

Access Sonoma County

“How data integration can help weave a stronger social safety net.”

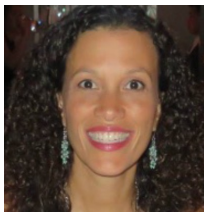
October 27, 2022



IBM Team



Walter Szyperski
Partner - Global Government



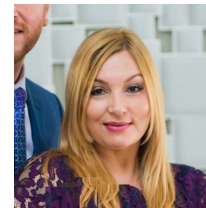
Vanessa McKay
Client Executive, Ontario



Alison Oleksiak
IBM Distinguished Engineer



Dorothy Whittick
Executive Consultant, Health Care



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Data & AI Sales

IBM Strategy Consulting



Connect 360 Discussion

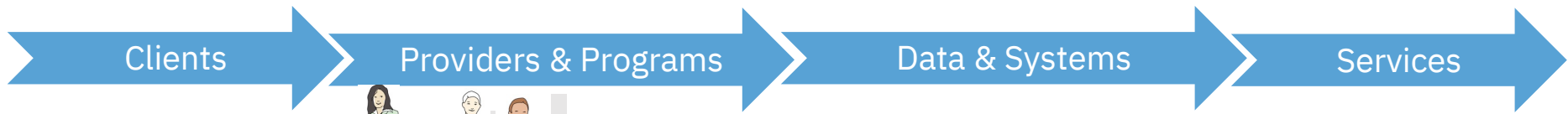
Agenda

- Connected Compassion
- Connect360 Architecture
- Virtual Client Record
- Consent & Authorization
- Human Centered Design



