

**Director's Report  
June 21, 2019**

Congratulations to our former Crisis Liaison, Dr. Melissa Vallas who was recently promoted to Deputy Medical Director for Alameda County Behavioral Health. We are grateful for the vision and work Dr. Vallas did with Care Connect – the work she started continues as many of the programs she facilitated partnerships for or initiated are now getting up and running. While fulltime in her new role, she is continuing to guide the crisis work through a weekly meeting with our ACBH Crisis staff.

**MAY MILESTONES and UPDATES**

**John George Case Conference receives positive provider feedback**

- With the role change for Dr. Vallas, the John George Case Conference on frequent utilizers of Psychiatric Emergency Services has been handed off to Ann Elliot, Critical Care Manager for ACBH. She'll be joined frequently in facilitation by Keturah Hood, LCSW, Alameda Health System John George's Supervising Psychiatric Social Worker.
- The hand-off occurred in March 2019 and has been going very well with providers offering a lot of positive feedback. Many thanks to Ann and Keturah for their partnership.
  - Providers' feedback on John George Case Conference includes:
    - Don't feel alone in working on these problems
    - Makes me feel hopeful that others are working to change the system
    - Brings different viewpoints and information to the table
    - Look at clients from different perspectives – like a puzzle that's becoming more complete
    - More whole person perspective – how client looks when not at PES, when more stable

**Sustainability Steering Committee met for the first time in May**

- Regular updates on sustainability will be made during Steering Committee meetings.
- The updated AC Care Connect Project Roadmap will also be presented at the next Steering Committee meeting by RDA.

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### Treatment of Agitation in the Field pilot has slower than expected uptake

- Consumers continue to experience positive results in the small percentage of cases olanzapine has been administered voluntarily since mid-Dec 2018 through the end of May 2019.



- Paramedics Plus sent out a survey to their paramedics earlier this month. Results of the survey are still coming in; they will be analyzed, followed up on, and reported back.

### Document readiness campaign prepared 91 people to apply for Permanent Supportive Housing

- Thanks to the work of EveryOne Home, Home Stretch, and Housing CBO partners including Bay Area Community Services (BACS) and Homeless Action Center (HAC), these individuals, who were at the top of the Alameda County Coordinated By-Name List (BNL) of individuals experiencing homelessness, now have all their documents ready.
- We reported in September 2018 that 3,656 people were on the BNL, of which 2,973 were homeless and disabled. Of the top 50 on the BNL, only 22 percent had all of their housing portfolio documents and the projected estimate was that only 10 percent of the overall BNL had documents.
- This campaign targeted the top 150 people on the BNL in March and April 2019.
- The campaign was able to use a new function in Homeless Management Information System (HMIS) to upload documents so that they can be stored electronically.

### The Skills Development Unit begins to build a pool of trainers

- The SDU facilitated its first Training of Trainers for Motivational Interviewing, bringing on 6 new trainers.
- This is one strategy to sustain trainings beyond the Whole Person Care pilot.
- After the TOT, participants self-reported an 80 percent increase in understanding of how to deliver the training.
- The SDU is working with the Harm Reduction Coalition to plan a Training of Trainers for Harm Reduction in July.

### Alameda County's Information Technology Department found that the SHIE's data protection requirements and layered approach to security are "strong" and "sophisticated"

- Care Connect requested an assessment of the current health and progress of the SHIE, which included an evaluation of the system and identification of opportunities to improve.

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- The “Health Check” found that, thanks to the valuable insights gained from nearly 2 years of pCHR implementation, management of the project has been mature and professional, and the program governance structure is appropriate and functioning well.
- The Health Check Assessment Report identified recommendations that will strengthen the long-term sustainability of the SHIE, including:
  - Expanding involvement of all relevant stakeholders, listening more and increasing formal communication and engagement
  - Implementation of routine independent security audits
  - Frequent trainings of end users to support adoption

### **JUNE MILESTONES and UPDATES**

#### **Care Coordination Academy comes to a close**

- The Care Coordination Academy’s last session was June 17, and included discussion about sustainability and updates from AC Care Connect, a look back at highlights from previous Care Coordination Academies, and recognition for the individuals, organizations, and sectors that have had the most participation in AC Care Connect trainings.
- Trainings facilitated by the Skills Development Unit will continue, with trainings in Harm Reduction, Social Determinants of Health, Empathy Effect and Cultural Humility scheduled for June.

#### **Housing Solutions for Health Vendor Pool launches**

- A new housing services vendor pool is now being used to expedite the contract execution time by as much as six months.
- 25 vendors have qualified so far and are available for immediate contracting.
- The vendor pool accepts applications on a rolling basis, so vendors can apply anytime to be considered for upcoming contracts.

#### **The first Consumer and Family Fellows Cohort graduates on June 24**

- Nominations for the second cohort are closed; the new cohort will start in September.
- This cohort will focus on consumers who have utilized Eastmont Town Center services or have family members who have.

#### **Community Health Record is now set to launch in September**

- In order to provide enough time to process incoming data streams into the SHIE, AC Care Connect has agreed to move Wave 1 launch to September.
- User testing will occur from mid-July through late August.
- Trainings for AC Care Connect program staff will take place in mid-September and from the end of September through to the end of October for end users.
- The following organizations will be a part of the Wave 1 CHR implementation:
  - Alameda Health System (Complex Care Program), Lifelong, Tri-City, East Bay Innovations, and Tiburcio Vasquez
  - Alameda Alliance for Health and Anthem Blue Cross

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- Alameda County Behavioral Health, Alameda Health System (John George), and Pathways to Wellness
- Abode and BACs
- The pCHR is scheduled to ramp down in December.

### **UPCOMING JULY MILESTONES**

#### **Care Communities launch**

- The first of three Care Communities kicks off on July 8 to provide deeper support, problem solving, and technical assistance to a limited number of programs across sectors serving consumers in the same regional area.
- The first Care Community will stretch from July through December 2019, and is focused on organizations serving consumers experiencing homelessness in Oakland.
- The work includes expanding the sectors present at the existing Housing Resource Center By-Name List (BNL) meeting, deeper case conferencing to engage Care Connect's frameworks of Culturally Affirmative Practice and REAL BASIC while unsticking care and making connections for specific consumers
- Group work will clarify and improve systems and processes for working together and one-on-one support will be provided to address care coordination challenges facing each participating program.
- Two subsequent Care Communities will begin in the first and second halves of 2020 focused on other populations and regions.

#### **Crisis Connect is on track for a soft launch, with a full launch scheduled for August 2019**

- Offers to Alameda County Behavioral Health Clinician staff have gone out and the hiring process is underway.
- Interviews for Peer staff will begin at the end of June.
- StreamWrite, LLC – an Emeryville-based company – has been selected to provide a patient engagement platform.
- The program will live in ACBH Crisis as a two-year pilot and if it is successful, the program will very likely continue beyond the two years.

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