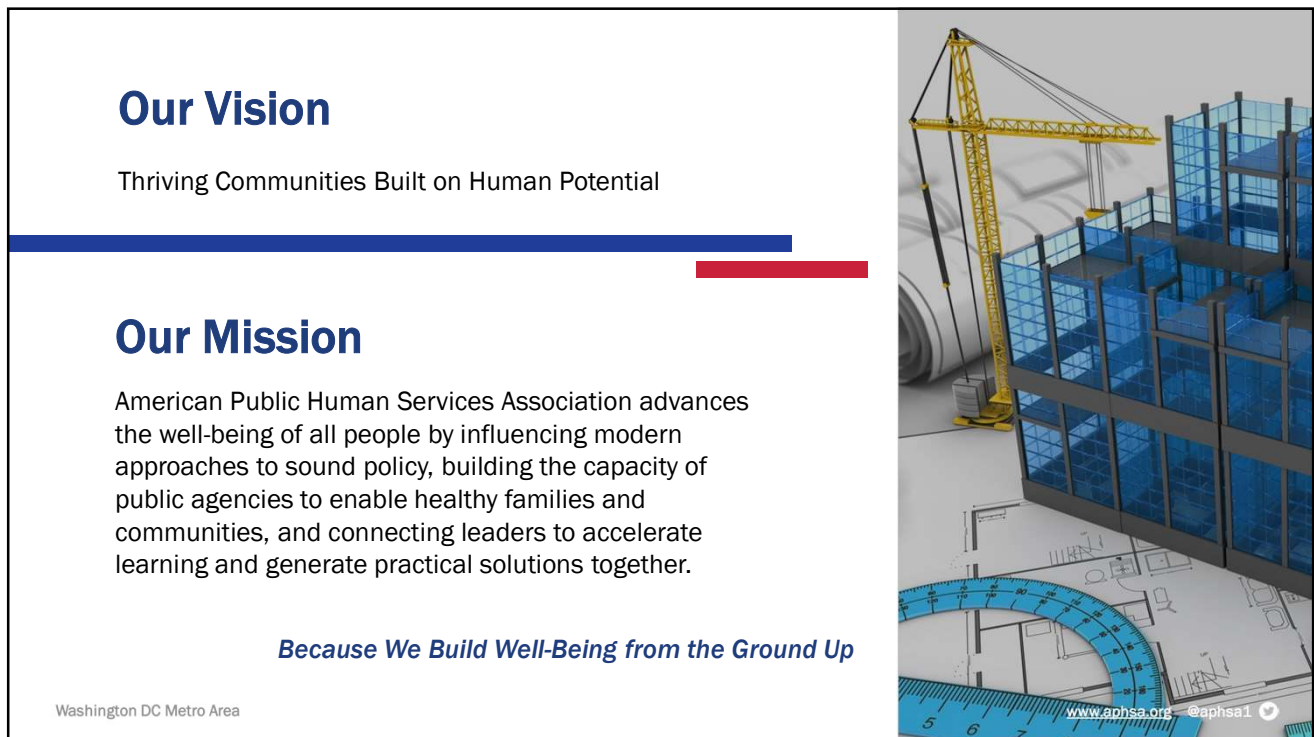




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2020

EVENTS & MEMBER ENGAGEMENT OPPORTUNITIES
(as of October 2019)


JUNE 7-10 <small>POLICY AND PRACTICE</small>  APHSA NATIONAL HEALTH AND HUMAN SERVICES SUMMIT ARLINGTON, VA	AUGUST 3-6 <small>PROGRAM INTEGRITY</small>  NAPIPM EDUCATION CONFERENCE PORTLAND, OR	AUGUST 23-26 <small>SNAP/TANF</small>  AASD/NASTA EDUCATION CONFERENCE MILWAUKEE, WI
SEPTEMBER 13-16 <small>TECHNOLOGY</small>  ISM ANNUAL CONFERENCE KISSIMMEE, FL	OCTOBER 4-7 <small>ORGANIZATIONAL EFFECTIVENESS</small>  NSDTA EDUCATION CONFERENCE SPOKANE, WA	OCTOBER 18-21 <small>LEGAL</small>  AAHSA EDUCATION CONFERENCE COLUMBUS, OH

Thriving Communities Built on Human Potential

WWW.APHSA.ORG @APHSA1

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We Aim to:




Washington DC Metro Area

Influence integrated and outcome-focused policy and practice to advance system-level transformation in H/HS.

