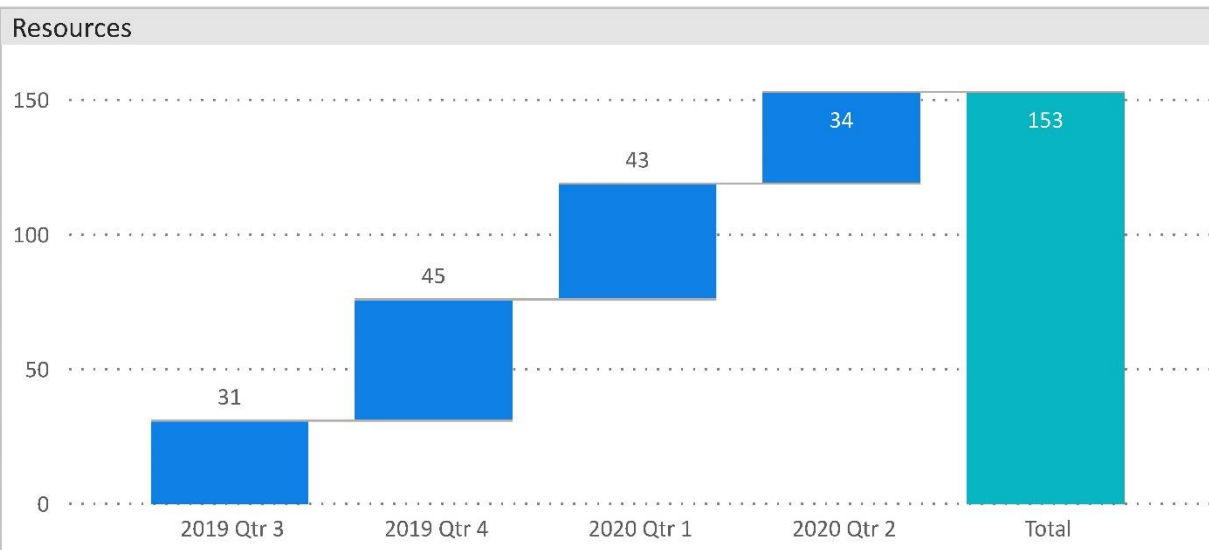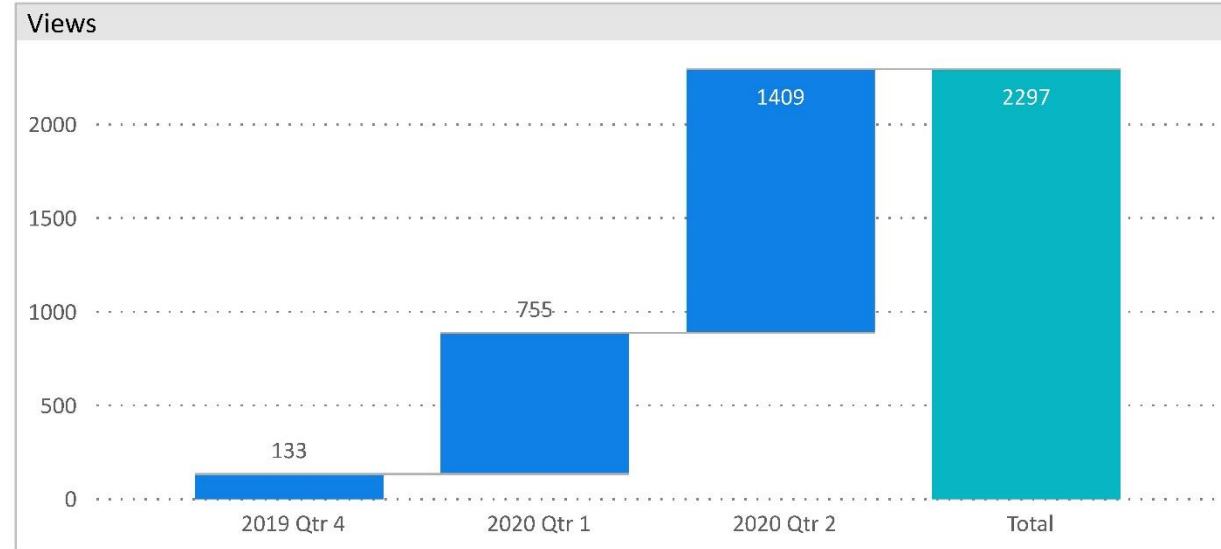