

Welcome!

Please add your name & agency in the chat

Agenda – R95 Kickoff Meeting and Admissions & Discharge Policy Discussion

- 2:00 pm **Welcome & R95 Initiative Foundation Laying - Dr. Gary Tsai**
 - Overview & Updates
 - R95 Workgroup Structure
 - R95 Workgroup Meeting Calendar

- 2:05 pm **Capacity Building and Reimbursement**
 - Finance Services Division – Invoice #1 Update – Daniel Deniz

- 2:10 pm **Focus Area 1**
 - **Outreach & Engagement**
 - New Partnerships [2A-1, 2A-2, 2A-3] - Yanira Lima
 - Field-Based Services [2B-1, 2B-2] - Yanira Lima
 - 30- and 60-day Engagement Policy [2C-1, 2C-2] - Dr. Brian Hurley

- 2:20 pm **Focus Area 2 (**Admission & Discharge Policies will be addressed in particular detail today)**
 - **Lowering Barriers to Care**
 - Bidirectional Referrals between Harm Reduction Agencies & Treatment Agencies [2F-2, 2F-2] - Dr. Brian Hurley
 - Service Design [2E-1, 2E-2, 2E-3] - Antonne Moore

- 2:30 pm ****Admission & Discharge (A&D) Policies [2D-1, 2D-2] - Michelle Gibson**
 - Overview
 - Template Input
 - Discussion

- 3:00 pm **Provider Agency Q&A and Open Discussion**

- 3:25 pm **Next Steps**

- 3:30 pm **Adjourn**

R95 Kick Off & A&D Discussion Virtual Meeting

October 23, 2023

Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health



Purpose of the Reaching the 95% (R95) Initiative

- **Goals**

1. To ensure that we are designing a specialty SUD system that is focused not just on the ~5% of people with SUDs who are already receiving and open to treatment, but also the ~95% of people with SUDs who do not receive treatment for any reason.
2. To communicate – through words, policies, and actions – that people with SUD are worthy of our time and attention, no matter where they are in their recovery journey or their stage of readiness for change.
3. To sow the seeds to disconnect readiness for treatment from abstinence in the hearts and minds of the SUD community and general public.

Reaching the 95% (R95) Workgroup Structure & Calendar

- There will be two core R95 workgroups, but there will be sub-groups, particularly for the “30- and 60-day policy” and “Admissions & Discharge” topics to dive deeper and get into details that won't be possible in the broader workgroup given how complex these topics are

Workgroup 1: Outreach & Engagement

Focus Areas:

- Preparation/Planning & Formalizing New Partnerships (SAPC lead: Yanira Lima)
 - Wed, 12/21/23: 2:00 pm - 3:30 pm
- Expanding Field-Based Services (SAPC lead: Yanira Lima)
 - Wed, 1/17/24: 3:30 pm - 5:00 pm
 - Wed, 3/13/24: 3:30 pm - 5:00 pm
 - Wed, 6/5/24: 2:00 pm - 3:30 pm
- Optimizing Operationalization of 30- and 60-day Engagement Policy (SAPC lead: Dr. Hurley)
 - Wed, 11/15/23: 11:00 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 1/17/24: 11:00 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 3/10/24: 11:30 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 4/10/24: 3:30 pm - 5:00 pm
 - Wed, 5/8/24: 3:30 pm - 5:00 pm
 - Wed, 5/15/24: 11:00 am to 12:30 pm (during Utilization Management Meeting)

Reaching the 95% (R95) Workgroup Structure & Calendar

Workgroup 2: Lowering Barriers to Care

Focus Areas:

