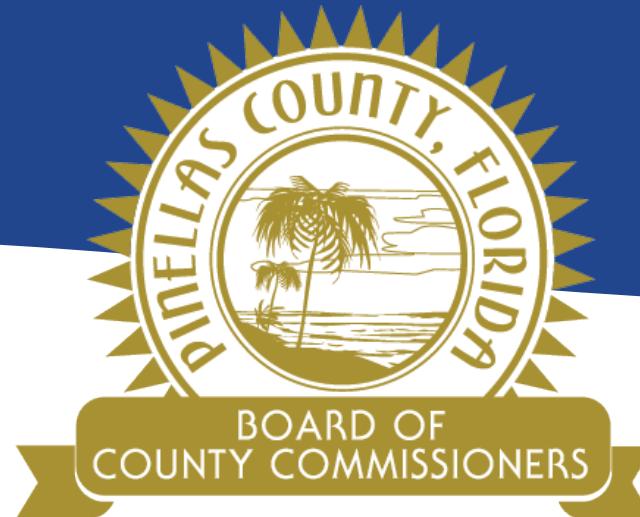


Behavioral Health Coordinated Access Model

Karen Yatchum

Human Services Director



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

Coordinated Access Model



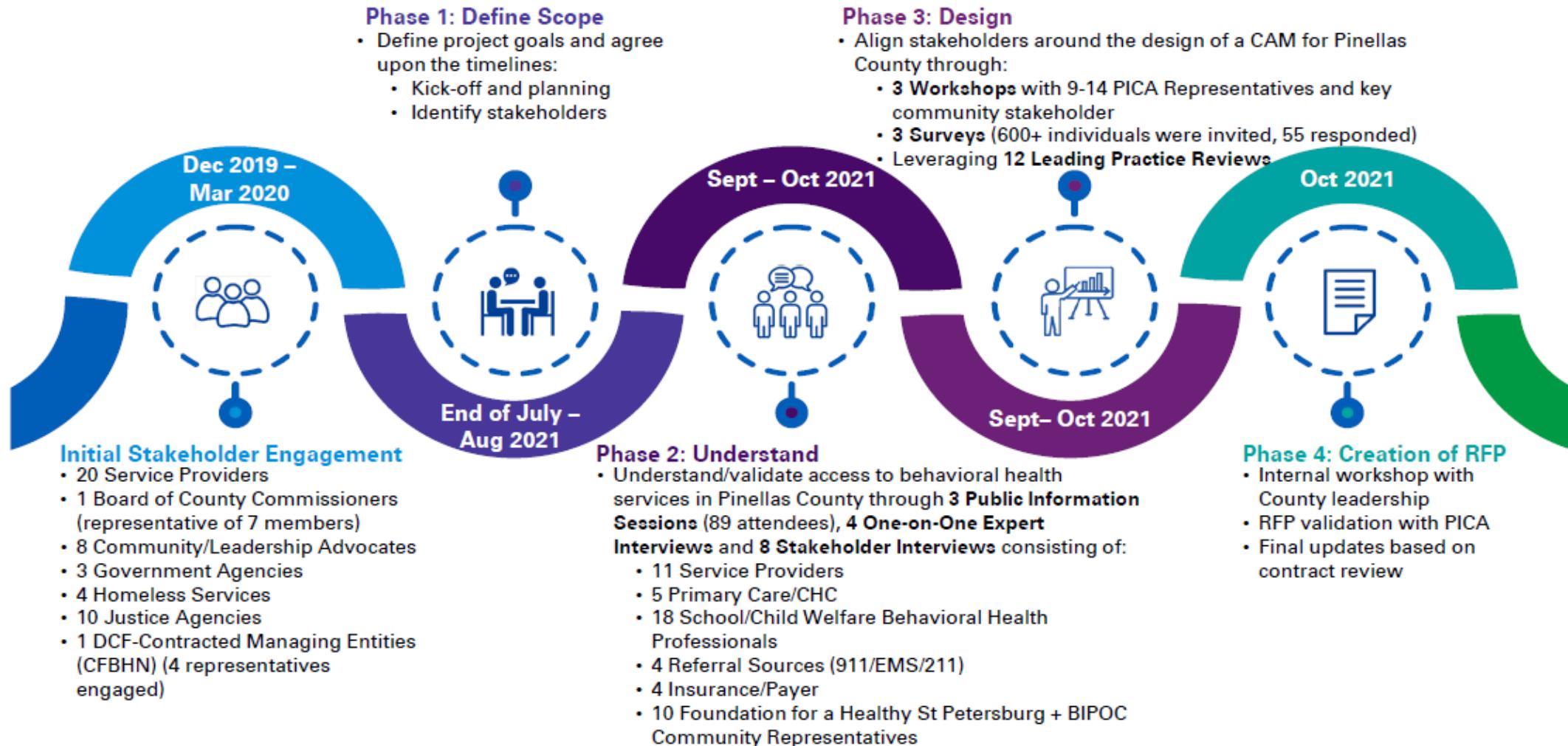
Coordinated Access Model (CAM)

