



Alameda County Care Connect A Whole Person Care Pilot

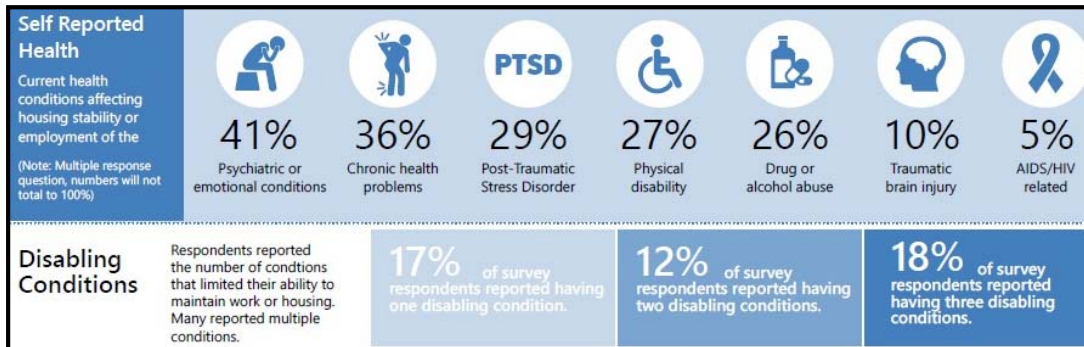


Alameda County Health Care Services Agency

Sep, 2017



Homelessness and Health

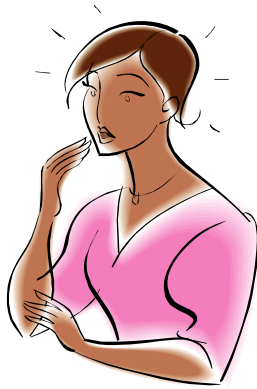


Taken from Alameda County: 2017 Point-in-Time Count and Survey

Alameda County Health Care Services Agency



Grace



- History of multiple 5150s for grave disability and suicidality
- Bipolar disorder and severe lung disease
- Her mother died and she became homeless
- Transported by ambulance from the field 43 times in 6 months
- Recently living on the streets



Whole Person Care Pilots and Homelessness

What if we included housing assistance as a treatment for physical and mental illness?

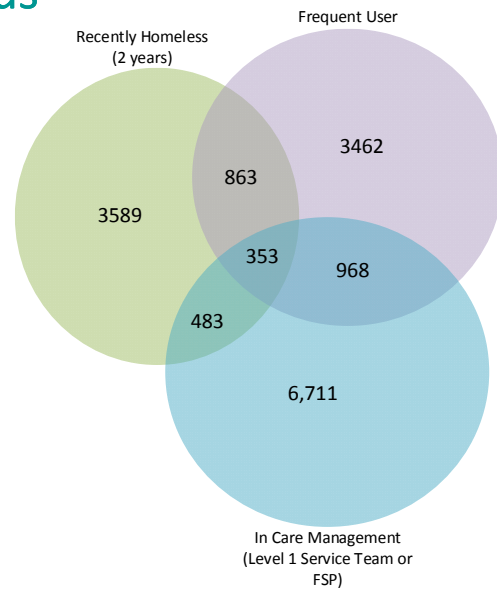
- Pilot project in 18 CA counties
- Focus on high utilizers of multiple crisis systems
- Can only do **direct** services for Medi-Cal clients who meet the criteria
- “Everything but” program– cannot pay monthly rent, but can pay for housing navigation and tenancy sustaining





AC Care Connect Focus Populations

- People who are **homeless** (~10k)
- People who are **high utilizers of multiple systems** (~6k), and
- **Care Coordination Population:** people with complex conditions who are receiving care management in one system, but require care coordination across multiple systems (>20k, including above)



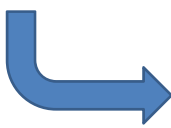
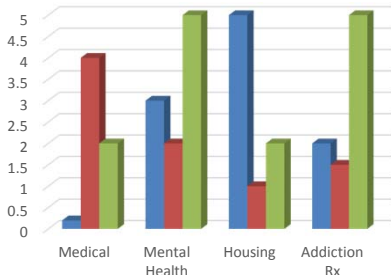
Examples of New Programs

- Preventing homelessness:
 - Healthy Homes/Fixing to Stay
 - Landlord help line 24/7
 - Housing help line 24/7 with Housing Problem Solving
- Making housing available to very low income people:
 - Implementation of Coordinated Entry (braided funding with HUD)
 - Community Living Association
 - Landlord incentives
- Getting people off the street:
 - Doubling outreach
 - Move in fund
 - Emergency shelter funds
 - IHSS for Homeless individuals
 - SSI application help

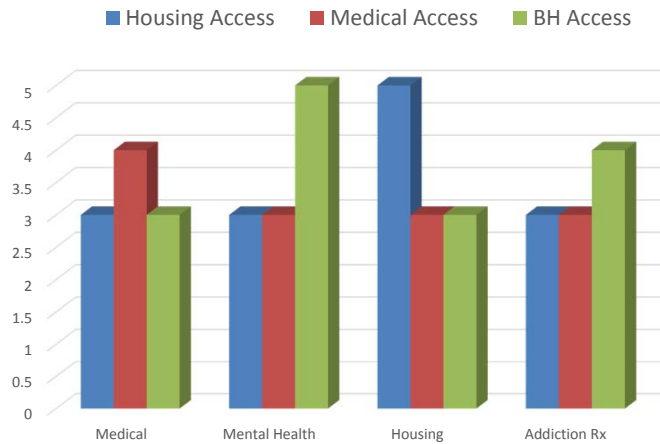


Human Infrastructure: Sharing Expertise

Uneven Expertise



Raising All Boats



How Many People Served? By April 2018.....

Case Management: 750 client slots

Housing Transition Navigation: 400 client slots

Tenancy Sustaining Services: 1,100 client slots

Skilled Nursing Transitions: 62 client slots

**Note that other new services will be available beyond of the bundles: Homeless outreach, housing education and legal assistance, and client move-in assistance.*



Overall timeline



Grace in 2018

- Grace is enrolled in Care Connect.
 - A plan for emergency housing is created with her
 - Aunt Joy becomes Grace's IHSS provider and agrees to being Grace's safe haven
 - Grace loses a friend and cycles down again to homelessness
 - HOWEVER, the plan is recorded in the CHR and John George personnel are able to see it when Grace comes into Psych Emergency.
 - Aunt Joy is called and comes to pick Grace up
- With new family support and a safe place to stay, Grace has longer periods of sobriety. She gets medical and psychiatric care at Pathways and begins to write music again, her passion



Alameda County Care Connect

Plan **BIG**

Start small...

... grow...



& sustain!