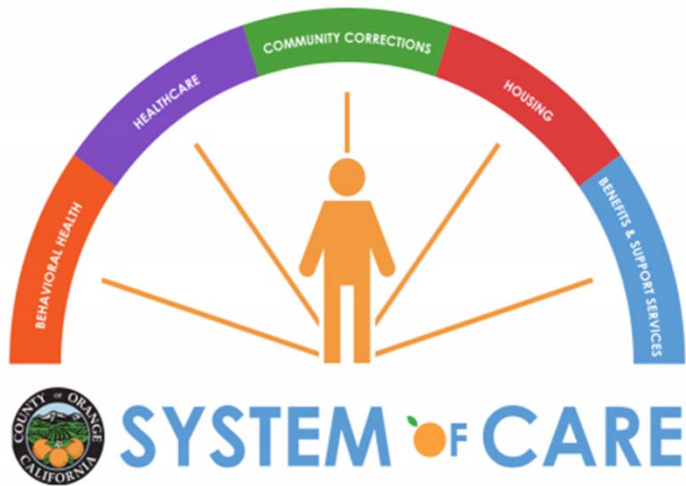




Orange County Criminal Justice Coordinating Council
July 16, 2021

Overview of the Care Plus Program (CPP)



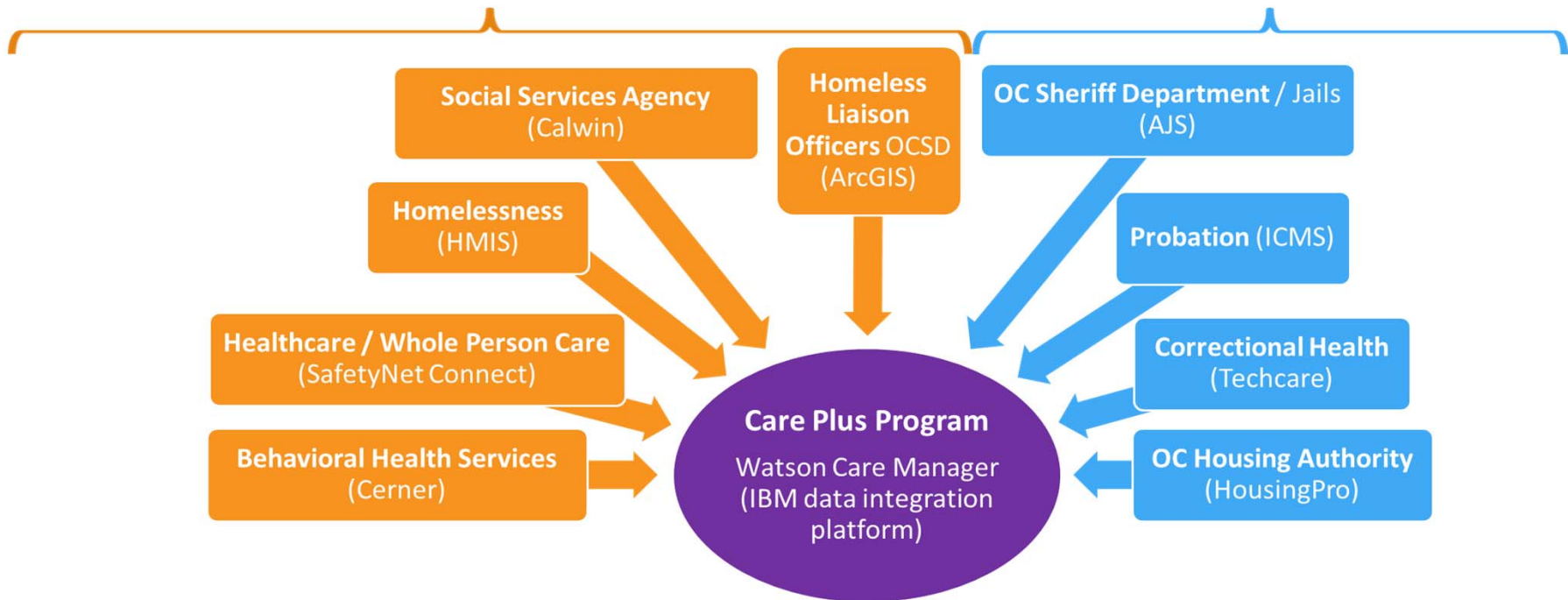
© County of Orange 2019

- ❖ Enhanced care coordination across the County's System of Care
- ❖ Consists of two components:
 - (1) System of Care Data Integration System (SOCDIS)
 - (2) Multi-Disciplinary Team (MDT)
- ❖ Goals: Improve efficiency and effectiveness – Expedite identification and assessment of needs to link the individual to appropriate services, including:
 - Shelter
 - Housing
 - Behavioral Health
 - Other supportive services

