



RIVERSIDE COUNTY INTEGRATED SERVICES DELIVERY

RIVCO ONE

P R E S E N T A T I O N



RivCo ONE

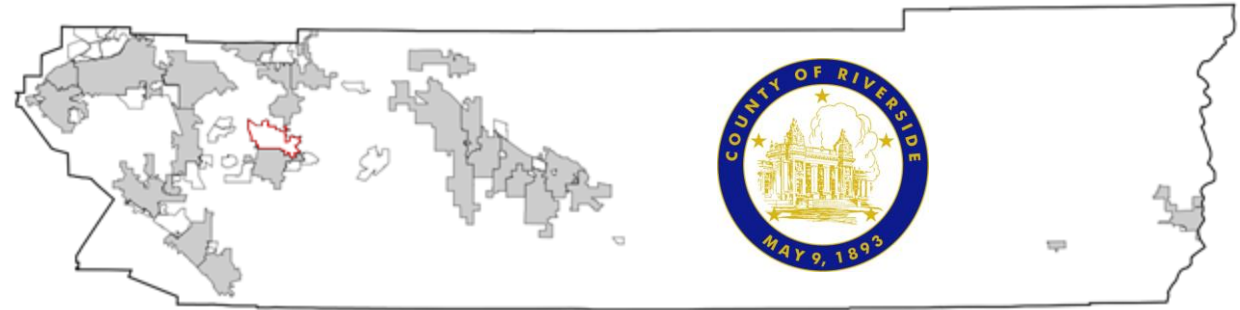
Coordinating Services. Connecting People.

RIVERSIDE COUNTY, CALIFORNIA



Riverside County, CA

- 2023 Population 2.49 million
- 28 Cities
- 7,209 Square Miles
- \$115 Billion GDP in 2023
- 25,000 Employees
- Over 800,000 residents receiving some form of assistance



SoCal Landmarks
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Darryl Polk, CTO

A Message from CEO, Jeff Van Wagenen



“ We recognize the importance of a customer-focused network that addresses the diverse needs of our community- many of whom are receiving support from multiple county departments.

Through cross communication, collaboration, and coordination, we have begun to breakdown silos to improve outcomes.

— *Jeff Van Wagenen*



Reasons for Action

01



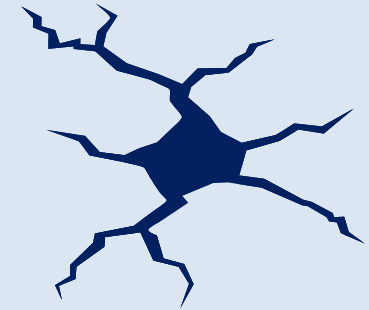
Many Riverside County residents are not getting needed services and supports at the optimal time and place for achieving positive outcomes.

02



When residents receive services and supports, Riverside County focuses on addressing the presenting need or complaint, but often misses the chance to assess other needs, risks and resource opportunities.

03



Residents with complex challenges receive services and supports in a fragmented manner.

What change looks like

Improved service experience for
Riverside County residents who
have complex needs



Strengthened prevention
and intervention
services



A system that demonstrates

- Connectivity
- Alignment
- Adaptability
- Efficiency
- Accountability

Whole Person Health Score



The score measures a patient's health in six dimensions:



- **Physical Health** (considers factors like blood pressure and body mass index);
- **Emotional Health** (considers factors like mental health conditions and social support);
- **Resource Utilization** (considers factors like how often someone sees their doctor or takes medication);
- **Socioeconomics** (considers factors like finances, housing and food access);
- **Ownership / Activation** (considers factors like self-management and self-efficiency);
- **Nutrition / Lifestyle** (considers factors like diet, physical activity levels and substance use)

INTEGRATED SERVICE DELIVERY (ISD)



ISD COLLABORATION PARTNERS



Jurupa Valley Community Center Pilot



Universal Intake Form



Riverside County Agencies

Select applicable County agencies to submit client information for referral for services.

Select all that apply.