- Lowering Barriers for Admissions & Discharge Policies (SAPC lead: Michelle Gibson)
 - Tues, 11/07/23: 1:30 pm - 3:30 pm
 - Tues, 11/14/23: 11:00 am - 12:30 pm
 - Wed, 2/14/24: 3:30 pm to 5:00 pm
- Service Design for Lower Barrier Care (SAPC lead: Antonne Moore)
 - Wed, 1/31/24: 3:30 pm to 5:00 pm
 - Wed, 3/27/24: 3:30 pm to 5:00 pm
 - Wed, 5/15/24: 3:30 pm to 5:00 pm
- Bidirectional Referrals Between Harm Reduction and Treatment Agencies
(SAPC lead: Dr. Hurley)
 - Wed, 11/15/23: 11:00 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 1/17/24: 11:00 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 2/28/24: 3:30 pm to 5:00 pm
 - Wed, 3/10/24: 11:30 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 4/24/24: 12:00 pm to 1:30 pm
 - Wed, 5/15/24: 11:00 am to 12:30 pm (during Utilization Management Meeting)
 - Wed, 6/26/24: 3:30 pm to 5:00 pm

Capacity Building And Reimbursement

Daniel Deniz
Division Chief, Finance Services
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health





Finance Services Division – Invoice #1 Update

Invoice #1: Capacity Building Start-Up Funds Attestation

- **Workforce Development:**
 - 1C-1 and 1D-1
- **Access to Care – Reaching the 95%:**
 - 2A-1, 2A-2, 2A-3, 2B-1, 2C-1, 2E-1, 2E-2, 2E-3, 2F-1
- **Fiscal and Operational Efficiency:**
 - 3A-1 and 3B-1
- **Reimbursement based**
 - Provider Tier Level
 - Approved Categories



Finance Services Division – Invoice #1 Update

Invoice #1: Capacity Building Start-Up Funds Attestation

72 Providers submitted invoices

- 57 Approved for Payment
 - Payment to be received by end of October
- 15 Processing/Review

Common Questions/Issues

- Staff who did not meet requirements
 - Will be referred to Tuition Incentive Program
 - Additional guidance to be provided
- Sites not on contracts
 - Can be submitted later once certified/contracted



Finance Services Division – Invoice #1 Update

Invoice #1: Capacity Building Start-Up Funds Attestation

Attestation Deliverable

- Providers who missed deadline may still benefit from funding opportunities.
- Submit invoice along with supporting documentation.

Questions/Issues

- SAPC-CBI@ph.lacounty.gov

Focus Area 1: Outreach and Engagement

New Partnerships (2A-1, 2A-2, 2A-3)

Yanira Lima
Division Chief, Systems of Care
Bureau of Substance Abuse Prevention and Control
Los Angeles County Department of Public Health

2A Outreach and Engagement – Capacity Building Deliverable



Meetings with New Partners/Developing New Partnerships

– **Due Date: 12/31/2023**



Outreach and Engagement Plan

– **Due Date: 12/31/2023**



Memorandum of Understandings (MOU) for Referrals

– **Due Date: 12/31/2023**

Focus Area 1: Outreach and Engagement

Field Based Services (2B-1, 2B-2)

Yanira Lima
Division Chief, Systems of Care
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health

2B Field-Based Services – Capacity Building Deliverable



Set up MOU with organizations to provide Field-Based Services (FBS)

- *Review SAPC Bulletin 19-06 for guidance on applying for FBS*

– **Due date: 12/31/2023**



Verify claims for new admissions at FBS site(s) 6 months after signed MOU

– **Due date: 06/30/2024**

Updated Policy for Field-Based Services



- **Proposed Lower Barriers**

- Adjust minimum requirements for staff experience
- No cap on number of FBS sites
- Streamlined application and renewal process
- Introduces IN-HOME FBS services as a mode of service to increase access to care



- **Documentation**

- Place of service codes for claims and progress notes

Focus Area 2: Lowering Barriers to Care *Bidirectional Referrals Between Harm Reduction & Treatment Programs (2F-1, 2F-2)*



Dr. Brian Hurley
Medical Director and Division Chief, Clinical Services
Bureau of Substance Abuse Prevention and Control
Los Angeles County Department of Public Health

