

February 11, 2020

Dear Alameda County Behavioral Health (ACBH) Stakeholders,

Last year, the Adult/Older Adult System of Care (AOASOC) wrote an informational memo describing some of the goals we would work on in collaboration with our provider/stakeholders over the next several years. I would like to take the opportunity to remind you of the goals, update you on each goal's progress, and frame our work over the next year.

GOALS:

1. Integrate Managed Care Principles into the AOASOC
2. Divert people with lived experience from the most restrictive settings and provides a majority of services in the community
3. Emphasize coordination of care through systems integration and collaboration among partners
4. Provide culturally responsive and affirming services in the community where our beneficiaries live
5. Use quality improvement strategies and results-based accountability measures to ensure we know "how much we're doing, how well we did it, and who is better off" as a result

Please see below for a status update on each of the above 5 goals:

Goal 1: Integrate Managed Care Principles Into the AOASOC

- A. Utilization management pilot for inpatient subacute facilities
Status: Started with full implementation early FY 20-21
- B. Increased Technical Assistance on documentation and billing for community-based providers
Status: Ongoing
- C. Implementation of regular oversight meetings for care coordination/case management services
Status: Started 2019
- D. Creation and hiring of Clinical Review Specialists to assist with review of individuals receiving services in our outpatient clinics and programs as well as our inpatient subacute programs
Status: Started late 2019

Goal 2: Divert people with lived experience from the most restrictive settings and provide a majority of services in the community

- A. Amber House voluntary Crisis Stabilization Unit and Crisis Residential Treatment Program
Status: Opened September, 2019
- B. Addition of a Second Mobile Crisis Team
Status: Added July, 2019





- C. Post-crisis follow up team (phone only)
Status: Started August, 2019
- D. Familiar Faces follow up team (field and phone)
Status: Started October, 2019
- E. Community Connections (field-based homeless outreach)
Status: Started June, 2019
- F. Urgent Medication Services at ACBH Clinics
Status: Started (Oakland Community Support started January, 2019; Tricity Clinic, September, 2019; Valley Clinic February, 2020; Eden Clinic to be determined)
- G. Prop 47 award for the implementation of a modified diversion program
Status: Planning for implementation started November, 2019

Goal 3: Emphasize coordination of care through systems integration and collaboration among partners

- A. Creation of a system-wide care coordination meeting focused on familiar faces (high utilization of the most restrictive and most expensive behavioral health, forensic, and physical health environments)
Status: In progress with goal of full implementation late Fall 2020
- B. Incentive project for discharge planning between inpatient psychiatric hospitals and service teams
Status: Begins March, 2020
- C. New policies for Care Coordination and Transitions of Care
Status: Completed December 2019. Policies will be reviewed regularly with providers during quarterly meetings.
- D. System planning for young adults transitioning into the Adult System of Care
Status: Started early 2019
- E. Training certificate programs focused on working with older adults, individuals with co-occurring disorders, forensically involved individuals, and individuals experiencing trauma to assist with better care coordination and individual needs
Status: Started December, 2019
- F. Integration of physical health and behavioral health starting with expectation that all persons receiving services are connected to a health home and receive an annual physical exam
Status: Implemented in full service partnerships with implementation for service team's FY '20- '21

Goal 4: Provide culturally responsive and affirming services in the community where our beneficiaries live

- A. Availability of telephone translation services for all providers
Status: Started FY '19- '20
- B. Planning for the possible creation of culturally-specific service teams
Status: Not started






- C. Implementation of Afiyacare, an outreach team to persons who have been forensically-involved with an emphasis on persons who are African American.
Status: Started March, 2019

Goal 5: Use quality improvement strategies and results-based accountability measures to ensure we know “how much we’re doing, how well we did it, and who is better off” as a result

- A. Annual Full-Service Partnership fidelity review
Status: Started June 2019. Programs that do not score above a 3.4 will be subject to a performance improvement plan.
- B. Full Service Partnership Incentive Initiative
Status: Started FY '18-19 and ongoing as part of a conversion to value-based payments
- C. Continued move towards outcomes-based measures for all service levels
Status: Ongoing
- D. Creation of Clinical Review Specialist to review documentation and provide technical assistance to Full Service Partnerships and Community-based Service teams
Status: Started October, 2019

We are excited by the work that has been accomplished in the last year and look forward to focusing on these projects coming to fruition. In keeping with Dr. Tribble’s instruction, the AOASOC will spend the next several years focusing on our quality of care and “how much we’re doing, how well we did it, and are people better off” because of our care. We will also align ourselves with the Medi-Cal Healthier California For All initiative (<https://www.dhcs.ca.gov/provgovpart/pages/medi-calhealthiercaforall.aspx>), the Board of Supervisors Health 2026 initiative, and the Health Care Services and ACBH mission, vision, and values.

Again, we thank you all for your steadfast efforts on behalf of our community. We are available for questions or comments at any time.

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Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Service Agency