Connected Compassion

A transition to person centered care



Behavioral Health



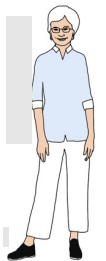
Medical



Legal & Justice



Family Services



Community Based Services

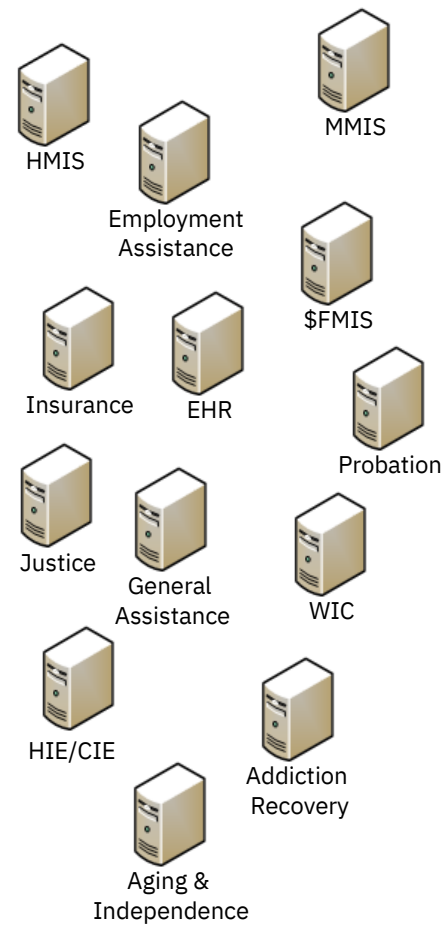


Insurance



Housing

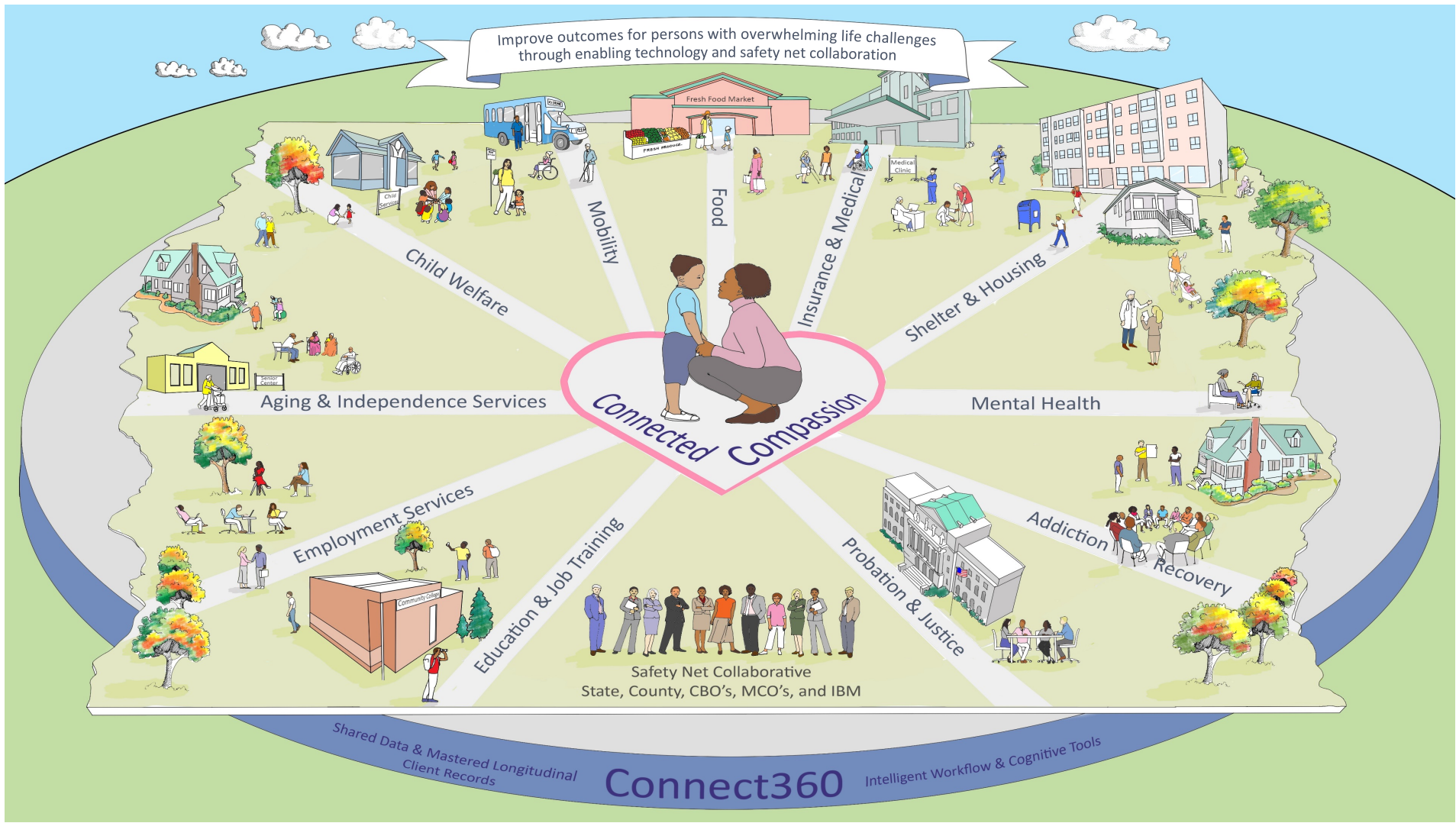
General Assistance



- Day Care
- Food
- Housing
- Employment
- Insurance
- Medical
- Education
- Counseling
- Clothing
- Support
- Transportation



Improve outcomes for persons with overwhelming life challenges through enabling technology and safety net collaboration



ACCESS Sonoma County



[Sonoma Video](#)

Small group of Sonoma County residents use \$54 million in social services annually

1% Highest Cost Service Utilizers

(average 152 days per person using services annually ... hospital, jail, shelter, probation)

\$27,000 per
person in State
and County
services annually

28% of Behavioral Health Costs

52% of nights in Shelters

26% of jail time

Source: California Policy Lab, "High Utilizers of Multiple Systems in Sonoma County", July 2020

Experience and Qualifications

United Way (UWGR)

Sonoma County

Orange County

San Diego County

Washoe County

“

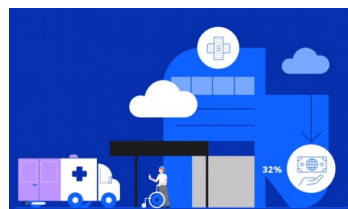
None of that would have happened if we didn't have the system and if we didn't have this approach

-Carolyn Staats
ISD Director of Innovation
Sonoma County

Sonoma County, California, implemented the ACCESS model beginning in April 1017

35% Housing Placements vs. 8% National Average

6,545 persons engaged



85% Received Social Services Needed

72% Housed

512 People permanently placed

32% Decrease in hospital costs for high ED utilizers

7% Decrease in Homeless Count from 2019 to 2020

Reduction in Sonoma County recidivism through ACCESS Sonoma and the Mental Health Diversion Cohort

