October 7, 2020

Sonoma County ACCESS – Helping the Homeless During the COVID-19 Pandemic

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The Challenge

Sonoma County 3rd highest homeless population in U.S. large suburban counties

- In the 2019 Point in Time Homeless Count, Sonoma County has the 3rd highest percentages of unsheltered homeless individuals.*
- Significant contributors to Sonoma County's homeless problems are high housing costs, low vacancy rates, and displacement due to the recent wildfire disasters, lack of adequate behavioral health services.

**The 2019 Annual Homeless Assessment Report (AHAR) to Congress*

The Challenge

Siloed Programs + **Siloed Systems** + **Siloed Funding** = **Poor Outcomes**

- Services and programs are not integrated
- Staff across programs do not systematically collaborate to support clients.
- Inefficient service delivery.

- Unable to share key information across programs that would enable more effective service delivery.

- Categorical funding limit ability to pool funding across programs to build collaborative programs.

- Lack of integration barrier to support vulnerable clients.
- Poor outcomes for improved well-being and self sufficiency.
- Costly and administratively burdensome

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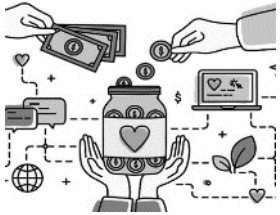
The Solution

Integrated Care Management + **Enabling Technology** + **Braided Funding** = **Successful Outcomes**

- Safety net Front-line staff and community partners working together
- Coordinated problem-solving
- Coordinated goal-setting

- Sharing data across siloes
- Access to critical information to inform care management and service needs.
- Integrated care plan anytime anywhere



- Pooled funding to build shared data systems and integrated care management teams
- Fund gaps in collaborative care system

- Housing and sheltering
- Behavioral health and medical services
- Economic assistance
- Food assistance
- Improved well-being and stability

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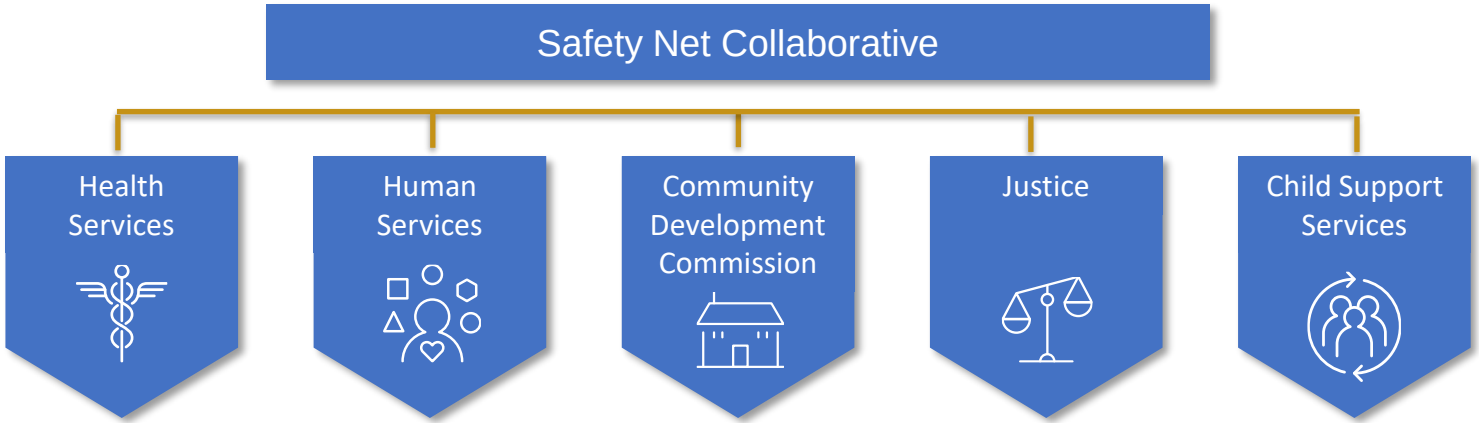
ACCESS Sonoma Organizational Leadership

