

NACo Familiar Faces Initiative Peer Learning Site Webinar

Bexar County, Texas

Gilbert Gonzales
Director, Department of Behavioral Health

Southwest Crisis Collaborative (STCC)

- Coordinated System of Care
 - *Services*
 - *Funding Model*
- Data
 - *Sharing Across the System*
- Outcomes
 - *Familiar Faces*
 - *Reduced costs*
- Bexar County Sequential Intercept Model (SIM)

Services

Law Enforcement
Navigation via 911

Psychiatric
Emergency
Services (PES)

Real Time Hospital
Bed Status

Program for
Intensive Care
Coordination

Acute Care Station;
Haven for Hope
Campus

Pre-Crisis Clinic:
New Opportunities
for Wellness

Multidisciplinary
Response Teams

Transitional
Housing/Step
Down Facilities

Targeted Tiger
Teams

Data Collection

Contract Bed
Navigation

Organized Health
Care Arrangement
(OHCA)

Community
Platform
Deployment for
Data Sharing

Law Enforcement
Domestic Violence
Hotline

Integrated System of Care

PAYORS

- City/County
- Hospital Systems
- LMHA
- Methodist Healthcare Ministries
- San Antonio Area Foundation
- Other Philanthropic Entities
- State Match
- Future – MCO's, CMS

STRAC-Backbone

- Execute Vision & Strategy
- Support Aligned Activities
- Establish Shared Measurement Practices
- Build Public Will
- Includes infrastructure staff (IT/HR/etc.) from STRAC

Southwest Texas Crisis Collaborative (STCC) Steering Committee

The Steering Committee guides the work of the initiative towards the overall goal:

- Cross-sector System Providers
- Set Vision and Strategic Direction
- Develop Shared Metrics
- Mobilize Resources/Investments
- Advance Policy

OHCA

Working Groups

Data Work Group

Policy Work Group

Signify Community Social Determinants of Health Platform Workgroup(s)

Behavioral Health System of Care Workgroup

Behavioral Health Performance Improvement (PI)

Specialty | Sub-Specialty

Research, compile, interpret, and share important data

Identify Policy Wins and Define Agenda/ Strategy

Community Providers, Mental Health Consortium, Criminal Justice, and Coordinating Council

Behavioral Health Providers

Value based contracts

University

Methodist

Baptist

Southwest General

Haven for Hope

CHCS

CSR



STCC – Data Sharing across the System



Organized Health Care Arrangement (OHCA)

In an effort to create a structure to enable robust data sharing, certain STRAC covered entities members have elected to form an Organized Health Care Arrangement pursuant to HIPAA. Covered entities which have executed an OHCA Participation Agreement and Business Associate Agreement, may share information through the OHCA in support and in furtherance of designated specific community-health focused initiatives.

Southwest Texas Regional Advisory Council's Care Collaborative
Organized Health Care Arrangement Participation Agreement

THIS ORGANIZED HEALTH CARE ARRANGEMENT PARTICIPATION AGREEMENT ("Agreement") is entered into as of the ____ day of _____, 2018, by and between each Covered Entity that signs on to this Agreement, as indicated the Signature Page hereto (individually, a "Party" and collectively, the "Parties").

WITNESSETH:

WHEREAS, each Party is a Covered Entity under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C.A. §1320d, 45 C.F.R. §160.101 et seq., 45 C.F.R. §162.100 et seq., and 45 C.F.R. §164.102 et seq.

WHEREAS, the Parties collectively desire to join together and hold themselves out as an Organized Health Care Arrangement, as defined below, to enable them to share patient data among participants, their business associates, and others, as authorized, in furtherance of the Purpose ascribed at Section 2, below;

NOW THEREFORE, in consideration of the mutual promises, covenants, and agreements set forth herein, the parties agree as follows.

STCC – Outcomes From January 1, 2022 - September 30, 2022

Law Enforcement Navigation (LENav)

- 9,841 navigations have been successfully completed
- 41 Participating Law Enforcement Agencies continue to demonstrate a 99% adoption rate of the program for 2022; resulting in quicker drop off times, returning the officer to service sooner.
- Consistent with the 2018-2021 data, more patients are being connected to treatment instead of going to jail in 2022.
Less than 1% of potential navigation requests result in a transport to jail.

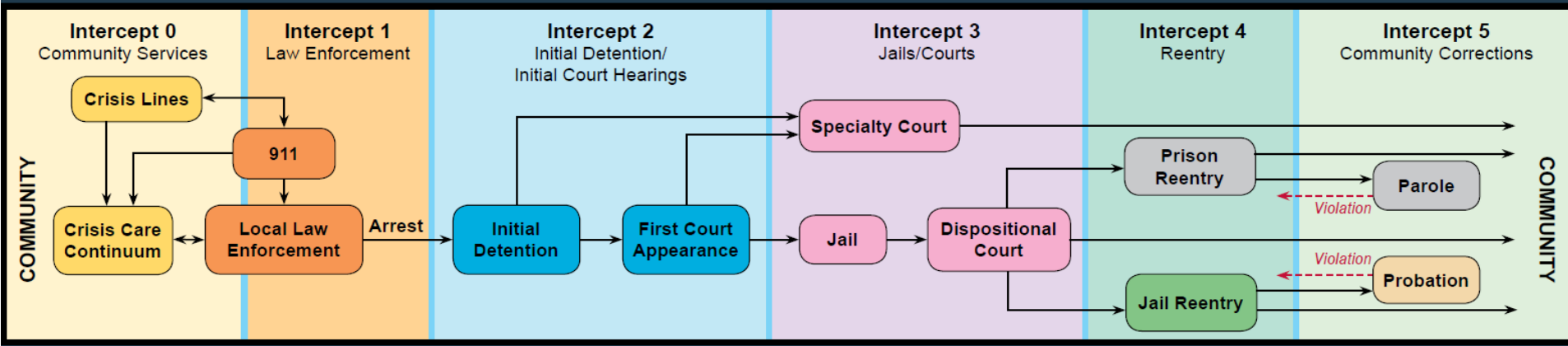
Psychiatric Emergency Service (PES) System of Care

