

Alameda County Health Care for the Homeless
HEALTH CARE SERVICES AGENCY

ACHCH Commission Meeting
ACHCH Contracts Orientation/Overview
June 21, 2019
Terri Moore, ACHCH Contracts Manager

Alameda County Health Care for the Homeless
Commission 1

Alameda County Health Care for the Homeless
HEALTH CARE SERVICES AGENCY

Contracts Overview

- ▶ **La Clinica de la Raza Dental**
- ▶ **On Site Dental Care Foundation**
- ▶ **Street Health Contracts**
 - **LifeLong Medical Care**
 - West Oakland/Downtown
 - East Oakland
 - **Tiburcio Vasquez Health Center – Central County**
 - **Tri-City Health Center – South/East County**
 - **Roots Community Health Center**
- ▶ **LifeLong Medical Care – TRUST Clinic**
- ▶ **Fruitvale Optometry**
- ▶ **Alameda Health System – Sub recipient Agreement/Pass-through Contract**

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ACHCH Contracts Overview

<p style="text-align: center;">Dental Care</p> <ul style="list-style-type: none"> • La Clinica • Onsite Dental • AHS Dental Clinic <p>Est. 700 Patients in 2020</p> <p style="text-align: center;">Optometry Care</p> <ul style="list-style-type: none"> • Fruitvale Optometry <p>Est. 235 Patients</p>	<p style="text-align: center;">Street Health Services</p> <ul style="list-style-type: none"> • Tiburcio Vasquez • Tri City Health Center • Lifelong Medical Care East Oakland • Lifelong Downtown/ West Oakland • ROOTS <p>Est. 2000 patients engaged; 800 patients treated and connected to medical home</p>	<p style="text-align: center;">Primary Care Homes</p> <ul style="list-style-type: none"> • Lifelong TRUST Clinic 1200 Patients, 12,000 visits • Alameda Health System 4,000 patients 24,000 visits <p style="text-align: center;">Mobile Health</p> <ul style="list-style-type: none"> • Alameda Health System 700 Patients 1300 visits est. <p style="text-align: center;">Specialty Care Services</p> <ul style="list-style-type: none"> • Alameda Health System 1,000 patients 3,000 visits
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La Clinica de la Raza

<p><u>Scope of work:</u></p> <ul style="list-style-type: none"> - Provides comprehensive dental health care services, including full dentures, partial dentures, and crowns - Complete Phase I/II treatment plans for 85 patients. 	<p><u>Successes</u></p> <ul style="list-style-type: none"> ❖ Strong partnership with HCH to develop homeless-oriented services ❖ Implemented RBA & HCH Patient Experience ❖ Embedded HCH Dental Case Management Staff <p><u>Challenges</u></p> <ul style="list-style-type: none"> ❖ Length of time for initial appointment ❖ Changing Staffing (Dentist and Frontline Staff)
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Contract Period: January – December 2019
Funding Level: \$124,536 (annually)

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On Site Dental Care Foundation

- Scope of work:
 - Provides mobile clinic-based comprehensive dental health care services, including specialty and prosthetic services including full dentures, partial dentures, bridges, and crowns
 - 80 service days at 5 sites (treating 310 patients)

Successes

- ❖ Effective service delivery model (engagement, treatment completions)
- ❖ Implemented RBA & Patient Experience
- ❖ Embedded HCH Dental Case Management Staff

Challenges

- ❖ Sustainability of model (cost)
- ❖ Denti-Cal revenue, admin capacity

Contract Period: January 2019 – December 2019
Funding Level: \$250, 000 (annually)

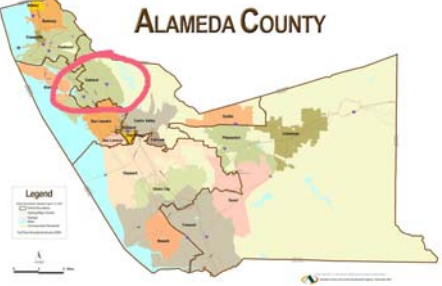
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LifeLong Medical Care-Street Health East Oakland*

- Scope of work:
 - Homeless street outreach and engagement, street health services and triage, collaboration with housing and community organizations to secure housing and benefits for clients, enabling services, short-term case management, laboratory/diagnostic tests, medication formulary, healthcare navigation services, supportive services/referrals.
 - 600 outreach encounters, 150 patients enrolled/reconnected to medical home

Contract Period: July 2019 – June 2022
Funding Level: \$350,000 annually (+\$60K for mobile vehicle 2019)



ALAMEDA COUNTY

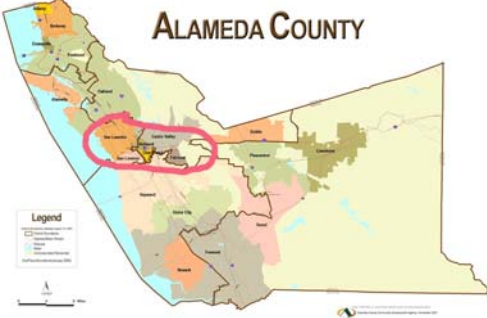
Legend

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Tiburcio Vasquez Health Center - Central County*