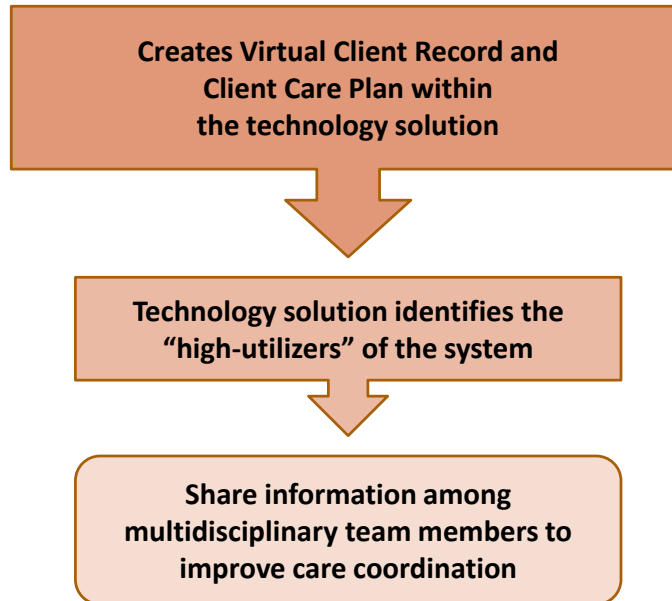
SOCDIS: What Databases Are Integrated?

Data integration phases: **5 databases: April – December 2020**

4 databases: January – June 2021



Source Systems



How is Data Shared?

The technology solution facilitates data sharing between departments to create client care plans.

To the left is how the technology solution pulls data from each of the source systems to create a client record and care plan

MDT: A Participant Experience in the CPP

Participant is discharged from jail and identified as a "high-utilizer"

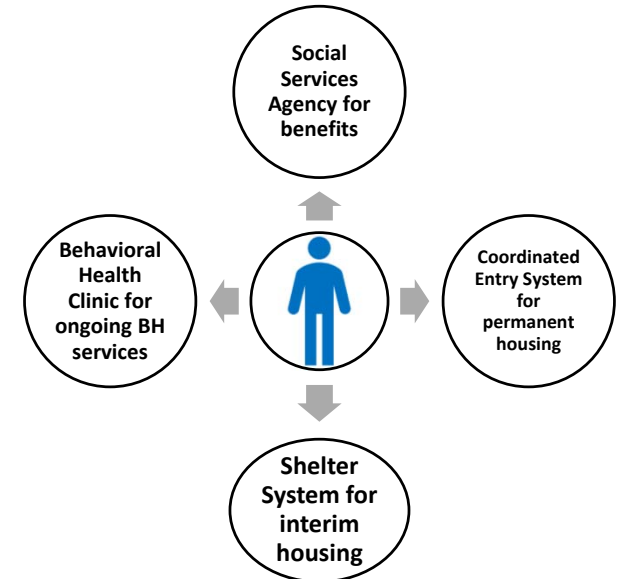


Registered in Care Plus Program

Individual Profile Created	
Virtual Client Record	Services
Community Corrections	✓ Is the individual connected to a re-entry program?
Benefits and Supportive Services	✓ Check eligibility for General Relief, Medi-Cal, CalFresh, SSI
Healthcare	✓ Check for previous history or connection to healthcare provider
Behavioral Health	✓ What BHS programs were they previously engaged with?
Housing	✓ Identify documents needed for housing eligibility

Information shared with MDT members

Participant is now connected to the following services:



Goal is to increase connections to services/housing and reduce returns to Corrections System

What does the MDT Do?