- 1,699 adult transfer requests were successfully completed. Hospital Liaisons provided care coordination to 3,076 with Transitional Liaison provided additional follow-up & engagement services to 916 patients.
- 469 child/adolescent transfer requests were successfully completed. Hospital Liaisons provided care coordination to 629 patients discharging from a PES bed

Program for Intensive Care Coordination (PICC)

- The PICC team has tracked 66 patients for a total 378 individuals since the start of the program. The current caseload is 86. The team has provided 9,924 contacts so far in 2022.

Link: [Case Study: Bexar County, Texas - NACo - Familiar Faces Initiative](#)



LAW ENFORCEMENT ASSISTED DIVERSION

CIT

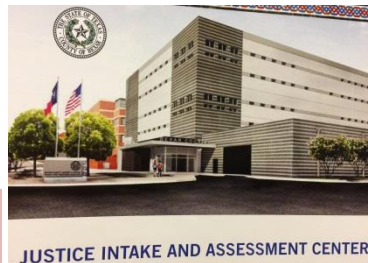
The Restoration Center

- Crisis Care
- Psychiatric Assessment
- Substance Abuse Assessment
- Medical Clearance
- Public Safety Sobering & Detox
- Intensive Outpatient Substance Abuse Services



- SMART/SA CORE Co-Responder
- LE Medcom Navigation
- Hospital Emergency Detention (ED) coordination
- Data Sharing
- Safety Net Cost Study High Utilizers, MH, Homeless

Judicial Services/MH Screening



- Open Booking
- MH Clinicians
- MH Assessments
- Public Defenders
- Direct Treatment entry



Courts



- MH Misdemeanor
- MH Felony
- Vet Misdemeanor
- Vet Felony
- Drug Felony
- Drug Misdemeanor
- Probate – Involuntary Commitment
- Crosspoint Residential

Trauma Informed Care Judicial Commission On Mental Health

Criminal Justice and Behavioral Health Task Force

Reentry Center



- Housing
- Employment
- Continuity of Care



Bexar County BH Consortium

City/County Collaboration





Thank you

Johnson County, Kansas

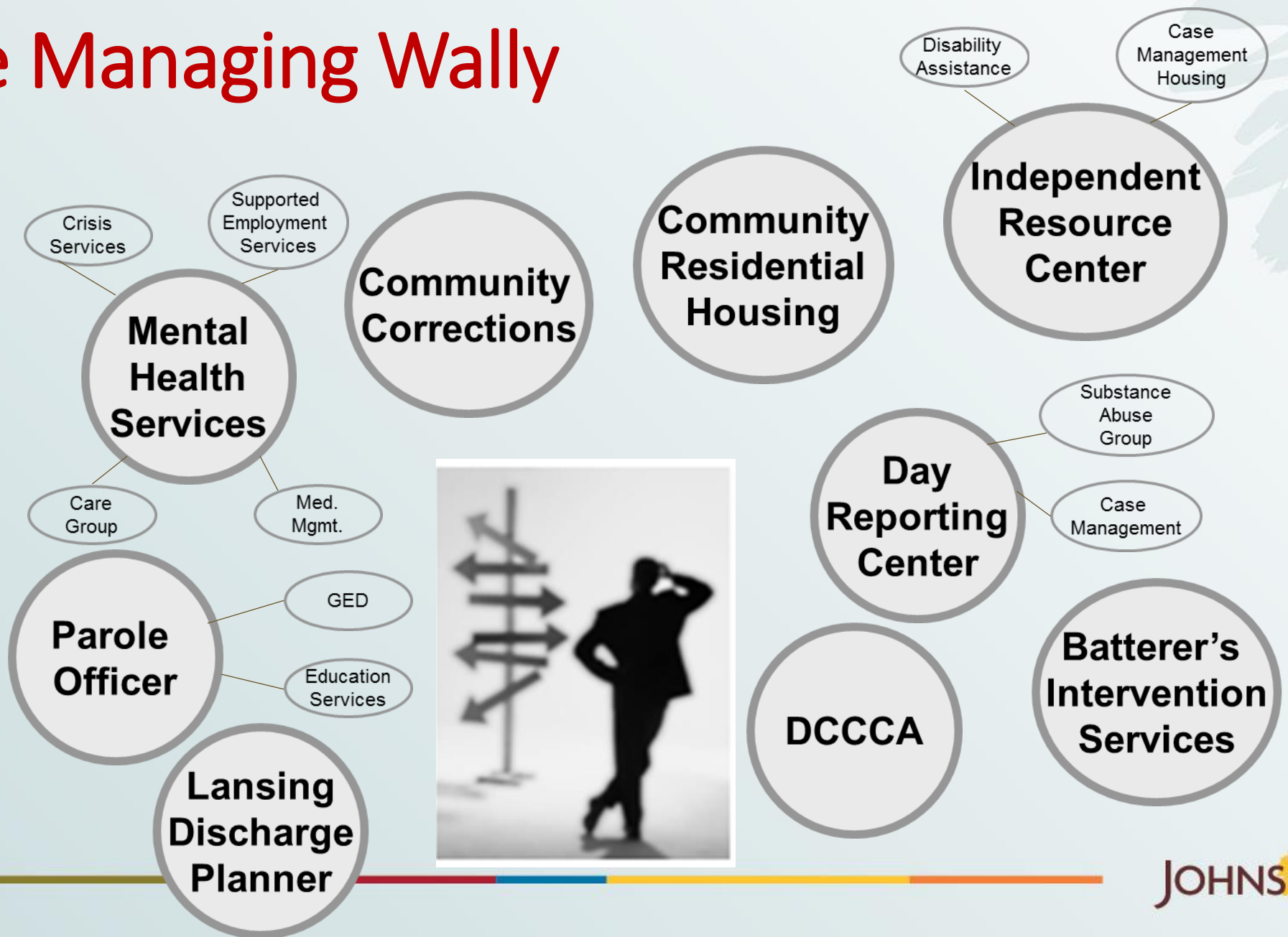
The Honorable Mike Kelly, Chairman Board of County Commissioners