- Adult Services
- Behavioral Health
- Children's Services
- Community Action Partnership
- Community Health Center
- Dept. of Child Support Services
- Dept. of Public Health
- Family Resource Centers
- First 5
- Housing & Workforce Solutions
- In-Home Supportive Services
- Medical Center
- Office on Aging
- Probation
- Self Sufficiency
- Veterans
- WIC



RIVERSIDE COUNTY UNIVERSAL REGISTRATION FORM

- Disclosure Authorization
- Demographics
- Whole Person Health Score Assessment

Authorization for Riverside County to Disclose & Use Personal and Medical Information to Support Access to Public Programs

Riverside County has many agencies that can offer you help. By signing this form, you authorize some county agencies to disclose information about you to other county agencies. The agency receiving your information will use it solely to determine your eligibility for public programs and assist you in accessing them.

You may be eligible for health care, housing, employment, education, nutrition, childcare, parenting supports and other services. You will not be enrolled in programs without your permission.

Start Here

Select your Home Agency to begin process.

Home Agency *

Choose one from the drop down list.

Complete all pages of the form by clicking NEXT or selecting the next page from tabs at the top of the form.

What Information Can Be Disclosed and Used

Select the types of information that can be disclosed by clicking the box next to the item.

I authorize Riverside County agencies to disclose and use the following demographic information:

Check all that apply.

- Basic documentation (photo ID, IRS Form W-2, VA Form DD214)
- Demographic Information (name, address, phone number, date of birth, social security number)

Impacted Domain

Please select the WPHS impacted domain and referral type below. Add lines as needed.

Domain	Referral Type
Nutrition & Lifestyle	Exercise program
Physical Health	Disability resources

Click to add lines as needed.

RivCo One 2023 Milestones

Integration Milestones in 2023

A snapshot of the impacts being made through integrated service delivery from the launch of the first Pilot site, Jurupa Valley Community Health Center, in March 2023 to December 2023.

 County ISD Departments

17

Departments Involved

 County ISD Departments


7

Pilot Communities

 ISD Impact


5,227

Residents Engaged

 Process Improvement

20

Improvement Events or
Product Cycles Completed

 Staff Participation


260

Staff Members Involved




RivCo One 2023 Accomplishments

Making Progress in ISD Involvement

 Community Reaction


90%

Residents rated their experience with Integrated Service as 'satisfied' (75% very satisfied).

 Community Impact


99%

Residents who completed the WPHS and attended follow-up appointments.

 Community Impact


95%

Residents consented to share information with 1 or more agencies

 Lean Learning

15

Departments are engaged in Lean learning and knowledge transfer

 Lean Learning

58

Management/Executive Staff completed Lean "Bronze" Training



Why is Data Governance Important?



Four Pillars of Data Governance



Quality



Privacy



Security



Compliance

RivCo Data Governance Framework



Discover



Inventory



Secure



Share



Integrate

COUNTY OF RIVERSIDE
COUNTY ADMINISTRATIVE CENTER

4080



Data Governance Structure (Proposed)



