

Moving People Forward on Their Path to Self-Sufficiency

In Partnership with Sonoma County & IBM

APHSA
American Public Human Services Association

INFLUENCE
BUILD
CONNECT

IBM

Thriving Communities Built on Human Potential

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1

Our Vision

Thriving Communities Built on Human Potential

Our Mission

American Public Human Services Association advances the well-being of all people by influencing modern approaches to sound policy, building the capacity of public agencies to enable healthy families and communities, and connecting leaders to accelerate learning and generate practical solutions together.

Because We Build Well-Being from the Ground Up

Washington DC Metro Area

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2

2020
EVENTS & MEMBER ENGAGEMENT OPPORTUNITIES
(as of October 2019)

APHSA
American Public Human Services Association

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

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3

We Aim to:

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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4

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
APHSA

5

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

6

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*

The Solution...

Integrated Care Management



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Enabling Technology



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Successful Outcomes



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

- Sharing data across siloes
- Integrated care plan anytime anywhere

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

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.



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



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.



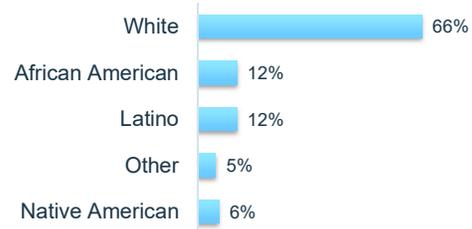
ACCESS Responds

Between December 2019-January 2020:

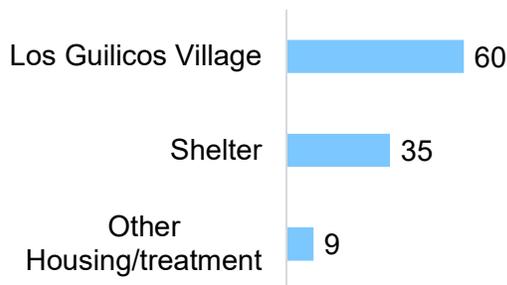
- **258** occupants received 282 consultations from the care team assessing interest in services and housing needs
- **134** occupants enrolled in ACCESS
- **104** occupants were housed and/or connected with residential treatment. 60 other occupants refused housing placements offered to them.

Occupant characteristics:

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



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.

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

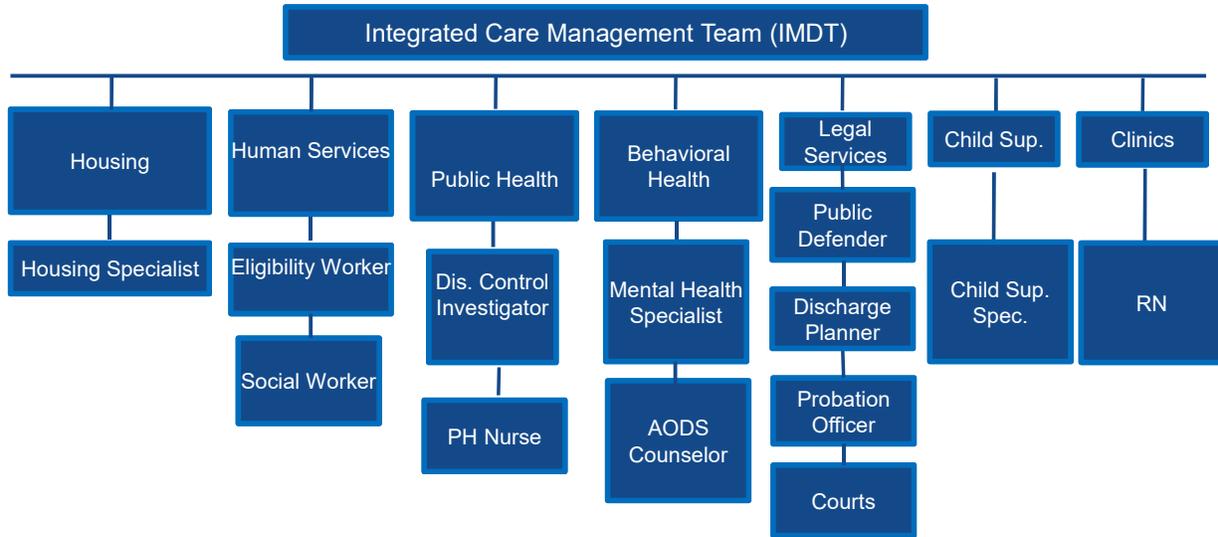
Notes from case managers:

- “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.”