The Sonoma County Public Defender started by saying, ***“This is unbelievable. We’ve had people that were ten-time repeat offenders; they haven’t repeated once. They haven’t been picked up once. Our recidivism is way down. All the people who were enrolled in this cohort, none of them have had jail time since they started participating with the IMDT and the mental health diversion cohort.”***

The Sonoma County District Attorney has recommended other cohorts to connect with high-risk individuals prior to going to jail with the idea of intervening before being charged.

We are also targeting transitional stage youth that offended as youth but are incarcerated as adults as one of our next cohorts.

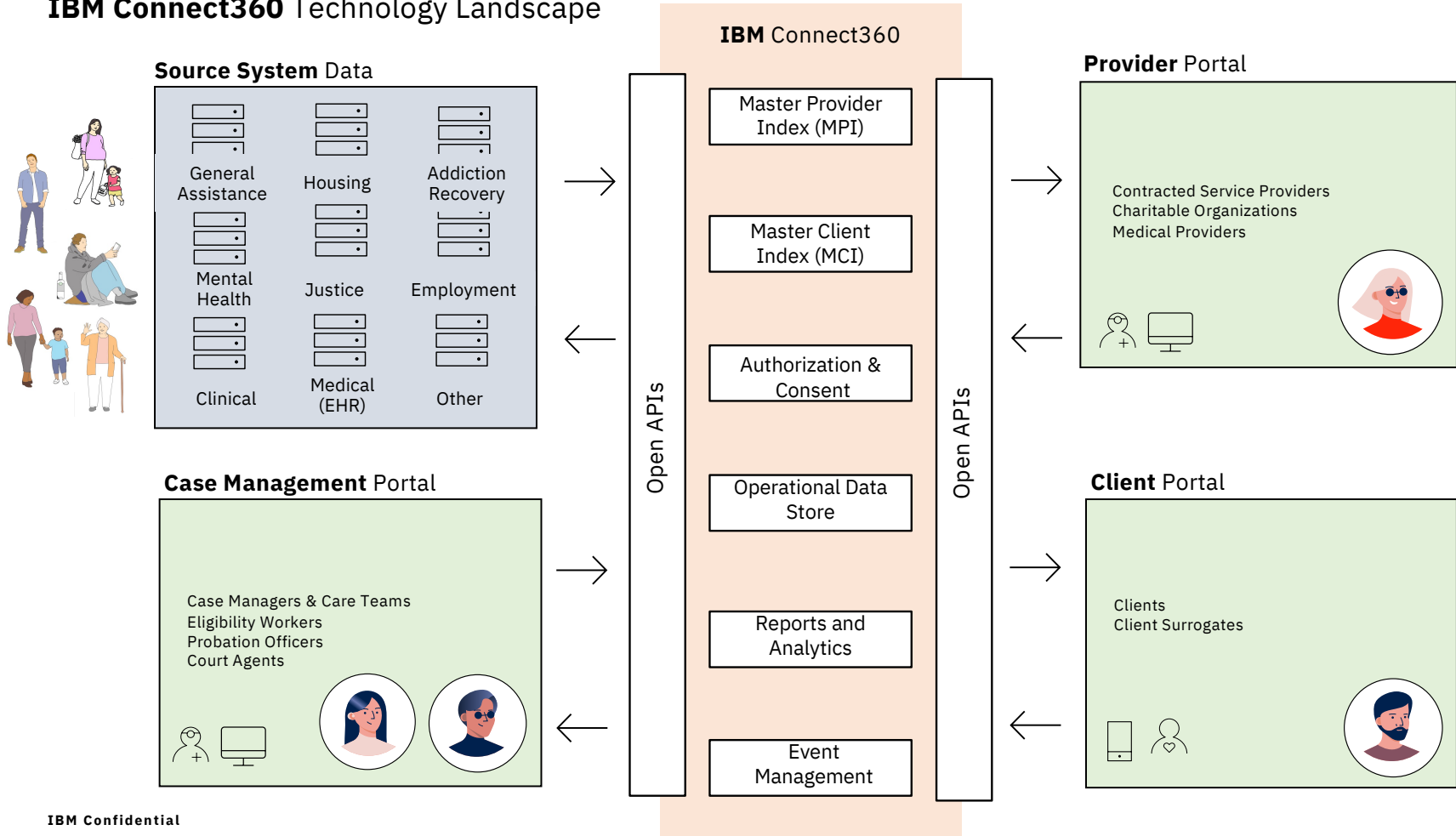
*Reported by Carolyn Staats, Director of Innovation
Information Systems Division Sonoma County
to the National Association of Counties (NACo)*



