Project Kickoff
January 19, 2022

Healing the Streets

COUNTY OF SANTA CRUZ
Behavioral Health Services
FOR CHILDREN & ADULTS

CONDADO DEL SANTA CRUZ
Salud Mental y Tratamiento del Uso de Sustancias
POR NIÑOS Y ADULTOS

Meet today's presenters!

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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

Broad, flexible array of services and supports

- Field-based health and behavioral health services
- Case management and peer support
- Connection to housing resources

Coordinated Network

- Meaningful partnerships, integrated service planning
- Seamless pathways into care via a universal referral process
- Participation in a data-sharing system

Person-centered, Self-directed

- Low barrier access
- Harm reduction approach
- Culturally responsive and humble
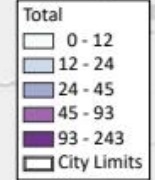
Target Population

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

Jurisdiction	2017	2019
Capitola	21	6
Santa Cruz	1204	1197
Scott's Valley	19	4
Watsonville	463	370
Unincorporated	542	515

Heat map of location from PIT counts - 2017 and 2019

Santa Cruz County 2019 PIT - Total

Total
- 0 - 12
- 12 - 24
- 24 - 45
- 45 - 93
- 93 - 243
- City Limits

Boulder Creek

Brookdale

Bonny Doon

Felton

Live Oak

Soquel

Capitola

La Selva Beach

Freedom

Amesti

Interlaken

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THE COUNTY OF SANTA CRUZ · 1850

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

| Pre-CTI | Phase 1 Transition | Phase 2 Try-Out | Phase 3 Transfer of Care |

https://www.criticaltime.org/cti-model/

Staffing Model

Grant and Project Management– Total 3.0 FTE	Street Medicine Team – Total 3.0 FTE	Case Management Team (6.5 FTE)
• Health Services Manager (Project Director) • Program Coordinator • Administrative Aide	• Nurse practitioner • Nurse • Mental Health Client Specialist	• Case Managers (4.0 FTE) • Peers (2.0 FTE) • Supervisor (0.5 FTE)

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

Healing The Streets
Evaluation Overview

RDA
CONSULTING

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

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

➢ **Inclusive** of all stakeholders

➢ Put to **practical** use

➢ **Culturally responsive**

➢ **Appropriate** for various audiences

➢ **Builds on** organizational assets

➢ **Methodologically** sound

➢ Geared toward **sustainability**

RDA Approach

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.
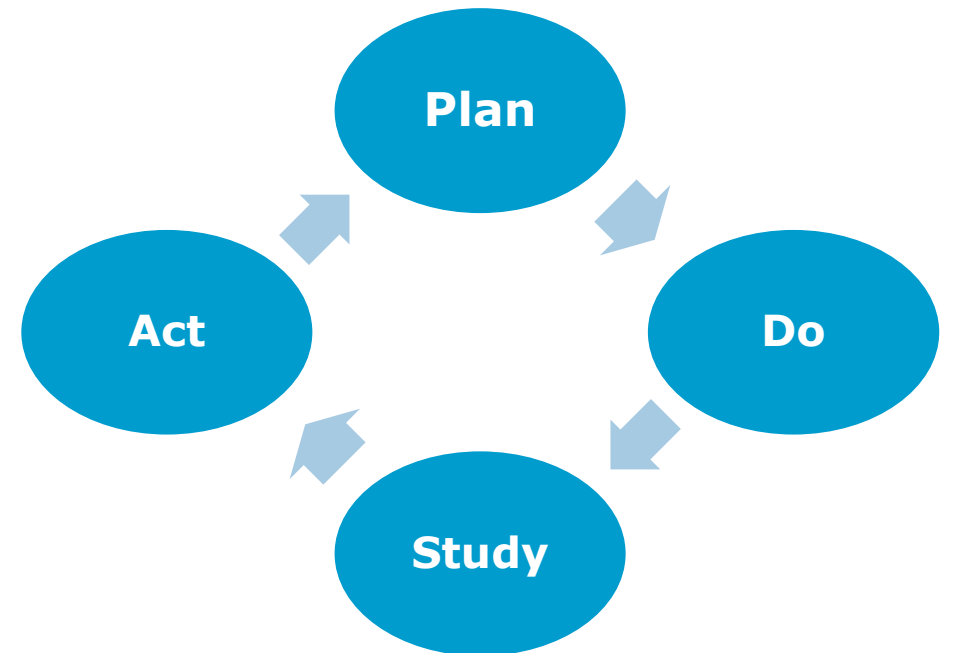
Evaluation of outcomes based on Interviewing clients