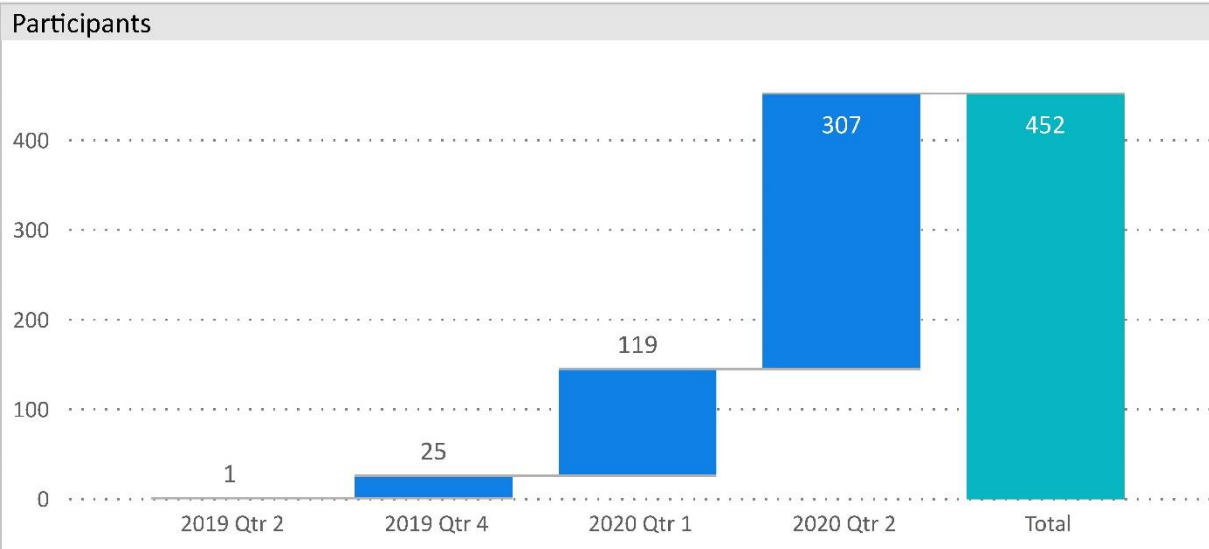
Total Views - Top 10