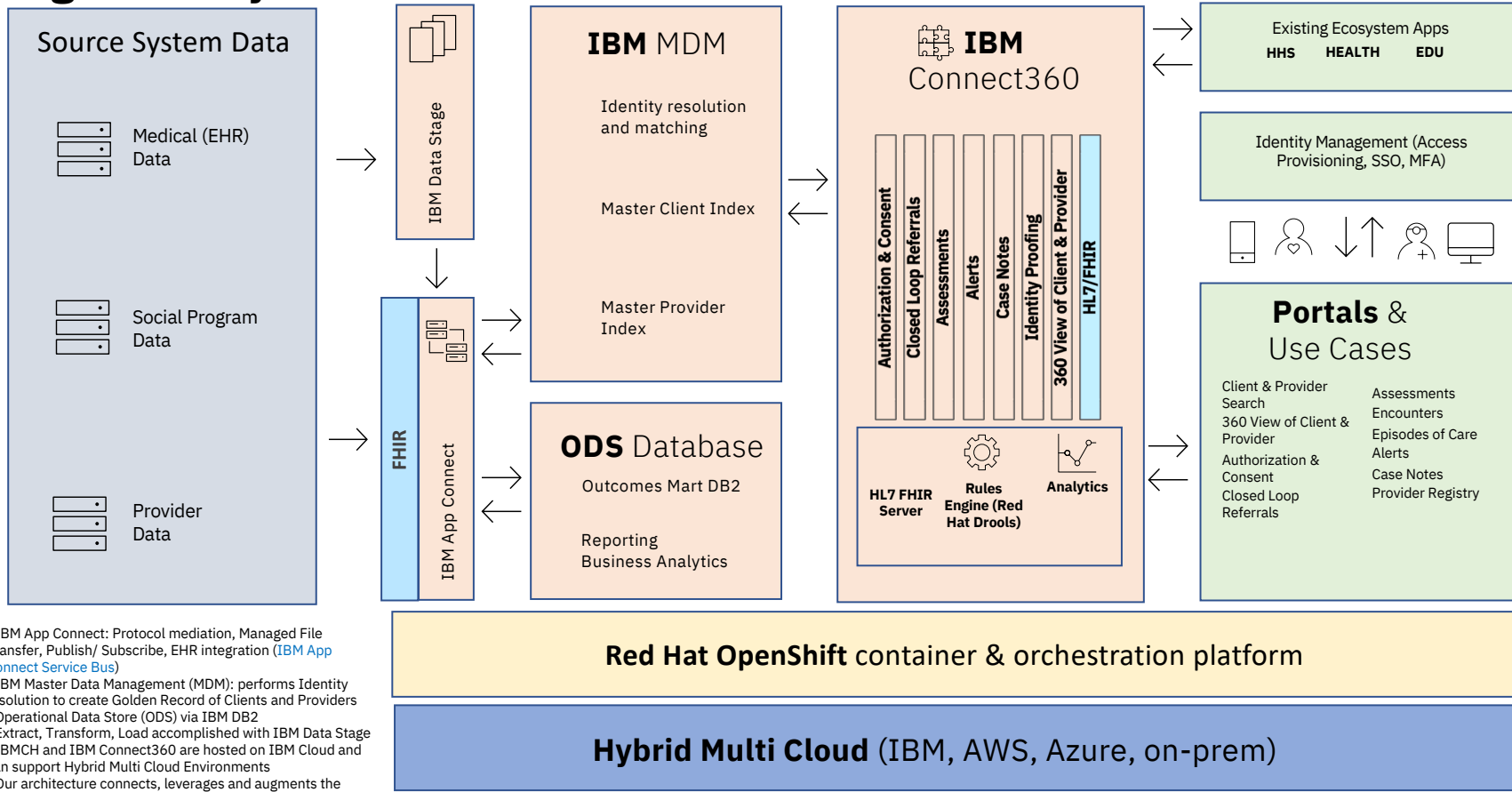
Impact of the Safety Net Collaborative, Multi-discipline Teams and ACCESS Sonoma