Build knowledge and capacity in the field that enables Value Curve Progression and fosters the desired outcomes.

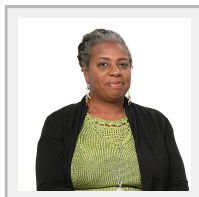
Connect members, peer communities, and partners with each other to accelerate learning and generate solutions together.



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Presenters



BARBIE ROBINSON

Director

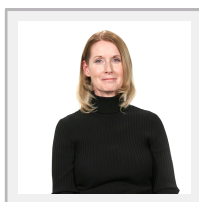
*Sonoma County Department of
Health Services*



KEN WOLSEY

Associate Partner and Project
Delivery Executive

IBM



CAROLYN STAATS

Director of Innovation

County of Sonoma



CHRISTINA BECKER

Knowledge Mobilization Manager

APHS A

Thriving Communities Built on Human Potential

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Accessing Coordinated Care & Empowering Self-Sufficiency

ACCESS Sonoma:

Enabling multi-discipline teams to deliver safety net services to county residents with complex needs

Barbie Robinson

Director of Health Services, County of Sonoma

Carolyn Staats

ACCESS Sonoma IT Innovation Director, County of Sonoma

March 2020



Taylor Mountain, Santa Rosa, CA - Michael Park 2018

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The Challenge...

Sonoma County has experienced disproportionate homelessness

- In the 2018 Point in Time Homeless Count, Sonoma County was among the top three suburban counties in America.*
- The 2019 count was 2951 homeless individuals, an 11% increase over the 2018 count.
- Sonoma County is 77% higher in per-capita homelessness by CoC category than the next highest suburban county in America.
- Significant contributors to Sonoma County's homeless problems are high housing costs, low vacancy rates, and displacement due to the recent wildfire disasters.

**The 2018 Annual Homeless Assessment Report (AHAR) to Congress*

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The Solution...

Integrated Care Management



- Safety net Front-line staff
- Community partners
- Coordinated problem-solving
- Coordinated goal-setting

+

Enabling Technology



- Sharing data across siloes
- Integrated care plan anytime anywhere

=

Successful Outcomes



- Housing and sheltering
- Behavioral health and medical services
- Economic assistance
- Food assistance

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ACCESS Sonoma Results

2018 -2019 High Needs Homeless Residents

- 32% of clients in Coordinated Case Management were housed
- 13% placed in shelters
- 85% of clients in CCM we assisted with receiving Social Services such as G.A., Cal Fresh, MediCal, SSI, and IHSS.

ACCESS Sonoma Pilot Program has Served to Date

- 1,951 unique individuals
- 1,758 were enrolled in Outreach and Engagement services and provided services.
- Up to 200 unique individuals have received coordinated case management in a year and a half.



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ACCESS Sonoma Results by Cohort

2018-19 High Needs Homeless Residents

- **1,900** individuals served through outreach and engagement
- **98** received intensive case management (ICM)
 - Median age: 53 years (range 25-72 years)
 - 58% male

Outcomes for ICM clients (through Dec 2019):



54.1% housed or sheltered



85.5% connected with social services (General Assistance, CalFresh, MediCal, SSI, or IHSS)

2019 Emergency Dept. High-Utilizer Pilot

- Sutter, Providence, and Kaiser Hospitals pilot ACCESS with high ED utilizer cohort.



32% decrease in ED utilization after 5 months in Intensive Case Management.