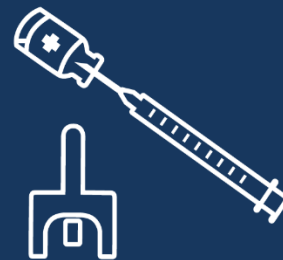
Harm Reduction Services



**Harm Reduction
Supplies Access**



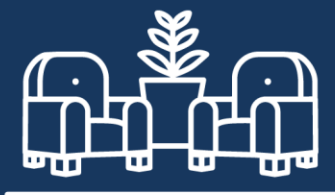
**Syringe Exchange &
Disposal**



**Naloxone and
Test Strips**



**Medications for
Addiction Treatment**



Drop-In Centers



**Linkage to Housing
Services**



Pharmacy Access



**Referrals for Needed
Services**

- **GOAL** → Meeting people where they are, both figuratively and literally
 - While brick and mortar locations are needed, mobile services that go out to people who are unlikely to go to brick and mortar locations are also needed



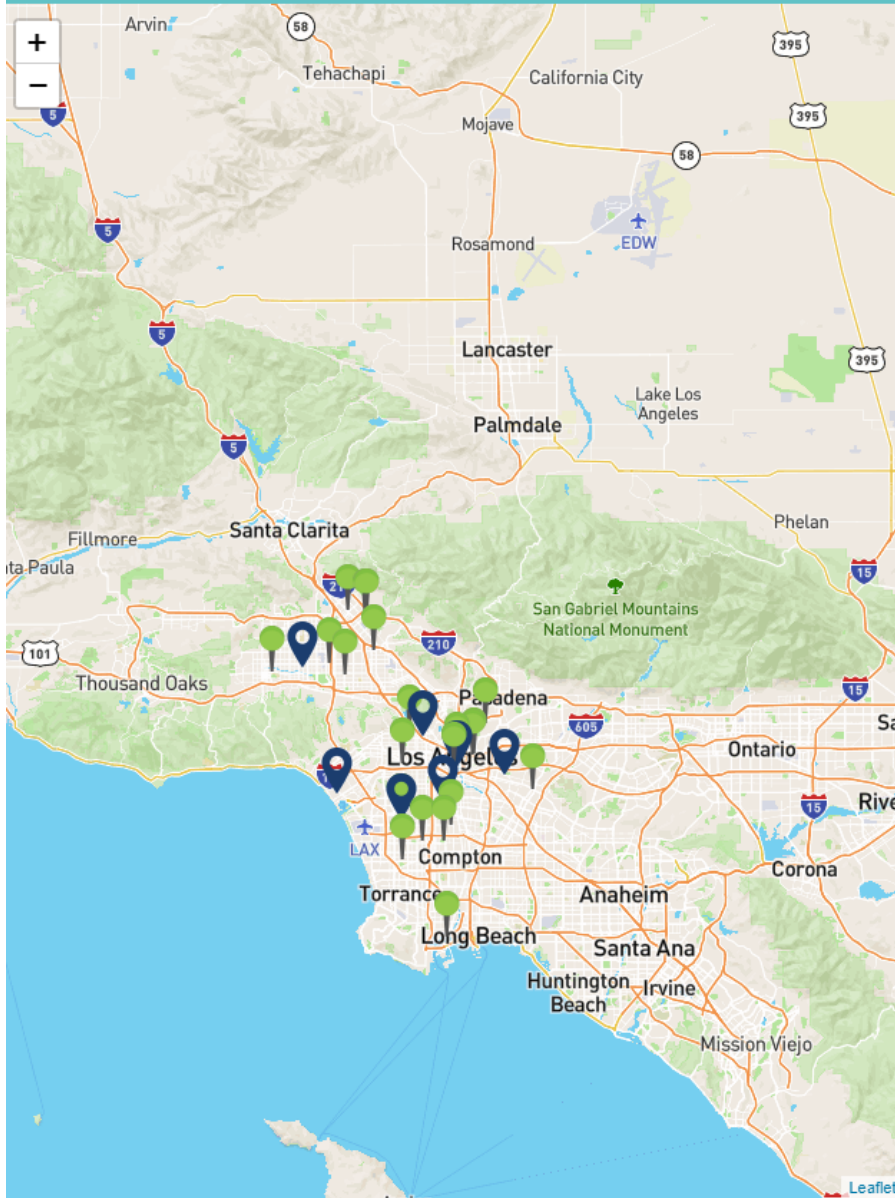
HARM REDUCTION SYRINGE SERVICE PROGRAMS

Harm Reduction Syringe Services Programs

Harm reduction syringe services programs provide access to naloxone, safer injection and smoking supplies, and education which:

- Reduces the risk of fatal overdose
- Reduces the risk and spread of HIV infection
- Reduces the risk and spread of Hepatitis C
- Connects people to treatment and provides a gateway to recovery

Call to find out hours and days of operation.