Resource	Views
Housing Resource Guide for Providers	240
AC3 Acronyms	146
Provider Resource Recommendations	119
Benefits: Food	110
Flexible Housing Funds	94
What To Do If Your Client Is In A Mental Health Crisis	87
Benefits: Income	78
Housing Resource Centers and Coordinated Entry	71
Shower & Laundry Facilities	70
How to connect your client to SUD treatment	65

Data source: Elemeno (views exclude Care Connect Team members and old PDF downloads so conservative count).

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AC Care Connect: Whole Person Care Dashboard

6. Lifelong Medical Care (Sep 2019 - Jun 2020)

Respite Bed Capacity and Utilization

Utilization ● Capacity

County Bed Capacity

Name	Capacity
Abode	2-5
Bay Area Community Services	42
East Oakland Community Project	15
Lifelong Medical Care (AC3 funded)	15

Housing Status Upon Most Recent Departure

Housing Status	Share ▼
Shelter	23%
Medical or treatment facility	20%
Unknown	18%
Place not meant for human habitation	13%
Other	8%
Temporary housing	8%
Deceased	5%
Permanent housing	5%
Long-term care facility or nursing home	3%

Data source: Social Health Information Exchange, Lifelong Medical Care (bed capacity decreased in March to account for social distancing).
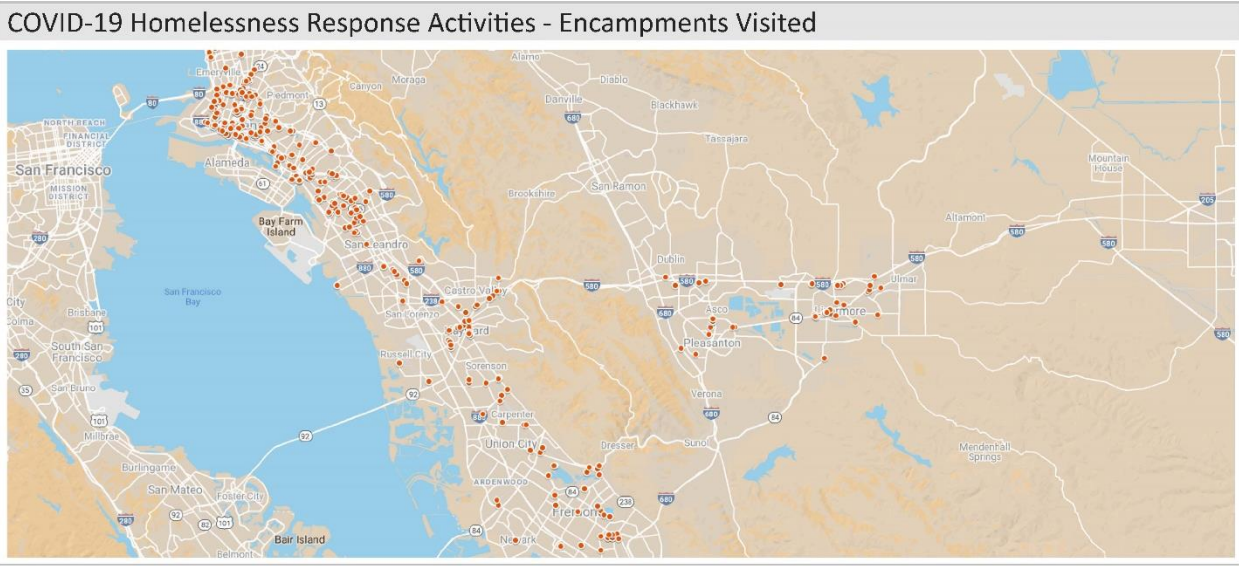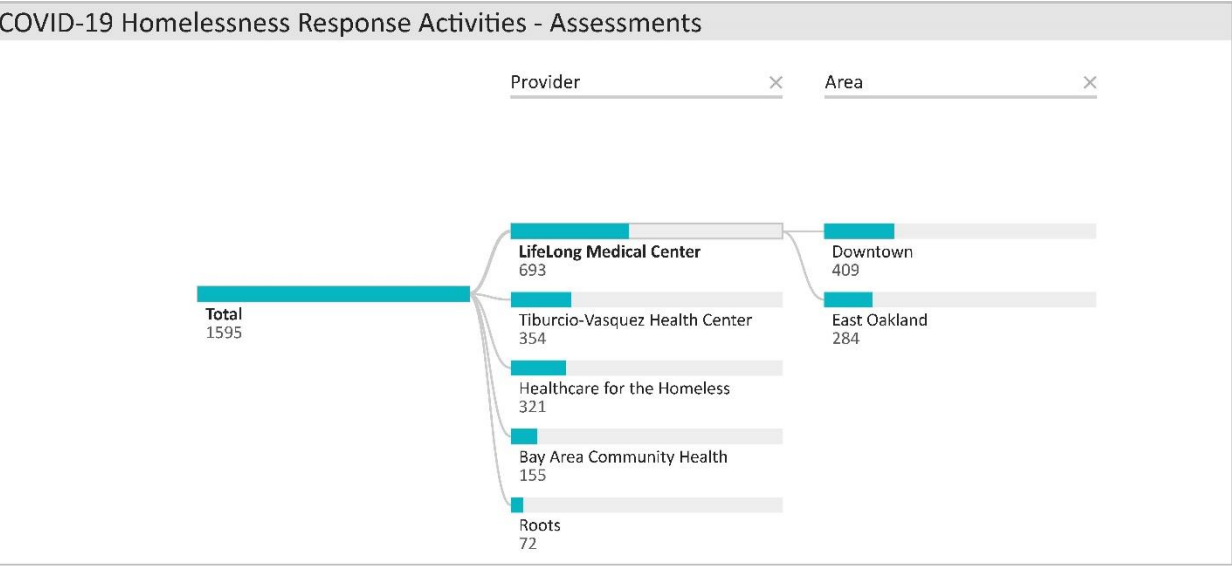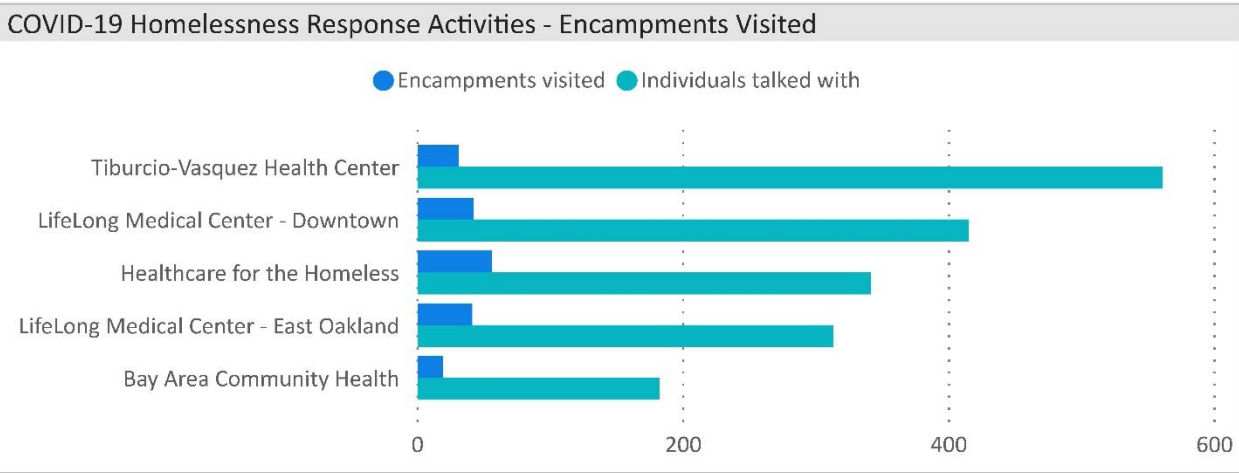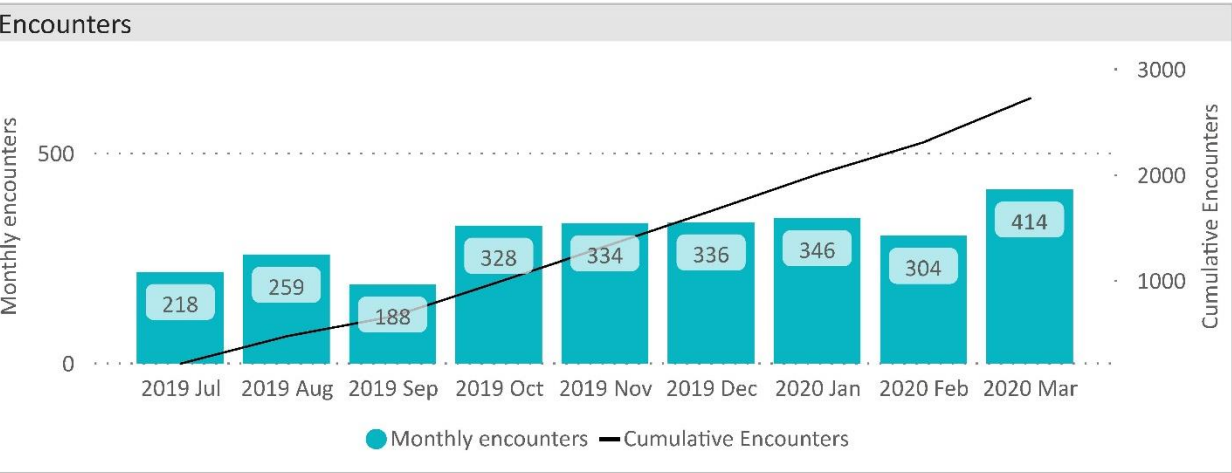
7. Consumer Fellowship Activities (2018 - 2020)