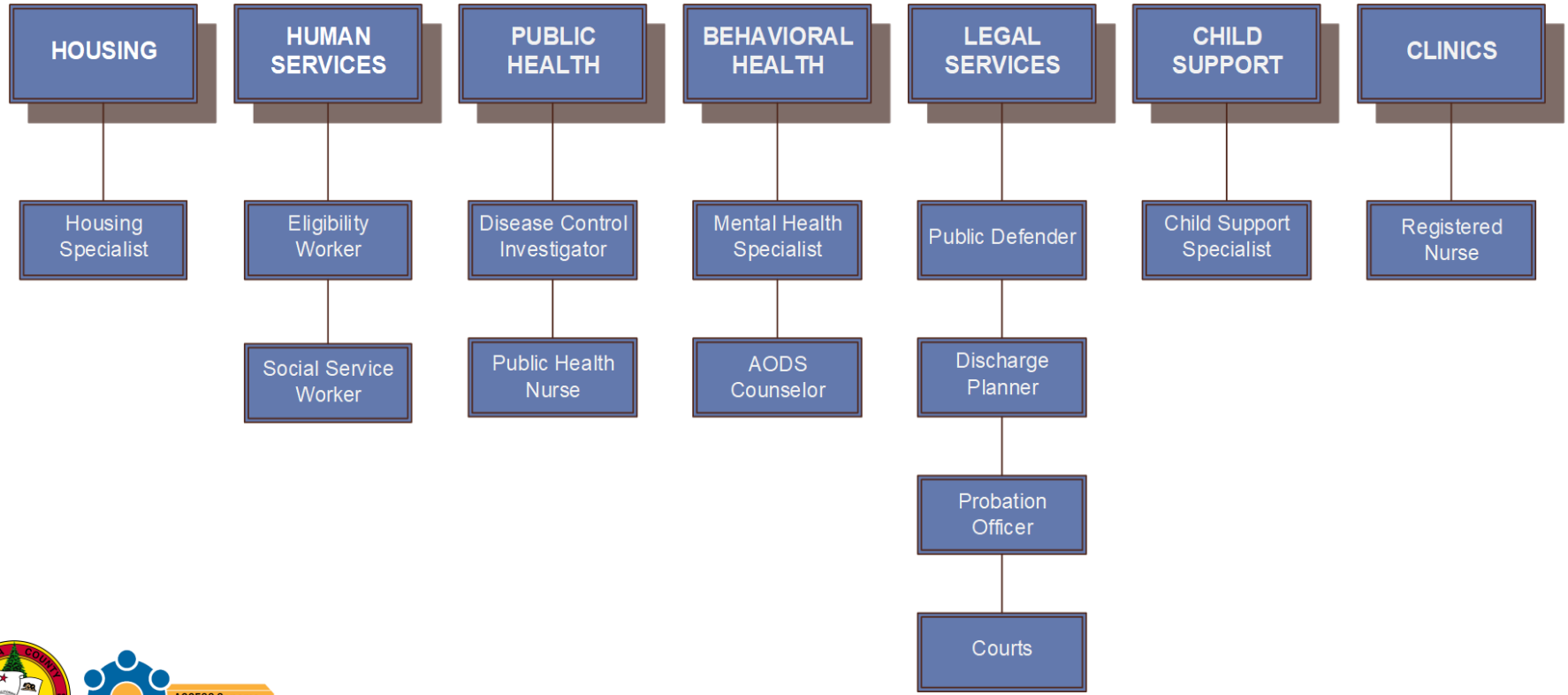


- Policy Development
- Discharge Planning
- Interim Encampment Policy

- Funding Decisions
- Staffing Decision
- Cohort Selections
- Budget Planning

Collaboration without integration is just another form of fragmentation

Organizational Structure – Integrated Care Management Team



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ACCESS Safety Net Services

- Medi-Cal
- Cal-Fresh
- General Assistance
- SSI/SDI
- Workforce Assistance
- Legal Services

- Mental Health Services & Crisis Supports
- Substance Use detox and residential treatment

- Primary care
- Dental Care
- Disease testing

- Permanent Supportive Housing
- Sheltering services
- Transitional Housing

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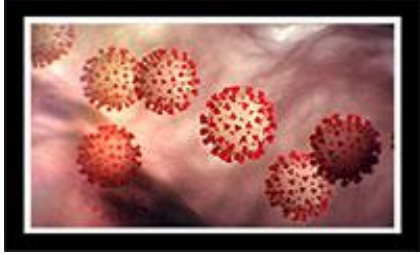
ACCESS Sonoma Cohorts

3971 Participants across 6 cohorts

1. **COVID-19-Vulnerable** – Launched May 14, 2020
2. **Homeless Encampment (HEART/JRT)** – Launched Dec. 24, 2019
3. **High Needs Homeless** – Launched Feb. 1, 2018
4. **Emergency Department High Utilizers** – Launched May 21, 2019
5. **Emergency Rapid Response** – 2017 Complex Fires and 2019 Kincade Fire
6. **Mental Health Diversion** – Launched November 5, 2019

COVID-19 Cohort



Target outreach: homeless, 65 years of age or older and those under 65 with serious underlying health conditions (respiratory illness, heart conditions, diabetes, cancer, etc.)