Finding Harm Reduction Services

Engagement and Overdose Prevention (EOP) Hubs

The Engagement and Overdose Prevention (EOP) Hubs are LA County contracted syringe service providers who provide harm reduction services, peer-led education, and peer-led support services. Harm reduction services include conducting syringe exchanges, providing safer use supplies including safer smoking equipment, distributing naloxone overdose reversal kits, and connecting participants to other important services and programs such as:

- Education about overdose prevention and harm reduction practices.
- Naloxone distribution and education.
- Screening, care, treatment for viral hepatitis and HIV.
- Referrals to medications for addiction treatment, and other medical, mental health, and substance use disorder (SUD) treatment services.
- Fentanyl test strips distribution and education.





LA County EOP Hubs

[Click here to view EOP Hub Program Schedule \(PDF\)](#)

<http://publichealth.lacounty.gov/sapc/public/overdose-prevention.htm>




Los Angeles County Engagement and Overdose Prevention (EOP) Hubs Schedule

Harm Reduction Syringe Service Programs

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
 <p>LA Community Health Project (CHPLA) 1151 N Western Blvd. Los Angeles, CA 90029 Website: http://chpla.org/ Email/Contact Info: info@chpla.org Phone: 323.380.5469 M-F 9am-5pm</p>	<p>Hollywood 1625 N. Schrader Blvd. Los Angeles, CA 90028 7pm - 10pm</p>	<p>Skid Row Downtown Los Angeles South Side of 6th St. between Wall and San Julian 9am - 11am</p> <p>Watts 94th & Zamora St. 9401 Zamora Ave. Los Angeles, CA 90059 3pm-5pm</p>		<p>South Los Angeles Spectrum Community Clinic at Drew University 1731 W. 120th St., Building M, LA, CA 90059</p>	<p>Hollywood 1625 N. Schrader Blvd. Los Angeles, CA 90028 (Parking lot behind LA LGBT Center) 7pm - 10pm</p>	<p>Skid Row Downtown Los Angeles South Side of 6th St. between Wall and San Julian 9am - 11am</p> <p>Boyle Heights BAART Clinic Boyle Heights 1701 Zonal Ave. Los Angeles, CA 90033 12pm-2pm</p>	
 <p>Asian American Drug Abuse Program (AADAP) Health Intervention Program 652 E. Manchester Blvd., Inglewood, CA 90305 Website: https://aadapinc.org/healthinterventionprogram/ Email/Contact Info: tremolds@aadapinc.org Phone: 424.331.5799 M-F 9am-5pm</p>		<p>660 E. Manchester Blvd. Inglewood, CA 90301 10am-5pm</p>	<p>BAART Medmark Clinic 11682 S. Atlantic Ave. Lynwood, CA 90262 8am-11am</p>	<p>West County Medical Corporation 2272 Pacific Ave. Long Beach, CA 90805 Every 1st & 3rd Wednesday 8am-10am</p> <p>West County Medical Clinic 100 W. Market St. Long Beach, CA 90805 Every 2nd and 4th Wednesday 10am-12pm</p> <p>Medmark Clinic (white van in parking lot) 11900 S. Avalon Ave. Los Angeles, CA 90059 7:30am-10am</p>	<p>Lawndale Medical & Mental Health Services 4023 Marine Ave. Lawndale, CA 90260 7am-10am</p>	<p>Hollywood Medical Clinic 5015 W. Pico Blvd Los Angeles, CA 90019 8am-11am</p>	
 <p>Tarzana Treatment Center (TTC) 7101 Baird Avenue, Reseda CA 91335 Website: https://www.tarzanatc.org/ Email: epacheco@tarzanatc.org Phone: 818.342.5897 M-F 9am-5pm</p>		<p>11770 Block of Borden Ave. Pasadena, CA 91331 (Under 118 Freeway overpass) 1:30pm-4:00pm</p> <p>7500 Block of Valjean Ave. Van Nuys, CA 91406 (Between Sherman Way & Saticoy) 4:30pm-6:00pm</p>	<p>6800 Block of Eton Ave. Canales Park, CA 91303 (End of block) 9:30am-11:30am</p> <p>12178 San Fernando Rd. Sylmar, CA 91342 (Parking Lot of the Loyal Order of Moose) 1:00pm-3:00pm</p>	<p>8741 Laurel Canyon Blvd. Sun Valley, CA 91352 9:30am-11:00am</p> <p>14500 Block of Hamlin St., Van Nuys, CA 91411 (Off of Van Nuys Blvd & Victory Blvd) 12:30pm-3:00pm</p>			
 <p>Bienestar Human Services East Los Angeles Storefront 5314 East Beverly Blvd. Los Angeles CA 90022 Website: https://www.bienestar.org/syringe-exchange/ Email: ejalayer@bienestar.org Phone: 866.590.6411 M-F 10am-2pm & 4pm-7pm</p>		<p>Coastal Recovery Center 117 E. Harry Bridges Blvd. Wilmington, CA 90744 10am - 12pm</p> <p>Highland Park 5982 Arroyo Dr. Los Angeles, CA 90042 3:30pm-5pm</p>		<p>DTLA Olvera St. 527 N Spring St. Los Angeles, CA 90012 4:00pm-6:00pm</p>	<p>Tararua 8207 Whittier Blvd. Pico Rivera, CA 90660 10:30am-12:00pm</p> <p>Lincoln Heights Corner of Alhambra Ave & Johnston St. Los Angeles CA 90031 3:30pm-5:00pm</p>		

