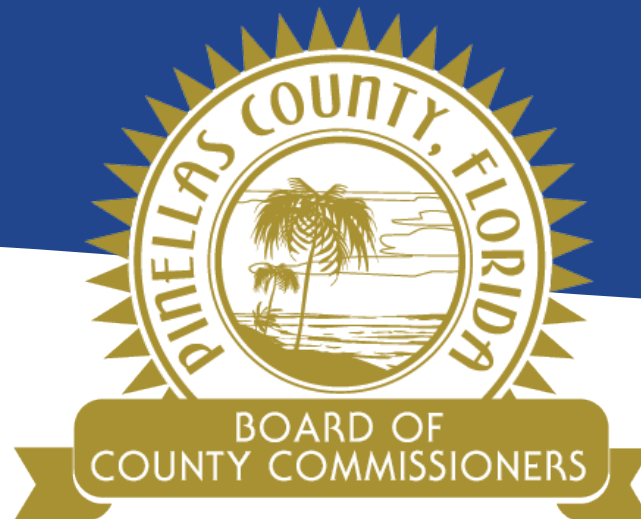


# Behavioral Health Coordinated Access Model

**Karen Yatchum**

Human Services Director



**Our Vision:**  
To Be the Standard for  
Public Service in America

# Coordinated Access Model



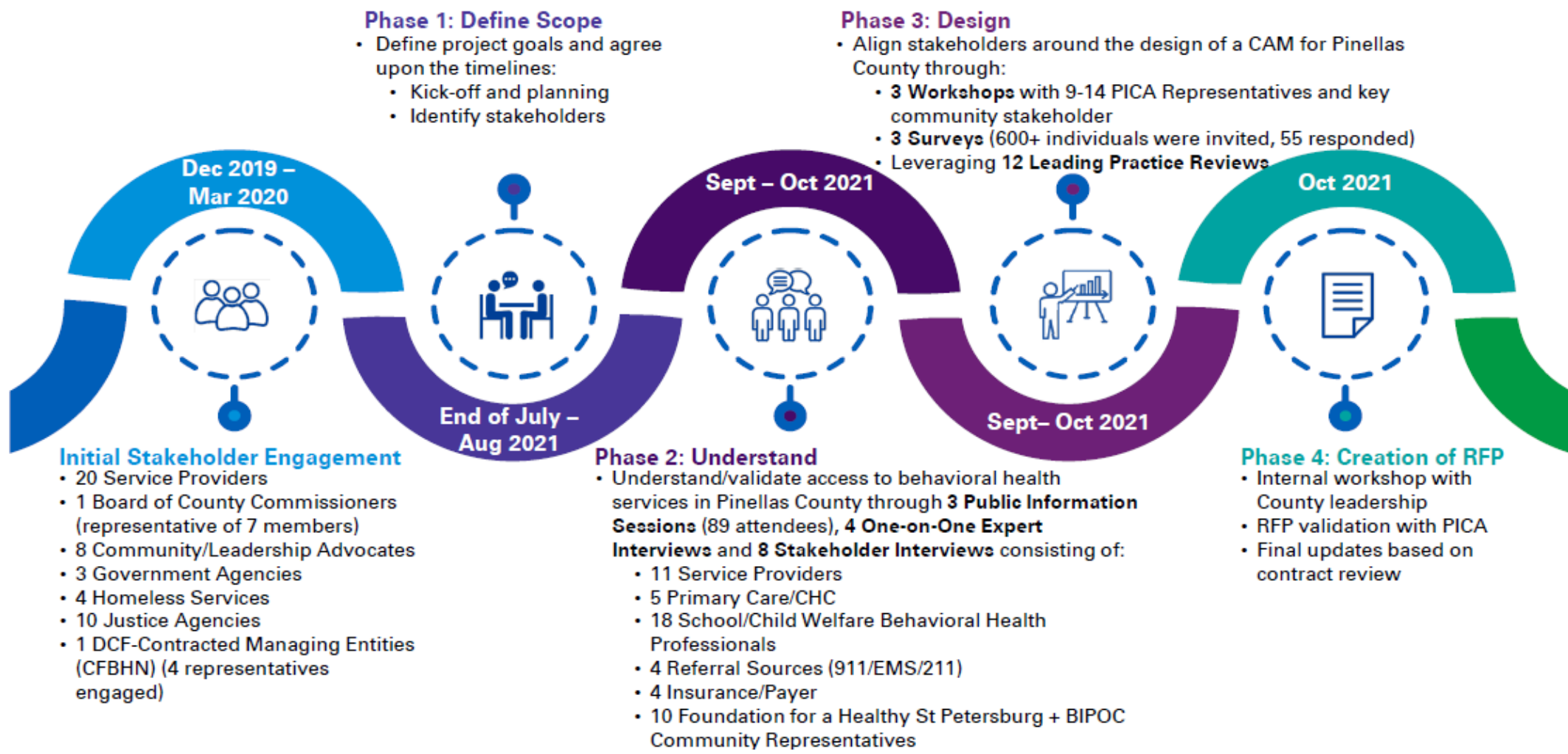
## Coordinated Access Model (CAM)

The Pinellas County Coordinated Access Model is a client-centered and centralized intake system which is intended to streamline access to care for persons experiencing behavioral health issues, and other associated conditions, using appropriate processes, skillsets, and technology.