32% decrease in cost to the hospitals over 5 month period



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ACCESS Sonoma Results by Cohort

2019-20 Joe Rodota Trail (JRT) Encampment

- Largest homeless encampment in Sonoma County history (250+ occupants).
- Encampment posed numerous health, environmental, and public safety hazards
- Board of Supervisors dedicated **\$12 million** to increase the capacity of our system of care and support the success of our unsheltered residents.



ACCESS Sonoma Results by Cohort

2020 Mental Health Diversion Cohort

- To date the program has received 15 referrals.
- Receiving approximately 1-2 referrals per week at this time.
- Completed assessments on 13 of the 15 referrals.
- Have accepted 4 felony referrals to date, however two of the four were rejected by the Court. P.D. and D.A. are working with Courts to resolve.
- Conducting weekly care coordination meetings with the full IMDT to discuss cases.
- Completed the initial phase of system design in Watson Care Manager.



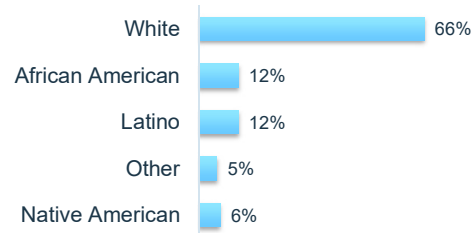
ACCESS Responds

Between December 2019-January 2020:

- **258** occupants received 282 consultations from the care team assessing interest in services and housing needs
- **134** occupants enrolled in ACCESS
- **104** occupants were housed and/or connected with residential treatment. 60 other occupants refused housing placements offered to them.

Occupant characteristics:

- 57% male
- Median age: 48 years (range 18-77 years)

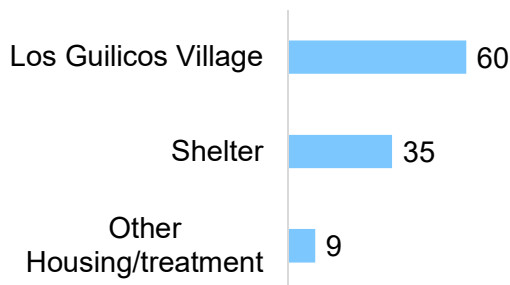


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JRT Housing Placements



Los Guilicos Village



Current Status

- Performing daily case management at Los Guilicos and other locations.
- Conducting rapid response and engagement with new encampments as they form.
- Continuing outreach and engagement with individuals not yet in case management.
- Preparing individuals for moves from shelter into housing.

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Updates on Occupants of Los Guilicos Village

- Occupants are receiving on-site case management and have access to shuttle transportation. Peer leaders are working collaboratively with site operators to establish community rules.
- Planning for future housing is underway, and 13 occupants will be transitioning into County-purchased supportive housing environments

Notes from case managers:

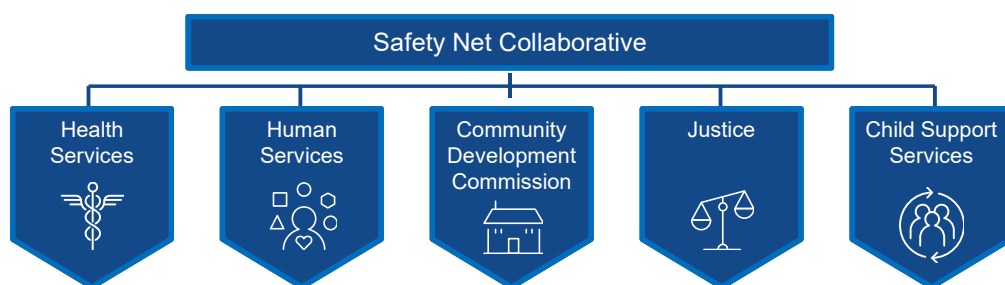
- “The clients seem to enjoy their ability to sleep, eat and recover. Several expressed an interest in creating a garden and access to job search.”
- “One man who has pancreatic cancer said he was so happy to be off the streets. He stated he had never been homeless before this. I met another woman who was on her way to work at Denny's, reminding us that being in a homeless situation doesn't mean that people aren't actively trying to better their lives.”