Los Angeles County Engagement and Overdose Prevention (EOP) Hubs Schedule

Harm Reduction Syringe Service Programs

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
 <p>Homeless Health Care Los Angeles (HHCLA) Center for Harm Reduction 512 East 4th St. Los Angeles, CA 90013 Website: https://www.hhcla.org/ Email/Contact Info: trainingandeducation@hhcla.org Phone: 213.617.8408 Sun-M 8:30am-3:30pm</p>	●	●	●	●	●	●	●
 <p>Venice Family Clinic Common Ground at Judy and Bernard Briskin Center 622 Rose Ave., Venice, CA 90291 Website: https://venicefamilyclinic.org/ Email/Contact Info: VFInfo@mednet.ucla.edu Phone: 310.314.5480 M-F 9am-5pm</p>		●	●	●	●	●	
 <p>Homeless Outreach Program Integrated Care System (HOPICS) 5849 Crocker St. Los Angeles, CA 90003 Website: https://www.hopics.org/ Email/Contact Info: harmreduction@hopics.org Phone: 323.432.4399 M-F 9am-5pm</p>		●	●	●	●	●	
	<p>Center for Harm Reduction 512 East 4th St. Los Angeles, CA 90013 Sun-M 8:30am-3:30pm</p>	<p>Common Ground at Judy and Bernard Briskin Center 622 Rose Ave., Venice, CA 90291 M-F 9am-5pm</p>	<p>HOPICS 5849 Crocker St. Los Angeles, CA 90003 M-F 9am-5pm</p>				

*Scheduled hours are subject to change without notice. Please contact the participating agency to confirm service hours and locations.

This program is supported in part by the County of Los Angeles, Department of Public Health. Please contact Substance Abuse Prevention and Control (SAPC) at harmreduction@ph.lacounty.gov

MOU: Required Components

1. Establish Clear Communication Protocols

- Designated key points of contact with scheduled meetings

2. Defined Referral Pathway

- Agreed-upon process for low-threshold initiation of services

3. Cross-Agency Training

- Enhance mutual understanding of services

4. Information Security

- Compliance with all applicable privacy regulations

5. Care Coordination

- Ensure coordination of care for individuals served by each agency.