Covid-19

- Launched May 14, 2020
- (**243**) COVID-vulnerable sheltered
- (**112**) Individual needs assessed for safety net services & housing
- (**112**) ACCESS enrolled
- (**46**) Voucher Applications Submitted

Covid-19 Services Provided

- Medi-Cal Enrollments
- CalFresh enrollments
- SSI Enrollments
- Shelter Placements

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Homeless Encampment Access & Resource Team (HEART) Cohort

HEART Cohort

- Launched December 24, 2019
- (**304**) Participants Enrolled
- (**338**) Outreach and Engagement episodes

HEART Service Services Provided

- Medi-Cal Enrollments
- Enrolled in General Assistance
- CalFresh Enrollments
- SSI Enrollments
- Housing vouchers awarded
- Shelter Placements
- Permanent Housing Placements
- Coordinated Entry referrals
- Placed residential substance use treatment
- Enrolled in MH services

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High Needs Homeless (HnH) Cohort: SPMI with underlying medical conditions

High Needs Homeless

- Launched February 1, 2018
- (**172**) Participants Enrolled in Cohort
- (**3092**) Outreach and Engagement episodes

High Needs Services Provided

- Medi-Cal Enrollments
- General Assistance Enrollments
- CalFresh Enrollments
- SSI Enrollments
- Established Medical Homes
- Shelter Placements
- Housing Placements
- Coordinated Entry Referrals
- Placed Residential Substance Use Treatment
- Enrolled in MH Services

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Emergency Department High Utilizers Cohort

Emergency Department High Utilizer

- Launched May 21, 2019

ED High Utilizer Services Provided

- Medi-Cal Enrollments
- General Assistance Enrollments
- CalFresh Enrollments
- Shelter Placements
- Housing Placement
- Enrolled in MH services
- Cost savings $25,173.60-$75,315.65

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Emergency Rapid Response Cohort: 2017 Complex/2019 Kincade Fire Disaster Response

Emergency Response team

- Deployed October 2017 (Complex Fires)
- Deployed December 2019 (Kincade Fire)
- (**238**) Participants Enrolled in Cohort

Emergency Response Services Provided

- Housing Placements
- Shelter Placements
- Enrolled in one or more of the following: General Assistance, CalFresh, Medi-Cal, SSI, IHSS

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Mental Health Diversion Cohort: Diversion from Criminal Justice System

Mental Health Diversion

Launched November 5, 2019

- (22) Referrals from PD to Courts
- (26) non-duplicative referrals from Courts to MH Diversion
- (11) Accepted into services for SCBH MH Diversion program
- (7) Enrolled into SoCo Behavioral Health/Mental Health Diversion program
- (7) Pending enrollment into Sonoma Access

Mental Health Diversion Services Provided

- Medi-Cal Enrollments
- General Assistance Enrollments
- CalFresh Enrollments
- Established Medical Homes
- Housing Vouchers Awarded
- Shelter Placements
- Living with Family

Addressing Homelessness Efforts to Date

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Addressing Homelessness

- On December 23rd and March 10th, the Board of Supervisors made significant investments of resources to aggressively address homelessness in the County
- Approved the County's participation in the Governor's 100-day challenge
- The County ACCESS Initiative has played an integral part in addressing homelessness in the county over the past year with its focus on integrated care management teams using enabling technology to develop care plans and track goals along with increased safety net services and supports
- Have utilized 10 trailers from the governor to help support the County's efforts to achieve functional zero homelessness

Addressing Homelessness

To house those most at risk of contracting COVID-19 the County established four non-congregate sites:

- **Best Western Dry Creek**, Healdsburg
- **Astro Hotel**, Santa Rosa
- **Sonoma County Fairgrounds**, Santa Rosa – utilizing the Governor's 10 trailers
  - **Alliance Redwoods**, Occidental

