Stakeholder Forum Feedback, February 23, 2016

Goal: Improve quality and accessibility of NON-OUTPATIENT services

<table>
<thead>
<tr>
<th>Objectives and Strategic Actions</th>
<th>Who Are Our Service Delivery &amp; Advocacy Partners?</th>
<th>How Can VCBH Contractors and Collaborators be Involved?</th>
<th>Prioritize Level of Importance</th>
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<tbody>
<tr>
<td>(A) Prioritize and Plan for the Implementation of Waiver-Required Services</td>
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| 1. RESIDENTIAL SERVICES | Prototypes, Khepera, Rain, Casa Pacifica, Sober Living, Lighthouse, Rescue Mission, Teen Challenge, Genesis, Tarzana Treatment Centers, Vista Del Mar | • 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 | 3,2,3,4,3,4,3,3,3,3 |
| 2. CASE MANAGEMENT SERVICES | Human Services Agency, Casa Pacifica, Probation, VCBH, VCSO (in-custody), Public Health, Gold Coast Healthcare, CPS, CalWorks | • 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 |
### 3. **TELEHEALTH SERVICES**

Prototypes, Casa Pacifica and Tarzana Treatment Centers, VCBH

- 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

**Priority**: 4,3,2,4,3,2,4,3,4,4

### 4. **PATIENT FLOW**

Centralized, no wrong door. STAR, Probation, Drug Court, Human Services Agency, VCBH, Schools, Residential Providers

- 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

**Priority**: 2,1,2,1,1,2,2,2

### (B) Identify Additional Services / Strategies

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<tr>
<th>Strategic Directions</th>
<th>Partners</th>
<th>How Involved?</th>
<th>Priority</th>
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<tr>
<td>Outreach Services for Homeless</td>
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<td>Medi-Cal eligible, homeless population</td>
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<tr>
<td>Consumer Feedback</td>
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<td>Include consumers in patient design program</td>
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<td>Medication Assistance Program</td>
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<td>Pain Management</td>
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<td>Use schools/LCSWs to assist with Case Management</td>
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