County
Counsel

County Executive Sponsors



Policy
Approval

Deputy
County
Counsel

Data Governance
Advisory Panel

RUHS
HIPAA
Council



Policy
Development

Departmental
Counsel

RCIT Enterprise
Data and
Information
Security Teams

Department
Data and Privacy
Representatives

RUHS IT and
Information
Security Teams

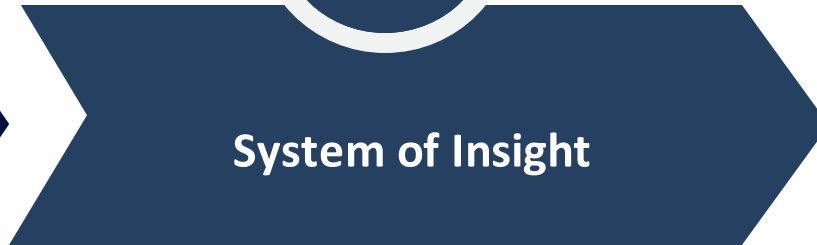


Policy
Implementation

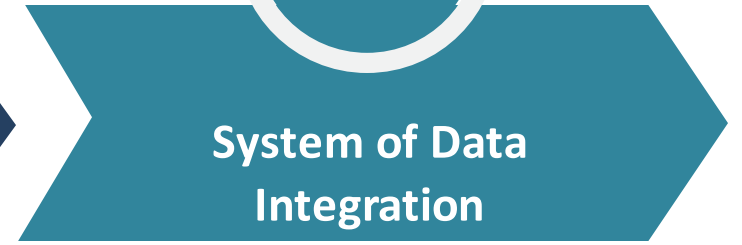
ISD



System of Engagement



System of Insight



System of Data Integration

1

THRIVE HUB

Virtual front door to Riverside County health and human services

2

RIVCO ONE HUB

Public and county data integrated to drive policy decisions and service provision

3

A technical solution for sharing client-level data to provide real-time integrated service delivery



SYSTEM OF ENGAGEMENT – THRIVE HUB



How can we help you?

Search programs below

Food, Pantry, Rent, Etc.

Zip Code i.e. '92570

See Our

Programs & Services



Explore

County departments



Learn

Whole Person Health Score



The screenshot shows the 'CONNECT IE' website interface. At the top, there's a search bar and navigation icons for FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY, CARE, and EDUCATION. Below the search bar, there are filters for 'Personal Filters', 'Program Filters', and 'Income Eligibility'. A map of Perris, CA (92570) is displayed, showing several red location pins. Below the map, there's a section for 'CalFresh (SNAP)' by the California Department of Social Services (CDSS). A notice at the bottom of the map area says: 'Notice out-of-date information or see a program you work for? Click Suggest to share an update or claim your program listing to get access to free tools and data.'

