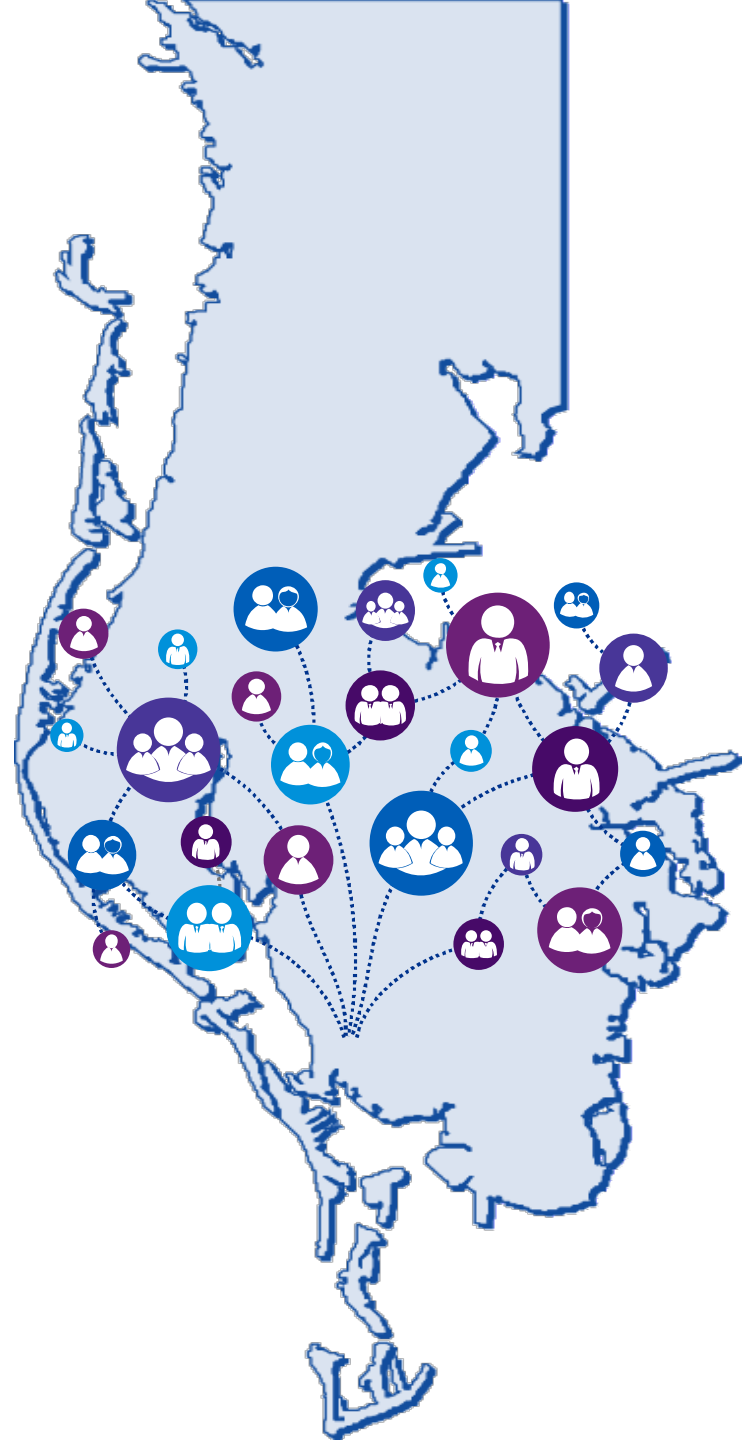




# Board of Commissioners- Pinellas County Coordinated Access Model (CAM)

October 21<sup>st</sup>, 2021



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# Introduction: Propose, Objectives and Project Context

**Purpose:** Seek endorsement from the County Administrator on the Behavioral Health Coordinated Access Model (CAM) design.