Mike Brouwer, Criminal Justice Coordinator

The Vision:

Invent a system to increase client
success.....coordinated care

Case Managing Wally



My Resource Connection

Collaborating for Success





- Johnson County Mental Health Center's Electronic Medical Record
- Documents interventions provided for approximately 10,000 clients
- Documents contacts with non-clients
- Capable of creating a wide range of reports and customizable forms
- Client Portal

JIMS

Justice and Information Management System

- Sheriff's Office
- Clerk's Office
- District Attorney
- District Court
- Community Corrections
- Mental Health Center
- Court Trustee's
- Defense Attorneys
- Title Companies
- CASA
- Law Enforcement Agencies

Business Associate Contracts

To ensure compliance with all Federal and State laws, all departments entered into Business Associate Contracts with our Department of Technology and Innovation, specifically our Automated Information Mapping Systems (AIMS) division. They provide the technical support, storage and maintenance to the application.

Confidentiality and Information Exchange Agreement

All staff who are granted access to the application have to go through HIPAA training and 3.5 hours of training on appropriate use the application. Included in this training, staff reviews and signs a Confidentiality and Information Exchange Agreement. This signed is maintained as part of the training records.

Outreach by Mental Health

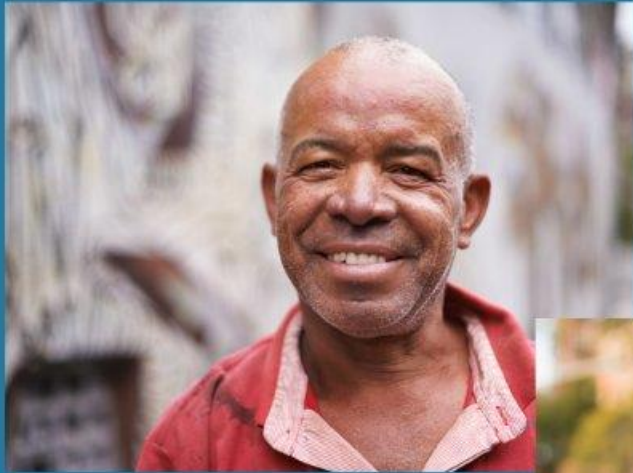
Data Science

For Social Good

**Carnegie
Mellon
University**



JOHNSON COUNTY
KANSAS



**Familiar Faces
Initiative**



Service Utilization Algorithm: *the LIST*

Composite Index Rank				Composite Utilization Index
Rank	Age	Race	Sex	Index
1	20	WHITE	Female	0.566225
2	28	Black	Female	0.514467
3	39	WHITE	Male	0.492240
4	26	White	Male	0.488501
5	60		Female	0.488344
6	65		Female	0.484641
7	19		Female	0.453653
8	26	BLACK	Male	0.453379
9	32	WHITE	Male	0.452192
10	41		Female	0.451359



Current Work Group


Developmental Supports


Health & Environment


Mental Health


Technology & Innovation


Office of the Medical
Director

Department of Corrections


Aging & Human Services


County Manager's Office

Coordination of Complex Care Needs for FF

- **Weekly meeting** of complex care outreach group
- **Review** familiar faces (approximately 15 residents per week)
- Identify **existing interactions** with county agencies and determine **potential gaps** in care
- Assign county staff to **outreach individuals** based on scope of work
- Every third week, **review outreach** for clients who were identified in the previous 2 weeks – identify **additional needs/follow up**

Outcomes

Decreased Recidivism to jail:

- No prior mental health care – 23% decrease

Increased Connection to Care

- Over 60% persons released from jail with MH needs get referred
- MCRT has increased contact rate



