Healing the Streets

Project Kickoff
January 19, 2022
Meet today’s presenters!

Karen Kern
Adult Services
Director, County Behavioral Health

Cassandra Eslami
Director of Community Engagement, County Behavioral Health

Joey Crotogini
Homeless Persons Health Project Manager, County Health Services Agency

Julia Lang
Senior Consultant, RDA Consulting

Amalia Freedman
Senior Director, RDA Consulting
Project Aims

Provide direct services to people experiencing homelessness and serious mental illness with or without a co-occurring substance use disorder.

Develop a sustainable model for this population of focus that produces the best outcomes possible for our community.
### Integrated System of Care

<table>
<thead>
<tr>
<th>Broad, flexible array of services and supports</th>
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<tbody>
<tr>
<td>• Field-based health and behavioral health services</td>
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<tr>
<td>• Case management and peer support</td>
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<tr>
<td>• Connection to housing resources</td>
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<table>
<thead>
<tr>
<th>Coordinated Network</th>
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<tbody>
<tr>
<td>• Meaningful partnerships, integrated service planning</td>
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<tr>
<td>• Seamless pathways into care via a universal referral process</td>
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<tr>
<td>• Participation in a data-sharing system</td>
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<th>Person-centered, Self-directed</th>
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<tbody>
<tr>
<td>• Low barrier access</td>
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<tr>
<td>• Harm reduction approach</td>
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<td>• Culturally responsive and humble</td>
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Target Population

Adults in the Cities of Watsonville and Santa Cruz

- Experiencing homelessness
- Experiencing a serious mental illness with or without a co-occurring substance use disorder
- 600 people over two years

Heat map of location from PIT counts - 2017 and 2019
Services

Direct field-based services for clinical care (Street Medicine)

Capacity to connect via telehealth from the field

Case management using a Critical Time Intervention Model

Peer support with someone having lived experience

Connection with housing resources

Crisis intervention and support

Mental Health and Substance Use Disorder expertise
Critical Time Intervention (CTI)

- Evidence-based, Community Driven
- Time-limited, phased and focused approach
- Harm Reduction framework
- Regular case review
- Smaller caseloads

Phase 1: Transition
Phase 2: Try-Out
Phase 3: Transfer of Care

https://www.criticaltime.org/cti-model/
### Staffing Model

<table>
<thead>
<tr>
<th>Grant and Project Management – Total 3.0 FTE</th>
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<tbody>
<tr>
<td>• Health Services Manager (Project Director)</td>
</tr>
<tr>
<td>• Program Coordinator</td>
</tr>
<tr>
<td>• Administrative Aide</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Medicine Team – Total 3.0 FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Nurse practitioner</td>
</tr>
<tr>
<td>• Nurse</td>
</tr>
<tr>
<td>• Mental Health Client Specialist</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Case Management Team (6.5 FTE)</th>
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</thead>
<tbody>
<tr>
<td>• Case Managers (4.0 FTE)</td>
</tr>
<tr>
<td>• Peers (2.0 FTE)</td>
</tr>
<tr>
<td>• Supervisor (0.5 FTE)</td>
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Integration and Sustainability

Cross-Department Collaboration - HSA/HSD
(Housing for Health Division)

- 100 Day Challenge
- Encampment Resolution Fund proposal

CalAIM – opportunities to support this population of focus

- Enhanced Care Management (ECM) entitlements
- Community Supports

Trauma-informed approach with assessment and planning

- One record across multiple systems.
- Interoperability of data systems
Data Sharing

- Ability to share data across systems
- Together We Care Platform - interoperability with EPIC
- Future interoperability with HMIS
- Case managers – access to HMIS
- Unite Us platform with referral management
Evaluation

Evaluation of both aims

Who we are serving and individual and aggregate outcomes

Efficacy and sustainability of model

Partnering with Resource Development Associates (RDA)
Healing The Streets
Evaluation Overview
Today’s Discussion

Introduction to RDA

Evaluation Objectives, Components, & Tools

Next Steps
About RDA

- RDA’s **mission** is to work toward a just and equitable society by partnering with diverse stakeholders in addressing barriers to individual, organizational, and community well-being.
- Established in **1984** in Oakland, CA.
- **What we do** - We take a systems approach to evaluation, planning, organizational development, and grant writing.
- **How we do it** - Client-focused, outcome-based, efficient and effective use of resources.
- **Who we work with** - In addition to working with Santa Cruz County, we are working with 9 other CA counties, 2 cities, a research foundation, a council of governments and a policy institute.
Evaluation is...

➢ A way to know if what you’re doing is working
➢ A vehicle for continuous improvement
➢ A means to communicate with the public and funders
➢ A contribution to a broader understanding of what works

You can change what you can measure
# Types of Evaluation

<table>
<thead>
<tr>
<th>Process/Implementation</th>
<th>Outcome</th>
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<tr>
<td>Focuses on how you are carrying out your program activities, who you are reaching, and what services you are providing</td>
<td>Determines if a program is meeting its desired outcomes and impact</td>
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<tr>
<td>- Who was served, and how?</td>
<td>- Is your program achieving the goals and objectives it was intended to accomplish?</td>
</tr>
<tr>
<td>- Were program activities put into place as originally intended?</td>
<td>- Are certain participants experiencing better outcomes than others?</td>
</tr>
<tr>
<td>- What factors - internal or external - have influenced your ability to implement the program?</td>
<td>- What factors contribute to the program’s outcomes?</td>
</tr>
<tr>
<td>- What do clients and staff see as working well? What are areas that need improvement?</td>
<td>- Can progress on goals &amp; objectives be shown to be related to your program, as opposed to other things?</td>
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RDA Approach

➢ Inclusive of all stakeholders
➢ Put to **practical** use
➢ **Culturally responsive**
➢ Appropriate for various audiences
➢ **Builds on** organizational assets
➢ Methodologically sound
➢ Geared toward **sustainability**
Evaluation Tools and Activities:
Mixed Methods Evaluation will give us insight into how the program is operating and its impact.

Qualitative Data Collection
Potential Tools:
- Surveys
- Interviews
- Focus Groups
- Observation

Quantitative Data Collection
Potential Tools:
- Surveys
- Existing data Analysis
- Tracking participation

Results
Results from qualitative and quantitative data analyzed and combined for a view of different aspects of the program such as output, outcomes, and overall impact.
Evaluation of outcomes based on Interviewing clients

- This is a SAMHSA requirement which makes sure funds are being used to create equitable access to services.
- RDA will perform intake, 6 month, and discharge interviews for all consenting participants.
- This will give us insight into how participants are being supported by this project.
Creating a Continuous Improvement Cycle

- Evaluate the effectiveness of different program components - both process and outcomes
- Use data to inform modifications to programs as needed
- Continue to measure and improve program quality over time
Evaluation Roadmap

Repeats and builds in Years 1 and 2
Evaluation Year 1

- Stakeholder introductions
- Data and documentation review

Kickoff

- Key informant interviews
- Tool development
- Evaluation plan

Evaluation Planning

- Provider training
- Data dashboard

Quality Improvement Activities

- GPRA interviews
- Data collection & analysis
- Report development

Reporting
Next Steps

1. Establish staff to conduct GPRA data collection

1. Initiate evaluation planning

1. Develop data use agreements as needed to support evaluation

2. Data and reports will be shared with the public (in the future, can be found on Behavioral Health webpage)

Thank you!