

R95 Workgroup Meeting & A&D Discussion In Person Meeting November 7, 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.**

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



Start-Up Funds Update

Start Up: Attestation



Deliverable

- Providers who missed deadline may still benefit from the start-up categories.
- Invoice #2 will be updated to include "former" start-up funds categories.

Questions/Issues

- SAPC-CBI@ph.lacounty.gov

Outreach & Engagement: Preparation & Planning for New Partnerships

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2A-1 New Partner Entity Meetings – Due 12/31/23
 - New Partner Entity Meeting Template provided **Week of 11/13/23**
 - 2A-2 New Partnership Plan – Due 1/12/24 **(REVISED)**
 - New Partnership Plan Template provided **Week of 11/13/23**
 - Submit completed 2A Partnership Plan Template and Invoice #2 on **1/12/24**
 - 2A-3 Executed MOU – Due 3/31/24 **(REVISED)**
 - MOU Requirements provided **Week of 11/13/23**
 - New FBS Requirements for provided for use **Week of 12/11/23**



Outreach & Engagement: Preparation & Planning for New Partnerships

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 11/14/23: 11:00 am - 12:30 pm
 - Preview of New Partnership Templates
 - Wed, 12/21/23: 2:00 pm - 3:30 pm
 - Strategies for Identifying New Partners
 - How to Strengthen Stakeholder Engagement
 - Wed., 2/21/24: 3:00 pm – 4:00 pm
 - Discussion on New Referral Sources Implementation Progress, Challenges and Opportunities



Outreach & Engagement: Preparation & Planning for New Partnerships

- **What You Can Do Now:**
 - 2A-1 New Partner Entity Meetings – Due 12/31/23
 - Schedule and hold meetings with new partners
 - Document Meeting Details, Partner Name, Contact, SPA, SD, Organization Type & Population Served
 - 2A-2 New Partnership Plan – Due 1/12/24 **(REVISED)**
 - Identify where your agency receives referrals from now
 - Identify new community, health and social service providers
 - 2A-3 Executed MOU – Due 3/31/24 **(REVISED)**
 - Schedule follow up meetings with new partners from 2A-1

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



Outreach & Engagement: Field Based Service (FBS) Expansion

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2B-1 New Executed MOU – Due 3/31/24 **(REVISED)**
 - MOU Requirements provided **Week of 12/11/23**
 - 2B-2 Verified Claims – Due 6/30/24
 - Claims Verification Form provided **Week of 1/29/23**

Outreach & Engagement: Field Based Service (FBS) Expansion

- What You Can Do Now:
 - 2B-1 New Executed MOU – Due 3/31/24 **(REVISED)**
 - Identify potential FBS partners
 - Schedule meetings with potential partners

 - 2B-2 Verified Claims – Due 6/30/24
 - Add partners to Master Contract

Outreach & Engagement: Field Based Service (FBS) Expansion

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 1/17/24: 3:30 pm – 5:00 pm
 - Elements of a Strong MOU
 - Wed, 3/13/24: 3:30 pm – 5:00 pm
 - Field Based Services Provider Orientation and Q&A
 - Wed, 6/5/24: 2:00 pm – 3:30 pm
 - Troubleshooting submission of verified claims for new admissions at non-FBS sites

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

Outreach & Engagement: 30- and 60-Day Engagement Policy

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2C-1 Engagement Policy – Due 2/29/24 **(REVISED)**
 - Engagement Policy Draft for Comment shared **Week of 12/11/23**
 - Submit 1st feedback Engagement Policy **on 1/5/24**
 - Engagement Policy provided for use **Week of 1/29/24**
 - 2C-2 Verified Engagement – Due 6/30/24
 - Claims Verification Form provided **Week of 1/29/24**

Outreach & Engagement: 30- and 60-Day Engagement Policy

- What You Can Do Now:
 - 2C-1 Engagement Policy – Due 2/29/24 **(REVISED)**
 - Review current engagement practices and identify Strengths and opportunities for improvement
 - Train Staff on New Engagement Policy
 - 2C-2 Verified Engagement – Due 6/30/24

