

Item V.B.

Access for Families

A Demonstration of Central Access

MTM Consultation

Description of the Venture

- Problem- Suncoast Center had too many access points after mergers which resulted inconsistent access results
 - 17 Access points
 - Varying protocols & wait times
- Solution- build Central Intake
 - Required significant mapping and retraining
 - Required phone system updates across merged entities

JWB Suggestion? Think bigger-

- Pilot a demonstration where one access point helps clients get to the right services across several partners
- Partner to build a Central Access point
 - Screen referrals
 - Link to services
 - Decrease repetition & duplication
 - Ease of access

Collaborative Provider Funded Project

Centralized Screening

Centralized Access Processes

- Right help for the right family at the right time
- No wrong door for service access
- Warm transfer from 211 to partner providers to ensure no drop off from referral offered to linking to services
- Reduce duplication of data collection
- Reduce time from call to access

Technology and Data

- Use technology to improve processes
 - Reduce duplication of data entry (when technology and funds are available)
 - Offer inter-operability for data sharing (when technology and funds are available)
- Pilot Data sharing and reporting with interoperability as gold standard

Technology and Data

- Inter-operability- partners to send and receive data using protocols that are compatible with Health Information Exchanges
- Ultimate goal is the successful exchange and integration of data collected into each agency's current data systems.
- Provider Partners significantly invested staff and funds to support this project