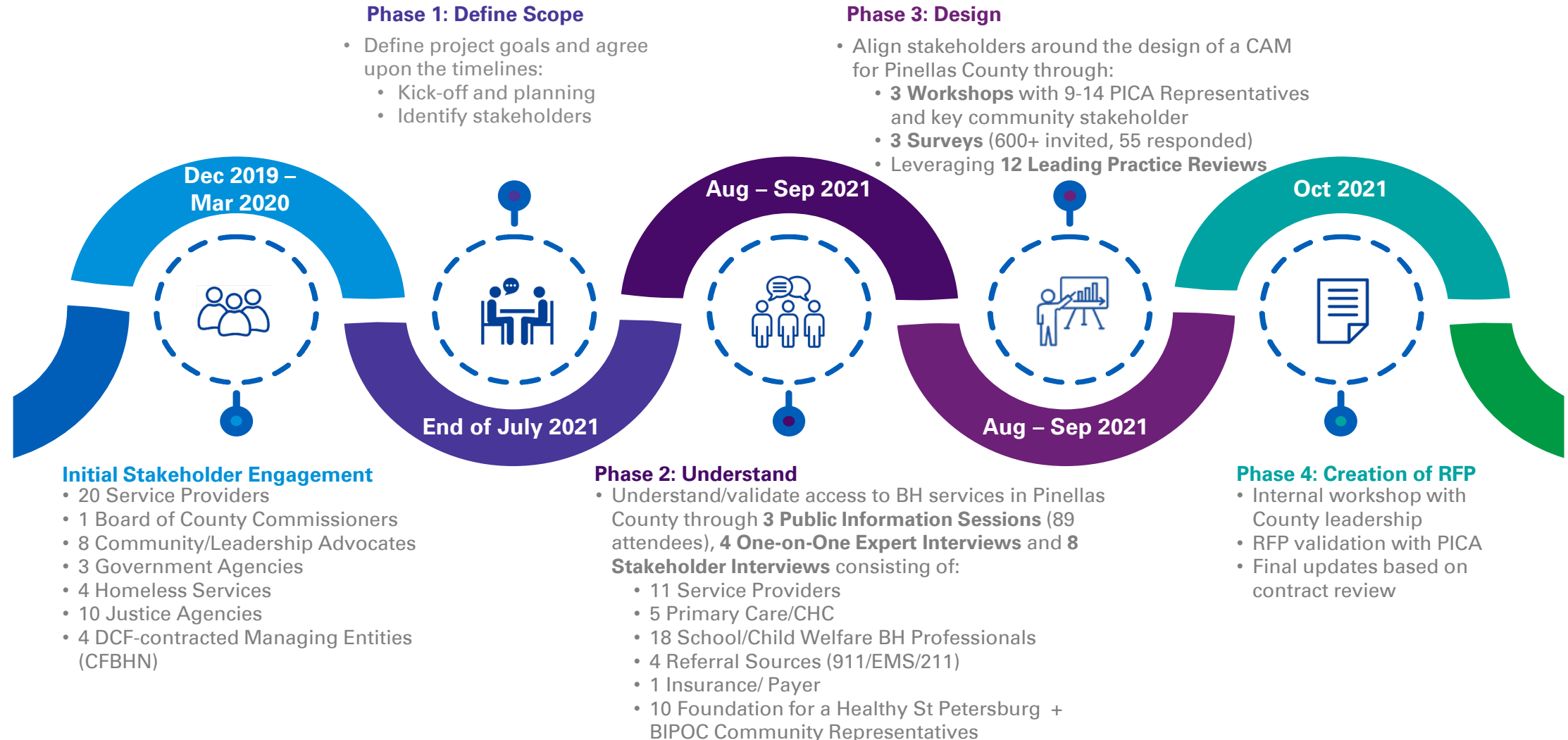
Today's **objectives** are to:

- *Present the CAM design, which was endorsed by PICA on October 11<sup>th</sup> 2021*
- *Provide update on the development of the RFP*

**Project Context:** This project represents the High-Level Design phase of a broader scope of work required for the development and implementation of the CAM in Pinellas County.