6. Service Recipient Feedback

- Feedback regarding participant experiences (evoking successes and information about barriers) is obtained and applied to quality improvement

Better Blending Treatment & Harm Reduction

- We know recovery is a continuum, but the separation and programmatic divide between treatment and harm reduction services is often wide and needs to be addressed to better match the continuum of SUD services with client experience.
- Better integrating treatment and harm reduction services within agencies is both a cultural and operational issue, with the cultural issue being the more challenging to address.
 - Achieving this goal will require addressing this from both angles and will require agency-level interventions on top of what SAPC focuses on given that agencies have different cultures and agency leadership know their culture best.
- **Ingredients for culture change at the agency-level**
 1. Knowing what we're dealing with – Opening the door for discussions to explore staff thoughts/feelings around this topic (e.g., individual/supervision/staff meetings, office hours, etc.) --> **ESSENTIAL FOCUS!**
 2. Leadership making the end goal clear – Aligning the agency and staff
 3. Evaluating progress – How do we know when treatment and harm reduction service are more integrated?
 4. Adjusting approaches as needed – Our evaluations will allow us to modify our interventions to more effectively achieve this integration

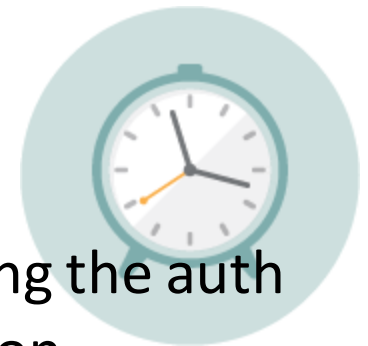
Focus Area 1: Outreach and Engagement

30- & 60-Day Engagement (2C-1, 2C-2)

Dr. Brian Hurley
Medical Director and Division Chief, Clinical Services
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health

Initial Engagement Authorizations for Non-Residential Levels of Care

- **Submit a Full (Standard) Authorization When Medical Necessity Has Been Established**
 - No need to wait 30/60d before submitting a full authorization request, but provides flexibility for patients
- **For initial engagement authorizations prior to establishing medical necessity**
 - Make explicit via designated PCNX radio button
 - Conduct an ASAM assessment when the patient is ready to participate, prior to submitting the auth request for the balance of the authorization duration



See DHCS Behavioral Health Information Notice (BHIN) 23-001:
<http://www.dhcs.ca.gov/Documents/BHIN-23-001-DMC-ODS-Requirements-for-the-Period-of-2022-2026.pdf>

Authorization Periods – Patients Aged 20 and Under or PEH



For **NON-RESIDENTIAL SERVICES**, initial authorizations for patients **aged 20 and under** and **People Experiencing Homelessness (PEH)** will be set at 60 days while they are being engaged and medical necessity is being established.

Providers:

- Should engage patient to try to complete ASAM assessment and establish medical necessity throughout the initial 60-day authorization, but if this is not possible, the timelines for ASAM assessments and establishing medical necessity are the same as previously:
 - 7- or 14-days to complete ASAM assessment upon the end of the initial 60-day authorization period depending on clients who are 21 and over (7-days) or aged 20 and under (14-days); and
 - 30 days to submit all documentation to establish medical necessity and submit complete member authorization.

1 Initial 60-Day Engagement Authorization Period

- Patient must be LA County Resident
- Must meet SAPC Financial Eligibility requirements
- **Must meet age requirement of being 20 or under**
- **Documentation of homelessness status is required (if applicable)**
- Does NOT need to meet medical necessity

2 **New Authorization Request** submitted following initial 60-day authorization. In this example, the second authorization would begin Dec 22, 2023 and provider will have 7- or 14-days (depending on age of patient) to finalize the ASAM assessments and 30 days to submit all necessary documentation to establish medical necessity, as per current requirements.