Access for Families Partners

211 Tampa Bay Cares

Central Florida Behavioral Health Network for
the Family System of Care

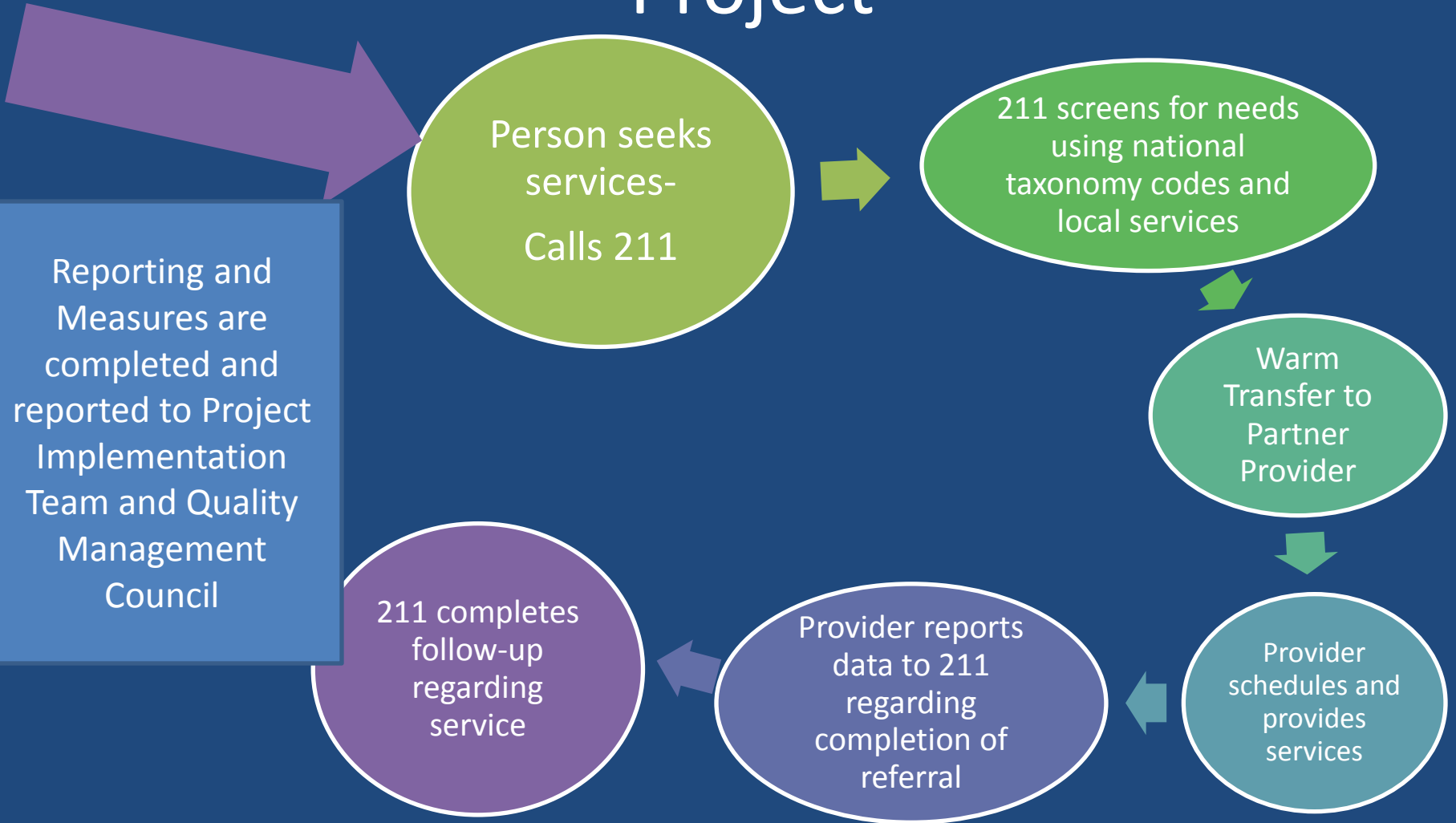
Coordinated Child Care

PEMHS

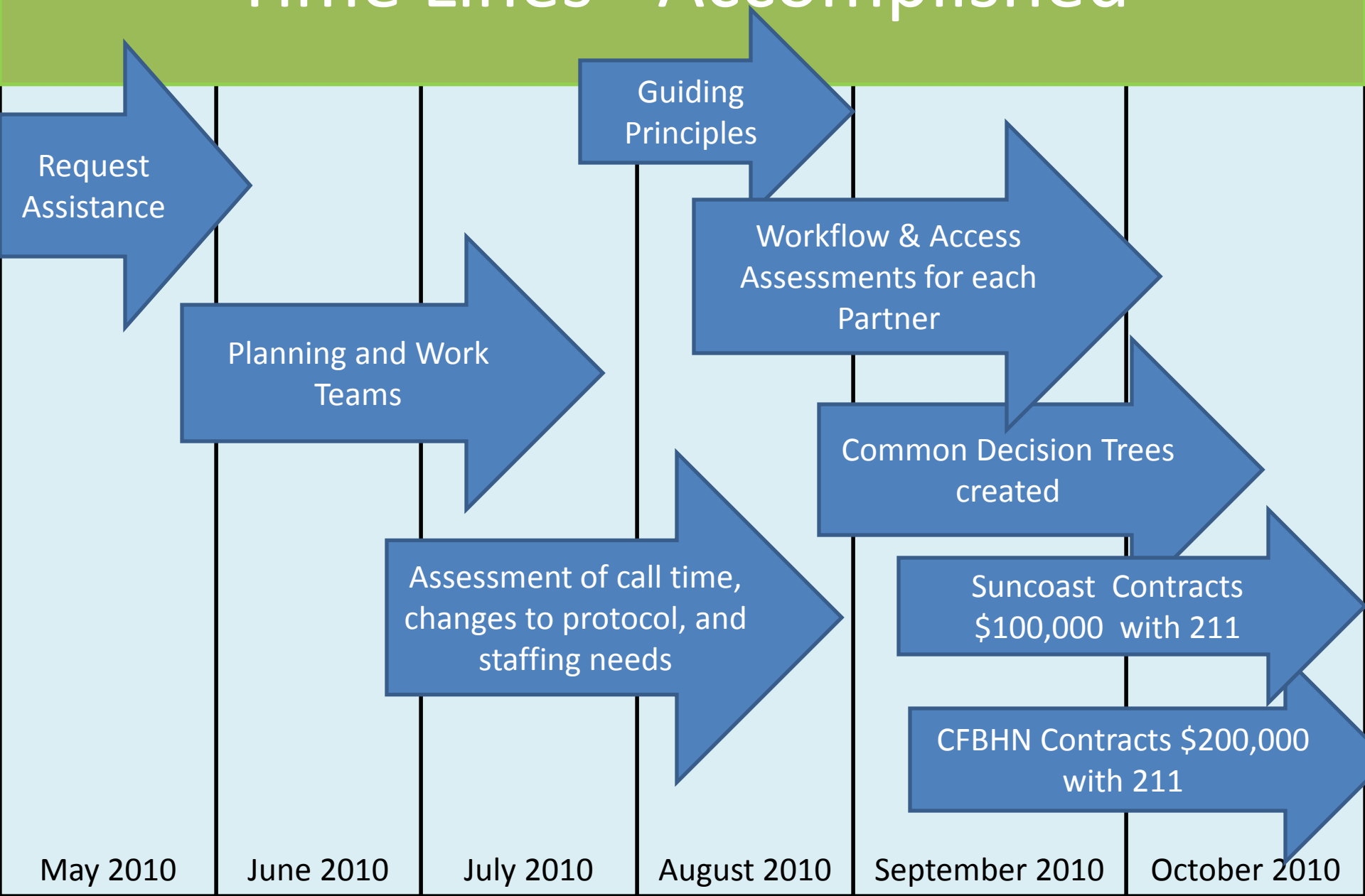
Suncoast Center

JWB Children's Services Board

Visual Description of Demonstration Project



Time Lines- Accomplished



Request Assistance

Planning and Work Teams

Assessment of call time, changes to protocol, and staffing needs

Guiding Principles