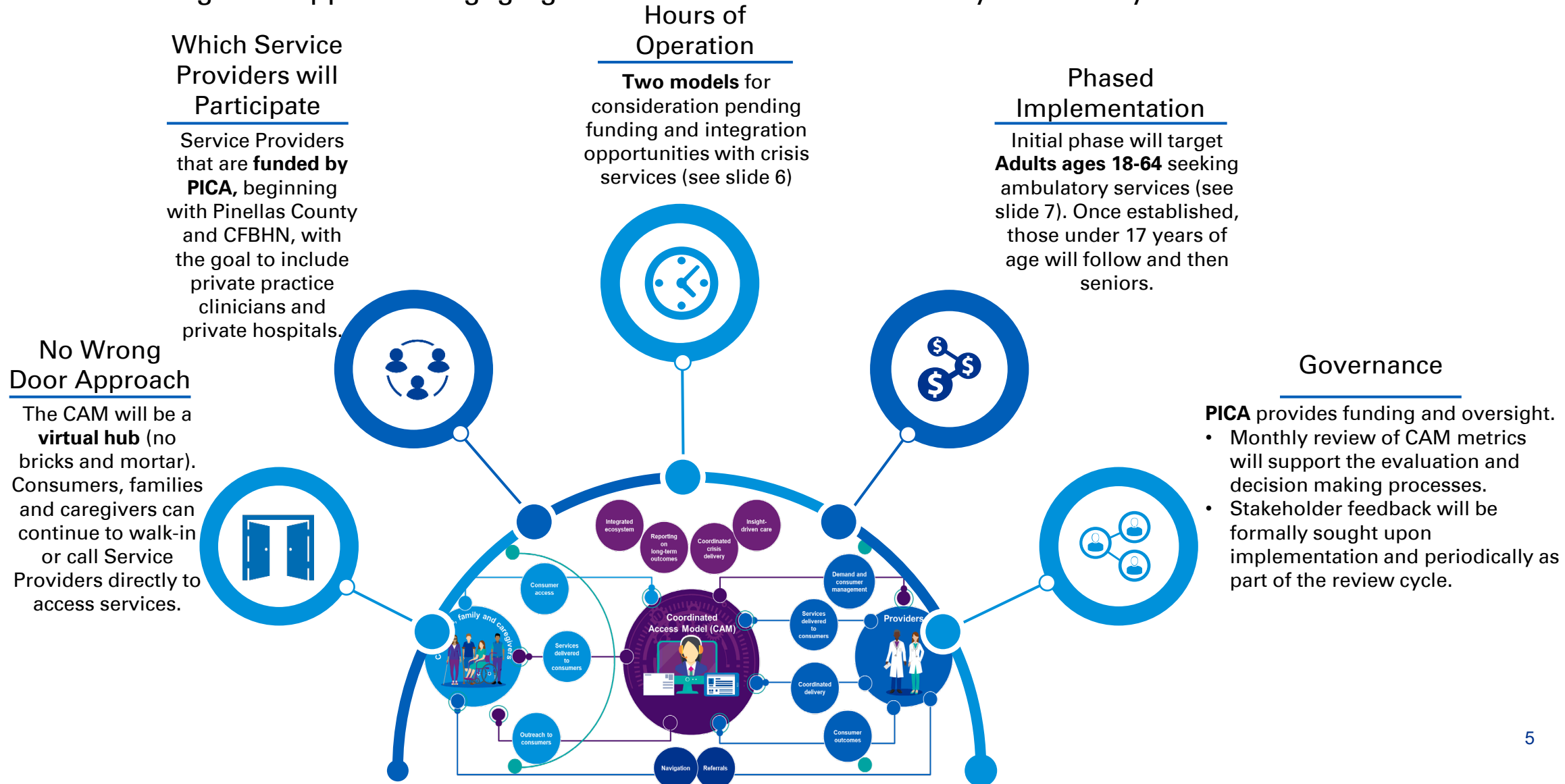
# Introduction and Engagement Approach

In the design of the future state coordinated access model (CAM), extensive stakeholder engagement, three design workshops, multiple surveys and jurisdictional scan/ leading practice reviews were conducted to understand current state gaps and to guide the development of the overall future state CAM.



# Coordinated Access Model Design

Based on stakeholder feedback, PICA supports the overall vision of the future-state coordinated access model to take a no wrong door approach engaging all Service Providers funded by the County and CFBHN.



