



Health Agency Report



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May 2016 Update

Health Agency Strategic Priorities

1. Consumer Access and Experience
2. Housing and Supportive Services for Homeless Consumers
3. Overcrowding of Psychiatric Emergency Departments
4. Culturally and Linguistically Competent Programs
5. Diversion of Corrections-Involved Individuals to Community-Based Programs and Services
6. Expanded Substance Use Disorder Benefit
7. Vulnerable Children and Transitional Age Youth
8. Chronic Disease and Injury Prevention

Consumer Access and Experience

Health Agency Clinic Resources in South Los Angeles



-  SAPC SUD Treatment Provider Locations
-  DMH Clinic Locations
-  DHS Clinic/Hospital Locations
-  Public Health Center Locations
-  MHLA Clinic
-  Health Services Medical Hub
-  Parks After Dark Locations

Consumer Access and Experience

Cross-walked registration and financial screening.

- Departments collect similar demographic information
- Registration and financial screening could be streamlined if information could be shared or on single platform.

Completed the development of a universal consent form

- Next step: implement across the three departments



Consumer Access and Experience

Demographic information FY 14/15

Age

	LA County (~10M)	DHS (~570,000)	DMH (~255,000)	DPH S APC (~60,000)	DPH Clinics (~56,000)
0-17	23%	18%	37%	9%	23%
18-64	65%	75%	60%	91%*	73%
65+	12%	7%	3%		4%

Gender

	LA County (~10M)	DHS (~570,000)	DMH (~255,000)	DPH S APC (~60,000)	DPH Clinics (~56,000)
Female	51%	54%	46%	37%	50%
Male	49%	46%	54%	63%	50%

* 91% includes all adults ages 18 and over

Consumer Access and Experience

- All DHS, DPH public health and My Health LA (MHLA) clinics are on eConsult.
- DPH public health clinic providers can access DHS and DMH specialties through eConsult (125 to date).
 - Top 3 eConsulted specialties:
 - Gynecology
 - Infectious Disease
 - Dermatology
- DHS and MHLA providers can access DPH TB and Zika virus specialists.
 - 25 eConsults to date.



Consumer Access and Experience

- Since November 2015, DHS, DPH and MHLA clinics have submitted 1,500 eConsults to mental health.
 - Around 78% resulted in recommendation for a face to face visit with a DMH provider.
- Roll-out of eConsult for DMH directly operated clinics will begin this summer.



Consumer Access and Experience:

DHS and DPH plan to integrate the following services at co-located sites:

- Registration, medical (primary care, STD, TB, Triage & Immunizations) and facility staff.

Electronic Health Record (ORCHID) roll-out update:

- DPH is completing the scope of work & infrastructure work needed with DHS ORCHID Team & DPW
- DPH clinic staff is shadowing DHS clinic staff
- Plan for late Fall/Winter 2016 roll-out.



Housing and Supportive Services for the Homeless

County+City+Community (C³)

- Four C³ multi-disciplinary teams are in Skid Row 5 days/week.