## Key Deliverables

- Initial Point of Contact
- Clinical Assessment & Triage
- Live Scheduling
- Data Analytics

# Coordinated Access Model Timeline



# CAM Implementation Timeline

## Contract Executed October 2022

- Project Team Kick off November 2022
  - Weekly Meetings
- Community Information Sessions
- Provider Engagement Meetings (35)



UNIVERSITY of  
**SOUTH FLORIDA**  
College of Behavioral & Community Sciences  
Florida Center for Behavioral Health Improvement and Solutions



# CAM Key Elements

## Access

1. Multiple access options, which consists of a **1-800 number, web-based, text, live chat, and video**
2. Consumers can still **access care through traditional in-person methods** at service providers
3. **System is easy to navigate** for consumers and providers
4. **Clearly defined referral pathways** in collaboration with service providers
5. **Standardized screening tool and initial assessment** to minimize the number of times consumers have to tell their story and facilitate access to the right clinical services and supporting services

## Communication

1. **Live response** to all calls by CAM staff who will **support consumers and providers in navigating the system**
2. CAM staff will be **highly knowledgeable of local programs, services and funding/insurance coverage**
3. **Warm handoff** between CAM staff and service providers creating a safety net, especially for high risk/transient consumers
4. **Marketing and advertising plan** for targeted population and providers through a multi-phased approach

## Technology

1. Technology enabled **e-referral management solution**
2. Automated **appointment notification and reminders** to consumers
3. Automated **consumer and service provider surveys**
4. Shared Platform that encompasses **consumers demographics, screening, initial assessment and release of information** that is populated and accessed by CAM staff and service providers
5. Automated processes for **follow-up communications** with **referring providers** for **progress update**

# A Resident's Journey



Tom calls the CAM and Sue answers.

## Screening



Sue screens Tom, creates client profile, and connects Tom to provider with an appointment. Sue sends appointment confirmation to Tom and to provider.

## Appointment Management



Lily is notified that her organization has a new appointment. Lily accepts the appointment, reviews screening, and provides services to Tom. Lily closes the case and selects the resolution.

## CAM Case



CAM is automatically notified when Lily has accepted appointment and provided services.

## Collaboration



All CAM providers serving Tom can review his screening and share notes and documents internally between CAM, providers, and supporting CBOs.

## Data



Aggregate data informs community resource development.

# CAM Testing Phase

## Minimum Viable Product (MVP)

**10/12 CAM Staff Hired**

**Platform Built**

**Phone System Operational**

**Language Line**

**Level of Care Assessment Tool/Screenings**

**27 Weekly Appointments Secured**

**Linkage to Crisis Care**

- Mobile Crisis Response Team
- PCSO MHU
- 911

## **Testing Phase – PCSO**



Personal Enrichment  
through  
Mental Health Services



INC.

# Plan-Do-Study-Act (PDSA)

## Weekly Meetings to Review Progress

### Plan

Plan creation for data collection, operations, communication and assessing feedback

### Do

Collection of key performance metrics, document challenges and observations

### Study

Reviewing performance metrics, collaboratively discuss challenges and areas in need of improvement

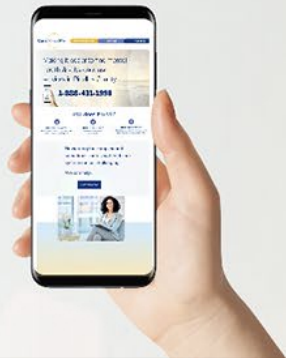
### Act

Deploy improvement strategies, decisions made regarding adopting, adapting or abandoning the cycle.





Making it easier to find mental health & substance use services in Pinellas County.



**1-888-431-1998**



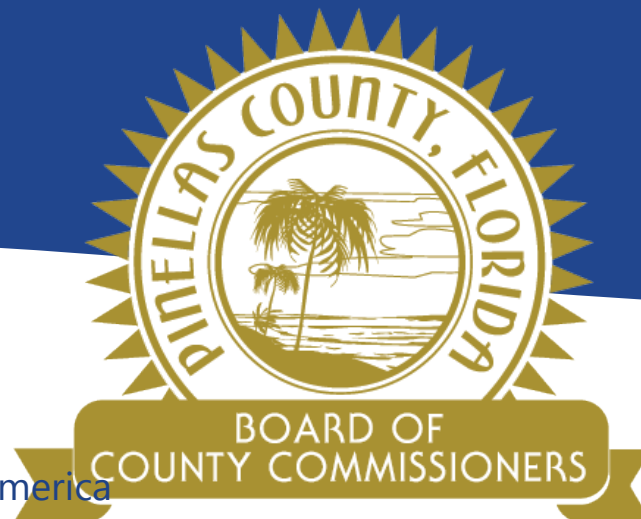


Care About Me

# Thank you



**Our Vision:** To Be the Standard for Public Service in America



**Our Vision:**

To Be the Standard for  
Public Service in America<sub>11</sub>