	Fellowship I (Sep 2018 - Jun 2020)	Fellowship II (Jul 2019 - Jun 2020)
Fellows	9	9
Training hours	72	104
Completed projects	17	8

Recent projects

- COVID-19 Alameda County Rapid Response Resources Guide
- Peer-to-Peer Operation Safer Ground Welcome Calls
- 211 Reentry Portal
- Data Sharing Project
- New Employee Orientation
- Putting Care at the Center 2019 Annual Conference Co-Facilitators
- Substance Use Disorder ROI

Data source: Consumer Fellowship team.

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AC Care Connect: Whole Person Care Dashboard

8. Street Health Outreach Teams (Jul 2019 - Jun 2020)

Encounters

Monthly encounters: 218, 259, 188, 328, 334, 336, 346, 304, 414 (2019 Jul – 2020 Mar)

Legend: ● Monthly encounters — Cumulative Encounters

COVID-19 Homelessness Response Activities - Encampments Visited

Legend: ● Encampments visited ● Individuals talked with

- Tiburcio-Vasquez Health Center
- LifeLong Medical Center - Downtown
- Healthcare for the Homeless
- LifeLong Medical Center - East Oakland
- Bay Area Community Health

COVID-19 Homelessness Response Activities - Assessments

Provider ×   Area ×

Total 1595

- LifeLong Medical Center 693
  - Downtown 409
  - East Oakland 284
- Tiburcio-Vasquez Health Center 354
- Healthcare for the Homeless 321
- Bay Area Community Health 155
- Roots 72

COVID-19 Homelessness Response Activities - Encampments Visited

Data source: Alameda County Health Care for the Homeless HRSA uniform data system (Q2 not shown due to outstanding data request as contractor is transitioning its information system) for Encounters and COVID-19 outreach tracking log for COVID-19 Homeless Response Activities (likely to also include activities of non-Street Health Outreach Teams of these organizations).

Notes: Encounters can be duplicated. When during the assessment people were deemed to be COVID-19 symptomatic, subsequent steps were taken, including testing, referrals to Operation Comfort or other appropriate level of care (i.e., Hospital Emergency Department).
Roots data for encampments visited and individuals talked with was unavailable.

9. Permanent Supportive Housing (Jan 2019 - Jun 2020)

Persons Experiencing Homelessness 2019

Jurisdiction	Total ▼
Oakland	4071
Berkeley	1108
Fremont	608
Hayward	487
San Leandro	418
Unincorporated	349
Livermore	264
Alameda	231

(Point-in-Time Count)

Jurisdiction	Total ▼
Emeryville	178
Union City	106
Newark	89
Pleasanton	70
Albany	35
Dublin	8
Piedmont	0

Data source: Alameda County Homeless Count & Survey Comprehensive Report 2019.

New Units (Jan 2019 - June 2020)
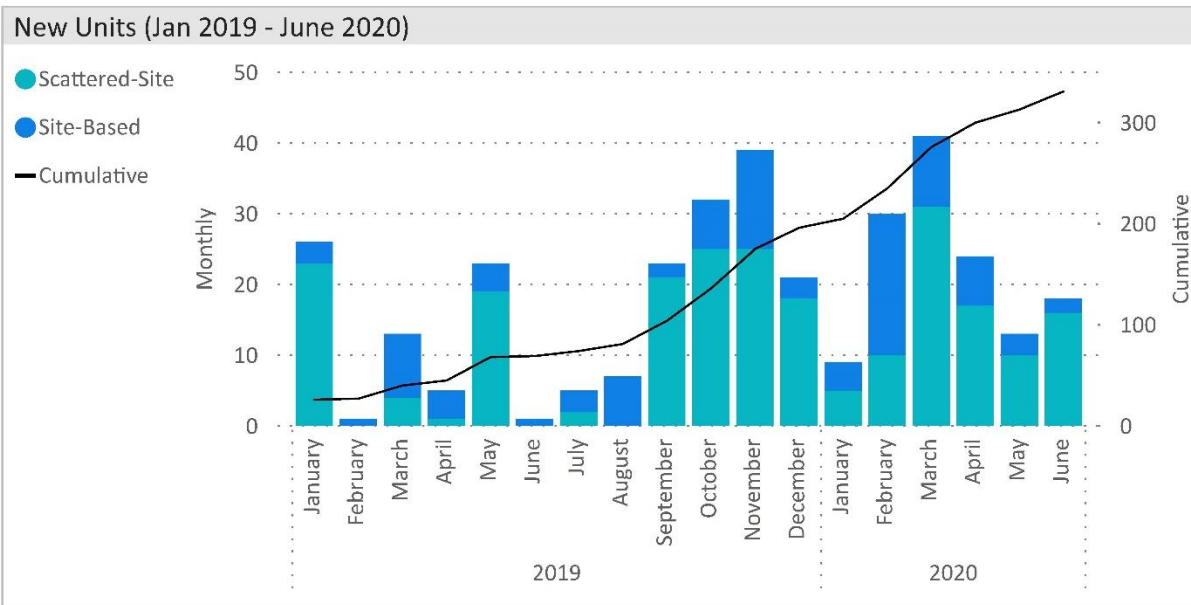
Data source: PSH Matching Log.

