Building Integrated Systems of Care for Community Well-Being and Population-Level Outcomes

Boulder County HHS
Community Connect Expansion Project
Year-end update to HCPF
John Green
June 24 2020
The Goal: A Healthy, Connected Community

Social Determinants of Health:
Our health and well-being are determined by social factors at least as much, if not more than medical factors.

Prevention Imperative:
Estimated cost per-victim of nonfatal child maltreatment is $830K as compared to $160K for stroke and $253K for Type 2 diabetes → $27.2 billion for the investigated cases last year in Denver metro area counties.

Achieving the Goal: ISDMC
Strengthen multiple generations through prevention-based integrated services across all social determinants.

ISDMC – Integrated Service Delivery Model of Care
The Challenge in Boulder County as We See It

Boulder County HHS Serves 90,000+ Community Members Annually

- 5,149 Child Welfare Referrals
- 27,000 Food Assistance (SNAP) Clients
- 1,100 Households with Housing Assistance
- 1,500 Homeless Adults Coordinated Entry Screenings
- $7.5M in Child Care Assistance Benefits
- 1,433 Adult Protection Referrals
- 80,775 People Served with Health First Colorado & CHP+
- 1,460 Personal Finance Sessions & Parent Home Visits

Over 100 Additional Providers of Social Services in Boulder County

You can work really hard and serve a lot of people, but if you are not focusing on deep connections and root cause then you ultimately won’t have the best possible impact.
What is Interoperability?

Interoperability is the ability for and willingness of IT systems within and across health, social, and community non-profit care providers to share and exchange data in a way that allows practitioners to provide 360-degree whole person care to people in need.

Historically, care providers have operated in siloes due to:
• a lack of technical ability to share data,
• a lack of policy/governance guidance for how to responsibly and legally do so
• or both.

Why is it important?

Connect Across Silos
• Health/Medical Providers
• Government (Human Services, Public Health)
• Non-Profit, community-based organizations
• Across counties and communities

360° Coordination
• Enable coordination between all providers and with clients through integrated software tools
Boulder County Connect Platform

Enabling Service Delivery Coordination and Resource Planning with Technology

Features

• Shared Client Dashboard
• Common Screeners
• Resource Directory
• Referrals
• Case Management
• Client Releases
• Role based Security and Privacy
• Client Interface
• Workflow Management
• Program Management
• Fund Management
• Data-Informed Population Level planning
• Reports for staff from Management to Front-Line
Boulder County Connect Platform Results

Homeless Coordinated Entry
• Cross agency data analysis and planning to manage Boulder County homeless services with one system
• Screening, referral and bed management in Connect
• Two years in: 4k individuals screened, > 750 reunified or exited

Common Needs Assessment
• The Colorado Family Support Assessment (CFSA) is in use by four Boulder County agencies
• About 90% of clients receiving medium acuity case management and services have had their needs identified using the CFSA
• Staff across agencies working with a family use shared CFSA scores to match needs to services.

Basic Needs Navigation Pilot
• The pilot was a six month test of an integrated screening and referral practice model with new benefits applicants
• Results: Increased benefits, higher client and staff satisfaction, reduced churn
• The model will be scaled to all clients in 2020

Child Maltreatment Prevention Planning
• An analysis and mapping of child welfare calls and cases shows areas of disproportionate concentration of child welfare incidents in Longmont
• The data will be used for planning prevention services

Community Outreach
• Health Coverage Outreach: uninsured rate in Boulder County reduced to 22% of pre-ACA level
• Egg recall at Community Food Share: all clients identified and contacted within two hours
• SNAP Outreach: clients using food banks but not enrolled in SNAP contacted for possible enrollment
With HCPF Support - Expanding to Health Care
Closed Loop Referrals

Features

• Health Provider Search of Connect Resource Directory
• Closed-Loop Referrals Directly from Health Provider Systems
• Expandable to Additional Health Providers through the HIE
• Population Health Analytics led by CCMCN
GOAL: Enhance BCC to support the ability for a health care provider at Clinica (CFH) to create a referral addressing food insecurity using their existing EHR system to a Family Resource Center (EFAA) and to subsequently receive status updates back to their EHR system.

1. Patient check-in at CFH
2. Needs Assessment
3. Submit diagnostic code and ZIP code
4. Submit referral request
5. Process referral
6. EFAA worker receives referral
7. EFAA assists client, sends status update
8. Referral status visible
Community Connect
Closed-loop Referrals

Data flow and transaction points

1) Client Check in at Clinica Family Health (CFH)

2) Needs Assessment administered

3) CFH clinician sees referral options based on results and location

4) CFH clinician makes referral

5) Referral data sent to CRISPeR, data parsed, sent to Community Connect Data Warehouse

6) Referral Received by EFAA in Community Connect Referral Inbox

7) Service provided to Client, status updated in Community Connect

8) CFH receives referral status update via a progress note in EHR
With HCPF Support - Expanding Beyond Boulder County
BCC Expansion Roadmap

Partnerships

- County HS agencies: Integration potential >60% Colorado
- CORHIO: Metro Denver SHIE
- Colorado Health Institute

Scale

- BCC refactor for multi-agency support: care coordination and population planning → Phase 1: Jeffco and Boulder on common warehouse

Integrate

- Arapahoe and Boulder: multi-county, cloud-hosted, integrated architecture
- Denver client portal (currently requirements gathering)
- Metro Denver HMIS

State Factors

- Data Access
- Identity Matching
Multi-County Platform Vision

**Governance**

- Human Services
  - Non-Profits
- Health Providers
  - Technical Experts

**Open Source Shared SW Development**

- Human Services
- Health Providers
- Non-Profits

**Shared Support Costs**

**Maintenance and Onboarding Support Vendor**

**Cloud Infrastructure**
# Expenditure Details (in developer hours)

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Upcoming Opportunities

- Interaction with Family Resource Center Association (FRCA)
- Integration with tools from other Human Services agencies (Arapahoe, Jefferson, Denver)
- Integration with Metro Denver homeless system (HMIS)
- Data sharing for population planning with
  - BVSD
  - Boulder County Jail
  - Women-Infants-Children’s (WIC) program