

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
(A) Prioritize and Plan for the Implementation of Waiver-Required Services			
1. RESIDENTIAL SERVICES	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"> • Communication, provide an open house, monitoring • Assist with awareness of options • Monitoring sober living homes • Transportation needs • Ongoing collaboration • Address immediate issues, detox, reduce risk-factors • Identifying residential providers that can become licensed 	3,2,3,4,3,3,4,3,3,3
2. CASE MANAGEMENT SERVICES	Human Services Agency, Casa Pacifica, Probation, VCBH, VCSO (in-custody), Public Health, Gold Coast Healthcare, CPS, CalWorks	<ul style="list-style-type: none"> • Contract with managed care provider, i.e. Beacon VCBH • Centralized individual providers • Combine with patient flow • Coordinated through centralized assessment center • Transition planning and follow-up • Provide one-stop patient information upon release from in-custody (VCSO) • Help navigate the system and access needed resources 	1,1,1,1,2,1,1,1,1,1,1

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