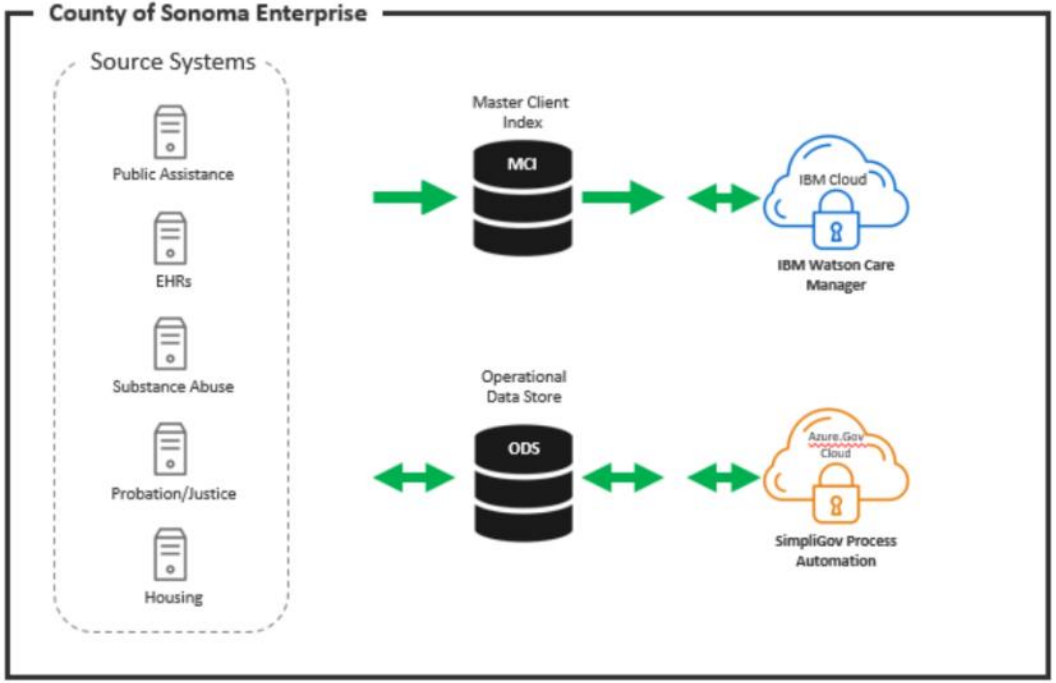
80 Vouchers for COVID-19 homeless

ACCESS Sonoma Data Hub

ACCESS Sonoma Key Components – Integrated Data Systems

The ACCESS Data Hub

- Integrated data hub combines data from safety net source systems.
- Integrated holistic view of the client
- Cloud-based, mobile care coordination shared by all team.
- Community-based organization participation and referral capability.



Martin Shore

53 Years
12/1/1966
Male
Priority: Not Set

Alerts (2)
Virtual Record

Actions

Address
600 Morgan Street,
Santa Rosa,
95401

Phone
707-212-3456

Agent
Ron Turik
707-334-8532

Programs
WPC Intensive Case Management

Summary

Share Care Plan | Customize Summary

Care Team Safety Concerns

Dangerous Living Conditions . Dangerous Living Conditions. 6th St Bridge visit requires appropriate footwear - lots of drug paraphernalia on ground including used sharps

Programs

WPC Intensive Case Management

Assessments

PHQ-4 (Anxiety/Depression: Patient Health Questionnaire 4-item)

PHQ-4 Anxiety Subscale
Positive Screen - Anxiety 5

PHQ-4 Depression Subscale
Positive Screen - Depression 5

10/7/2019

Latest Touchpoint

Face to Face Other:
Successful

Good meeting with client reviewing goals and updating

Protective Factors

Income . Currently working with IHSS for about 20 hours a month

Positively Engaged in Behavioral Health Treatment .

Employment History .

High School Education .

Job Skills .

Goals

Adequate Behavioral Health Treatment

Safety Screening

Needed Physical Health Services

Adequate Consistent Income

Places Frequented

Russian River area. Works with WCCH and goes to Clean Day. 6/4/2019 -

Current Actions

Follow Recommended Mental Health Treatment
6/11/2019

Determine Housing Need
6/11/2019

Establish Mental Health Provider
6/11/2019

Connect client to other shelter (winter shelters, Redwood Gospel Mission, Day Centers)
6/11/2019