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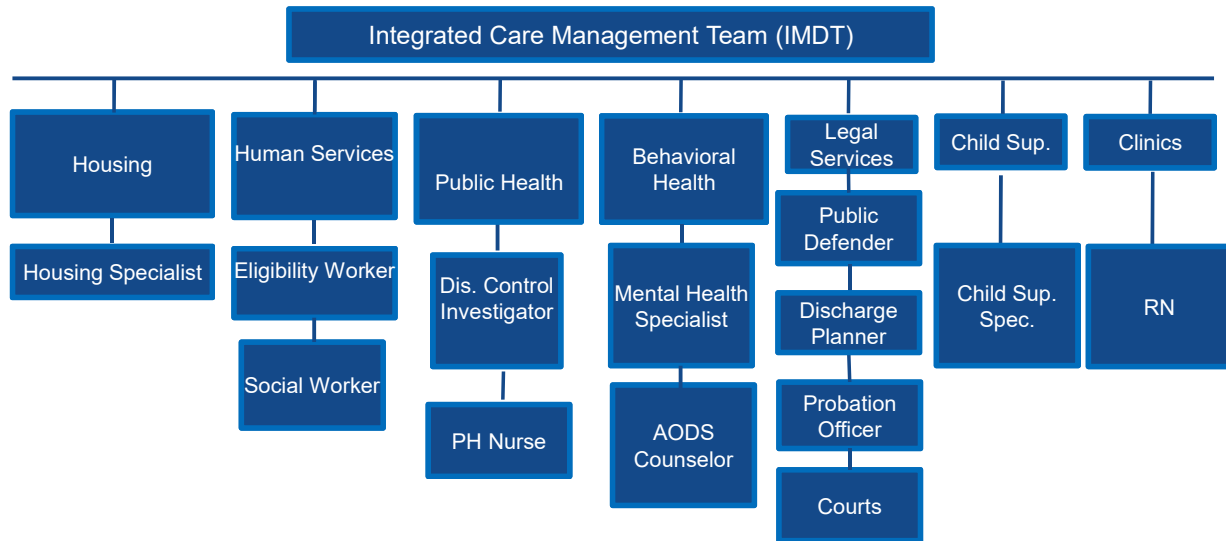
ACCESS Organizational Structure



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Organizational Structure- Integrated Care Management Team



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ACCESS Sonoma Key Components

The Interdepartmental Multidisciplinary Team

- The IMDT staff from across the Safety Net departments
- Structured to case manage multiple cohorts simultaneously.
- Technology can support largest county in State
- Created a flexible blueprint for how counties can case manage various populations in need of collaborative care.

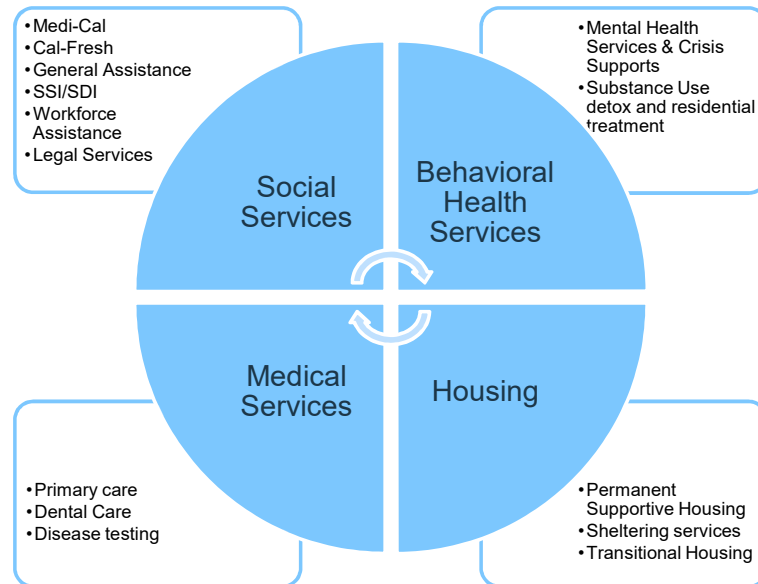


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Types of Services Coordinated