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)



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

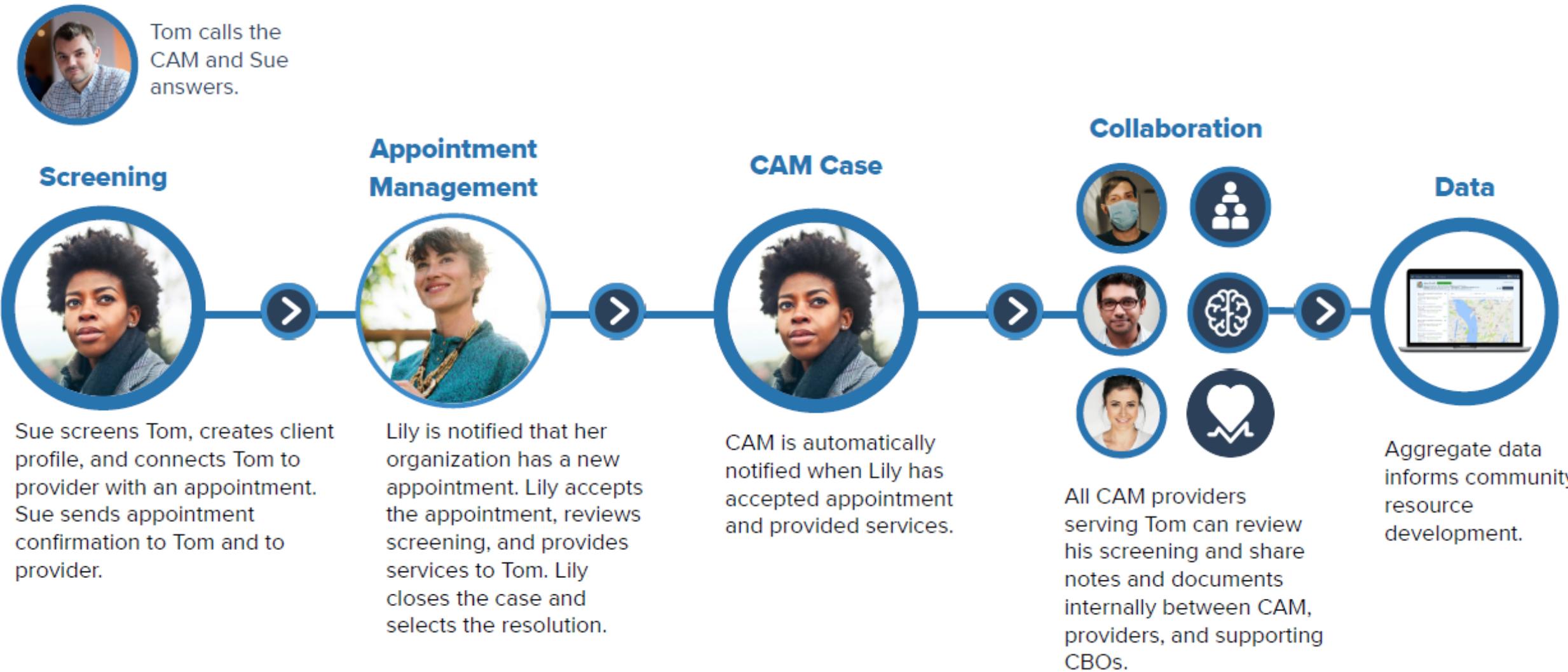
Communication

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



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.



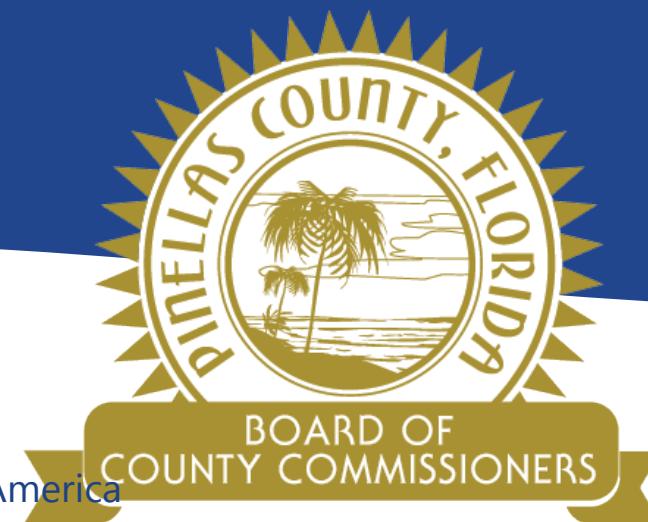
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Thank you



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