# Coordinated Access Model and Service Provider Roles (1/2)

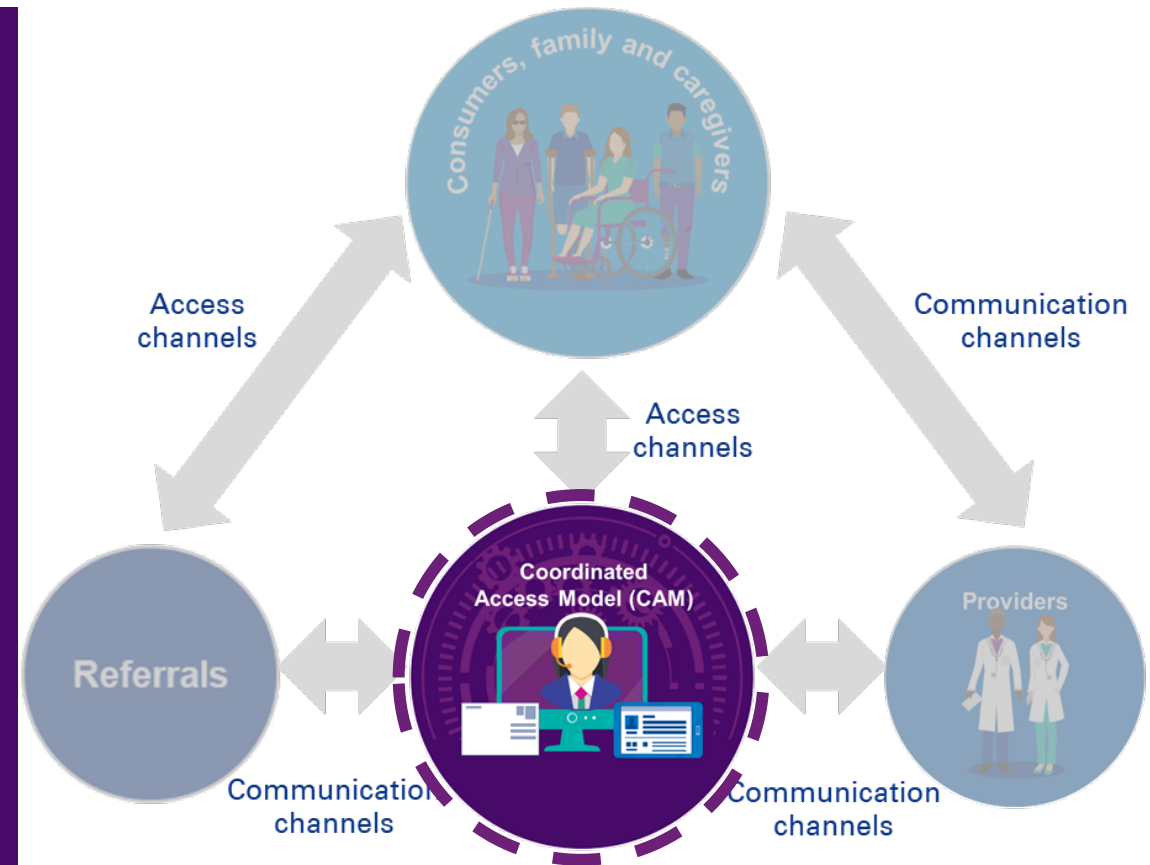
The following describe the CAMs Access, Intake and Service Functions. Two options for consideration;

## The CAM:

### Access/Communication Channels

- Walk-In
- Text based
- E-Referral Form
- Virtual
- 1-800 #
- Website
- Online Chat

Intake Functions		Services	
Option 1 "Cadillac"	Option 2	Option 1 "Cadillac"	Option 2
Intake/information collection (live call)	Intake/information collection (live call)	Frequent and structured contact while on wait list	Frequent and structured contact while on wait list
Standardized screening (on shared platform)	Standardized Screening (on shared platform)	Crisis Support (virtual or mobile)	Interim Support through Apps (iCBT)
Triage (integrated with crisis services)	Triage (not integrated with crisis services)	Interim Support through Apps (iCBT)	Referral to Peer/Family Support Services
E-scheduling 1st appointment	E-scheduling 1st appointment	Referral to Peer/Family Support Services	Navigator Services to other providers (i.e., private)
Initial Assessment	Initial Assessment	Navigator Services to other providers (i.e., private)	Referral to housing and financial support
Service Identification/Linkage	Service Identification/Linkage	Referral to housing and financial support	
Monitoring Consumer Response	Monitoring Consumer Response	Psychiatric consult (for providers)	
		Prescription Provider (for consumers)	