January 4, 2016 to April 8, 2016 C3 Outcomes

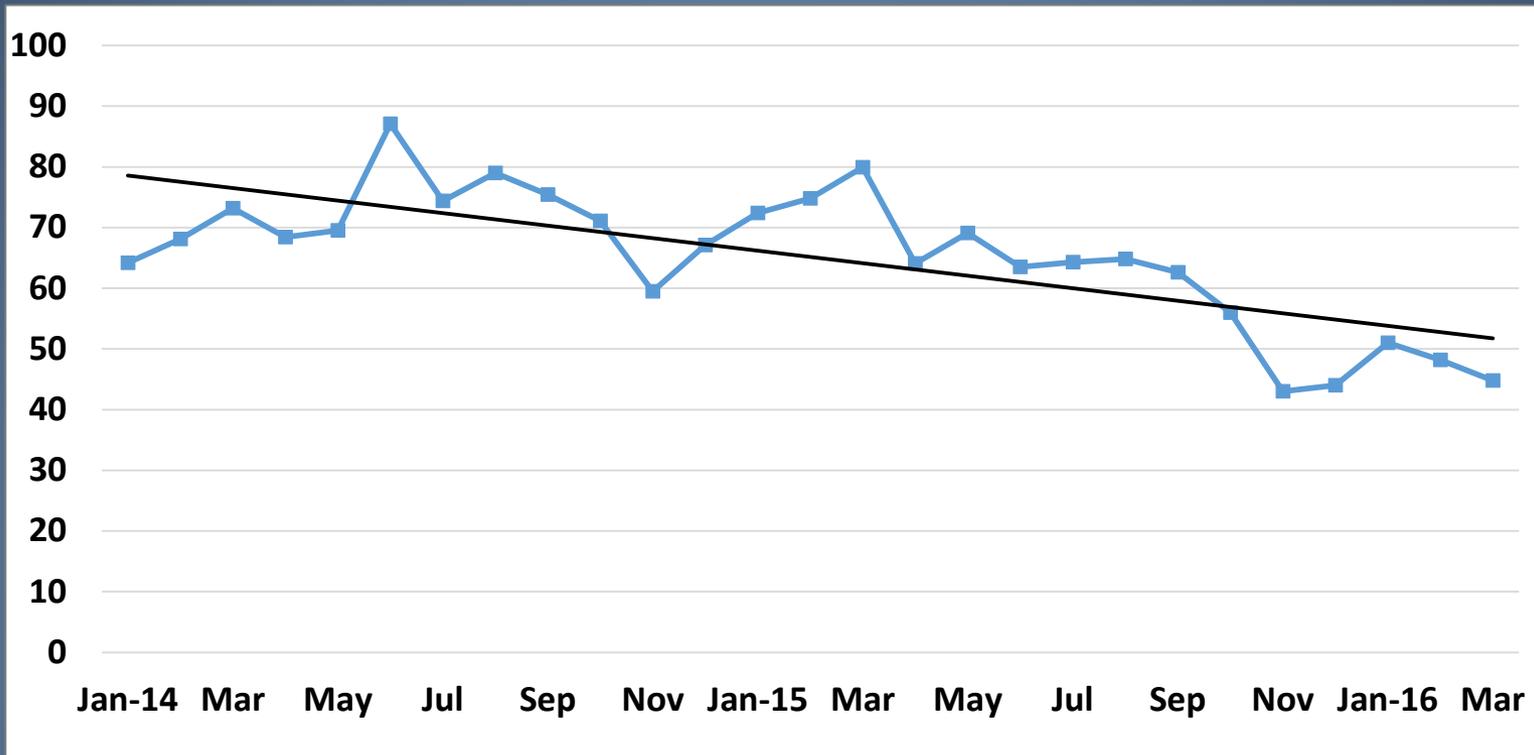
People Engaged	823
People Assisted	398
Interim Housing Placements	204
<ul style="list-style-type: none">• Shelter -145• Substance Abuse Treatment – 41• DHS Recuperative Care – 18	
Assigned to Permanent Housing (has a rental subsidy and working with case manager to identify a unit)	172
Moved into Permanent Housing	15

Psychiatric Urgent Care Centers decrease Overcrowding of Emergency Departments

Urgent Care Centers	Unique Clients Dec. 2015	Unique Clients Jan. 2016	Unique Clients Feb. 2016
DMH Olive View UCC	562	568	488
Exodus Eastside UCC	1,158	1,209	1,085
Exodus MLK UCC	826	767	755
Exodus Westside UCC	130	312	352
Telecare MHUCC	168	150	168

Overcrowding of Psychiatric Emergency Departments

DHS Psychiatric Emergency Department Morning Census
January 2014 through March 2016)



Access to Culturally and Linguistically Competent Services



Created a SharePoint website to share and maintain resources



Gathered information on client demographics

ONGOING

Exploring tri-Department contracts

ONGOING

Creating inventory of trainings to meet common cultural and linguistic needs

Access to Culturally and Linguistically Competent Services

Race and Ethnicity FY 14/15

	LA County (~10M)	DHS (~570,000)	DMH (~255,000)	DPH S APC (~60,000)
Hispanic/Latino	48%	65%	47%	44%
African-American	9%	14%	24%	17%
White	27%	11%	18%	33%
Asian/Pacific Islander	15%	6%	4%	2%
Native American	1%	<1%	<1%	1%
Other/Unknown		4%	7%	3%

Access to Culturally and Linguistically Competent Services

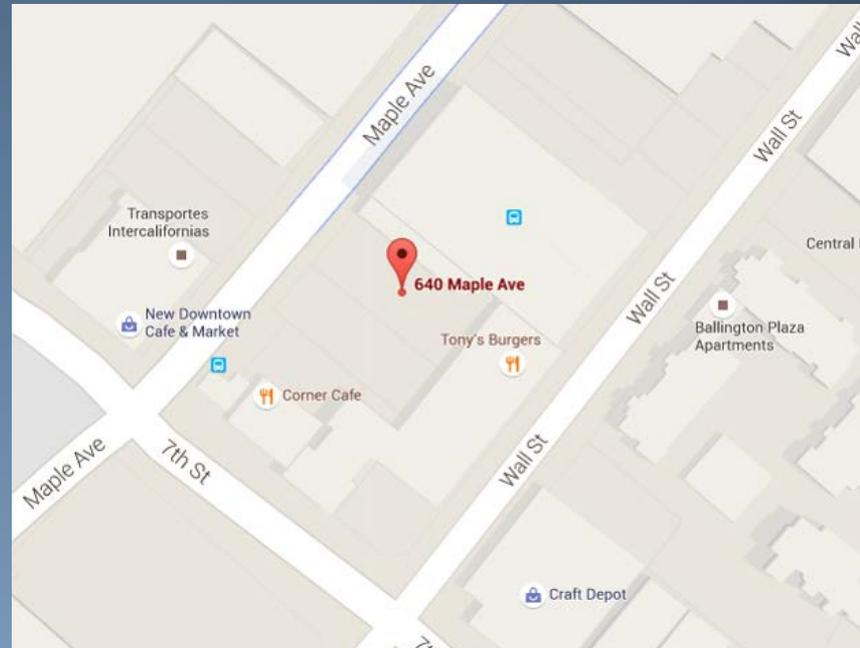
Telephonic Interpretative Services Provided (minutes)			
	DHS	DMH	DPH
January 2016	99,879	2,250	7,353
February 2016	103,210	2,884	8,120
March 2016	115,871	3,826	Unavailable