Workflow & Access Assessments for each Partner

Common Decision Trees created

Suncoast Contracts \$100,000 with 211

CFBHN Contracts \$200,000 with 211

May 2010

June 2010

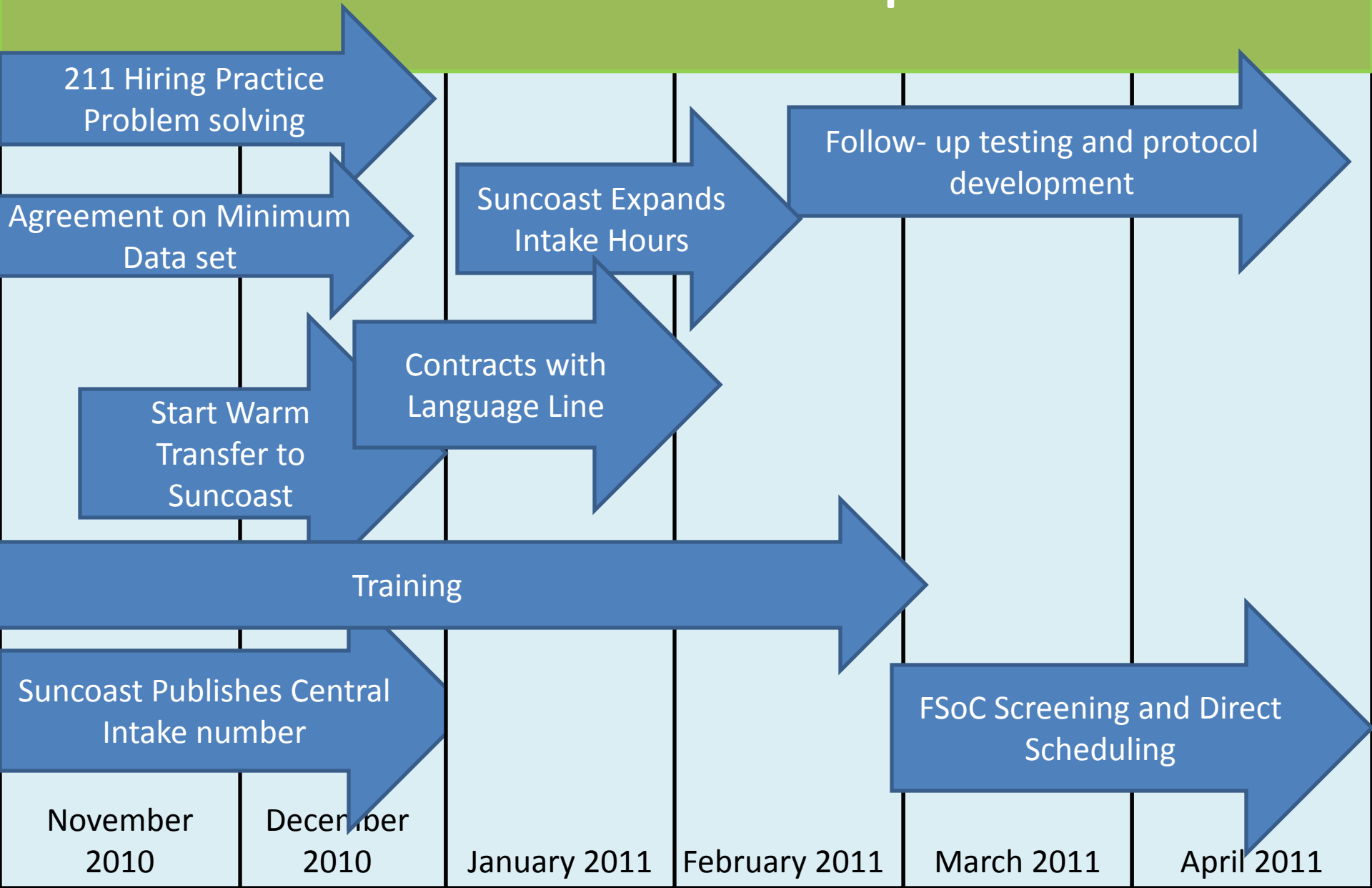
July 2010

August 2010

September 2010

October 2010

Time Lines- Accomplished



211 Hiring Practice
Problem solving

Agreement on Minimum
Data set

Start Warm
Transfer to
Suncoast

Contracts with
Language Line

Suncoast Expands
Intake Hours

Follow-up testing and protocol
development