Connect 360 Architecture

IBM Connect360 Technology Landscape



High-level System Architecture



¹ IBM App Connect: Protocol mediation, Managed File Transfer, Publish/ Subscribe, EHR integration ([IBM App Connect Service Bus](#))
² IBM Master Data Management (MDM): performs Identity resolution to create Golden Record of Clients and Providers
³ Operational Data Store (ODS) via IBM DB2
⁴ Extract, Transform, Load accomplished with IBM Data Stage
⁵ IBMCH and IBM Connect360 are hosted on IBM Cloud and can support Hybrid Multi Cloud Environments
⁶ Our architecture connects, leverages and augments the resources in the data ecosystem.

Virtual Client Record

Virtual Client Record

Home

Virtual Client Record: Parker, Jillian ? ×

4444 High Road, Tallahassee, FL, 32304, 4/1/1989, 850-228-1234, Not registered in Watson Care Manager

- ▼ Demographics
- ▼ Contact Information
- ▼ Program Overview
- ▼ Extended Demographics
- ▼ Physical Health
- ▼ Behavioral Health
- ▼ Community Corrections
- ▼ Shelter and Housing Programs - No Records
- ▼ Housing Navigation
- ▼ Benefits
- ▼ Referrals
- ▼ Street Outreach - No Records

Close

Virtual Client Record: Parker, Jillian ? ×

▼ Physical Health

^ Behavioral Health

^ Programs and Services

^ Episode ID: A12350 | MH Recovery Center | 2020-02-02 - 2020-03-20

FIN	Service - Diagnosis	Facility Name	Date	Plan Coordinator
No Records				

^ Episode ID: A12345 | Full Service Partnership | 2020-01-01 - 2020-02-01

FIN	Service - Diagnosis	Facility Name	Date	Plan Coordinator
10010	Service 200 - Depression	Miller Hospital	1999-01-01	Larry Styles - 100-200-3040
10010	Service 200 - Depression	Miller Hospital	1999-01-01	Larry Styles - 100-200-3040
10005	Service 200 - Depression	Miller Hospital	1999-01-01	NA - 100-200-3040
10010	Service 200 - Depression	Miller Hospital	1999-01-01	Larry Styles - 100-200-3040
10010	Service 200 - Depression	Miller Hospital	1999-01-01	Larry Styles - 100-200-3040

^ Episode ID: A12350 | Residential Rehabilitation | 1999-08-01 - 1999-10-01

FIN	Service - Diagnosis	Facility Name	Date	Plan Coordinator
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Close



Consent & Authorization

Consent Management

Client Search | Client and Authorization Capture | **Background, Purpose, and Rights** | Summary and Review New Authorization

Client Release of Information

CARE PLUS PROGRAM

AUTHORIZATION TO RECEIVE, USE & DISCLOSE Confidential Information Including Personally Identifying Information (PII), Protected Health Information (PHI)

The Care Plus Program is designed to improve health outcomes by coordinating care among Participating Entities through information sharing. Your authorization to share your information will allow Care Plus Program Participating Entities to disclose to each other confidential information including personally identifying information and protected health information that pertains to you for purposes of coordinating your care. The Participating Entities will utilize the Care Plus Program to share your information. Please read the additional information attached to this form and found at https://www.ohealthinfo.com/focc/care_plus_program about the Care Plus Program, and how they will receive, use, disclose and protect your information.

For the purposes of this form "Participating Entities" means the following: Orange County Health Care Agency, Orange County Social Services Agency, Orange County Department, Orange County Sheriff's Department, Orange County Housing Authority, Orange County Community Resources, Orange County Health Plan, and other Participating Entities.

PART 2: PARTICIPATING ENTITIES WHO WILL DISCLOSE THIS INFORMATION

Authorized Agencies

Authorized Agencies will be indicated as 'Care Plus Program' in form below.