Determine Need for Safety Planning
6/11/2019

Health Background

Diabetic, shoulder pain possibly needing an

Care Team

Carolyn Staats
Lead Care Manager
707-5655472

Jessica Hetherington
BH: Eligibility Social Worker

Watson Demo
Lead Care Manager

Abigail Garcia Diaz
HSD EA: Senior Eligibility Specialist

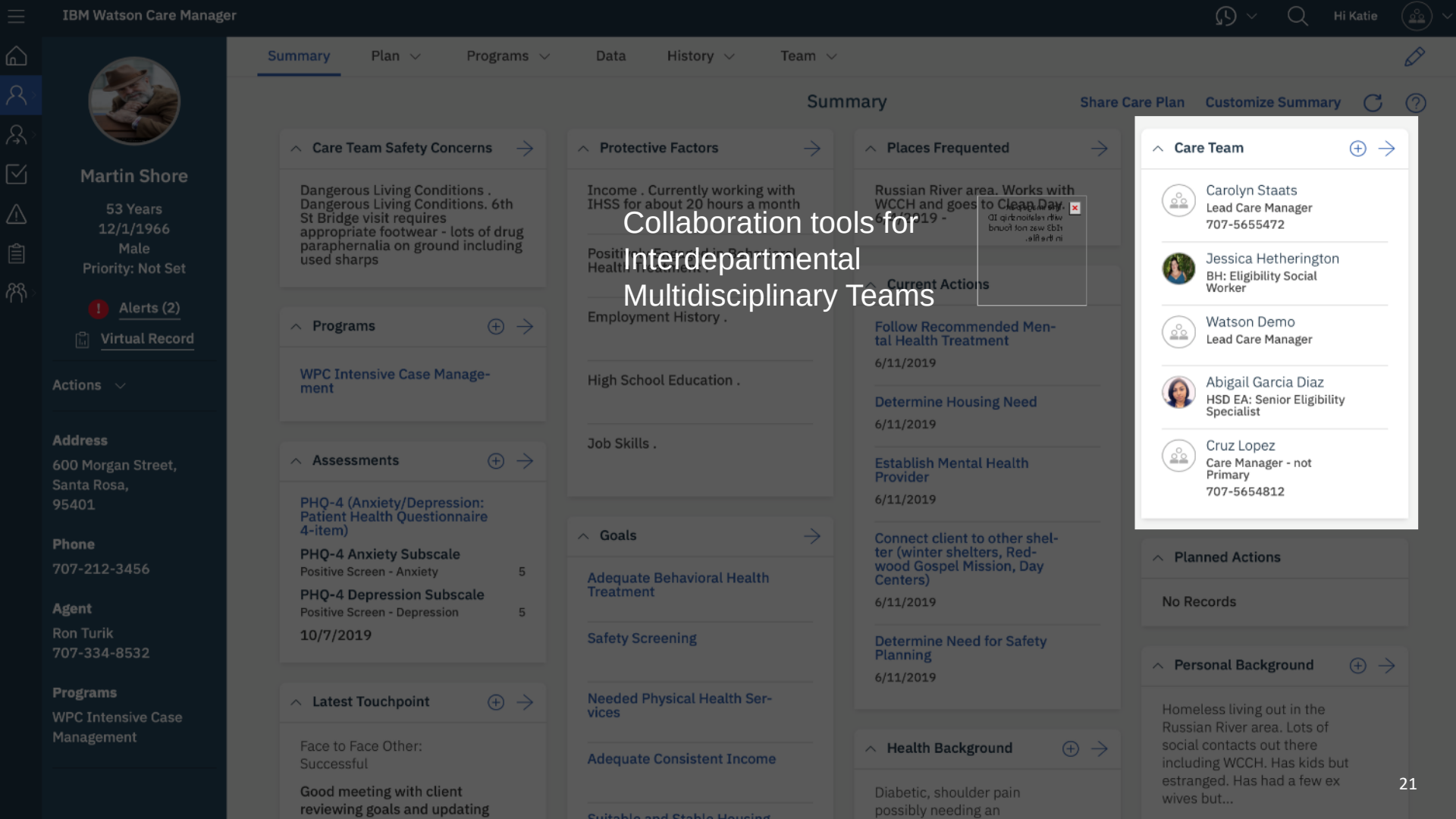
Cruz Lopez
Care Manager - not Primary
707-5654812