Training

FSoc Screening and Direct
Scheduling

Suncoast Publishes Central
Intake number

November
2010

December
2010

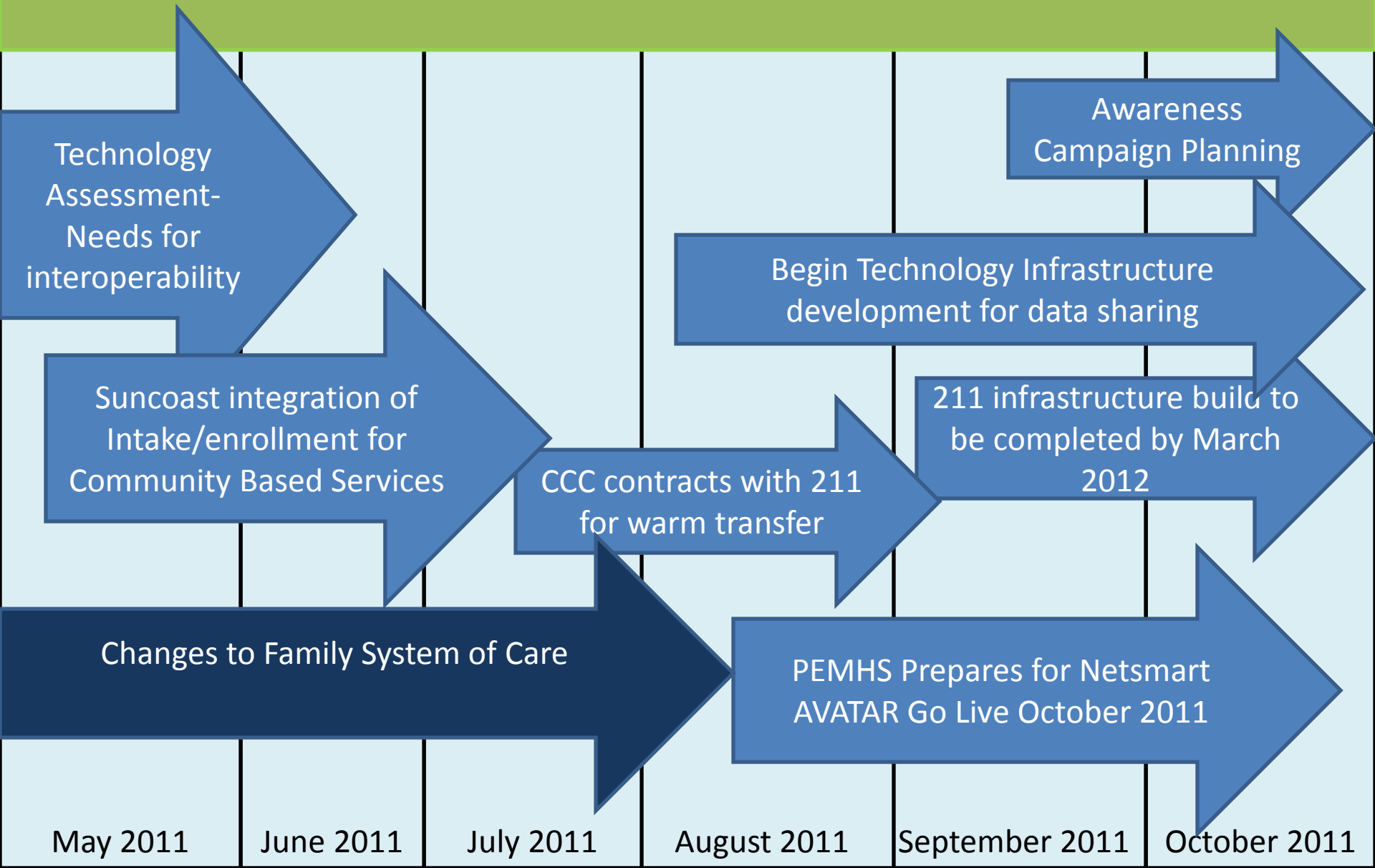
January 2011

February 2011

March 2011

April 2011

Time Lines Accomplished



Technology Assessment-Needs for interoperability

Suncoast integration of Intake/enrollment for Community Based Services

Changes to Family System of Care

CCC contracts with 211 for warm transfer

Begin Technology Infrastructure development for data sharing

