COUNTY OF ORANGE

OFFICE OF CARE COORDINATION

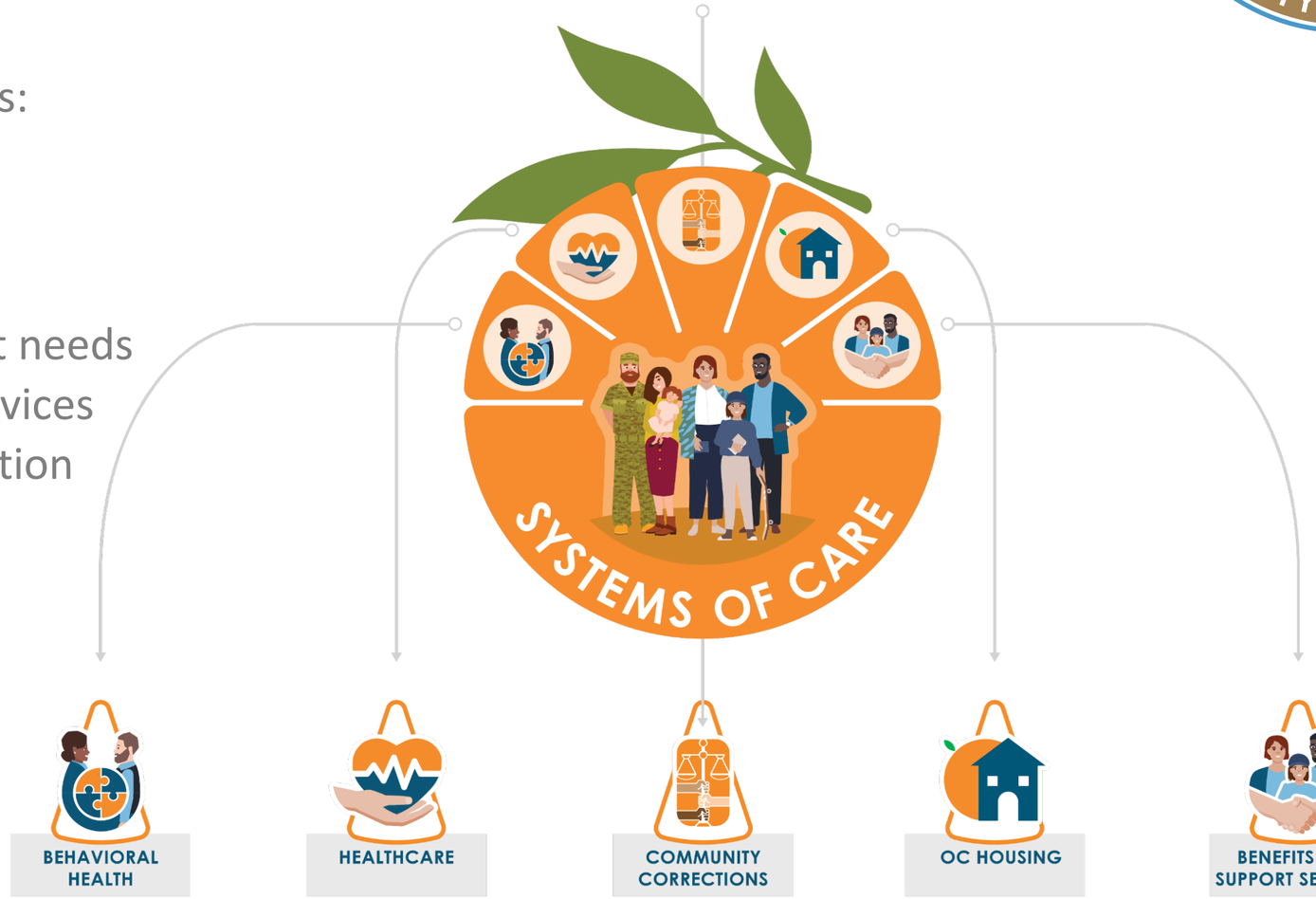
Care Plus Program



Care+ Program

Care Plus Program

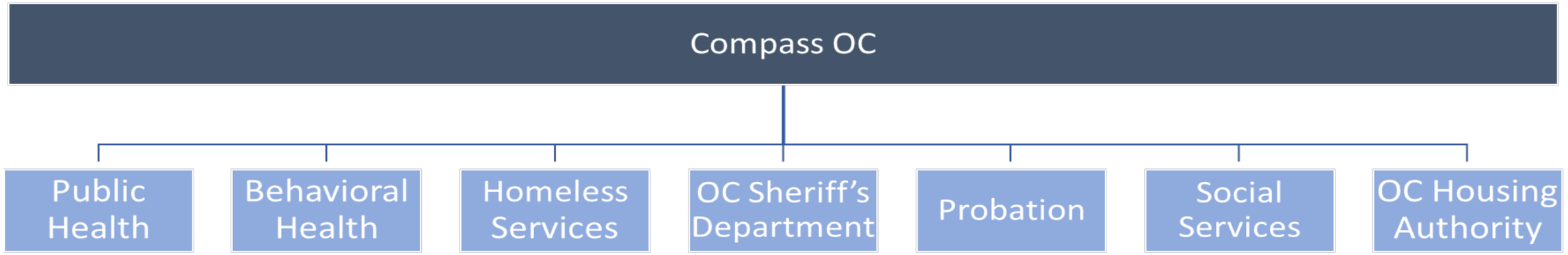
- The Care Plus Program offers enhanced care coordination for those who are the most vulnerable across the County's System of Care.
- The program consists of two components:
  1. Compass OC
  2. Multidisciplinary Team (MDT)
- The program has two objectives:
  1. Expediting the identification of client needs