Planned Actions

No Records

Personal Background

Homeless living out in the Russian River area. Lots of social contacts out there including WCCH. Has kids but estranged. Has had a few ex wives but...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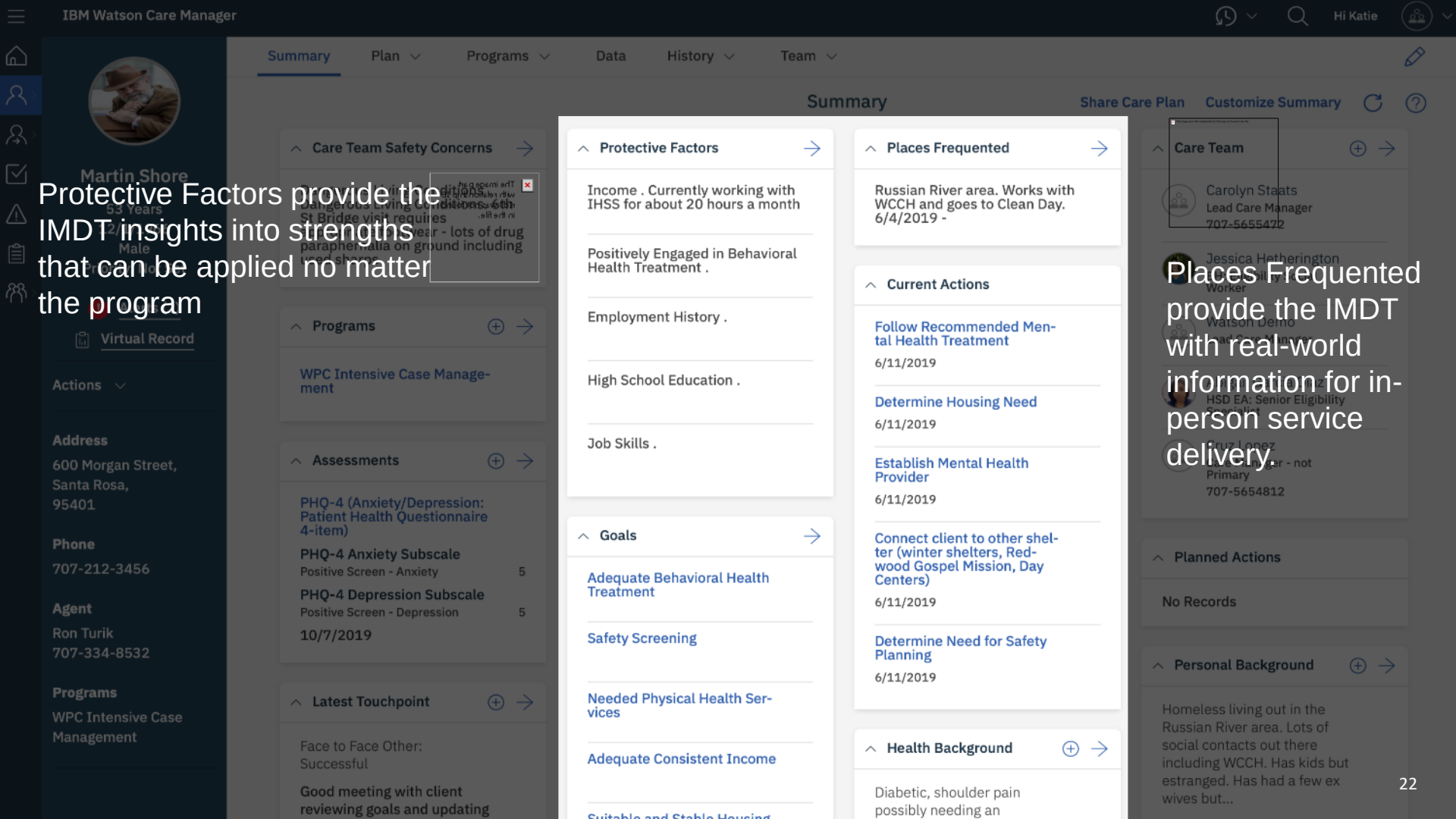
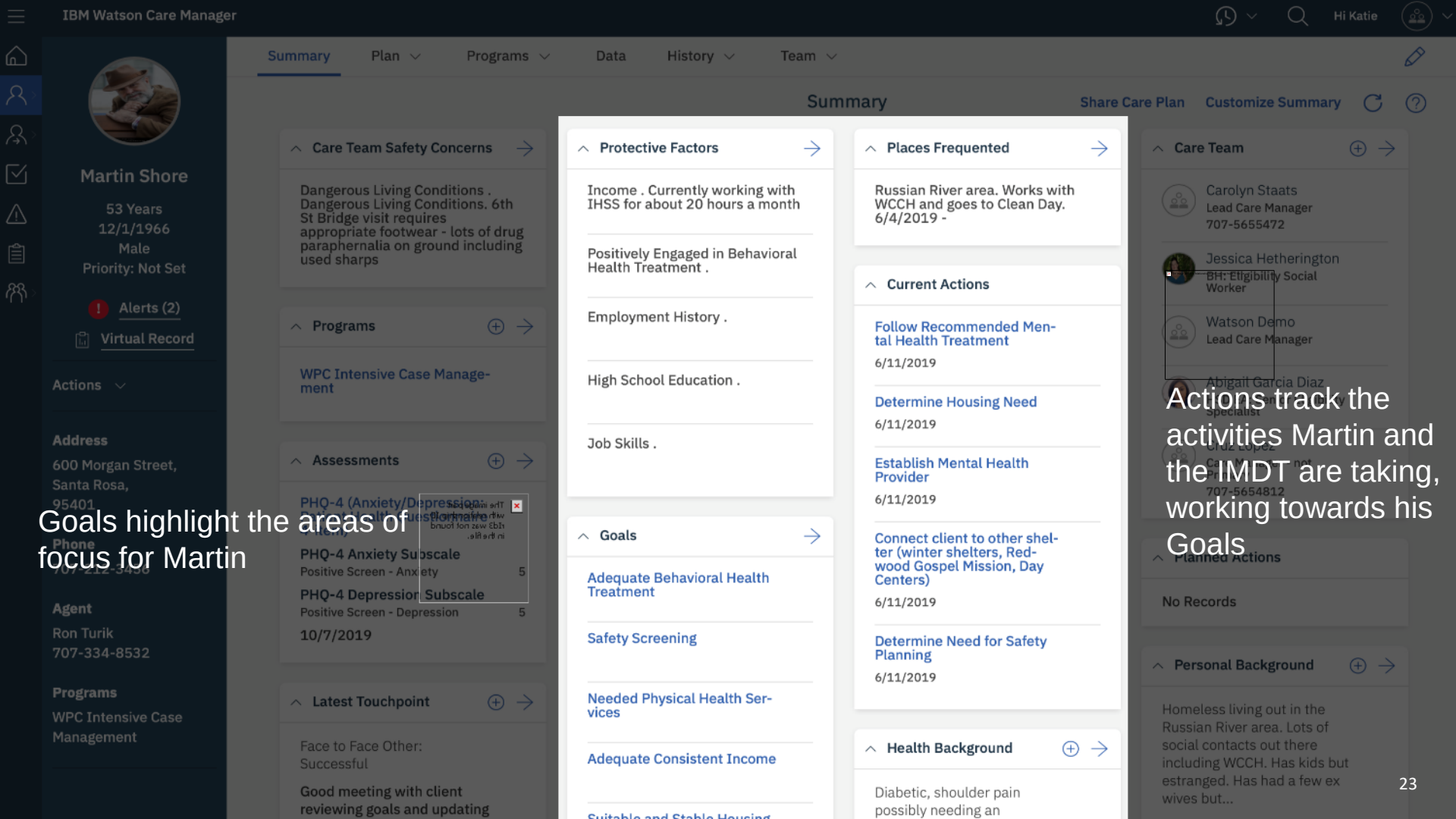
Collaboration tools for Interdepartmental Multidisciplinary Teams