ACCESS Organizational Structure



Organizational Structure- Integrated Care Management Team



17

17

17

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.

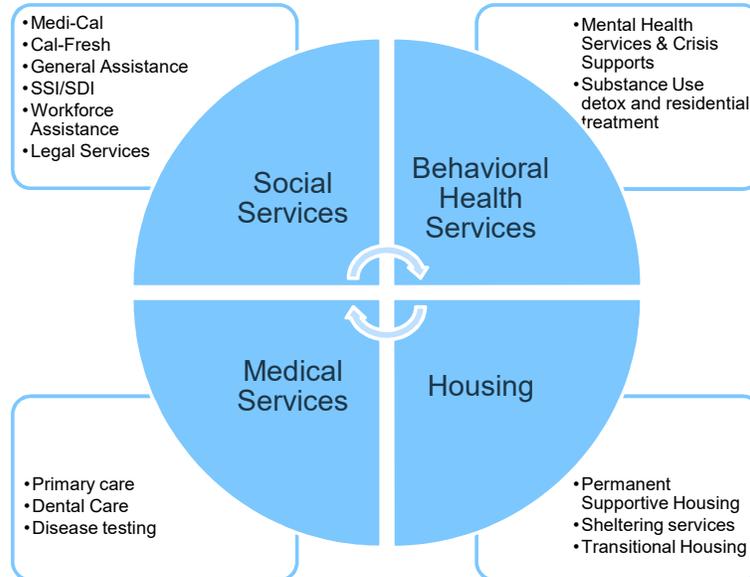


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18

Types of Services Coordinated



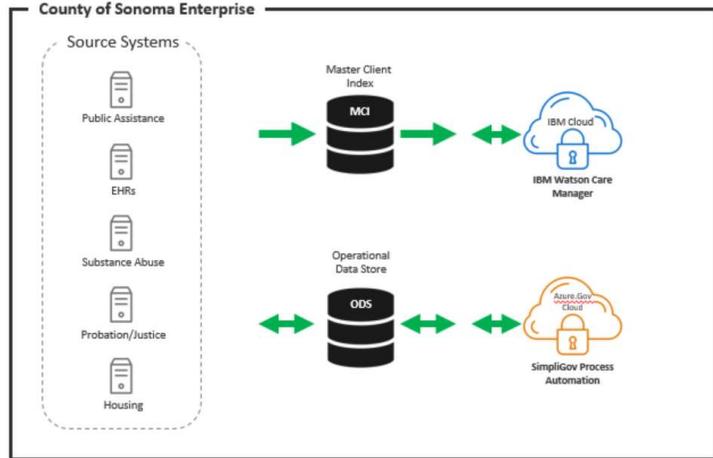
Staffing Ratios Per Cohort

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

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.



21

The screenshot shows the IBM Watson Care Manager interface for a client named Martin Shore. The left sidebar displays client information: 53 years old, born 12/1/1966, male, priority not set, with two alerts and a virtual record. The main summary area is divided into several sections:

- Care Team Safety Concerns:** Dangerous Living Conditions, Dangerous Living Conditions, 6th St Bridge visit requires appropriate footwear - lots of drug paraphernalia on ground including used sharps.
- Programs:** WPC Intensive Case Management.
- Assessments:** PHQ-4 (Anxiety/Depression: Patient Health Questionnaire 4-item) with sub-scales for Anxiety (5) and Depression (5) as of 10/7/2019.
- Latest Touchpoint:** Face to Face Other: Successful, Good meeting with client reviewing goals and updating.
- Protective Factors:** Income, Currently working with IHSS for about 20 hours a month; Positively Engaged in Behavioral Health Treatment; Employment History; High School Education; Job Skills.
- Goals:** Adequate Behavioral Health Treatment, Safety Screening, Needed Physical Health Services, Adequate Consistent Income.
- Places Frequented:** Russian River area, Works with WCCH and goes to Clean Day, 6/4/2019.
- Current Actions:** Follow Recommended Mental Health Treatment (6/11/2019), Determine Housing Need (6/11/2019), Establish Mental Health Provider (6/11/2019), Connect client to other shelter (winter shelters, Redwood Gospel Mission, Day Centers) (6/11/2019), Determine Need for Safety Planning (6/11/2019).
- Health Background:** Diabetic, shoulder pain possibly needing an.
- Care Team:** Carolyn Staats (Lead Care Manager), 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).
- Planned Actions:** No Records.
- Personal Background:** Homeless living out in the Russian River area. Lots of social contacts out there including WCCH. Has kids but estranged. Has had a few ex wives but...