Explore our departments

Click on a department to learn more



SYSTEM OF INSIGHT – DATA TO ACTION HUB

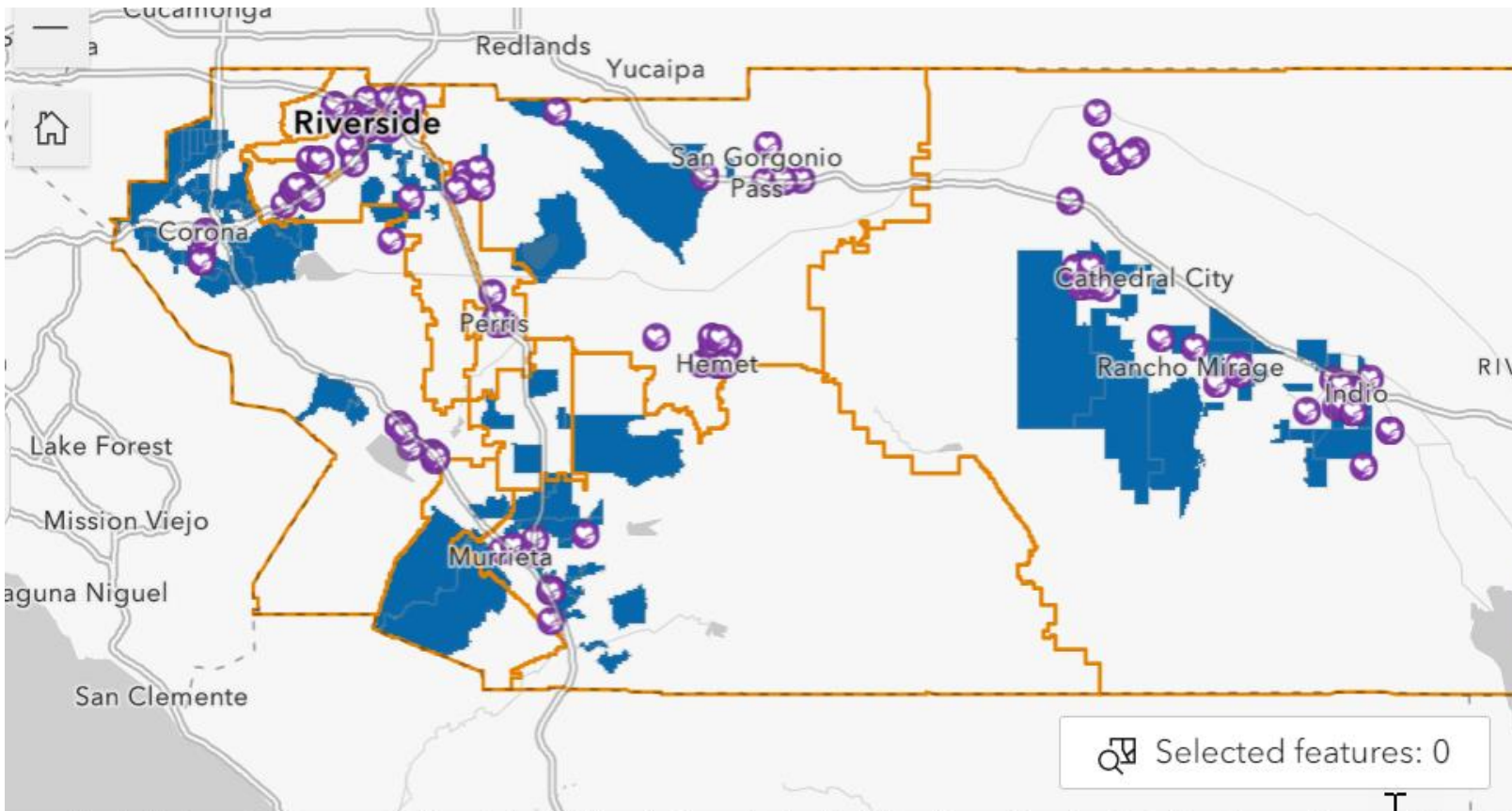


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RivCoONE

Coordinating Services. Connecting People.



WIC Retailers ...

SNAP Retailers ...

Farmers Market ...

Riverside County DPSS
Customer Serving
Locations ...

Riverside County
Supervisory District ...

Map Legend

Lowest (1)

Low (2)

Moderate (3)

High (4)

Highest (5)

oma Linda University, County of Riverside, California State Parks, Esri, TomTom, Garmin, SafeGraph, ... Powered by Esri

Average WPHS

Total Population in Food
Desert

Average Index Score

Senior Meal Services

Congregate Meals & Meal Deliveries (Static Data: January 2020 - June 2023)