Total Authorization Length

- **Outpatient Services*** → 2 months for the initial authorization period for those aged 20 and under and PEH, and then 4 months for the new authorization once medical necessity is established (in this example, it would end on April 22, 2024)
- **OTP Services**** → 2 months for the initial authorization period for those aged 20 and under and PEH, and then 10 months for the new authorization once medical necessity is established (in this example, it would end on Oct 22, 2024)

*Total time will equal 6 months for outpatient services

**Total time will equal 12 months for OTP services

Authorization Periods – All Other Patients Aged 21 and Over that are Not Homeless



For **NON-RESIDENTIAL SERVICES**, initial authorizations for patients aged 21 and over who are not homeless will be set at 30 days while they are being engaged and medical necessity is being established.

Providers:

- Should be engaging patient to try to complete ASAM assessment and establish medical necessity throughout the initial 30-day authorization, but if this is not possible, the timelines for ASAM assessments and establishing medical necessity are the same as previously:
 - 7- or 14-days to complete ASAM assessment upon the end of the initial 60-day authorization period depending on clients who are 21 and over (7-days) or aged 20 and under (14-days); and
 - 30 days to submit all documentation to establish medical necessity and submit complete member authorization.

- 1 Initial 30-Day Engagement Authorization Period**
 - Patient must be LA County Resident
 - Must meet SAPC Financial Eligibility requirements
 - Does NOT need to meet medical necessity

- 2 New Authorization Request** submitted following initial 30-day authorization. In this example, the second authorization would begin November 22, 2023 and provider will have 7- or 14-days (depending on age of patient) to finalize the ASAM assessments and 30 days to submit all necessary documentation to establish medical necessity, as per current requirements.

Total Authorization Length

- **Outpatient Services*** → 30 days for the initial authorization period for those aged 21 and over who are not homeless, and then 5 months for the new authorization once medical necessity is established (in this example, it would end on April 22, 2024)
- **OTP Services**** → 30 days for the initial authorization period for those aged 21 and over who are not homeless, and then 11 months for the new authorization once medical necessity is established (in this example, it would end on Oct 22, 2024)

*Total time will equal 6 months for outpatient services

**Total time will equal 12 months for OTP services

PCNX Authorization Requests

SERVICE AUTHORIZATION REQUEST
Submit Discard Add to Favorites

Member Service Authorization

- FY 23/24+ Authorizations
- Member Service Authorization 21-40
- Care Manager
- Diagnosis
- Comments
- Provider Search
- Doc Request Date
- Online Documentation

Brief Member Review
Member Authorization History

Authorization Number

Initial or Continuing Authorization ?

Initial
 Continuing

Funding Source Authorization Is For *

Begin Date Of Authorization *

T Y

Provider To Be Authorized

Q

End Date Of Authorization *

T Y

Contracting Provider Program *

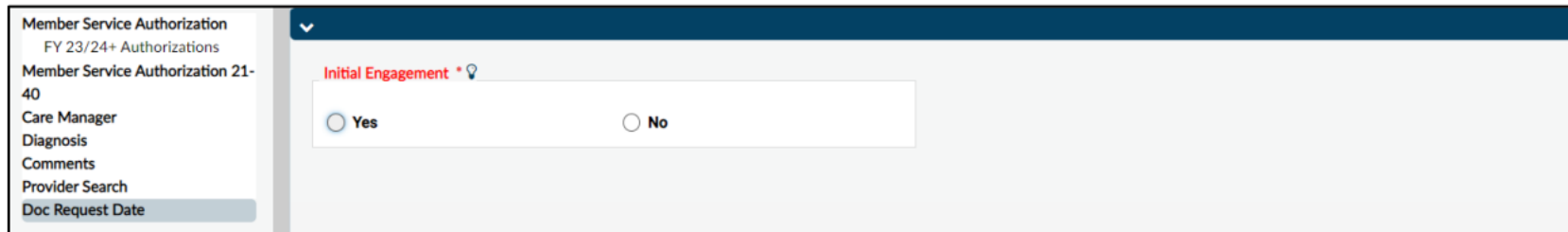
Current Authorization Status *

Approved
 Denied
 Pending

<http://publichealth.lacounty.gov/sapc/providers/sage/sage-pcnx.htm>
[Sage-PCNX Service Authorization Request Guide](#)