Protective Factors provide the IMDT insights into strengths that can be applied no matter the program

Places Frequented provide the IMDT with real-world information for in-person service delivery.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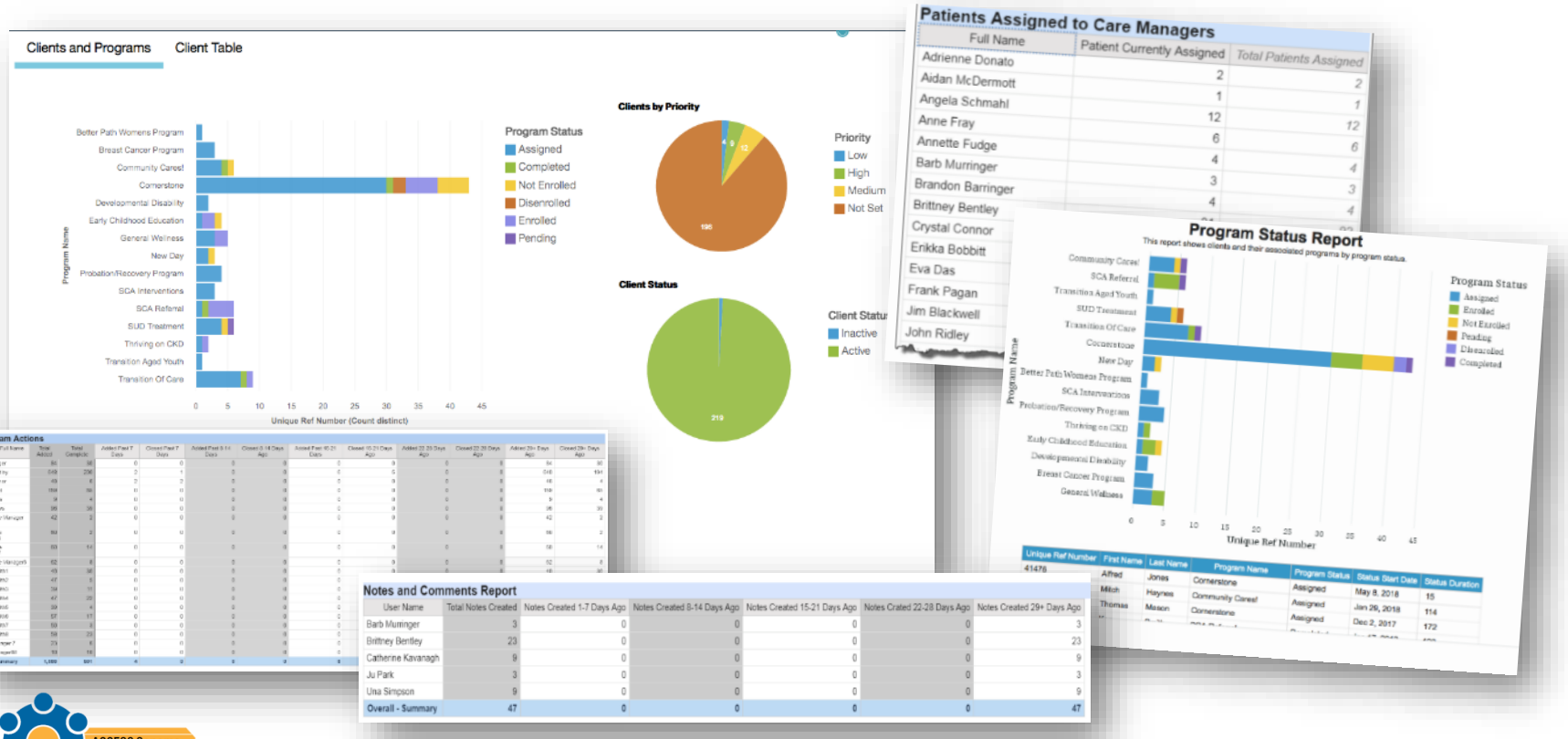
Goals highlight the areas of focus for Martin
Actions track the activities Martin and the IMDT are taking, working towards his Goals