211 infrastructure build to be completed by March 2012

Awareness Campaign Planning

PEMHS Prepares for Netsmart AVATAR Go Live October 2011

May 2011

June 2011

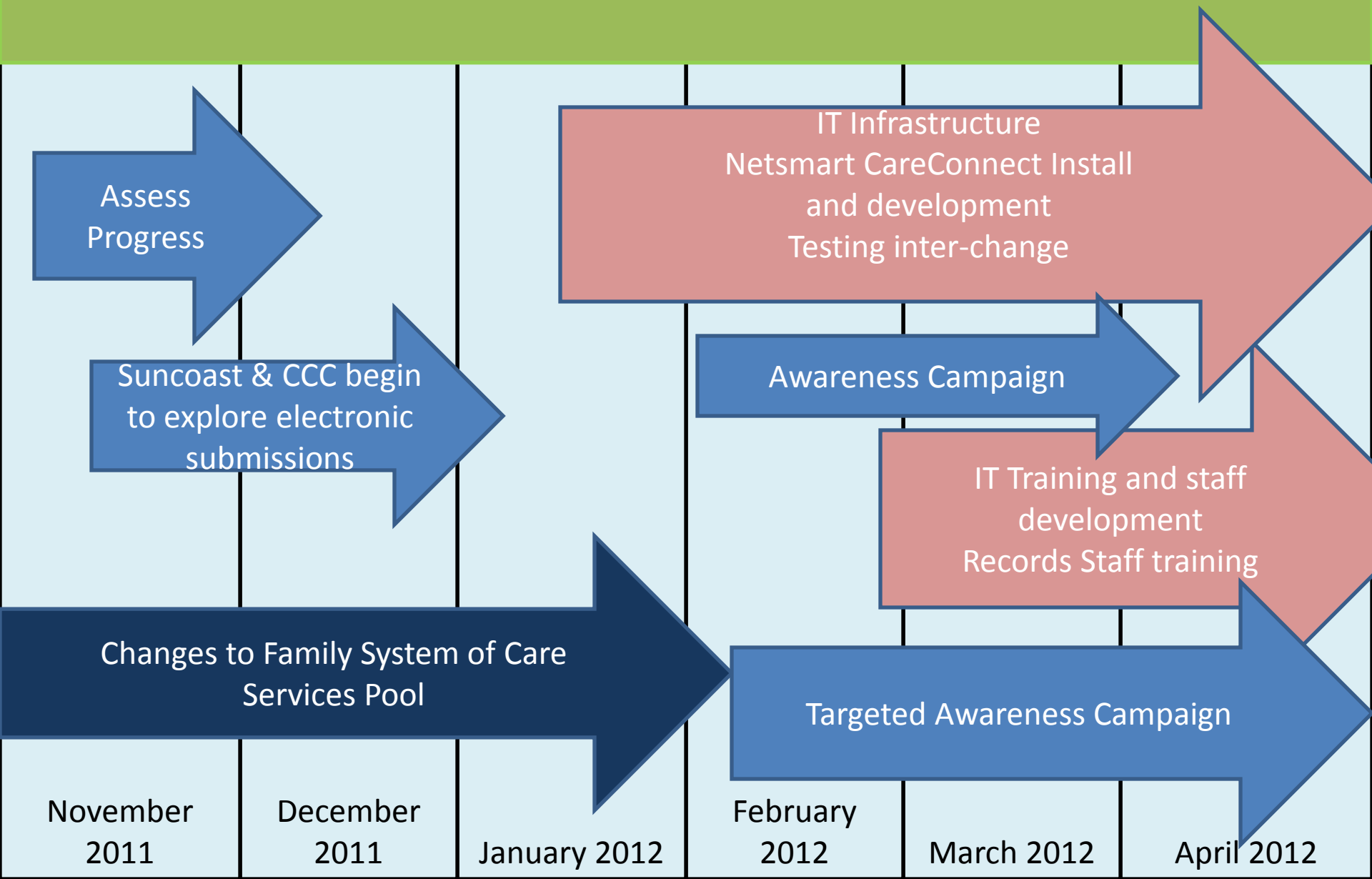
July 2011

August 2011

September 2011

October 2011

Time Lines Current and Future



Assess Progress

Suncoast & CCC begin to explore electronic submissions

Changes to Family System of Care Services Pool

IT Infrastructure
Netsmart CareConnect Install and development
Testing inter-change