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PCNX Authorization Requests



Doc Request Date	
Initial Engagement	<p>Required.</p> <ul style="list-style-type: none"> Select Yes if the authorization is a Non-Residential initial authorization where the patient is in the initial assessment period and medical necessity has not yet been established.
	<ul style="list-style-type: none"> Select No if <ol style="list-style-type: none"> This is a Residential Authorization This is a Withdrawal Management Authorization or Medical necessity has been established

<http://publichealth.lacounty.gov/sapc/providers/sage/sage-pcnx.htm>
[Sage-PCNX Service Authorization Request Guide](#)

Attestation of Compliance

- Attestation that treatment staff have be trained on the relevant notices and agency has established protocols for initiating treatment and offering patients treatment up to 30 days (for patients aged 21 and over who are not experiencing homelessness) or up to 60 days (for patients aged 20 and younger and/or who are experiencing homelessness) from the initial date of service to establish medical necessity for treatment at non-residential levels of care.
- Agency staff have reviewed [the SAGE Provider Communication release dated 07/28/23 for guidance on how to indicate in PCNX whether an authorization is an Initial Engagement Authorization upon submission](#) using the “Initial Engagement” radio button.

Focus Area 2: Lowering Barriers to Care

Service Design for LBC (2E-1, 2E-2, 2E-3)

Antonne Moore
Division Chief, Strategic and Network Development
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health

Service Design Requirements – deliverables due 6/30/24

Purpose: To expand access to services for people who want treatment but are not yet ready to maintain abstinence.

- **2E-1 Service Design***
 - Complete service plan expectations
- **2E-2 Customer Walk-Through (# of sites in attestation)**
 - Complete assessment of customer service experience
 - Conduct a walk-through
- **2E-3 Service Design Implementation/Investment Plan**
 - Submit service design plan that outlines organizational changes/investments in design that lower barriers to care.

SAPC Support for Service Design Requirements

Purpose: Support providers in meeting deliverables in adapting service design to lower barriers to care.

- Service Design Kick-off meeting
- Individualized TA to identify strategies for service design model.
- **Service Design Plan Kit***
 - Customer walk-through template
 - Customer experience assessment/survey
 - Improvement/investment plan template
- Two (2) Collaborative Service Design workshops

*Required for those who submitted service design attestation

Focus Area 2: Lowering Barriers to Care

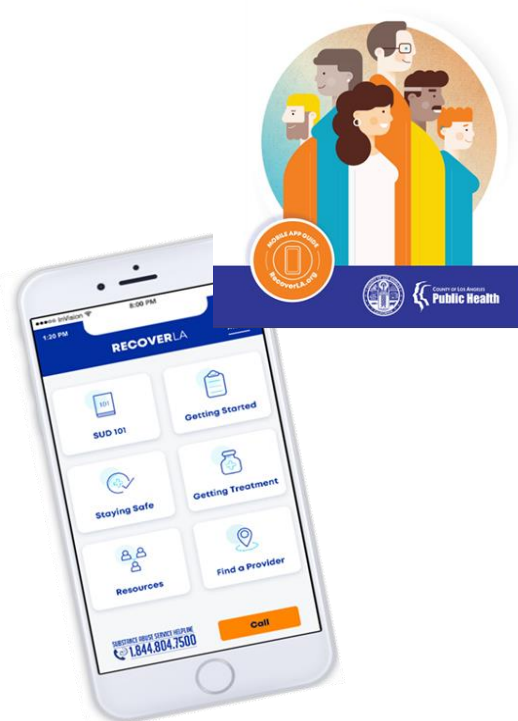
Update Admission & Discharge Policies

(2D-1, 2D-2, 2D-3)

Michelle Gibson
Deputy Director
Substance Abuse Prevention and Control Bureau
Los County Department of Public Health

RecoverLA:

A Los Angeles County Guide to
Substance Use Disorder Prevention
and Treatment Resources



Discussion

Visit RecoverLA.org on your smart phone or tablet to learn more about SUD services and resources, including a mobile-friendly version of the provider directory and an easy way to connect to our Substance Abuse Service Helpline at 1-844-804-7500!