Outreach & Engagement: 30- and 60-Day Engagement Policy

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 11/15/23: 11:00 am to 12:30 pm (during UM Meeting)
 - Wed, 1/17/24: 11:00 am to 12:30 pm (during UM Meeting)
 - Wed, 3/10/24: 11:30 am to 12:30 pm (during UM Meeting)
 - Wed, 5/15/24: 11:00 am to 12:30 pm (during UM Meeting)
 - Agenda topics to be determined based on feedback, questions and concerns raised by providers

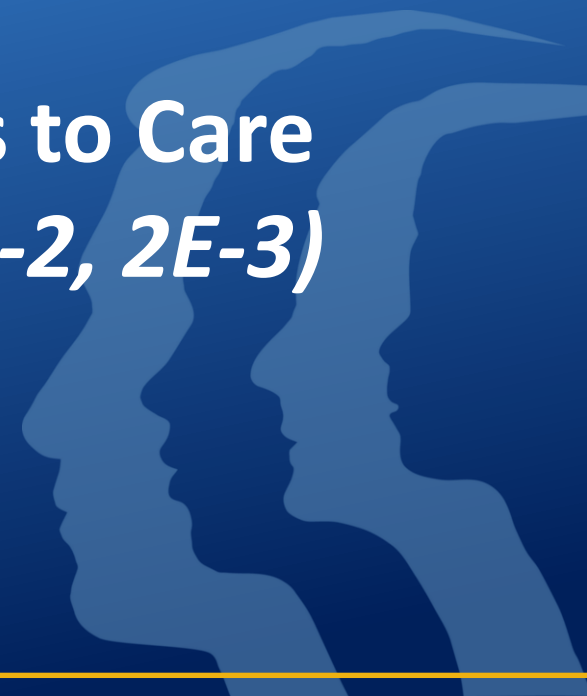
Outreach & Engagement: 30- and 60-Day Engagement Policy

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 4/10/24: 3:30 pm - 5:00 pm
 - Outreach and Engagement of Individuals Outside Your Treatment Program
 - Wed, 5/8/24: 3:30 pm - 5:00 pm
 - Identify Engagement Policy Implementation Strengths and Opportunities for Improvement

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



Lowering Barriers to Care: Service Design for LBC

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2E-1 Service Design – Due 6/30/24
 - Service Design Components for Comment shared **Week of 1/8/24**
 - Service Design Components provided for use **Week of 3/11/24**
 - 2E-2 Customer Walk Through – Due 6/30/24
 - Service Design Kit for Comment shared **Week of 1/29/24**
 - Service Design Kit provided for use **Week of 3/11/24**
 - 2E-3 Pan – Due 6/30/24
 - Service Design Plan Planning Training/TA Series **Months 2/24/24 - 5/24/24**
 - Improvement/Investment Plan provided for use **Week of 3/11/24**

Lowering Barrier to Care: Service Design for LBC

- **What You Can Do Now:**
 - 2E-1 Service Design – Due 6/30/24
 - Let us know if you currently engage in Service Design for LBC
 - Review current Service Design for improvement opportunities
 - 2E-2 Customer Walk Through – Due 6/30/24
 - Conduct Preliminary Customer Walk Through and note opportunities for improvement
 - 2E-3 Plan – Due 6/30/24
 - Await Service Design Planning/Training TA

Lowering Barrier to Care: Service Design for LBC

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 1/31/24: 3:30 pm - 5:00 pm
 - Review and Discuss Service Design/Components Kit and Investment/Improvement Plan
 - Wed, 3/27/24: 3:30 pm - 5:00 pm
 - Operationalizing Service Design and Customer Walk Throughs
 - Wed, 5/15/24: 3:30 am to 5:00 pm
 - Challenges and Opportunities with Implementation of Service Design Priority Activity

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

Lowering Barriers to Care: Bidirectional Referrals

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2F-1 Executed MOU – Due 3/31/24 **(REVISED)**
 - MOU requirements provided on **Week of 12/11/23**
 - 2F-2 Verified Claims – Due 6/30/24
 - Claims Verification Form provided on **Week of 1/29/23**

Lowering Barrier to Care: Bidirectional Referrals

- What You Can Do Now:
 - 2F-1 Executed MOU – Due 3/31/24 **(REVISED)**
 - Identify potential partners
 - Schedule and conduct meetings with potential partners
 - 2f-2 Verified Claims – Due 6/30/24