- ❖ Purpose: To provide Intense Care Coordination for high-utilizers of County services and resources
- ❖ Meets twice a month to collaborate on care plans, streamline business processes, and expedite linkages
- ❖ Representation from:
 - OC Sheriff's Department
 - Probation Department
 - Health Care Agency
 - Social Services Agency
 - OC Community Resources

CPP Demo

The screenshot displays the IBM Watson Care Manager interface for a patient named Erma Cholonin. The interface is organized into several sections:

- Header:** Shows the application name "IBM Watson Care Manager" and navigation tabs for Summary, Plan, Programs, Data, History, and Team.
- Left Sidebar:** Contains the patient's profile information:
 - Erma Cholonin:** 35 Years, 11/5/1985, Gender: Other, Priority: Not Set.
 - Alerts (1):** Virtual Record.
 - Address:** 6 Westorfield Alley, Irvine, California, 92602.
 - Phone:** 453-647-9949.
 - Programs:** (Empty list)
- Main Content Area (Summary):**
 - Goals:** Follow up on identified initial needs. Complete Client Authorization Form.
 - Latest Touchpoint:** No Records.
 - Social Background:** No Records.
 - Housing Needs:** No Records.
 - Actions:** Client Actions (Open: 0, Completed: 1), Care Team Actions (Open: 0, Completed: 0).
 - Latest Note:** Alert: Client consent will be expiring soon. By External System User. 6/9/2021, 3:16 PM.
 - Health Background:** No Records.
 - Application Submitted and ...:** No Records.
 - Care Team:** Includes Natalie Dempster (OCC - Care Coordination Manager, OCC - Data Integration Manager) and Melanie McQueen (OCC - Care Coordination Manager).
 - Conditions:** No Records.
 - Personal Background:** No Records.
 - Notes Highlights:** All. Last updated on 6/29/2021, 3:19 PM. expiring.
 - Programs:** No Records.
 - Barriers:** No Records.
 - Assessments:** No Records.
 - Risks:** No Records.
 - Current Medications:** No Records.
 - Housing History:** No Records.

CPP Aggregate Data

As of July 8, 2021

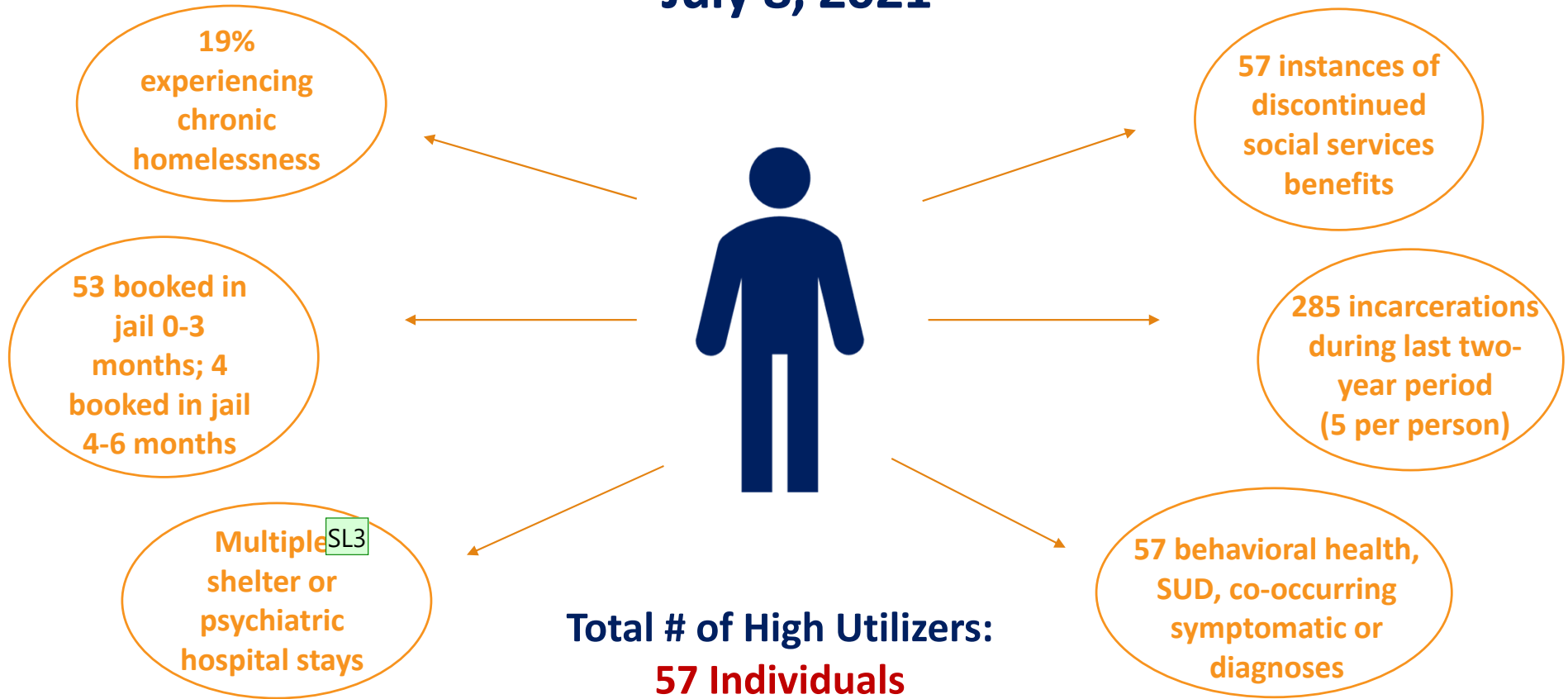
	Total no. client records in SOCDIS	Number of high-utilizers in four or more databases
Totals	105,032	262
<i>Of those totals above:</i>		
Number active in Medi-Cal program	26,057	229
Number currently active in Clarity (HMIS) program(s)	8,936	218
Number currently active in Cerner (BHS) program(s)	6,948	203