  2. Providing subsequent linkages to services with greater collaboration, maximization of resources and fewer delays in care coordination



Care+ Program

Compass OC

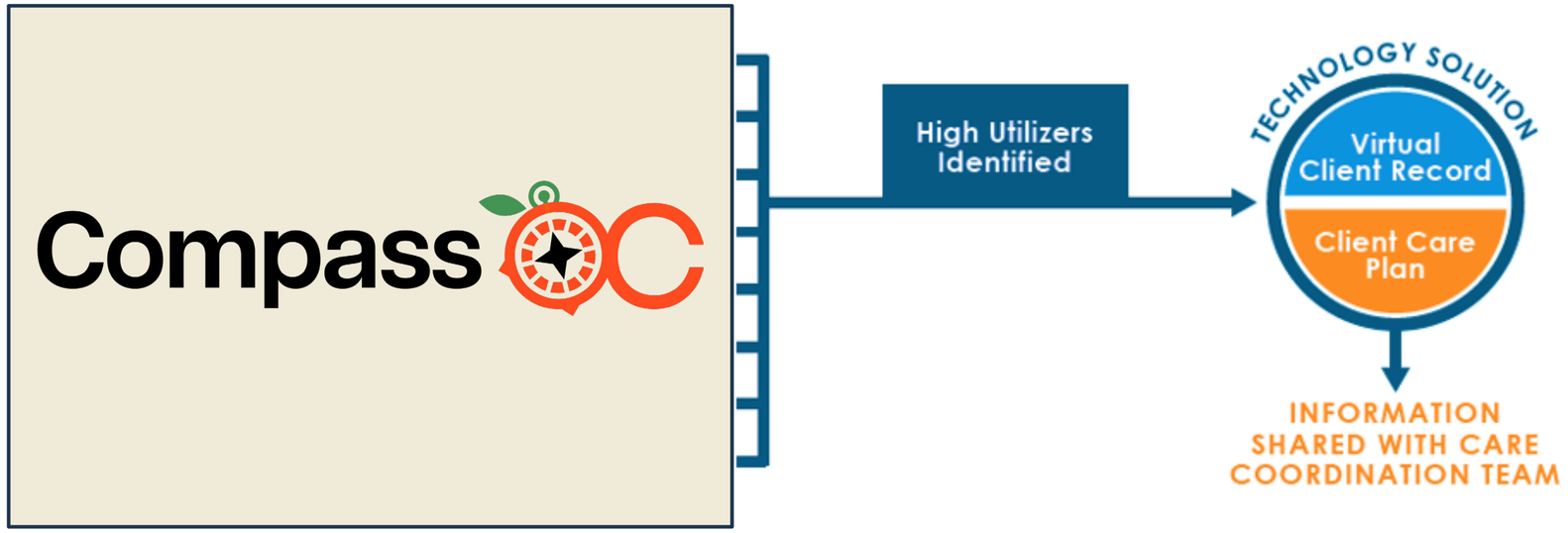
- Compass OC integrates numerous County databases to create a consolidated virtual client record. This technology solution facilitates data sharing between County departments and community-based organizations and provides a platform to create client care plans and track progress.



