



# Coordinated Access Model

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## Strategic Planning Timeline

12/2019 – Engaged with KPMG for Strategic Planning Process

- KPMG and Human Services staff:
  - conducted 50+ interviews with community stakeholders
  - reviewed 6 volumes of documentation
  - conducted a leading & best-practices review for behavioral health care in national/international settings

05/2020 – KPMG delivered the Elevate Behavioral Health Pinellas Plan

**Recommendation 1: Optimal Data Set Initiated 10/2020**

**Recommendation 2: Coordinated Access Model Initiated 06/2021**

# 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

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## CAM Timeline for Development

07/2021 - Project Kick Off

08/2021 – Knowledge & Input

- Public Information Sessions
- Expert Interviews
- Stakeholder Interviews

09/2021 - Design

- Pinellas Integrated Care Alliance (PICA) Design Workshops  
PICA Members = CFBHN, PCSO, DOH, JWB, County Admin
- Surveys
- Leading Practice Review

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## CAM Timeline for Procurement

10/2021 - RFP Development

- Validation with Pinellas Integrated Care Alliance
- Presentation to the Pinellas County Board of County Commissioners

11/2021 - RFP Launch

12/2021 - Proposal Submission

01/2022 - Vendor Evaluation Committee

03/2022 - Oral Presentation

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## Unite Us and University of South Florida

### Unite Us

Industry Leader building the social care infrastructure across the U.S.

Founded in 2013, currently in 44 States, including:

- North Carolina Health and Human Services
- Virginia Department of Health
- Kids' Link Rhode Island
- Health Care District of Palm Beach County

### University of South Florida's College of Behavioral & Community Sciences

Behavioral Health Leader 18+ years & Florida Mental Health Institute 30+ years

Telepsychiatry Services via the Pediatric Hotline

Workforce Strategy = Graduates/Graduate Students

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## Next Steps

Contract negotiations with Unite Us & USF

Implementation with KPMG (12mos)

- Integration with Behavioral Health Providers' EMR for live scheduling
- Standardized Clinical Assessment and Triage
- Information Sharing across systems
- Analytics for Access to Care
- Go Live Anticipated Spring 2023



# Questions?