Slide 8

- DN11** This is the current count of high-utilizers in four or more source systems without ICMS and ArcGIS data
Dempster, Natalie, 7/9/2021
- SL1** Natalie- is the inability to include ArcGIS and ICMS due to the fix I think you all had emailed about earlier last week? Do we have an ETA on when that will be resolved so we can query those databases?
Simmering, Lilly, 7/13/2021

High Utilizer Illustration Corrections Cohort

July 8, 2021



Slide 9

SL3 Do we have a number? An average or approximation would suffice.
Simmering, Lilly, 7/13/2021

Corrections Cohort Common Clients

- The Corrections Cohort has 12,962 client records across AJS, ICMS, TechCare and ArcGIS SL4
 - The high-utilizer population of the corrections cohort is 57 (present in 4 or more source databases; must be, at a minimum, inclusive of AJS and TechCare).
 - The table below displays the number of common clients between each source system when filtering through the corrections cohort databases

Unique Common Clients Between Source Systems – 7/6/21

	AJS	CalWIN	Cerner	Clarity	SNC	TechCare	ICMS	ArcGIS
AJS	N/A	466	281	287	98	1,221	756	5
TechCare	1,221	663	130	42	16	N/A	836	0

Slide 10

SL4 The inclusion of ICMS and ArcGIS here is counter to Natalie's note above about the inability to include/pull data from ICMS and ArcGIS. Can we clarify?

Simmering, Lilly, 7/13/2021

Next Steps: Building the Corrections MDT

All options are focused on reducing the Return to Incarceration Rate

- Identify the MDT’s care coordination priority:
 - Does the MDT prioritize the SOCDIS 57 high utilizers?
 - Does the MDT prioritize the 1,272 high utilizers of the jails (e.g., individuals booked more than 4 times in the jails during FY 2019-20).
 - Does the MDT focus on linking the 2,433 clients who appear in only AJS or TechCare?
 - Analyze all three populations against one another to determine the true focus of the Corrections Cohort.

	SOCDIS High-Utilizers	Jail High-Utilizers	Unlinked Clients
Pros	<ul style="list-style-type: none"> • Focus is on alleviating clients’ usage of the System of Care. • Would use currently existing MDT approach. 	<ul style="list-style-type: none"> • Based on current definition of “high-utilizers” under Integrated Services. • Focus is on the jails. 	<ul style="list-style-type: none"> • Focus is on linkages. • More clients are given access to County programs/services.
Cons	<ul style="list-style-type: none"> • Number of high-utilizers are smaller than those who are missing linkages. 	<ul style="list-style-type: none"> • Would miss focus on System of Care utilization. 	<ul style="list-style-type: none"> • New MDT approach would need to be developed to focus on maximizing linkages, but this is not entirely a hardship.