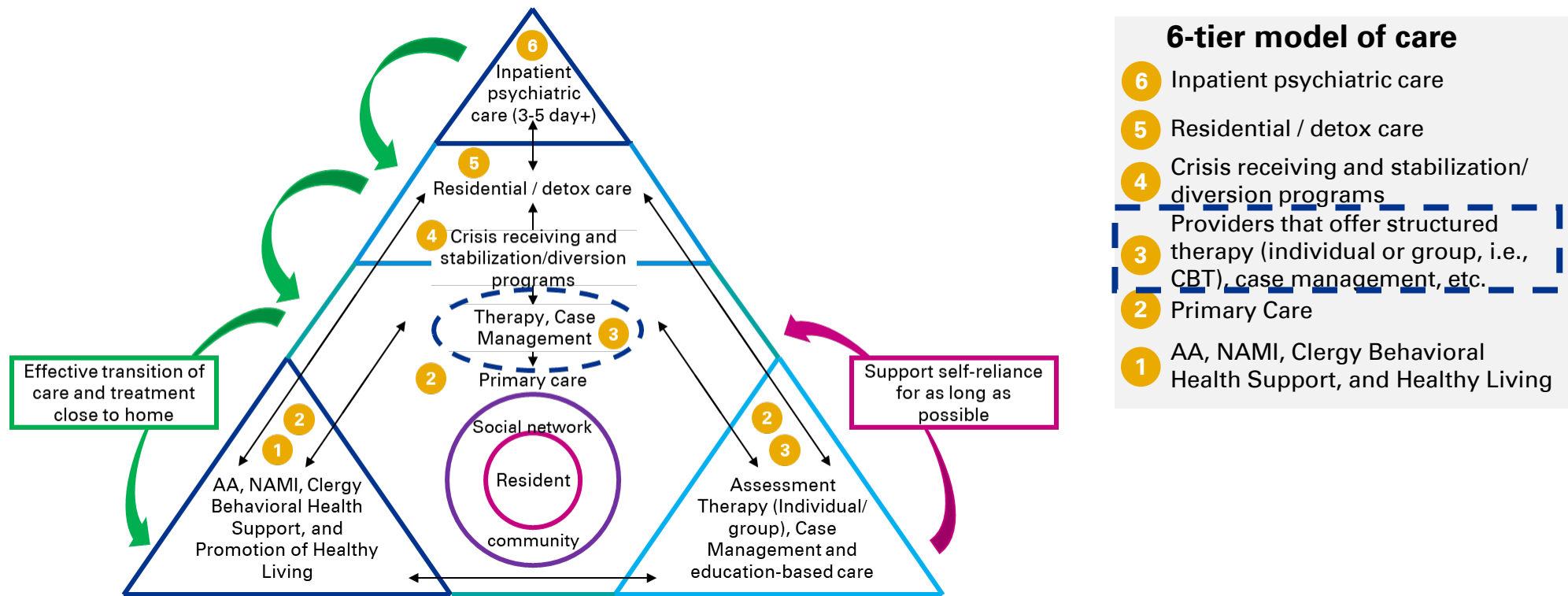


**Technology Enabler:** Consumer info will be collected only once and inputted into a **shared platform** managed by the CAM but Service Providers can access/ retrieve information and input data. Capabilities will include automated text/email notifications for appts/reminders, and automated satisfaction surveys via email/text to consumers and Service Providers.

# Phased Implementation starts with Level 3 Care for adults

The **phased implementation** begins with **level 3 care in the adult population**.

**Selected Population for Initial Launch:** The CAM will first be launched within the **level 3** model of care population of **adults** (aged 18-64). Subsequent phases will then “phase-in” other age groups (e.g., children and adolescents, seniors). The goal is to complete the launch within this level of care, and then “phase-in” other models of care (e.g., levels 1 and 2). During each phase, the vendor will build out the full menu of services available by provider and seek other private providers to engage.



**Advertising/Marketing:** Phased advertising/marketing will begin with targeting adult services and then expand to other age groups within the level 3 model of care (e.g., child and adolescents, seniors).