Lowering Barrier to Care: Bidirectional Referrals

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 11/15/24: 10:00 am - 12:30 pm (during UM Meeting)
 - Wed, 1/17/24: 11:00 am - 12:30 pm (during UM Meeting)
 - Wed, 3/10/24: 10:30 am - 12:30 pm (during UM Meeting)
 - Wed, 5/15/24: 11:00 am to 12:30 pm (during UM Meeting)
 - Agenda topics to be determined based on feedback, questions and concerns raised by providers
 - Wed, 2/28/24: 3:30 am to 5:00 pm
 - Developing Sustainable Referral Pathways with Harm Reduction and Treatment Providers

Lowering Barrier to Care: Bidirectional Referrals

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 4/24/24: 12:00 am to 1:30 pm
 - Identify Engagement Policy Implementation Strengths and Opportunities for Improvement
 - Wed, 6/26/24: 3:30 to 5:00 pm
 - Troubleshooting submission of verified claims for new admissions at non-FBS sites.

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

Lowering Barrier to Care: Admission & Discharge Policies

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - 2D-1 R95 Admission Policy – Due 12/31/23
 - 2nd Draft Admission Policy for Comment **Week of 11/13/23**
 - Final Admission Policy for Use **Week of 12/11/23**
 - 2D-2 R95 Discharge Policy – Due 12/31/23
 - 1st Draft Admission Policy for Comment **Week of 11/13/23**
 - Final Discharge Policy for Use **Week of 12/11/23**
 - 2D-3 R95 Training Template – Due 3/31/24 (REVISED)
 - Admission/Discharge Training for Comment **Week of 1/8/24**
 - Admission/Discharge Training for Use **Week of 1/29/24**

Lowering Barrier to Care: Admission & Discharge Policies

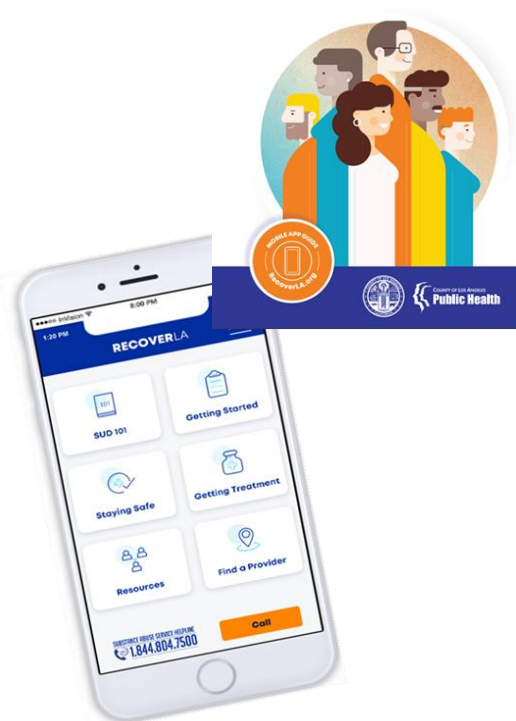
- What You Can Do Now:
 - 2D-1 R95 Admission Policy – Due 12/31/23
 - Review Current Admission Policy and Identify Strengths and Opportunities for Improvement
 - 2D-2 R95 Discharge Policy – Due 12/31/23
 - Review Current Discharge Policy and Identify Strengths and Opportunities for Improvement
 - Provide Feedback on Draft Discharge Policy
 - 2E-3 R95 Training Template – Due 3/31/24 (REVISED)
 - Plan and Calendar Staff Training(s)

Lowering Barrier to Care: Admission & Discharge Policies

- R95 Workgroup Meeting Dates & Agenda Topics:
 - Wed, 11/14/23: 11:00 am - 12:30 pm
 - Final Comments on Admission Policy
 - New Comments on Discharge Policy
 - Wed, 2/14/24: 3:30 am to 5:00 pm
 - Admission and Discharge Policy Training
 - Tues, 3/5/24: 1:30 to 3:30 pm
 - Challenges and Opportunities with R95 Implementation and Staff Adoption

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!