- Office of Care Coordination
- Correctional Health Services
- Whole Person Care
- Behavioral Health Services
- Social Services Agency
- Orange County Housing Authority
- Probation
- Sheriff Inmate Services
- Public Health Nursing
- HCA Outreach and Engagement
- OCCSD Homeless Liaison Officers

The agencies will share your information and communicate with each other in order to provide you with better services.

PART 6: DATE YOUR AUTHORIZATION EXPIRES

Unless otherwise revoked earlier in writing or electronically, this authorization expires one year after the date you sign this form.

Start Date *
This field is required

End Date *

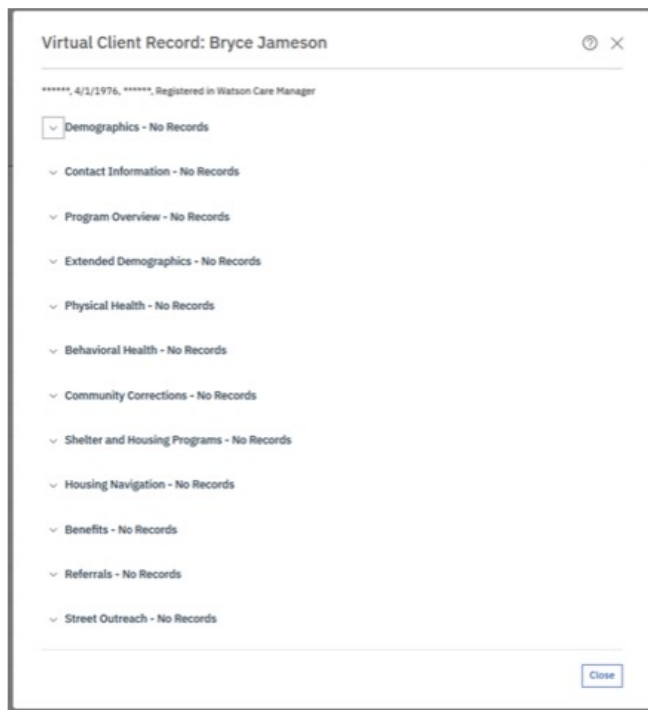
Data Categories *

- Behavioral Health
- Benefits
- Community Corrections
- Contact Information
- Demographics
- Extended Demographics
- Housing Navigation
- Physical Health
- Referrals
- Shelter and Housing Programs
- Street Outreach

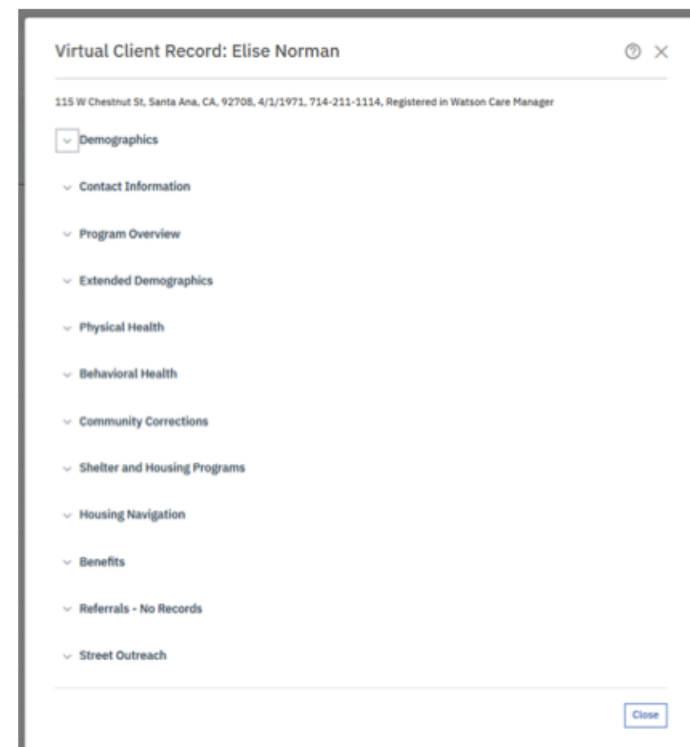


Authorization

Many of the Data Categories are marked with “No Records” because the logged in User does not have access to this information.



Data Categories are available now because logged in User is part of Client’s Care Team. If a Data Category still displays “No Records”, it is due to no information available to display for the Data Category



Human Centered Design

Personas



**Shared clients
who are not in
the highest
need/ highest
utilizer
category**

Meet Ana

Ana, a mother of three, recently lost her job as a result of the COVID-19 pandemic and has a history of underemployment.