Awareness Campaign

IT Training and staff development
Records Staff training

Targeted Awareness Campaign

November 2011

December 2011

January 2012

February 2012

March 2012

April 2012

Time Lines- Future

Testing of Data Exchange

IT Training and staff development
Records staff training

Referral Data Exchange

Data Reports & Outcome Reports

Continue Targeted Awareness Campaign

Engage Additional Partners

May 2012

June 2012

July 2012

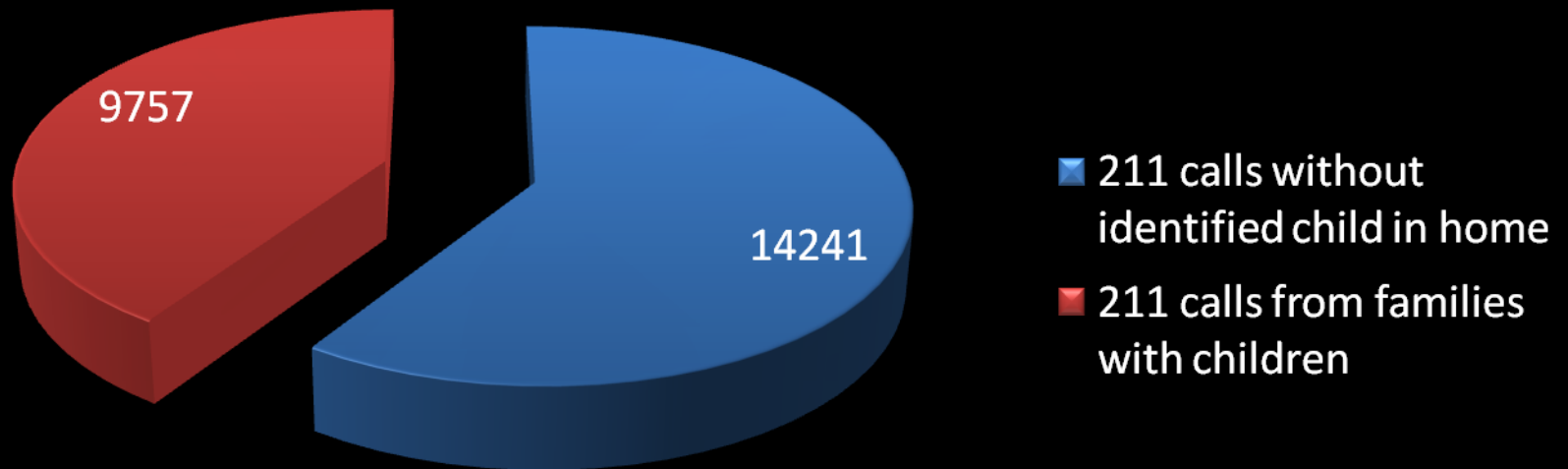
August 2012

September 2012

October 2012

211 calls for Assistance Pinellas

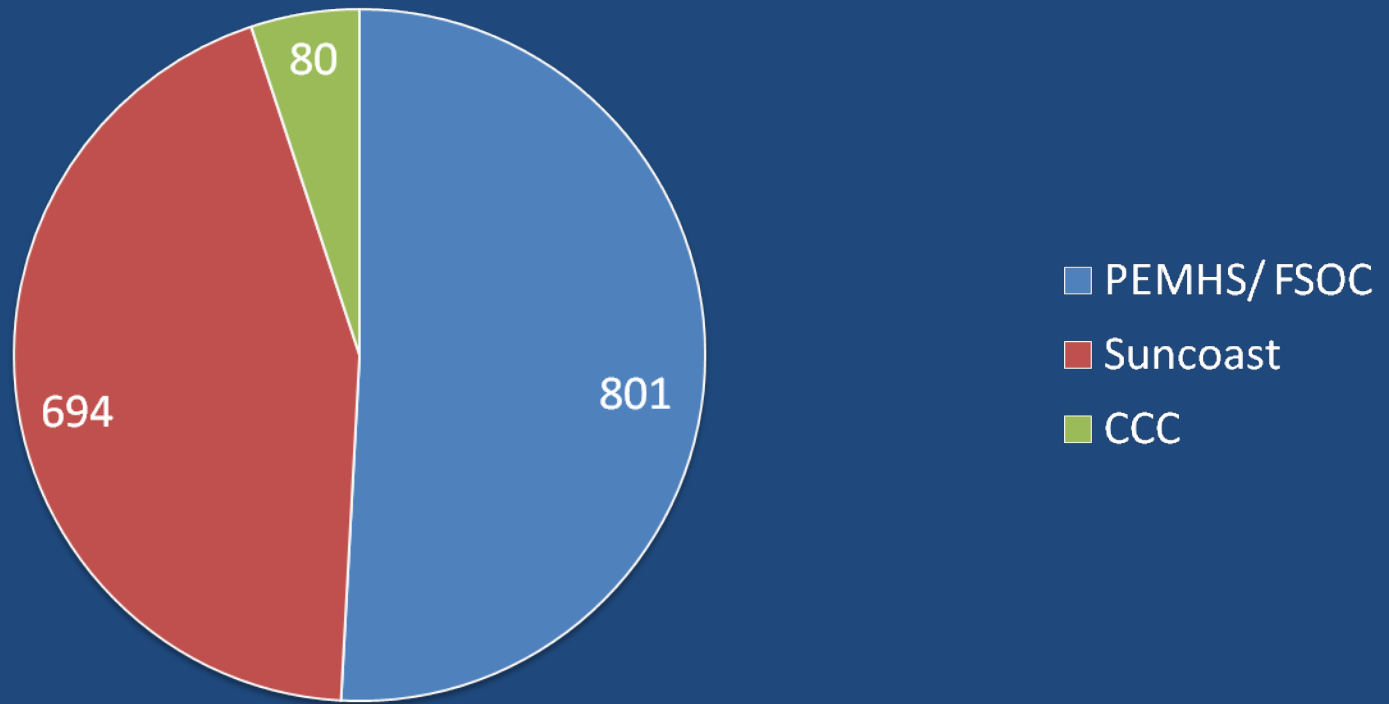
June 2011 through December 2011



Access for Families Referrals

June 2011 through December 2011

Access for Families



Getting Help is Easier

81% of families found the warm transfer and/or direct scheduling process easier than trying to find the agency themselves and reported that they would use this process again

Both warm transfer and direct scheduling processes resulted in first available service inside of one week and often the next day

Warm Transfers

- 213 referrals were documented warm transfers
- Warm transfers with language translators were seamlessly transferred to support ongoing translation

How much easier?