Thank you to Chairman Mike Kelly

for more information contact

Mike Brouwer

mike.brouwer@jocogov.org

913-715-0745

County of Orange

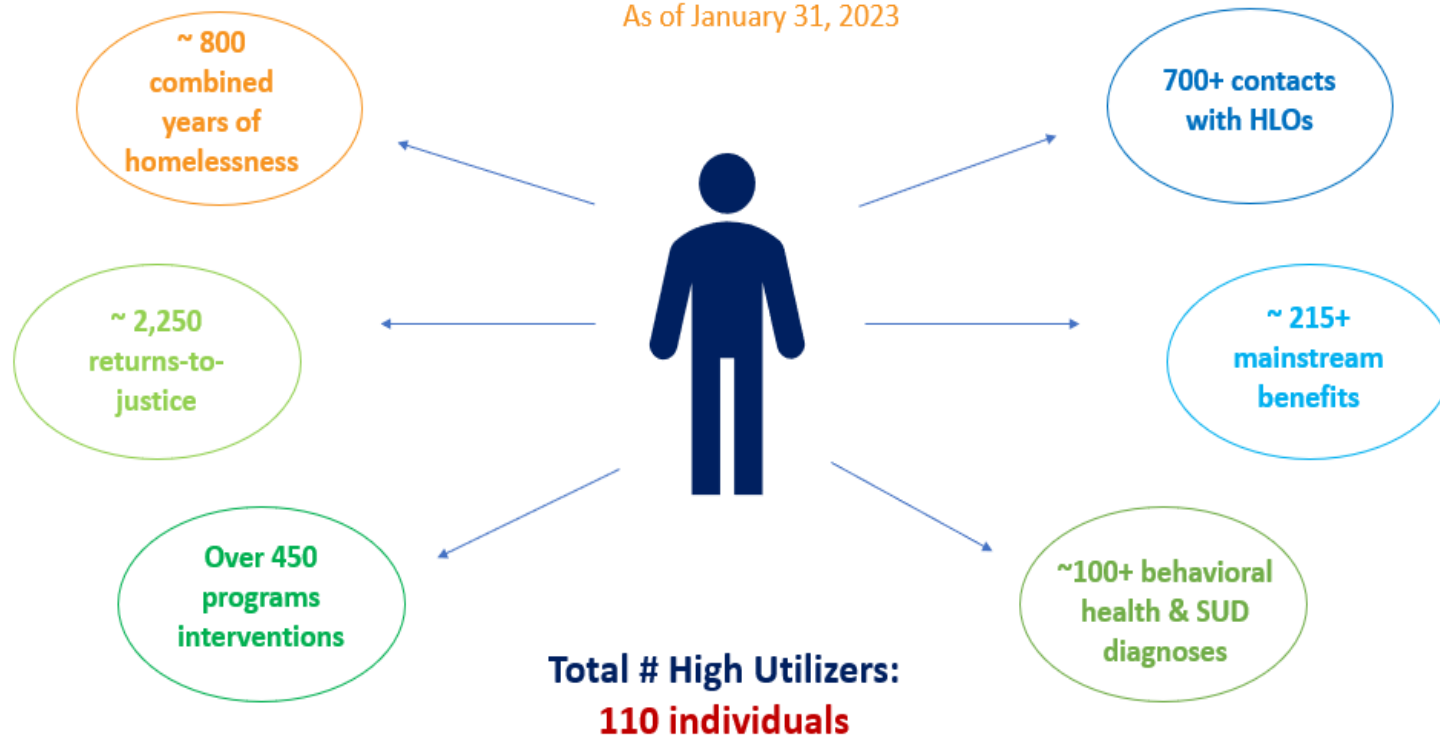


Lilly Simmering
Deputy County Executive Officer
County of Orange

What is the Care Plus Program?

High Utilizer Cohort Illustration

As of January 31, 2023



A care coordination program that uses an integrated data platform and multi-disciplinary team to expedite services for the Highest Utilizers (Familiar Faces) of Orange County's System of Care.

Why Create the Care Plus Program?