Care+ Program

Compass OC

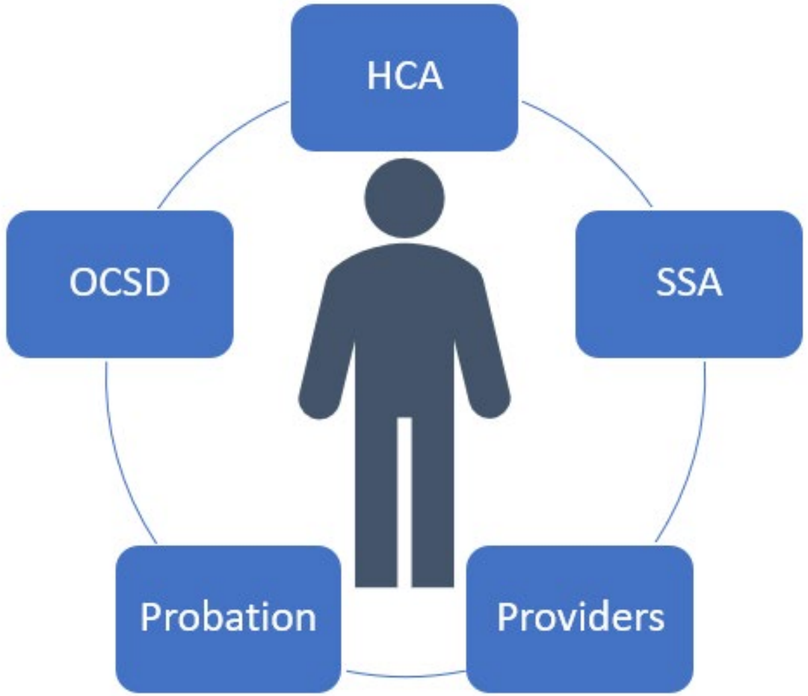
- Compass OC creates one Virtual Client Record with a client's demographics, program history and service utilization.
- High utilizers are defined as those found in four or more databases across source systems.



Care+ Program

Multi-Disciplinary Team

- Interdepartmental data and information sharing is then facilitated by a Multi-Disciplinary Team (MDT) which meets twice a month to coordinate care for high utilizers accessing County services/programs.
- The MDT consists of Community Based Organizations (CBOs) and other County departments.
- The MDT is expected to case conference and collaborate in between meetings to facilitate progress on client Care Plans.



Care+ Program

Program Cohorts

Homeless Cohort

- Client is experiencing homeless and a high utilizer of County services.
- Client would benefit from wraparound connection to County resources such as:
  - SSA
  - HCA
  - Public Defender
  - Providers – VOA, PATH, Friendship Shelter, Project Kinship

Corrections Cohort

- Client has been incarcerated 4 or more times within the past year and has secured housing.
- Client requires other County services from County resources such as:
  - SSA
  - HCA
  - Public Defender
  - Providers – VOA, PATH, Friendship Shelter, Project Kinship

Care+ Program

Program Cohorts

Proposition 36 Cohort

- Client who pled into the program
- Client requires other County services to support with connection to housing and other County resources such as:
  - SSA
  - HCA
  - Public Defender
  - Providers – Friendship Shelter and Project Kinship

Aging Cohort

- The Board of Supervisors recently approved the County's Master Plan for Aging (OC MPA).
- The OC MPA includes 3 priority initiatives:
  - Housing Security
  - Public Information & Resource Campaign
  - Enhanced Care Coordination
- The Care Plus Program and Compass OC can be used to reduce barriers and ensure efficient support for the aging population.