Notes: Shown openings required a referral and cover both newly created units and those resulting from attrition.

Units that opened before 2019 or where someone continued to live in at the start of 2019 are excluded.

Pipeline (2020-2023)

Construction (291)   Predevelopment (1030)
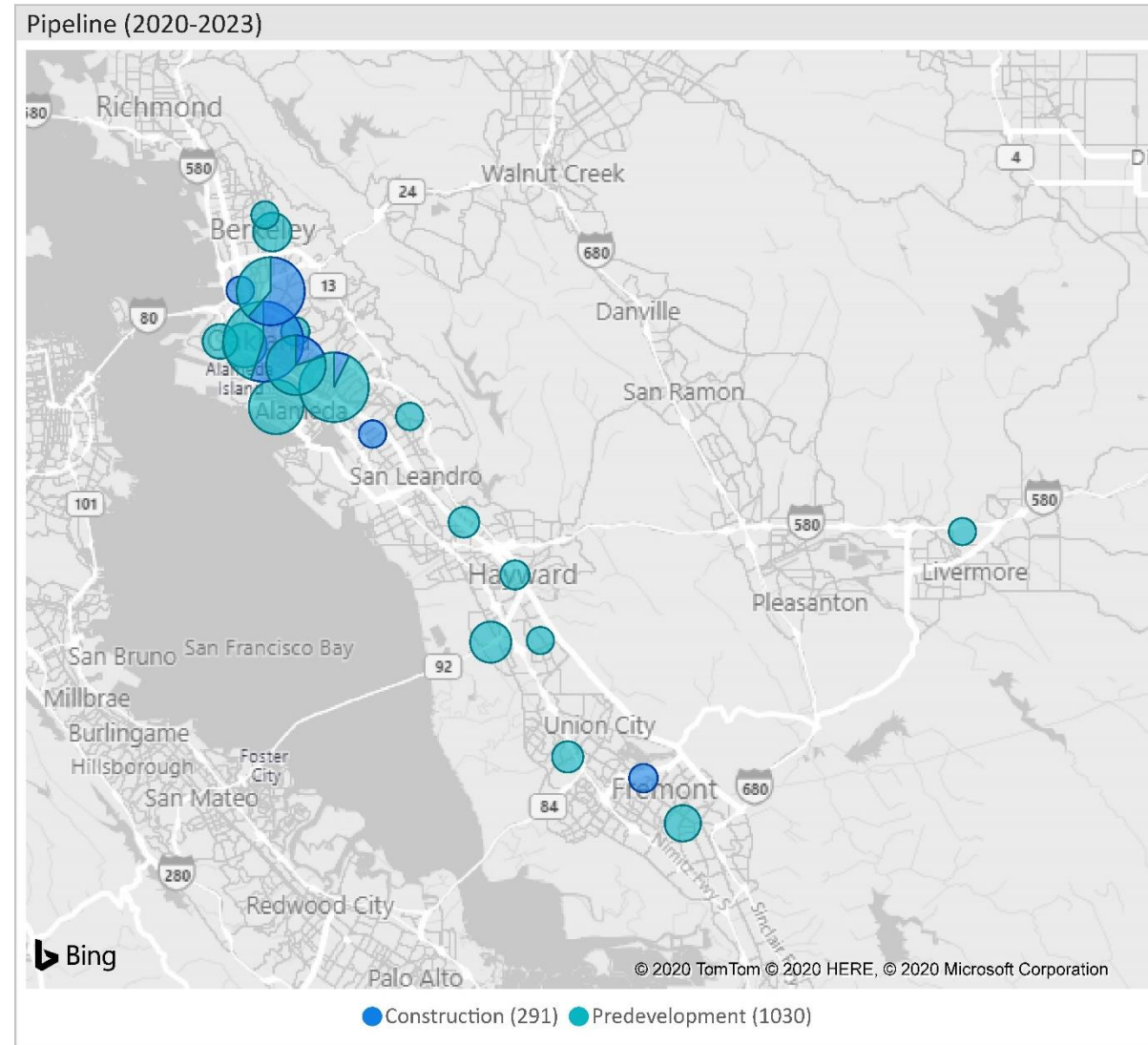
Data source: Permanent Supportive Housing Pipeline Committee (not for public distribution).

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