Growing Homeless Population



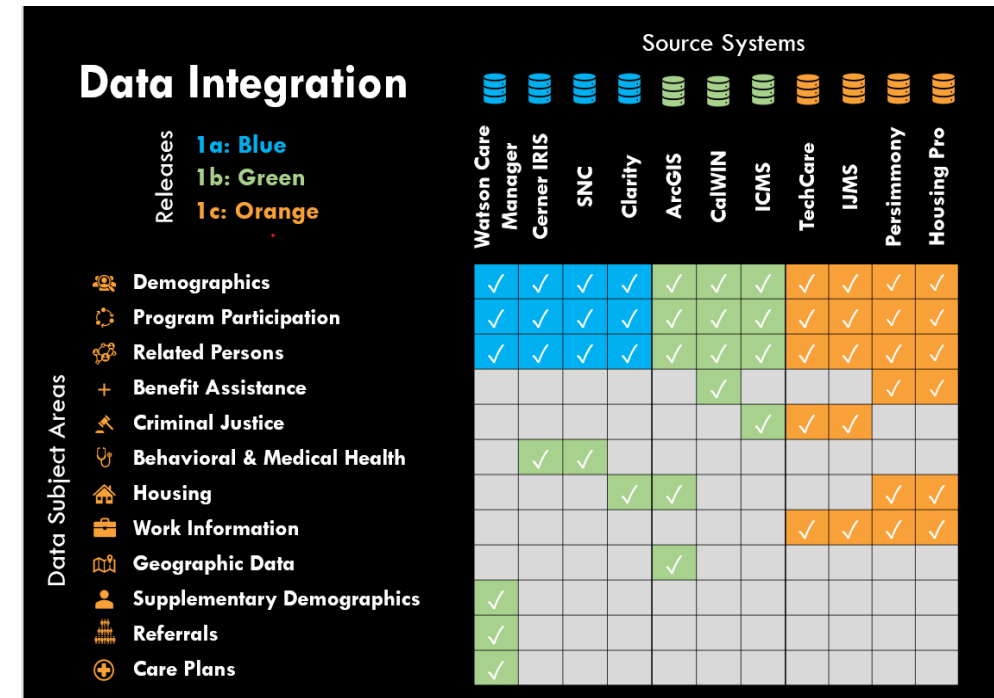
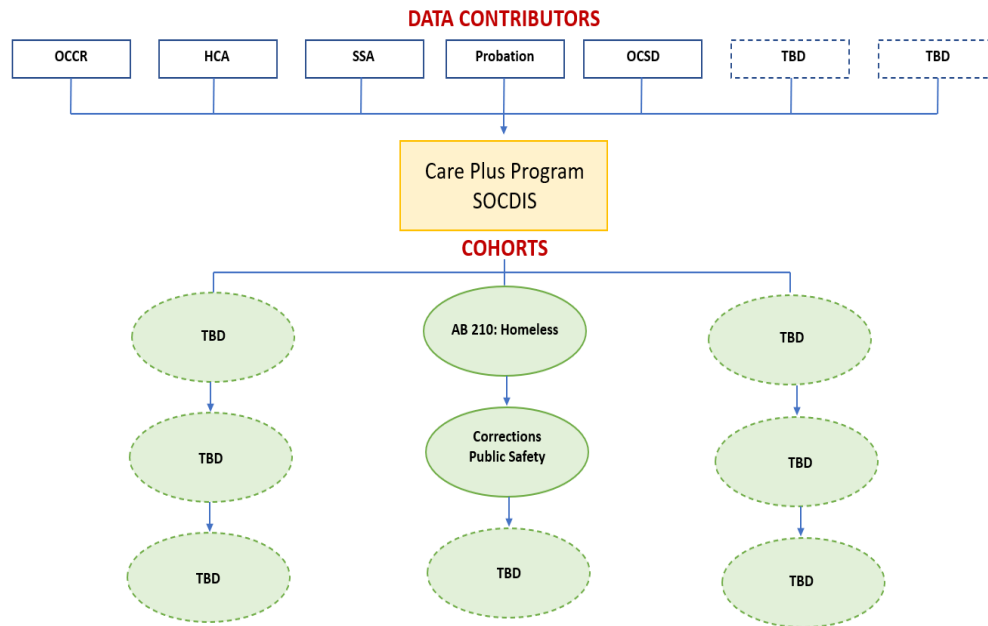
Growing Inmate Population with Mental Health, SUD, and Co-Occurring Disorder



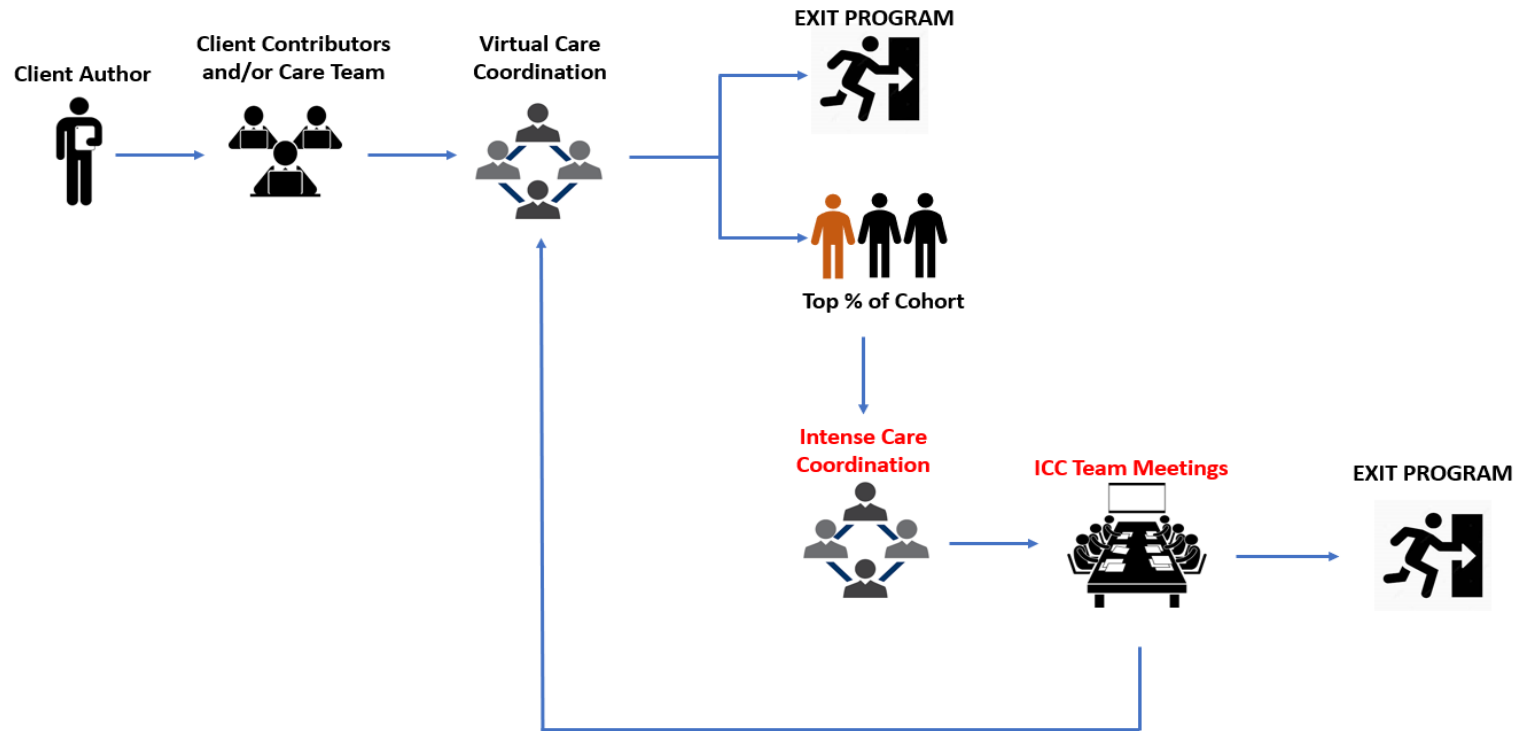
How Did We Create the Care Plus Program?



