

# Stakeholder Forum Feedback, February 23, 2016

Goal: Improve quality and accessibility of NON-OUTPATIENT services

Objectives and Strategic Actions	Who Are Our Service Delivery & Advocacy Partners?	How Can VCBH Contractors and Collaborators be Involved?	Prioritize Level of Importance
<b>(A) Prioritize and Plan for the Implementation of Waiver-Required Services</b>			
<b>1. RESIDENTIAL SERVICES</b>	Prototypes, Khepera, Rain, Casa Pacifica, Sober Living, Lighthouse, Rescue Mission, Teen Challenge, Genesis, Tarzana Treatment Centers, Vista Del Mar	<ul style="list-style-type: none"> <li>• Communication, provide an open house, monitoring</li> <li>• Assist with awareness of options</li> <li>• Monitoring sober living homes</li> <li>• Transportation needs</li> <li>• Ongoing collaboration</li> <li>• Address immediate issues, detox, reduce risk-factors</li> <li>• Identifying residential providers that can become licensed</li> </ul>	3,2,3,4,3,3,4,3,3,3
<b>2. CASE MANAGEMENT SERVICES</b>	Human Services Agency, Casa Pacifica, Probation, VCBH, VCSO (in-custody), Public Health, Gold Coast Healthcare, CPS, CalWorks	<ul style="list-style-type: none"> <li>• Contract with managed care provider, i.e. Beacon</li> <li>• VCBH</li> <li>• Centralized individual providers</li> <li>• Combine with patient flow</li> <li>• Coordinated through centralized assessment center</li> <li>• Transition planning and follow-up</li> <li>• Provide one-stop patient information upon release from in-custody (VCSO)</li> <li>• Help navigate the system and access needed resources</li> </ul>	1,1,1,1,2,1,1,1,1,1,1

<b>3. TELEHEALTH SERVICES</b>	Prototypes, Casa Pacifica and Tarzana Treatment Centers, VCBH	<ul style="list-style-type: none"> <li>• Sites in each agency</li> <li>• Follow-up, community support, text messages, apps, website, online meetings</li> <li>• Establish initial contact</li> <li>• Provide services without transportation challenges</li> <li>• Ongoing outpatient services</li> <li>• Set up portals for telehealth services to occur</li> <li>• Determine how telehealth can be used for case management</li> <li>• Online support groups</li> </ul>	4,3,2,4,3,2,4,3,4,4,4
<b>4. PATIENT FLOW</b>	Centralized, no wrong door. STAR, Probation, Drug Court, Human Services Agency, VCBH, Schools, Residential Providers	<ul style="list-style-type: none"> <li>• Need IT sharable data</li> <li>• Alumni Services</li> <li>• Assessment is done at each point of entry and referral system in place</li> <li>• Matching appropriately to right level of care</li> <li>• VCBH Star Program</li> <li>• Centralized Assessment system</li> <li>• Tracking and measuring treatment outcomes</li> <li>• Coordinated assessment tools</li> <li>• Design to help receive/move patients according to medical necessity through ASAM Assessment and Reassessment</li> </ul>	2,1,2,1,1,2,2,2

**(B) Identify Additional Services / Strategies**

Strategic Directions	Partners	How Involved?	Priority
Outreach Services for Homeless		Medi-Cal eligible, homeless population	1
Consumer Feedback		Include consumers in patient design program	

Medication Assistance Program			
Pain Management			
Use schools/LCSWs to assist with Case Management			