# Coordinated Access Model and Service Provider Roles (2/2)

The following describe Service Providers Access, Intake and Service Functions.

## The Providers:

### Communication Channels

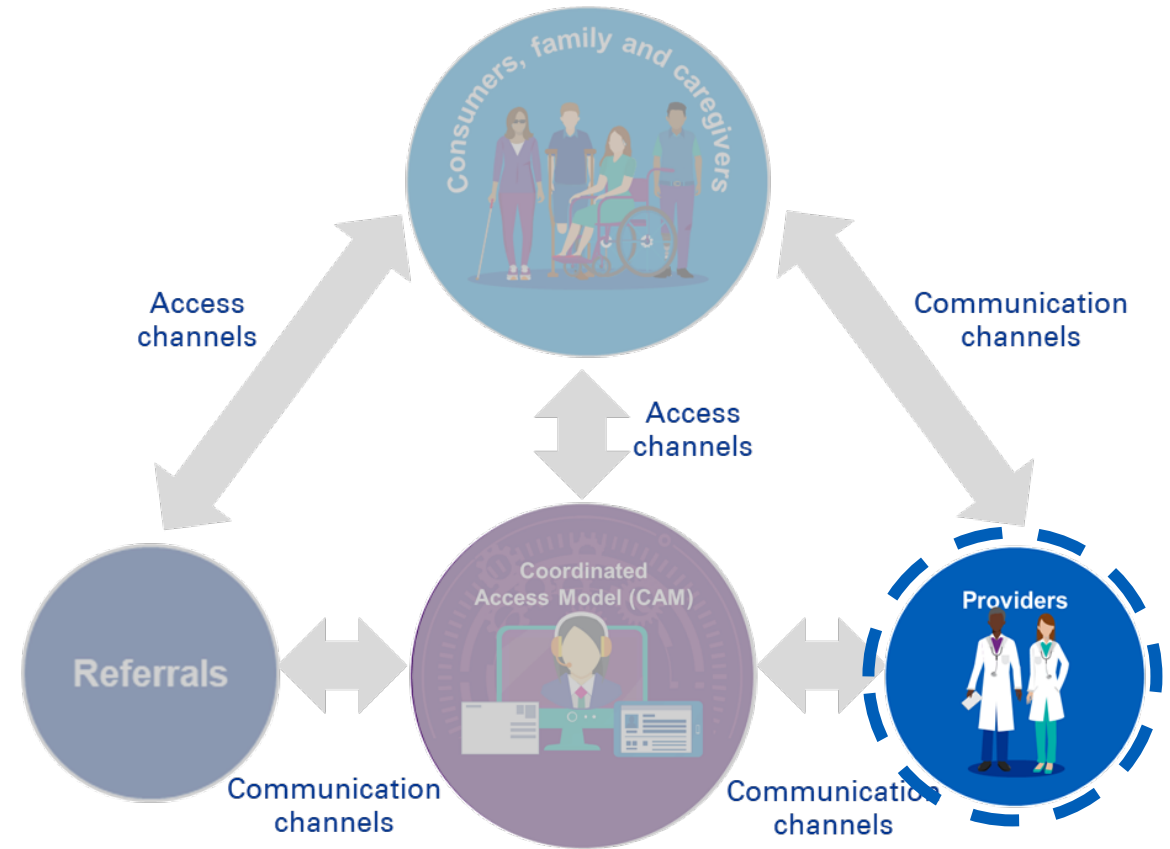
- Walk-In
- Website
- Virtual

### Intake Functions

Intake/information collection	Performance Management
Standardized screening (on shared platform)	Monitoring Consumer Response
Redirect to the CAM virtually	
Triage (not integrated with crisis services)	
Scheduling 1st appointment (e-App)	
Initial Assessment (CAGE/PHQ9/ Columbia Risk)	
Service Identification/ Linkage	
Program/Service Admission	

### Services

Self-Management
Brief interventions
Outreach and community engagement
Wait list support services
Education and info resources/ coaching
Psychiatric consult (for consumers)
Group / skill building
eCBT



**Technology Enabler:** Consumer info will be collected only once and inputted into a **shared platform** managed by the CAM but Service Providers can access/ retrieve information and input data.



# Next Steps