How Did We Create the Care Plus Program?



How Did We Create the Care Plus Program?



Privacy and Security of Information

Consent and Privacy

CARE PLUS PROGRAM (CPP)
AUTHORIZATION TO USE & DISCLOSE PROTECTED HEALTH INFORMATION

The Care Plus Program is designed to improve health outcomes by coordinating care among Participating Entities through information sharing. Your authorization to share your information will allow Care Plus Program Participating Entities to disclose to each other confidential information including personally identifying information and protected health information that pertains to you for purposes of coordinating your care. The Participating Entities will utilize tools including the System of Care Data Integration System ("SOCDIS") platform in the Care Plus Program to share your information. Please read the additional information attached to this form and found at https://www.ocalhealthinfo.com/occare_plus_program about the Care Plus Program, the Participating Entities' disclosure, receipt, use, and protection of your information, and the SOCDIS platform.

PART 1: INDIVIDUAL INFORMATION

Consentable care name: _____ Date of Birth: _____ Last Known First Name: _____ Middle Initial: _____

State: _____ Email: _____ Telephone Number with Area Code: _____

Address: _____ City: _____ State: _____ Zip: _____

PART 2: ENTITIES THAT WILL DISCLOSE YOUR INFORMATION

THE PARTICIPATING ENTITIES

City: _____ State: _____ Telephone Number with Area Code: _____

PART 3: ENTITIES THAT WILL RECEIVE YOUR INFORMATION

THE PARTICIPATING ENTITIES

City: _____ State: _____ Telephone Number with Area Code: _____

PART 4: PURPOSE OF THIS AUTHORIZATION

The Participating Entities listed in this form will use the information you authorize them to share for the purposes of coordination of your care to improve your health and well-being. These services may be in areas like health care, behavioral health, housing, employment, public benefits, education, nutrition, parenting, and child welfare.

PART 5: INFORMATION YOU AUTHORIZE THE PARTICIPATING ENTITIES TO DISCLOSE TO EACH OTHER

By signing this form, you are authorizing the Participating Entities listed in this form to disclose to each other past, present, or future personally identifying information and protected health information that pertains to you for the purpose of coordinating your care. This information may be written or verbal and includes the following: name, date of birth, social security number, demographics, contact information, citizenship/legal residency status, history of housing and homelessness, veterans status and benefits, welfare, social security and other public benefits, financial information, wage and income information, probation status, correctional institution history, court involvement, health and emergency services including medical history, mental or physical condition and treatment received, disability information, and any additional information that would assist the Participating Entities in coordinating your care.

Initial here to indicate you understand the Participating Entities will share your mental health information.

Disclosures pursuant to this authorization are allowable only among Care Plus Program participating entities. All confidential data must be encrypted for transmission to the CPP.

FORM FPM-0218 - CPP Page 1 of 2 For Care Plus Plan ONLY

PART 6: DATE YOUR AUTHORIZATION EXPIRES

Unless otherwise revoked earlier in writing, this authorization expires one year after the date you sign this form.

FOR YOUR REVIEW:

I have read the contents of this form presented to me in electronic format. I understand, agree, and authorize the Participating Entities listed on this form to disclose to each other the information described in Part 5 of this form. I also understand that signing this form is voluntary and that I am not required to sign this form. Treatment, payment, or eligibility for benefits provided by the Participating Entities will not be affected if I do not sign this authorization. I have the right to revoke this authorization at any time in writing by sending a notice to the Care Plus Program Administrator at careplusprogram@ocalhca.com or privacy@ocalhca.com. The revocation however will not affect the disclosure of information about me to the Participating Entities have already made in reliance on my authorization. The Participating Entities may re-disclose protected health information (PHI) they access pursuant to this authorization and such re-disclosure may no longer be protected by federal privacy law (e.g. Health Information Portability and Accountability Act of 1996 (HIPAA)). Applicable state or other federal law may require the recipient to obtain your written authorization before re-disclosure unless otherwise permitted or required by such laws. I understand that I will receive a copy of this form. A copy of the original authorization is valid.