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Staffing Ratios Per Cohort

Cohort Name	Number of Staff	Number of FTE	Description of Staff
JRT Team	7	7	1 Supervisor and 6 Case Managers
HEART Encampment Team	7	7	1 Supervisor and 6 Case Managers
Sonoma Complex Fires	4	4	4 Case Workers
High Needs Homeless/WPC	12	10.5	1 Supervisor, 9 Case Managers, 2 Clerical
Mental Health Diversion	4	4	1 Supervisor, 2 Case Managers, 1 Clerical
Kincade Fire	7	7	7 Case Managers

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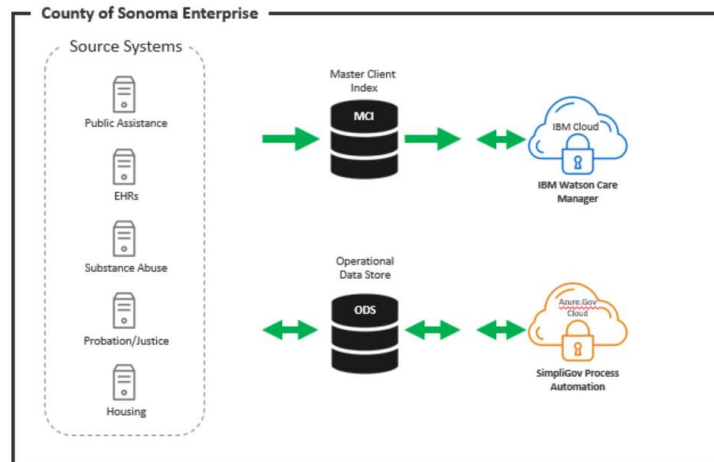
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ACCESS Sonoma Key Components – Integrated Data Systems

The ACCESS Data Hub

- Integrated data hub combines data from safety net source systems.
- Integrated holistic view of the client
- Cloud-based, mobile care coordination shared by all team.
- Community-based organization participation and referral capability.



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The screenshot shows the IBM Watson Care Manager interface for a client named Martin Shore. The left sidebar contains client information: 53 Years, 12/1/1966, Male, Priority: Not Set, Alerts (2), Virtual Record, and Actions. The main content area has tabs for Summary, Plan, Programs, Data, History, and Team. The Summary tab is active, displaying sections for Care Team Safety Concerns, Programs, Assessments, Latest Touchpoint, Protective Factors, Employment History, High School Education, Job Skills, Goals, Current Actions, Health Background, Places Frequented, and Care Team. The Care Team section lists several team members including Carolyn Staats, Jessica Hetherington, Watson Demo, Abigail Garcia Diaz, and Cruz Lopez.

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Collaboration tools for Interdepartmental Multidisciplinary Teams

Care Team

- Carolyn Staats
Lead Care Manager
707-5655472
- Jessica Hetherington
BH: Eligibility Social Worker
- Watson Demo
Lead Care Manager
- Abigail Garcia Diaz
HSD EA: Senior Eligibility Specialist
- Cruz Lopez
Care Manager - not Primary
707-5654812

