

August 2020

## Partner Update

Dear Partner,

Welcome to our August *Partner Update*.

In this issue, we bring you highlights from our August Steering Committee meeting and updates on our recent activities that support the delivery of whole person care across Alameda County.

We hope you found last month's issue informative. If you are new to our mailing list and didn't receive the July issue, you can find it [here](#).



[AC Care Connect Website](#)

### New Data in the SHIE-CHR

**New! The Alameda County Care Connect whole person care population now includes individuals who have been recently released from institutions or are justice-involved.** A recent collaboration between Care Connect, the Probation Department, and the California Department of Corrections and Rehabilitation (CDCR) is one example of an effort to improve care coordination across systems and better support those receiving COVID-19 related releases from the CDCR. Click [here](#) for more information.

**New! Publicly-available Santa Rita jail census data is now available in the Community Health Record (CHR).** Census data includes jail stays and releases, and helps providers find lost-to-care consumers to support care coordination and improve

continuity of care. For extra privacy, the information is not flagged in the consumer's record. CHR users who are working closely with the consumer can find it in the Report section. CHR users can also request to be alerted if one of their consumers enters or leaves jail. See the August Steering Committee [presentation](#) for more information.

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## Ensuring Reentry Success

Steering Committee members received an overview of the Alameda County Probation Department (ACPD) from Wendy Still, Chief Probation Officer ACPD. The Chief's presentation covered the distinction between probation and parole, the demographics of probationers, and work by ACPD to connect probationers with services and resources that support reentry. Due to the COVID-19 public health emergency there has been an increase in early releases and a corresponding increase in need for services and resources to help ensure reentry success. Further details of ACPD's work can be found in the August Steering Committee [presentation](#).

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## Continued Growth in Eligible and Enrolled Consumers

Dr. Kathleen Clanon, AC Care Connect Executive Director, presented highlights of outcome metrics from AC Care Connect's dashboard at the Steering Committee meeting. Key metrics include:

### **There are now more than 17,000 consumers enrolled in Care Connect!**

- Current enrollment grew by **7.8%** in August: **17,024**, compared with 15,780 at the end of June.
- Consumer enrollment continues to grow with the number "ever enrolled" (as of August 21) reaching **20,181**, an **8% increase** over June (18,650). This number is a **65% increase** from the consumer enrollment in January of this year and surpasses the stretch goal we had for the end of 2020!
- As of the end of July the Social Health Information Exchange (SHIE) contained data for more than 72,944 consumers who were *ever eligible* for AC Care Connect since the pilot's launch. This was a 4% increase since June. Of these, 40,355 consumers were *currently eligible*, a 6% increase over June.
- The population in the SHIE is temporarily expanded to support care coordination during the COVID-19 public health emergency. The SHIE now includes records for those who are enrolled in Medi-Cal, are Medi-Medi (have both Medi-Cal and Medicare), or are uninsured. Records for 641,159 Alameda County residents are now viewable in the CHR.

### **Continued increase in unique CHR users and 30% increase in signed ISAs**

- The number of unique CHR end users who logged into the CHR continues to increase.
- In July there was a total of 376 signed ISAs in the CHR, a 30% increase over June.

## Highlights of July Activities

### **144 people trained in cross-sector care coordination**

During the month of July 144 people doing critical human services work in Alameda County received training through five courses covering Public Benefits, Self-Care & Stress, Cultural Humility, Empathy Effect, and community-based care management entity (CB-CME) Consumer Engagement. Participants included housing navigator/care coordinator staff and supervisors at our COVID-19 Safer Ground hotels. We expect to train more people over the coming months as additional opportunities for cross-sector training are offered through our optional Care Connect Academy Training and virtual meetings that are part of our 100 & Beyond initiative. (*See below.*)

### **100 Day Challenge to Fight Homelessness: 125 people have viable housing plans**

The 100-Day Challenge set a goal to develop viable housing plans by the end of September for at least 400 homeless consumers currently sheltered in Alameda County's Project Roomkey COVID-19 isolation and quarantine hotels. We are collaborating with the partners who are operating the hotel's isolation and quarantine programs, including Abode Services and Building Futures. As of August 11, 40 days into the Challenge, 125 guests had viable housing plans in place.

### **100 & Beyond Collaborative Kicked Off**

On August 17 we kicked off a four-month collaborative for Safer Ground hotel staff to support the 100 Day Challenge and to ensure this work will be sustained for the long term. The purpose is to strengthen processes and build staff capacity to effectively develop successful housing plans. A Fact Sheet on 100 & Beyond is posted on Elemenio. If you are already registered on Elemenio, click [here](#) to access the Fact Sheet. (Note: If you are not registered on Elemenio, use the self-registration feature by clicking "First time? Create an Account" and entering your organization email [here](#). Then search on "100 & Beyond" to access the Fact Sheet.)

### **Wave 4 Launched**

CHR participants for Wave 4, spanning July - September, have been finalized. They include:

- New programs from Abode, Alameda County Behavioral Health (ACBH), Alameda Health System (AHS), Bay Area Community Health (BACH), Bonita House, Cherry Hill, Emergency Medical Services (EMS) within the Alameda County Health Care Services Agency (HCSA), and LifeLong Medical Care
- New organizations: Asian Health Services, La Clinica, and Building Futures (COVID-19 hotel operator staff)
- UCSF and Samuel Merritt nursing groups that staff the COVID-19 hotels

### **Eighteen Consumer and Family Fellows Graduated**

Our second cohort of Consumer and Family Fellows graduated in June. Over the past three years two cohorts participated in this skill-building and leadership development program. Consumers and family members of consumers were selected to be Fellows based on their having expertise navigating health care and other public systems in Alameda County. Fellows developed their leadership style, deepened their understanding of the healthcare system, and advised system leadership on projects to improve the consumer experience. For more information, click [here](#).

### **Twelve Fellowship Graduates Joined AC Care Connect as Paid Peer-to-Peer Advisors**

Of the 18 graduates, 12 became paid Peer-to-Peer (P2P) Advisors with AC Care Connect. Currently, the P2P Advisors are providing support to AC Care Connect enrollees at the [Eastmont Collaborative](#), conducting outreach to guests at the Safer Ground hotels in Oakland, and serving on the Mam Speaking Outbreak Team, which is seeking to reduce the spread of COVID-19 in Alameda County's Mam speaking community. For more information, see the appendix of the August Steering Committee [presentation](#).

For more information on AC Care Connect, click [here](#).

*Thank you for your ongoing dedication and support of Care Connect, Alameda County's Whole Person Care initiative. Please feel free to share this newsletter by forwarding to friends and colleagues.*

*Your partner in connecting consumers for better health,*

*Kathleen A. Clanon, MD*

*Director, Alameda County Care Connect and Medical Director  
Alameda County Health Care Services Agency*

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#### AC Care Connect Steering Committee Members

**Aaron Chapman**, Alameda County Behavioral Health Care Services | **Kathleen Clanon, M.D.**, Alameda County Care Connect | **Scott Coffin**, Alameda Alliance for Health | **Lori Cox**, Alameda County Social Services Agency | **Elaine de Coligny**, Everyone Home | **Delvecchio Finley**, Alameda Health System | **Colleen Chawla**, Health Care Services Agency | **Beau Hennemann**, Anthem | **John Jones III**, East Oakland Black Cultural Zone and Just Cities | **Karl Sporer, M.D.**, Alameda County Emergency Medical Services | **Wendy Peterson**, Senior Services Coalition | **Ralph Silber**, Alameda Health Consortium | **Wendy Still**, Alameda County Probation | **Suzanne Warner**, Housing and Community Development

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