Watson Care Manager Reporting



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Client Successes

ACCESS Sonoma Success Story

Patricia Perseveres

Patricia, a 43-year-old single mother and her teenage son lived in her car for more than year. Although this single mother had mental and physical health challenges, she was adamant that her son kept up with his education. She adhered to the ACCESS program meeting goals even when she felt like giving up. Throughout this time, high needs homeless staff continued to support her participation in the program encouraging when she struggled.

Despite her personal challenges Patricia was determined to continue working the high needs homeless program and raise her son, ultimately achieving success not only for herself but her family too. Patricia is now living in supportive permanent housing after experiencing homelessness for over a year. She continues to work on her mental and physical health to further increase her self-sufficiency.

ACCESS Sonoma Success Story

Martina is giving back

- Received services on the Joe Rodota Trail (JRT)
- Moved to Los Guilicos Villages
- Transitioned into Buckelew Housing

After being homeless for 10+ years Martina has overcome many barriers. Currently, she's holding a full time job working in the security industry. She is currently sober and doing individual recovery work with a sponsor. She has expressed her gratitude for all the opportunities she has received.

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ACCESS Sonoma Success Story

Jonathan wants to become a peer advocate

Jonathan was a 45-year-old homeless man with a criminal history, substance abuse issues, and a Bipolar diagnosis. He found the fortitude to turn his life around after leaving the Sonoma County Jail.

He was in the WellPath program and then referred to Whole Person Care. His case manager accompanied him from the jail to probation and then to Interfaith Shelter Network (IFSN). In a short amount of time he managed to acquire a therapist and get his own studio apartment. Presently he is waiting to start the SRJC Culinary program. He would also like to become a peer advocate when the Wellness program returns.

ACCESS Sonoma Success Story

Mark is thankful

Mark was referred to the High Needs Homeless (HnH) Program by the Sonoma County Sheriff in late 2018. In his early 50's, Mark was on probation living on the streets of Rohnert Park. With significant medical issues and a mental health diagnosis, the High Needs Homeless Cohort assisted **Mark** with financial services through the Human Services Department and medical care through Santa Rosa Community Health. Unwilling to engage with mental health services, his health was deteriorating further. After finding him in distress, he was taken to a local hospital; the HnH team was able to locate a skilled nursing facility and eventually local housing at the InterFaith Shelter Network's house. With ongoing help from the ACCESS Sonoma's HnH cohort, Mark has secured his driver's license, purchased a car, and is looking forward to using his SSI stipend to secure his own apartment.

"I owe my thanks to you for helping me get through a very difficult time in my life. I told you I would hit the ground running if I could just get housing. Please tell everyone at your office how much what you do really helps people, and I for one, am so very thankful to you and your staff. Oh yeah, even got a Obama phone!"

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- **Model is a blueprint** that is scalable across cities, counties and states.
- **The ACCESS Sonoma initiative has been highly successful** in its short time — helping vulnerable individuals to achieve stable housing, independence and stability in their lives.
- **Award-Winning Initiative** that has won 3 awards in 12 months: Financial Times Intelligent Business Award, National Association of Counties Achievement Award and the IBM Watson Health Award.
- **Local Jurisdictions are interested in replicating…**cities, counties, and states across the country have reached out and expressed interest in our approach.

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