- Scope of work:
 - Homeless street outreach and engagement, street health services and triage, collaboration with housing and community organizations to secure housing and benefits for clients, enabling services, short-term case management, laboratory/diagnostic tests, medication formulary, healthcare navigation services, supportive services/referrals.
 - 600 outreach encounters, 150 patients enrolled/reconnected to medical home



ALAMEDA COUNTY

Legend

Contract Period: July 2019 – June 2022
Funding Level: \$350,000 annually (+\$60K for mobile vehicle 2019)

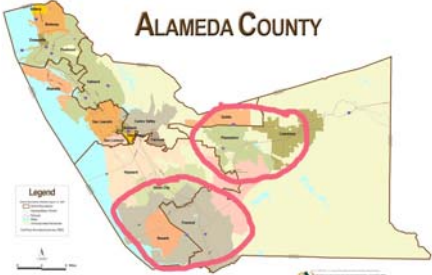
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Tri-City Health Center - South/East County*

- Scope of work:
 - Homeless street outreach and engagement, street health services and triage, collaboration with housing and community organizations to secure housing and benefits for clients, enabling services, short-term case management, laboratory/diagnostic tests, medication formulary, healthcare navigation services, supportive services/referrals.
 - 600 outreach encounters, 150 patients enrolled/reconnected to medical home



ALAMEDA COUNTY

Legend

Contract Period: July 2019 – June 2022
Funding Level: \$350,000 annually (\$60K for mobile vehicle 2019)

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Roots Community Health Center STOMP Contract Extension*

- Scope of work:
 - Provides MD-driven street medicine and outreach services 20 hours/week in Oakland
 - Operates a primary care stable site clinic in East Oakland

Accomplishments:

- ❖ HCH funding ROOTS until 6/30/19
- ❖ HCSA will fund ROOTS from 7/1/19 to 12/31/19
- ❖ Operations management, program model being determined

Challenges

- ❖ Program model, oversight, RBA?
- ❖ Coordination with HCH-funded Street Health providers


Contract Period: May 2019 – June 30, 2019. July 2019 - December 2019 with non-federal funding
Funding Level: \$55,407 grant funds through June 30, 2019; HCSA (non-federal) funding July – December 2019

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LifeLong Medical Care-Street Health West Oakland/Downtown

- Scope of work:
 - Homeless street outreach and engagement, street health services and triage, collaboration with housing and community organizations to secure housing and benefits for clients, enabling services, short-term case management, laboratory/diagnostic tests, medication formulary, healthcare navigation services, supportive services/referrals.
 - 600 outreach encounters, 150 patients enrolled/reconnected to medical home
 - **Currently carrying out RFQ through County Homeless Vendor Pool; will come back to HCH Commission in 7/19/19 meeting for approval.**



Contract Period: July 2019 – June 2022
Funding Level: \$350,000 annually (+\$60K for mobile vehicle 2019)
Funded by MHSA, non-federal funds.

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LifeLong Medical Care TRUST Clinic*

Scope of work:

- Integrated primary care and behavioral health services clinic in Downtown Oakland
- Served 1,002 patients in 10,430 visits 2018.

Successes

- ❖ Homeless oriented care including daily drop-in appointments, welcoming lobby and support services
- ❖ Increased enrollment and services
- ❖ Innovative pilot site for JGP high utilizers; Health Homes; Bupe; BHCS step down care
- ❖ Leader in developing care model of high behavioral health needs individuals in a primary care setting
- ❖ RBA and Data Reporting improvements

Challenges

- ❖ Growth and staff turnover
- ❖ Drop-in Center vs. Clinic; Waiting Room/Access

Contract Period: July 2019 – June 2020

Funding Level: \$1,576,211, including pass-through of rent and HCH staff costs. **Funded by MHSA, non-federal funds.**

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Fruitvale Optometry

Scope of work:

- Provides site based vision services include conducting routine eye exams, prescribing glasses/contacts, identifying related systemic conditions affecting the eye, and treating injuries and disorders of the visual system.

Successes

- ❖ Appointment access
- ❖ Location accessibility
- ❖ Doubled capacity in patients seen
- ❖ Braiding Medi-Cal & HCH Grant Funding to expand patient services
- ❖ Helped QI and RBA processes

Challenges

- ❖ Implementing RBA & Patient Experience

Contract Period: January 2019-December 2019

Funding Level: \$100,000 (fee for service)

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Alameda Health System Subrecipient and Pass-through Agreement*

Scope of work:

- **Subrecipient Agreement:** Health center compliance, primary care patient homes, specialty care, enabling behavioral health, substance use, urgent care and dental services
- **Pass-Through Funding:** Mobile Health operations; Health Center Director; Homeless Coordination Office

Successes

- ❖ Development of Consumer-Majority Co-Applicant Governing Board
- ❖ ACHCH Monitoring/Quarterly Site Visits
- ❖ Robust Diabetes/Hypertension QI efforts
- ❖ To be hiring Homeless Health Center Program Director position

Challenges

- ❖ AHS system-wide deficits, PRIME ending
- ❖ Homeless Patient Screening
- ❖ 1152 Implementation, Alignment for homeless services throughout System
- ❖ Implementation of EPIC Electronic Records System 9/2019

Contract Period: January 2019-December 2019
Funding Level: \$785,176 annually

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Questions?

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