Ana Needs

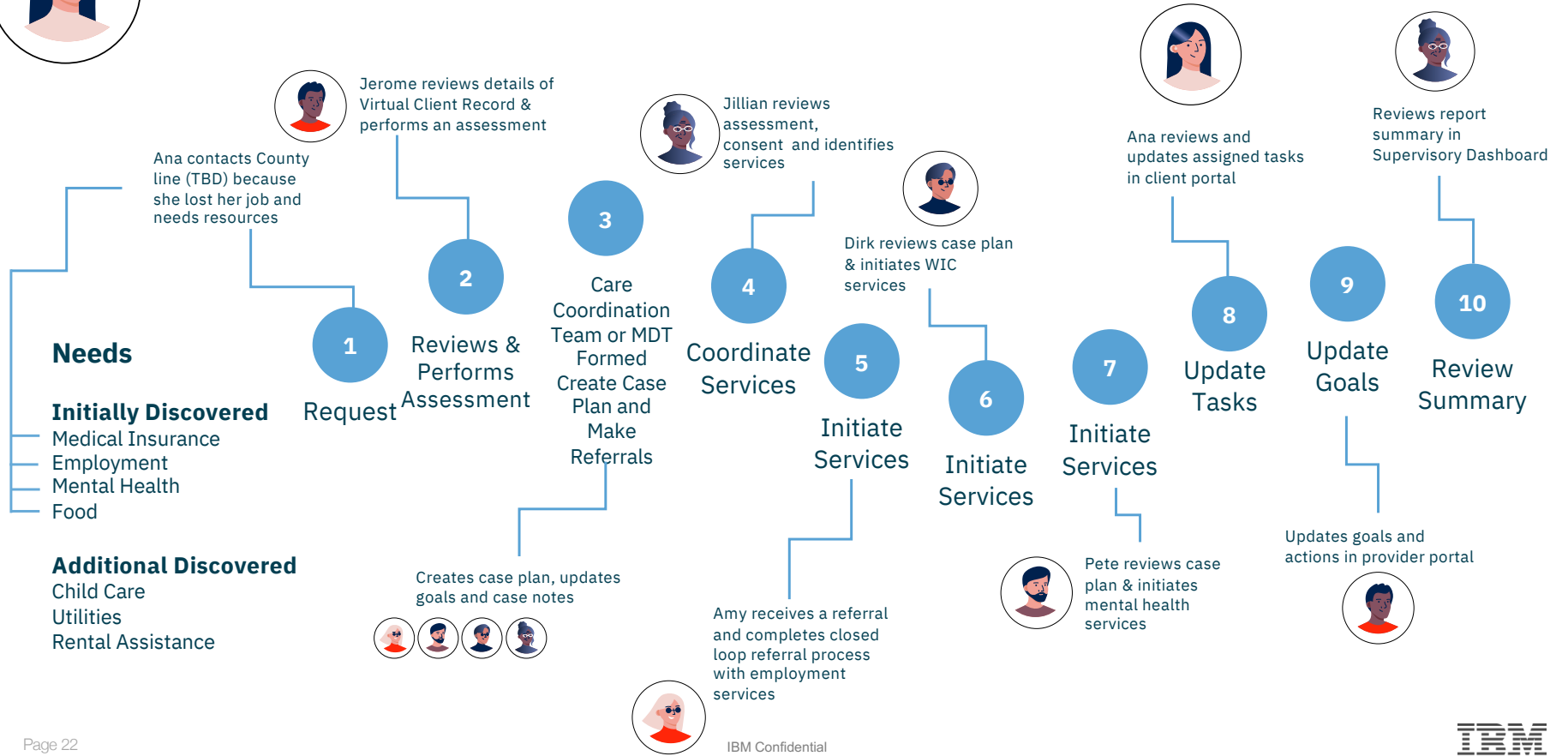
- Unemployment compensation
- Health insurance for her family
- Rental assistance

Ana may be eligible for other services

- Services for depression and anxiety
- Child Care
- Food assistance
- Utility assistance
- Job retraining



Ana's Journey (With ACCESS Coordinated Care)





THANK YOU