❖ This is a SAMHSA requirement which that 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.
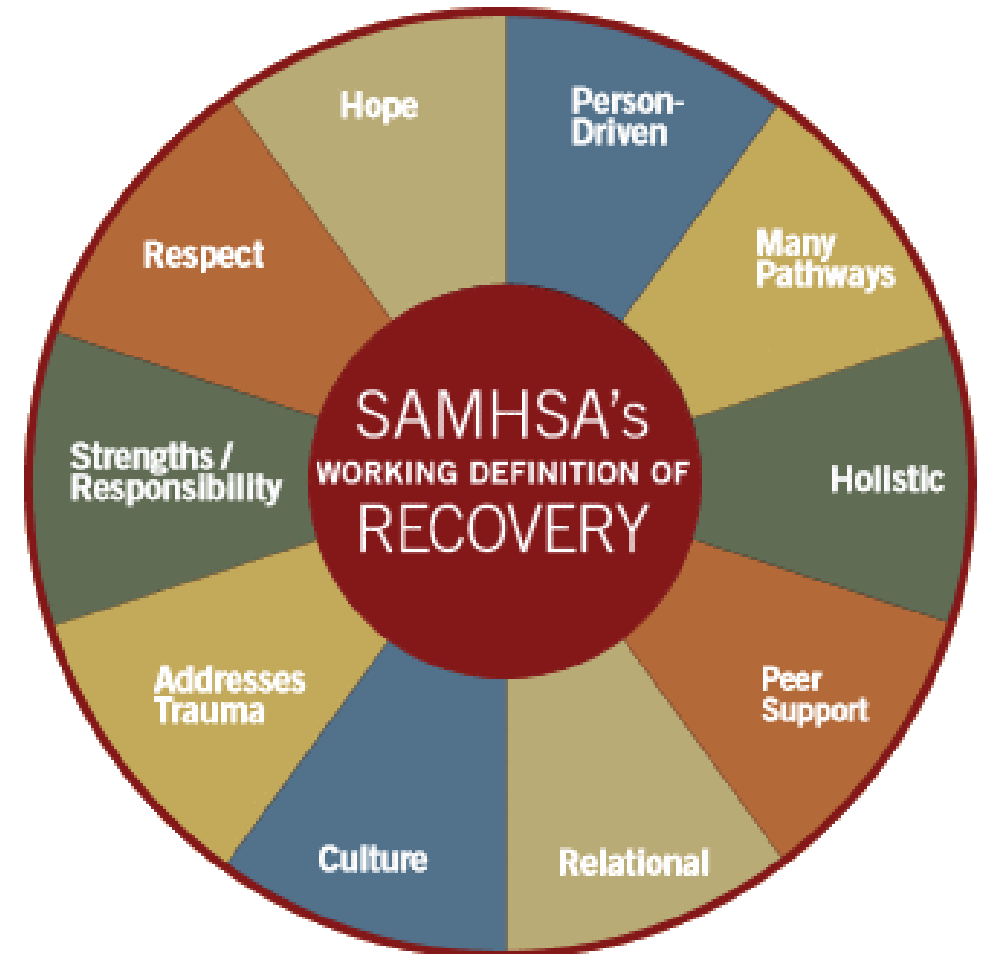
Creating a Continuous Improvement Cycle

❖ Evaluate the effectiveness of different program components - both process and outcomes

❖ Use data to inform modifications to programs as needed

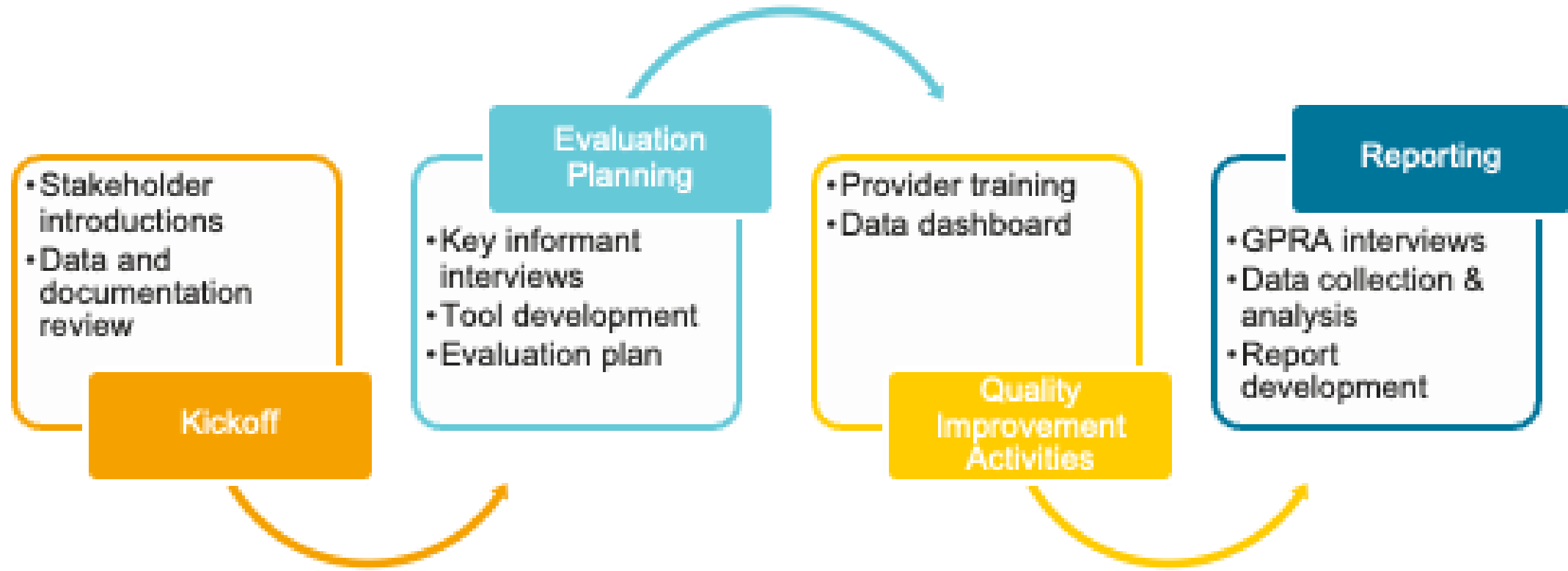❖ Continue to measure and improve program quality over time

Evaluation Roadmap

Kickoff & Discovery → Evaluation Planning → Quality Improvement Activities → Reporting

Repeats and builds in Years 1 and 2

Evaluation Year 1

Kickoff
- Stakeholder introductions
- Data and documentation review

Evaluation Planning
- Key informant interviews
- Tool development
- Evaluation plan

Quality Improvement Activities
- Provider training
- Data dashboard

Reporting
- GPRA interviews
- Data collection & analysis
- Report development

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!