PART 7: SIGNATURE - INDIVIDUAL OR PERSONAL REPRESENTATIVE

PART 8: DATE

☒ I, the undersigned, am the individual who is the subject of this authorization.

☐ I, the undersigned, am the personal representative of the individual who is the subject of this authorization.

THE PARTICIPATING ENTITIES

- OC Health Care Agency
- OC Social Services Agency
- OC Community Resources
- OC Housing Authority
- OC Probation
- OC Sheriff's Department

FORM FPM-0218 - CPP Page 1 of 2 For Care Plus Plan ONLY



ANNUAL TRAINING

- CJIS
- HIPAA
- Confidentiality of Medical Information Act
- LPS Act
- WIC Sections 827 and 10850-10853
- California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP)
- Division 19-000,
- Criminal Offender Record Information (CORI)
- Penal Code (PC) Sections 11105, 1205.03, 1205.10 and/or WIC 827, 827.1 and PC § 11142 and/or WIC 827(b)(2)(C).

All are governed by the Care Plus Program Privacy Steering Committee

How Are We Doing?

Homeless Cohort High Utilizers

Since the Homeless Cohort Pilot began in January 2021, there have been:

Total Number of High Utilizer Participants in the Care Plus Program: **110**

Of those total participants, **32** have been discharged/graduated from the program

Number of Successful Discharges: 21

- Living Independently: 1
- Private Residence: 19
- Supportive Housing: 1

Number of Unsuccessful Discharges: 11

- Psychiatric Hospital: 1
- SUD Treatment: 1
- Deceased: 2
- Transitioned to State Prison: 2
- Living Outside of OC: 1
- Unknown: 4

Currently Enrolled Homeless High Utilizer Participants: **78**

As of 2/7/2023, there are **660 High Utilizers** who are active in four or more databases contributing to SOCDIS.

What Next?

Launch Corrections Cohort



Expand 90-Days Pre- Release Program



Build Aging Cohort





Justice Center
THE COUNCIL OF STATE GOVERNMENTS

States Supporting Familiar Faces

May 11, 2023 | Hallie Fader-Towe

The Council of State Governments Justice Center

We are a national nonprofit, nonpartisan organization that combines the power of a membership association, serving state officials in all three branches of government, with policy and research expertise to develop strategies that increase public safety and strengthen communities.

States Supporting Familiar Faces

This project will position two states to enact policy changes that build local capacity to improve responses to high utilization by



Using data to identify and better serve this population



Promoting the use of pre-arrest diversion



Building and scaling community-based behavioral health services, crisis systems, and housing