Care+ Program

Care within Cohorts

Intensive Care Coordination (ICC)

- ICC is care coordination which involves the Multi-Disciplinary Team (MDT), made up of members from across each county department and service providers, **meeting in person and virtually** to discuss and expedite services for a cohort of clients who are high utilizers of the System of Care. Clients who receive ICC often have been challenging to engage meaningfully and who may have high barriers to achieving the goals outlined in their care plan.

Virtual Care Coordination (VCC)

- VCC is care coordination which involves the Multi-Disciplinary Team (MDT) members communicating **solely within the Compass OC platform and outside of MDT meetings, with limited to no in-person case conferencing.** Clients who receive VCC need some assistance navigating the System of Care but are able to do so on their own and can make progress on achieving the goals in their case plan with some independence.

Care+ Program

Updates
Care Plus Program

Authorization Form and Privacy Notice

The Care Plus Program Steering Committee provided feedback on the Authorization Form and Privacy Notice. County Counsel has since reviewed and approved the updates.

Authorization Form Updates

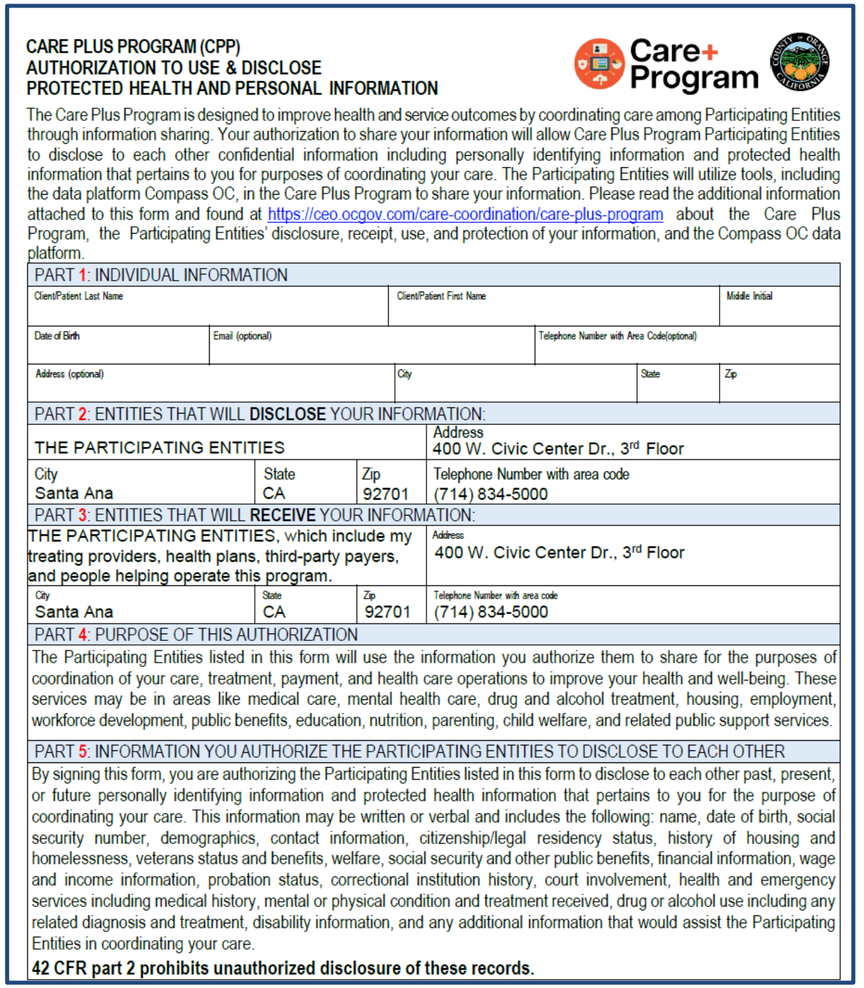
- Replaced System of Care Data Integration System (SOCDIS) language with Compass OC
- Updated list of Participating Entities to include OC Outreach & Engagement, Office of Care Coordination, and County Executive Office.