22

IBM Watson Care Manager

Summary

Care Team Safety Concerns

Dangerous Living Conditions . Dangerous Living Conditions. 6th St Bridge visit requires appropriate footwear - lots of drug paraphernalia on ground including used sharps

Protective Factors

Income . Currently working with IHSS for about 20 hours a month

Places Frequented

Russian River area. Works with WCCH and goes to Clean Day. 6/4/2019

Current Actions

Follow Recommended Mental Health Treatment 6/11/2019

Determine Housing Need 6/11/2019

Establish Mental Health Provider 6/11/2019

Connect client to other shelter (winter shelters, Redwood Gospel Mission, Day Centers) 6/11/2019

Determine Need for Safety Planning 6/11/2019

Health Background

Diabetic, shoulder pain possibly needing an

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

Collaboration tools for Interdepartmental Multidisciplinary Teams

23

IBM Watson Care Manager

Summary

Care Team Safety Concerns

Dangerous Living Conditions . Dangerous Living Conditions. 6th St Bridge visit requires appropriate footwear - lots of drug paraphernalia on ground including used sharps

Protective Factors

Income . Currently working with IHSS for about 20 hours a month

Positively Engaged in Behavioral Health Treatment .

Employment History .

High School Education .

Job Skills .

Goals

Adequate Behavioral Health Treatment

Safety Screening

Needed Physical Health Services

Adequate Consistent Income

Places Frequented

Russian River area. Works with WCCH and goes to Clean Day. 6/4/2019

Current Actions

Follow Recommended Mental Health Treatment 6/11/2019

Determine Housing Need 6/11/2019

Establish Mental Health Provider 6/11/2019

Connect client to other shelter (winter shelters, Redwood Gospel Mission, Day Centers) 6/11/2019

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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.

24

Goals highlight the areas of focus for Martin

Actions track the activities Martin and the IMDT are taking, working towards his Goals

25

Watson Care Manager Reporting

Clients and Programs

Client Table

Clients by Priority

Client Status

Patients Assigned to Care Managers

Full Name	Patient Currently Assigned	Total Patients Assigned
Adrienne Donato	2	2
Aidan McDermott	1	1
Angela Schmahl	12	12
Anne Fray	6	6
Annette Fudge	4	4
Barb Murringer	3	3
Brandon Barringer	4	4
Brittney Bentley	81	92
Crystal Connor	22	25
Erikka Bobbitt	1	1
Eva Das	1	1
Frank Pagan	1	1
Jim Blackwell	1	1

Notes and Comments Report

User Name	Total Notes Created	Notes Created 1-7 Days Ago	Notes Created 8-14 Days Ago	Notes Created 15-21 Days Ago	Notes Created 22-28 Days Ago	Notes Created 29+ Days Ago
Barb Murringer	3	0	0	0	0	3
Brittney Bentley	23	0	0	0	0	23
Catherine Kavanagh						
Ju Park						
Uha Simpson						
Overall - Summary	47					

Program Status Report

This report shows clients and their associated programs by program status.

Unique Ref Number	First Name	Last Name	Program Name	Program Status	Status Start Date	Status Duration
41476	Alfred	Jones	Cornerstone	Assigned	May 8, 2018	15
33538	Mich	Haynes	Community Care	Assigned	Jan 26, 2018	114
33540	Thomas	Mason	Cornerstone	Assigned	Dec 2, 2017	172

26

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.



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27

27

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.

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28

28

