

COMMUNITY OUTREACH RECOVERY EMPOWERMENT (CORE) TRANSITION WORKGROUP SUMMARY

August 29, 2022

OVERVIEW

1. Background and Purpose

i *In Fiscal Year 2022-23, Behavioral Health Services began the transformation of the Wellness and Recovery Center, Regional Support Team, Guest House, and TCORE Programs into the new CORE Program. Feedback gathered from clients, family members of clients, and direct service staff during community input sessions and focus groups, held from 2019 through 2021, designed the CORE Program. Through two competitive selection processes, the following four organizations were selected to operate 10 CORE outpatient sites with co-located community wellness centers throughout Sacramento County: Bay Area Community Services (BACS), El Hogar Community Services, Hope Cooperative, and Turning Point Community Programs. A weekly transition workgroup convened from June 1 through June 29, 2022, to develop a transition plan with the purpose of ensuring the safe and efficient transfer of clients from current outpatient programs to the CORE Program.*

2. Composition and Scope

i *The CORE Transition Workgroup composition consisted of representatives from Wellness and Recovery Center, Regional Support Team, Guest House, TCORE, CORE, individuals with lived experience, client and family advocate liaisons, and Behavioral Health Services staff.*

The workgroup developed the following scope for the Transition Plan:

- *Create standardized communication to clients, family members, and community/system partners regarding the upcoming transformation to CORE.*
- *Create a standardized client-tracking tool for providers to ensure no one is lost in the transition, and to document client choice.*

- *Create organization warm hand off plans and contact list to ensure successful client discharges and transfers.*

3. Deliverables

i *The following deliverables were created, finalized and approved by the CORE Transition Workgroup:*

- *Current Consumer Letter Template –to provide standardized language for providers to use with current clients regarding the upcoming transformation to CORE. The letter template was translated and distributed in the following threshold languages: Arabic, Chinese, Farsi, Hmong, Russian, and Spanish.*
- *CORE Information Flyers – to provide a high-level overview of the CORE program, including the program’s phases of treatment. The flyers were translated and distributed in the following threshold languages: Arabic, Chinese, Farsi, Hmong, Russian, and Spanish.*
- *Community Collaboration List – to inform and educate system and community partners of the upcoming transformation. Workgroup members identified partners that regularly refer into the outpatient system to increase public knowledge about the upcoming changes.*
- *CORE Standardized Client Transition Tracker Tool – to ensure no client is left behind in the transition. The workgroup identified data points needed for tracking and created a prioritization mechanism to mitigate risk factors related to phased transfers.*
- *Warm Hand-Off Plans and Contact lists – to ensure successful transfers from the current program to CORE. The workgroup providers developed warm hand off plans outlining the agreed steps to be taken when transferring. A contact list was created to assist with care coordination.*

4. Transition Plan

i Prior to transfer, providers will:

- *Ensure clients and if requested, family members, have an orientation on the new model. Providers will use the standardized letter template and CORE flyers as talking points.*
- *Ensure and document that clients are aware of changes that may affect them directly or indirectly. Providers may use the CORE Standardized Client Transition Tracker Tool to track these discussions and outcomes, such as request to transfer to specific CORE locations.*
- *Document the plan agreed upon by the client.*
- *Utilize the contact list to coordinate transition.*
- *Ensure warm hand-off plans are followed and clients are not discharged without a scheduled first appointment with the new provider.*

5. High-Level Timeline/Schedule

i *August 2022: client transfers from Guest House, TCORE, Wellness and Recovery Center, and Regional Support Team Programs will initiate.*

By August 31, 2022: transfers from Guest House to CORE are complete.

By September 30, 2022: transfers from Wellness and Recovery to CORE are complete.

By October 31, 2022: transfers from TCORE to CORE are complete.

By December 31, 2022: transfers from Regional Support Team are complete.

By July 2023: the CORE Program is fully implemented.