Privacy Notice Updates

- Updated Care Plus Program contact information
- Aligned disclosure information with updated Authorization Form
- Updated Right to Revoke an Authorization form language to allow for the data sharing under AB 210

Authorization

- The Authorization form allows for confidential client information to be shared with Care Plus Program Participating Entities to coordinate care.
- These forms have gone through a rigorous review process with County Counsel and the Data Governance Committee.
- Signed Authorization forms are valid for one year, unless otherwise revoked by the client.



CARE PLUS PROGRAM (CPP)
AUTHORIZATION TO USE & DISCLOSE
PROTECTED HEALTH AND PERSONAL INFORMATION

Care+ Program

The Care Plus Program is designed to improve health and service 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 tools, including the data platform Compass OC, in the Care Plus Program to share your information. Please read the additional information attached to this form and found at https://ceo.ocgov.com/care-coordination/care-plus-program about the Care Plus Program, the Participating Entities' disclosure, receipt, use, and protection of your information, and the Compass OC data platform.

PART 1: INDIVIDUAL INFORMATION

Client/Patient Last Name	Client/Patient First Name	Middle Initial

Date of Birth	Email (optional)	Telephone Number with Area Code(optional)

Address (optional)	City	State	Zip

PART 2: ENTITIES THAT WILL **DISCLOSE** YOUR INFORMATION:

THE PARTICIPATING ENTITIES			Address 400 W. Civic Center Dr., 3rd Floor
City Santa Ana	State CA	Zip 92701	Telephone Number with area code (714) 834-5000

PART 3: ENTITIES THAT WILL **RECEIVE** YOUR INFORMATION:

THE PARTICIPATING ENTITIES, which include my treating providers, health plans, third-party payers, and people helping operate this program.			Address 400 W. Civic Center Dr., 3rd Floor
City Santa Ana	State CA	Zip 92701	Telephone Number with area code (714) 834-5000

PART 4: PURPOSE OF THIS AUTHORIZATION

The Participating Entities listed in this form will use the information you authorize them to share for the purposes of coordination of your care, treatment, payment, and health care operations to improve your health and well-being. These services may be in areas like medical care, mental health care, drug and alcohol treatment, housing, employment, workforce development, public benefits, education, nutrition, parenting, child welfare, and related public support services.

PART 5: INFORMATION YOU AUTHORIZE THE PARTICIPATING ENTITIES TO DISCLOSE TO EACH OTHER

By signing this form, you are authorizing the Participating Entities listed in this form to disclose to each other past, present, or future personally identifying information and protected health information that pertains to you for the purpose of coordinating your care. This information may be written or verbal and includes the following: name, date of birth, social security number, demographics, contact information, citizenship/legal residency status, history of housing and homelessness, veterans status and benefits, welfare, social security and other public benefits, financial information, wage and income information, probation status, correctional institution history, court involvement, health and emergency services including medical history, mental or physical condition and treatment received, drug or alcohol use including any related diagnosis and treatment, disability information, and any additional information that would assist the Participating Entities in coordinating your care.

42 CFR part 2 prohibits unauthorized disclosure of these records.

Care+ Program

Care Plus Program Contact Information

Care Plus Program

(714) 834-5000

Careplusprogram@ceo.oc.gov

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Lisa.Alford@ceo.oc.gov

Julie Bechtol
(714) 834-6804
Julie.Bechtol@ceo.oc.gov

Zulima Lundy
(714) 834-6805
Zulima.Lundy@ceo.oc.gov

Care+ Program

Thank You

COUNTY OF ORANGE
OFFICE OF CARE COORDINATION