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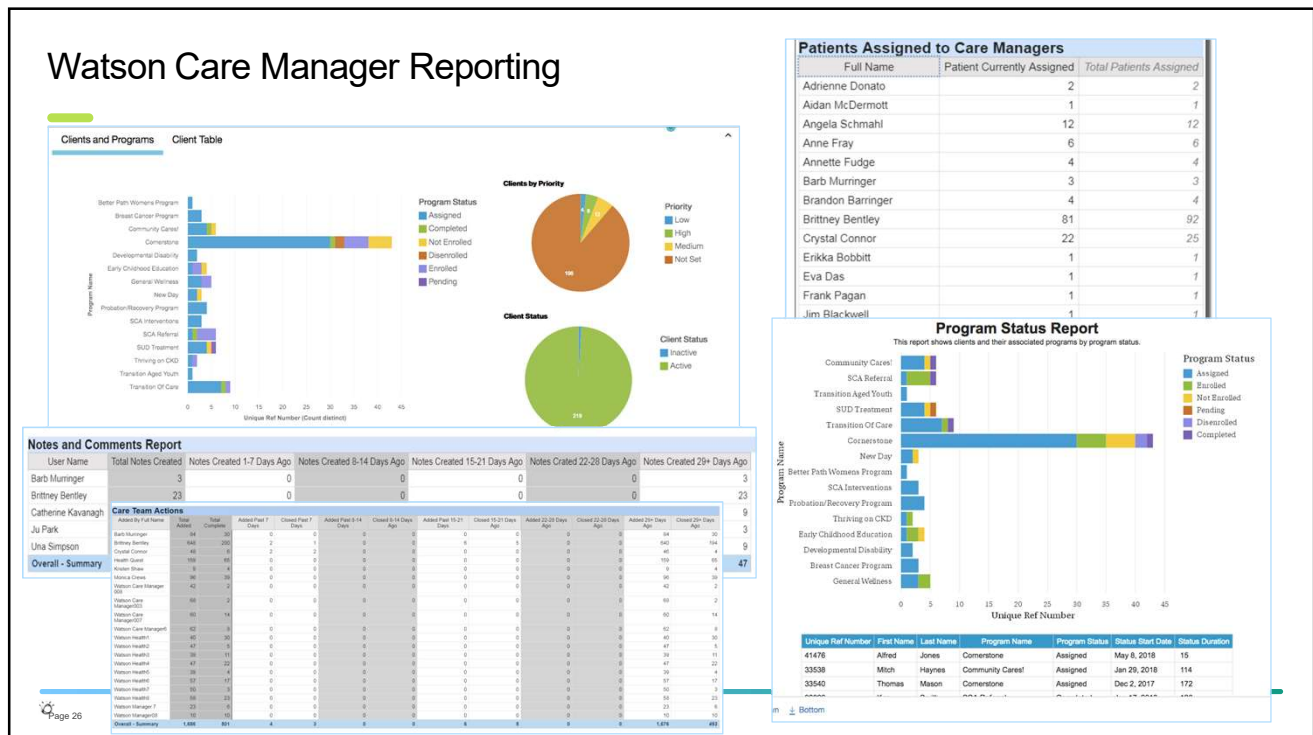
Protective Factors provide the IMDT insights into strengths that can be applied no matter the program

Places Frequented provide the IMDT with real-world information for in-person service delivery.

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ACCESS Sonoma Success Story

Client Success Story

A 43-year-old single mother of a teenage son, enrolled in Coordinated Care Management (CCM), is now living in supportive permanent housing after experiencing homelessness for over a year.

Although the mother had mental and physical health challenges, she ensured her son kept up with his education while living together in her car.

She adhered to the program meeting goals even when she felt like giving up. Throughout this time high needs homeless staff continued to support her continued participation in the program encouraging her while she struggled during low points.

Despite her personal challenges this client was very determined to continue working the high needs homeless program and raise her son, ultimately achieving success not only for herself but her family too.



In Conclusion

- The ACCESS Initiative has been highly successful in its short time and the has received a number of honors for its results—helping those vulnerable individuals in our community to achieve independence and stability in their lives.
- The ACCESS Sonoma Initiative has won 3 awards this year alone: Financial Times Intelligent Business Award, National Association of Counties Achievement Award and an IBM Watson Health Award.
- Counties and states across country have reached out and expressed interest in our approach. We have presented this model at conferences and to government entities throughout the nation.
- We believe this work has the potential to work beyond just Sonoma County and invite you to consider legislation that would support similar efforts in states and counties across America.

Questions & Discussion

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