Before Access for Families.....

A client tries to find the right
services

Caller
seeking
Services

Before-----Who Do You Call?

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Many numbers to call... confusing eligibility





Caller
seeking
Services

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Difficulty finding the right fit-
wasting time and efforts



Caller seeking Services

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Program

Access for
Families
Transformation

Transform to Central Access

Caller
seeking
Services

211 Tampa
Bay Cares

Provider

Provider

Provider

Provider

services

services

services

services

Services

Services

Transform to Central Access



Transform to Central Access

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Provider

Provider

Caller
seeking
Services

Provider

services

services

services

services

Services

Services

Transform to Central Access

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Provider

Provider

Provider

Provider

services

services

services

services

services
received

Services

When families need multiple
services

Transform to Central Access

Caller
seeking
Services

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Provider

Provider

Provider

Provider

services

services

services

services

Services

Services

Transform to Central Access

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Multiple needs addressed

Caller
seeking
Services

Caller
seeking
Services

Provider

Provider

services

services

services

services

Services

Services

Transform to Central Access

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Provider

Provider

Provider

Provider

Caller
seeking
Services

services

services

Caller
seeking
Services

Services

Services

Transform to Central Access

211 Tampa
Bay Cares

**Assess for
services
Right service
at right time**

Provider

Provider

Provider

Provider

Services
Received

services

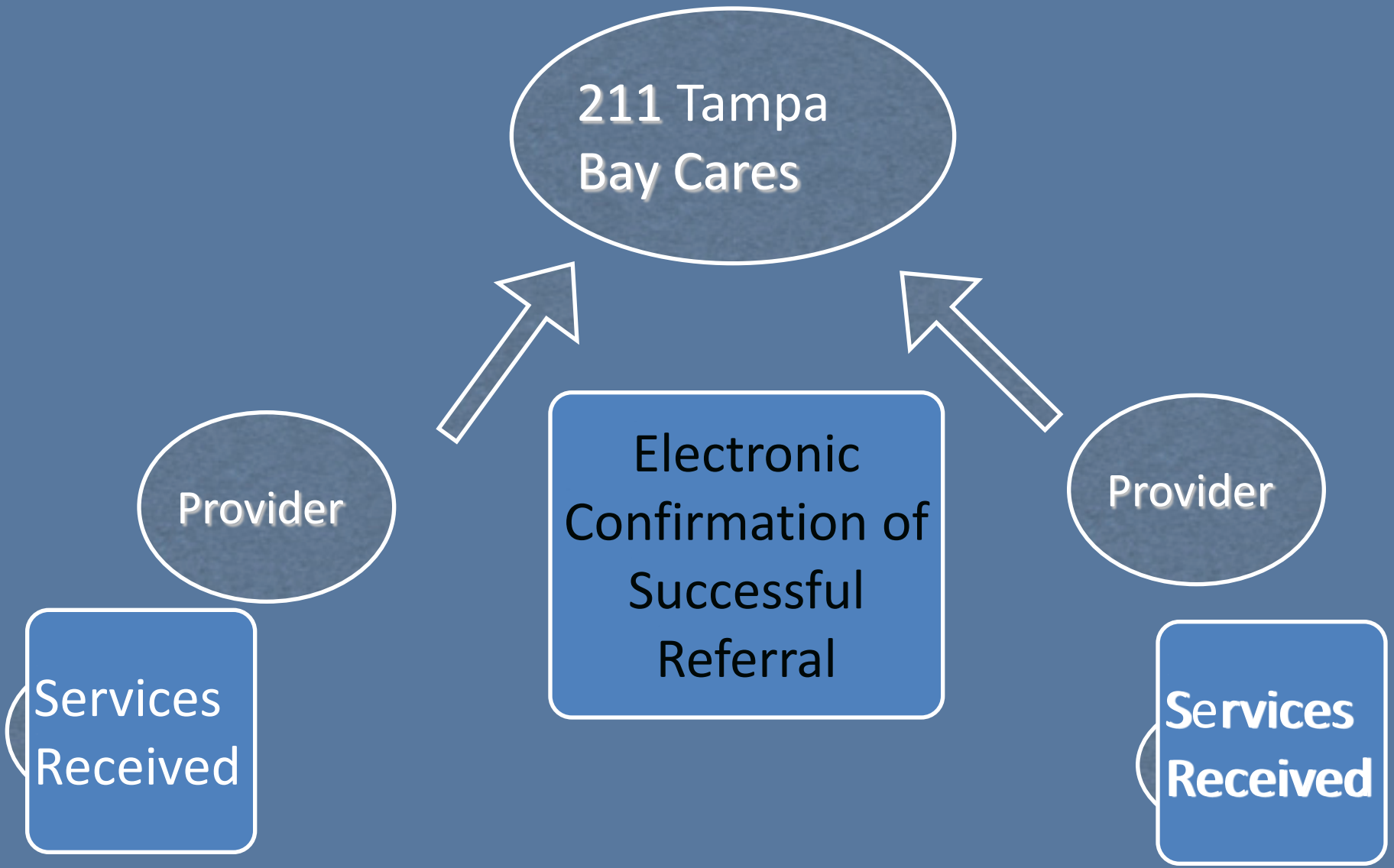
services

Services
Received

Services

Services

Transform to Central Access



When referred family
is engaged in services, 211 is
informed of successful referral

Families seeking other services that received follow-up calls

- Between August 2011 and December 2011
- 459 non-Access for Families individuals were called to follow-up on referrals
 - Largest unmet needs remain financial assistance
 - More in depth reports needed to drill down the results of follow-up-
 - Were families engaged in self sufficiency services?

Calls Benefiting Children

- Top three reasons for calls are utility and rent assistance and make up 38% of referrals for calls benefiting children
- Access for families project builds the infrastructure to improve the linking of these families to services to promote family stability

In Crisis and Need Help?

Getting Help Just Got Easier.

Call **2-1-1**[★] Today!

Free Service for Pinellas County Residents

Call 211 from any phone, **Help is available 24/7**

Getting Help Just Got Easier

Free, Confidential and available day or night,
7 days a week in over 150 languages.

Dial **2-1-1** for information on:

- ★ Food, shelter, and clothing
- ★ Medical, and mental health services
- ★ Support and seniors and persons with disabilities
- ★ Support for children, youth and families