A State and Local Approach



Familiar Faces Initiative

Improving Outcomes through Coordinated Health & Justice Systems



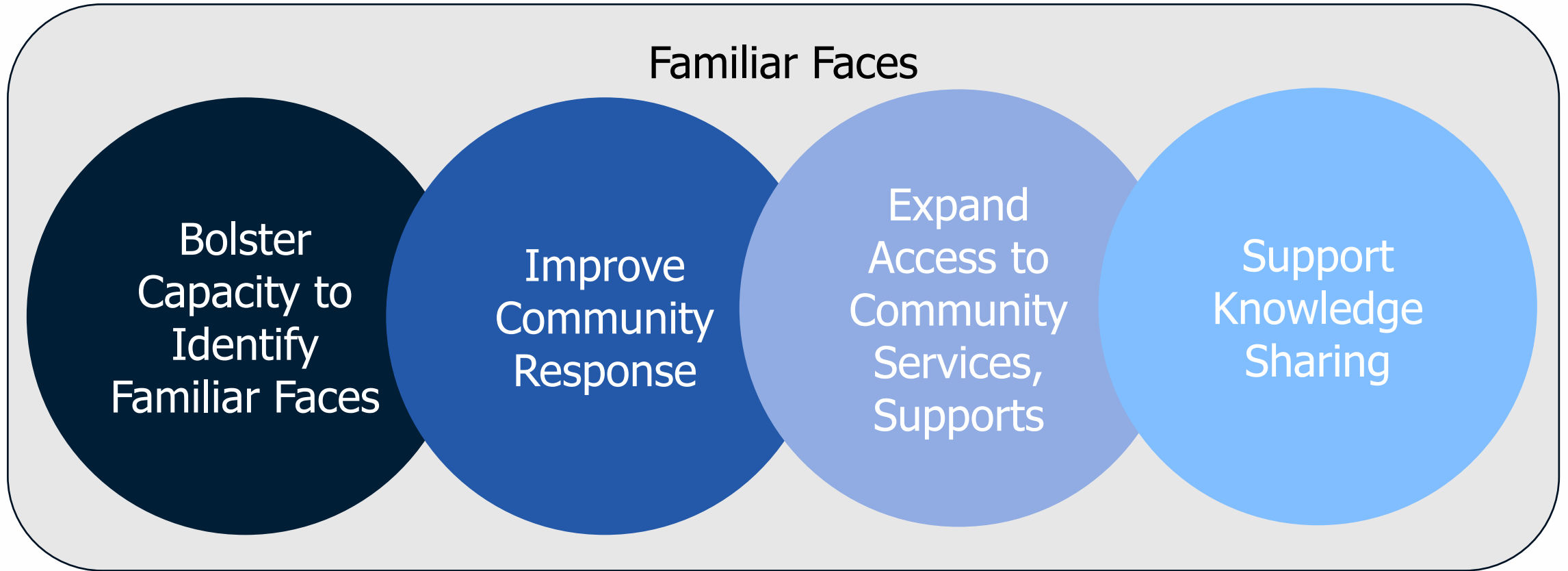
**Arnold
Ventures**



Justice Center

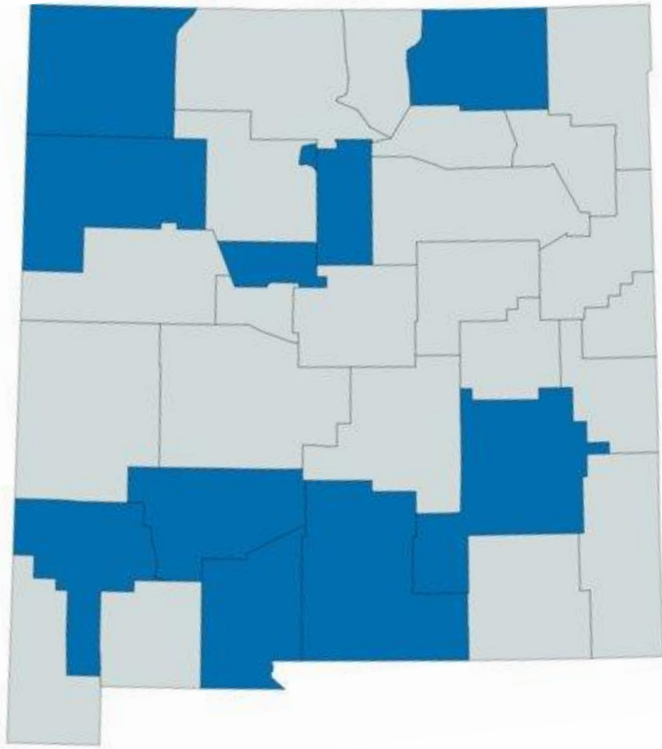
THE COUNCIL OF STATE GOVERNMENTS

Framework for Policy Ideas



States Supporting Familiar Faces in New Mexico

Coalition of 10 Counties

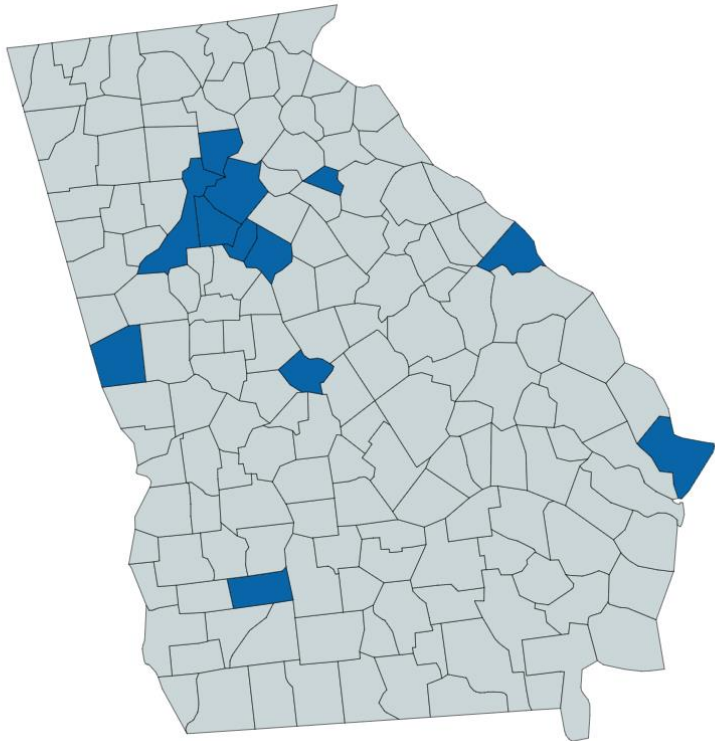


Familiar Faces Ad Hoc Subcommittee

- Housed under the NM Supreme Court Commission on Mental Health and Competency
- Leaders from all three branches of state government
- Leaders from urban and rural counties around the state representing criminal justice agencies, courts, behavioral health systems, and community-based organizations
- Tasks: (1) Develop a set of feasible, impactful short- and long-term policy recommendations and (2) champion implementation of adopted recommendations.

States Supporting Familiar Faces in Georgia

Coalition of 12 Counties



Familiar Faces Advisory Committee

- Housed under the Georgia Behavioral Health Reform and Innovation Commission
- State leaders from all three branches of government
- Criminal justice, behavioral health, and other local leaders from a diverse set of counties
- Tasks: (1) Develop a set of actionable, high-impact policy and funding recommendations and (2) champion implementation of adopted recommendations.