Top 3 Languages Requested		
DHS	DMH	DPH
1. Spanish	1. Spanish	1. Spanish
2. Mandarin	2. Farsi	2. Mandarin
3. Korean	3. Armenian (Jan-Feb) Korean (March)	3. Farsi

Diversion, Homeless and Supportive Services

Sobering Center

- 24-hour/7-day
- Serve individuals who may otherwise be sent to hospitals and jails
- Work with first responders to ensure individuals can safely sober at the Center
- Detox and residential options will be provided



In Progress

- On track towards Summer/Fall opening

Diversion of Corrections-Involved Individuals to Community-Based Programs and Services

Diversion from jail

- 107 are misdemeanor incompetent to stand trial clients.

Case Managed Clients with Behavioral Health Needs

Fiscal Year (FY)	# of Referred Clients to DMH*		No LA County Jail contact in the 12 months after initial case management
FY 14-15	Male	843	76%
	Female	216	89%
FY 15-16 (YTD)	Male	494	
	Female	94	

* Clients referred to the DMH County Resource Management Division from early prison release and other programs.

Enhancing Substance Use Disorder Benefits: Drug Medi-Cal Organized Delivery System (DMC-ODS)

- On February 11, 2016, DPH-SAPC submitted its implementation plan to the Federal Centers for Medicare and Medicaid Services, and California Department of Health Care Services (DHCS)
- DPH-SAPC anticipates submitting its fiscal plan to DHCS in May 2016
- In February 2016, DPH-SAPC launched five stakeholder workgroups to operationalize key elements of the DMC-ODS:
 - System of Care
 - Quality Improvement and Utilization Management
 - Integration of Care
 - Delivery System Innovations and Capacity Building
 - System Operations

Transitional Age Youth

Medical HUBS team consist of:

- DCFS social workers
- DHS physicians, nurses, and medical case workers
- DMH staff are being hired across the Medical HUBS (new)
- DPH Public Health Nurses

DMH staff are now co-located at:

- MLK, Jr. Outpatient Center
- Olive View-UCLA
- High Desert Regional Health Center

Mental Health Impact

As of April 2016, 735 youth identified with mental health needs at the three co-located HUBs



MLK, Jr. Outpatient Center HUB

Chronic Disease and Injury Prevention

Disease Prevention and Management Programs

- Scaling up the Diabetes Prevention Program
- Increasing access to tobacco cessation treatment
- Continuing Healthy Design Workgroup collaboration

Trauma Prevention Initiative

- Adding 12 additional Parks After Dark for 2016, which link communities with Agency resources
- Utilizing Measure B funds for a community action plan to reduce trauma and community-based interventions in hot spot areas

Inter-Departmental Support

- The three Departments' chief information technology officers now report to the Health Agency.
- Information technology leadership teams plan to meet regularly.
 - Key Organizing Principles:
 - Leverage existing IT platforms to better support Health Agency staff and patients/ clients
 - Share best practices and explore efficiencies (ie. enterprise help desk)
 - Review and develop IT governance processes to develop a Health Agency IT governance process.

Inter-Departmental Support

Exide Community Health Outreach Involving Health Agency and DPSS Staff

- 10 community outreach events held (3 Health Fairs and 7 Neighborhood Events)
- DPH nurses and health educators made home visits to residents
- DMH *promotoras* conducted neighborhood canvassing
- DHS clinics provide health screening and services

Impact to Date

- 1,244 households canvassed



Key Stakeholder and Community Engagement

First Health Agency Town Hall: March 2, 2016

- Health Agency: Mitch Katz, Robin Kay, Cindy Harding, and Jeffrey Gunzenhauser
- Union Leaders: Stuart Bussey, (UAPD) Gavin Koon, (I.U.O.E Local 501); Theodora McKenna (AFSCME local 2712); Bob Schoonover (SEIU 721)
- Broadcasted live to 189 sites
- Approximately 700 people watched the town hall live
- Recorded and available online



Key Stakeholder and Community Engagement

ORGANIZATION	MEETING DATE
Hospital and Health Delivery Commission	1/7/16
Mental Health Commission (Met with Executive Team)	1/14/16
National Alliance on Mental Illness	1/16/16 4/27/16
Health Consortium of Greater San Gabriel Valley	3/15/16
UCLA CTSI/CTSI – Healthy Aging Initiative Convening	3/22/16
Los Angeles County Commission on Disabilities	4/20/16
Integration Advisory Board	4/27/16



We continue to move forward and there is tremendous support and momentum to succeed.