- ★ Financial assistance
- ★ Mentoring and tutoring
- ★ Prescription assistance
- ★ Back to school information
- ★ Disaster recovery assistance
- ★ Free tax preparation sites

2-1-1[★]

www.211Connects.org

Call 211 from any phone.
Help is available 24/7.

Our live operators will personally
guide you to the agency, department,
and contact you need.

For Help Call: **2-1-1[★]**

or email: info@211tampabay.org



Juvenile Welfare Board
Children's Services Council of Pinellas County
14155 58th Street North
Clearwater, FL 33760

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POSTAL CUSTOMER**

Significant Accomplishments

- Workflows and Decision Trees
 - Access for Families Project
 - Providers internal processes
- IT technology decisions and discussions are completed with full understanding of need for interoperability for partners and larger community
- Warm Transfers and Direct Scheduling from “outside” source have been demonstrated as possible and productive
- Initial automated reporting processes developed

Significant Accomplishments

- This project will accomplish the first interoperable data exchange of mental health information in the nation
- This project will accomplish the first electronic interoperable exchange of data between 211 data center and service providers

Lessons Learned

- Open Access works
 - Suncoast reduced the average time between first call to first service for outpatient services from almost two weeks in May of 2010 to 4 days in December of 2011
 - Suncoast reduced the non-productive time of staff through applying open access principles, allowing for increased services
- Implementing lasting change requires oversight, training, clear protocols, re-training, and trouble shooting
- Changes within Partner Providers will impact project- expectations may change

Lessons Learned

- Both warm transfers and direct scheduling appear to improve the follow-through engagement in services
 - Required further study after data systems linked
- When implementing change errors will be made- a walk through of processes needs to happen regularly
 - Keying errors at any partner agency will impact data integrity
- Data matching is difficult without the linking systems in place
 - Uniform key difficult due to
 - referral of family members
 - Opportunities for keying errors

Lessons Learned

- Technology Investment is necessary to proceed, but must be completed with full awareness of external factors and requirements
- Competing initiatives and resource deployment- Moving targets of community initiatives and processes slow down the opportunity for progress

Recommendations

- Continue warm transfer to providers
- Continue with follow-up for Pinellas County families
- Monthly reports to partners- continue collaboration
- Continue to develop and improve automated data reports
 - Continue attitude of cooperative solutions based upon data
- Continue to communicate the message of the Access for Families (Awareness Materials & Outreach)

Recommendations

- Continue to build electronic data exchange as funding allows
- Integrate with the new electronic eligibility systems as they become available (One-E-App)
- Negotiate a governance structure to allow for the supportive growth
- Allow expansion to additional partners as electronic exchange is demonstrated effective