Apply Filters

Veteran Status
All

Year
All

Zip Code
All

City
All

Service Provider
All

Age
60 - 110



Meals Summary

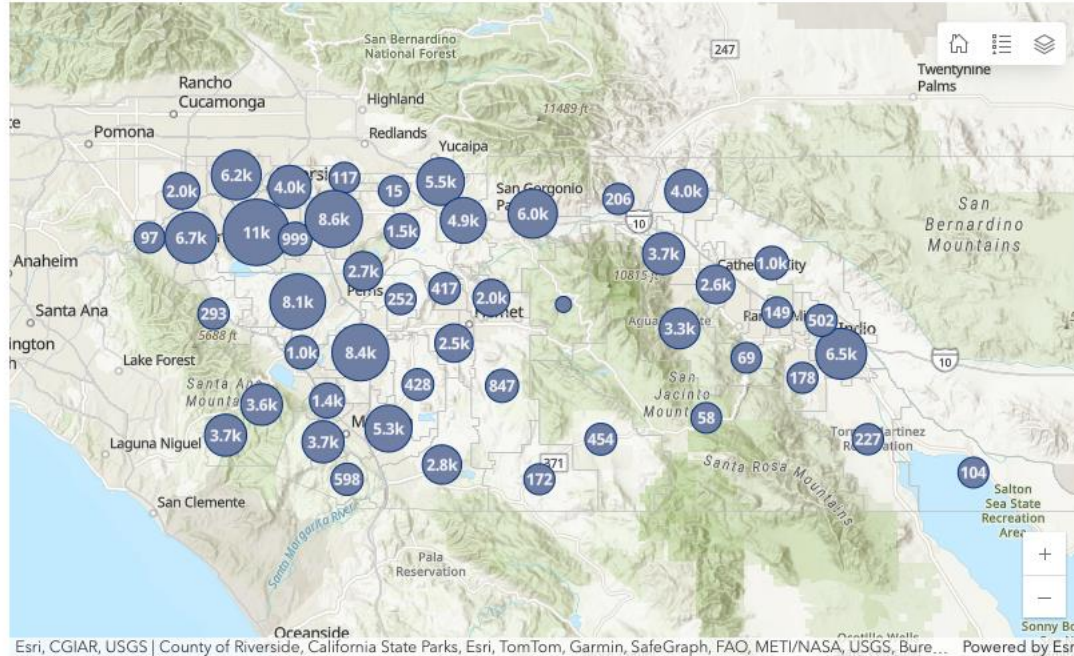
Total Congregate Meals
134.3k

Veteran Congregate Meals
7.1k
5% of meals

Senior Congregate Meals
134.3k
100% of meals

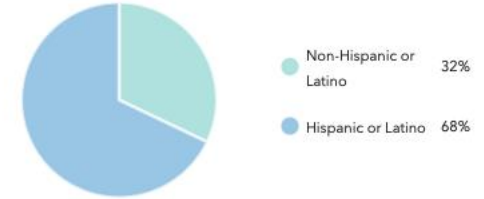
Explore Meals and Providers by Zipcode

Use the icon to turn map layers on and off.

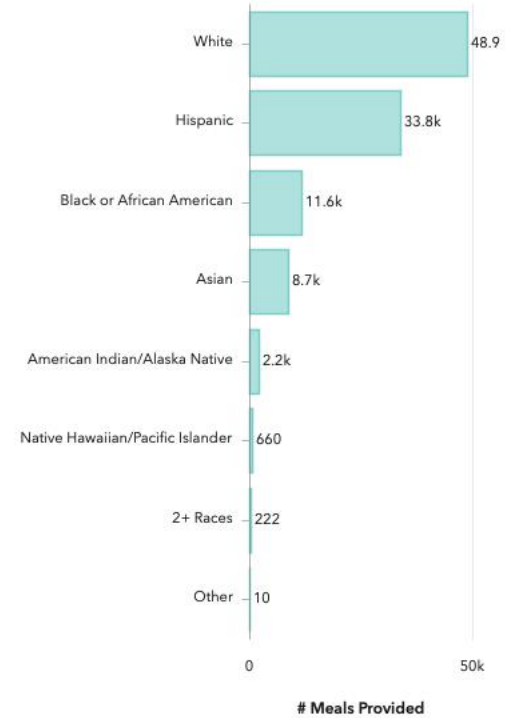


Esri, CGIAR, USGS | County of Riverside, California State Parks, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, Bureau of Land Management, and the U.S. Forest Service. Powered by Esri

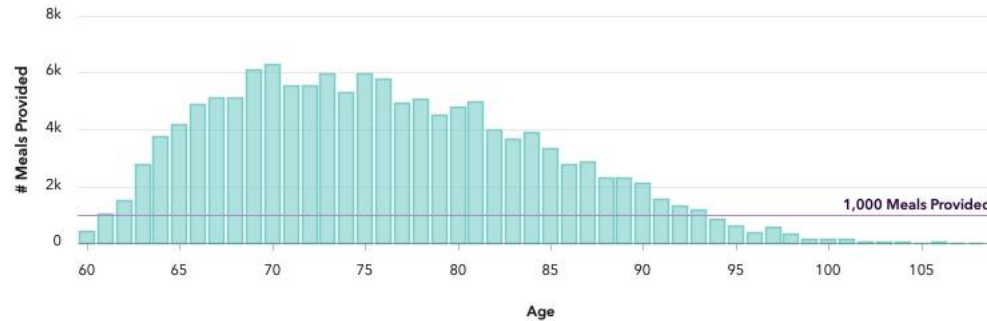
Congregate Meals by Ethnicity



Congregate Meals by Race



Congregate Meals by Age



Congregate Meals

Meal Deliveries

ISD POC Participants



SYSTEM OF INTEGRATION POC

