



King County

King County Health and Human Services Transformation

The Familiar Faces Initiative

Familiar Faces Implementation Strategies Underway

December 2016

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1. **Demonstration of the Flexible Care Management Team approach:** Intensive Care Management Team (called The Vital Program): The new Intensive Care Management Team (ICMT) provides comprehensive and integrated services to adults who 1) are experiencing behavioral health challenges (mental health conditions and/or co-occurring substance use issues), 2) need an intensive level of community-based support, and 3) may be experiencing homelessness. The program is a hybrid mixture of diversion and reentry, and it tests a whole-person care approach. It is being piloted with 60 individuals who will receive behavioral health services, primary care for physical health, housing and assistance from the King County Prosecuting Attorney's Office, to quash warrants.
 2. **Jail Release Planning Coordination with a Managed Care Organization:** Leadership from a national Managed Care Organization and King County's Jail Health Services are developing a pilot program that will allow managed-care caseworkers to enter the King County jails and conduct release planning and transitional care services for its members. This pilot will test innovative ways to coordinate care and share data and address continuity of care and social-determinants of health for individuals leaving the jail(s). It will also lay the foundation for other managed care organizations to do similar work in the future. Currently, United Healthcare staff are providing reentry transitional support to United members leaving the SCORE jail.
 3. **Cross-Sector Data Integration Project:** King County is developing a comprehensive, integrated client-level health and human services data system to serve both direct care and population-level analysis. King County is also a part of the White House Data Driven Justice Initiative that aims to use data to identify and break the cycle of incarceration, equip first responders with the tools they need to divert individuals from jail, and use data-driven pre-trial risk assessment tools to inform pre-trial release decisions.

Currently, service providers do not have information needed regarding client housing, health, and behavioral healthcare utilization to make appropriate and efficient care decisions. King County already houses a range of client-level data including Medicaid claims, behavioral health, Veteran's, developmental disabilities, homelessness services and housing data, county-provided employment services data, and county and municipal jail booking and release data. Only small

portions of these datasets are currently integrated, and as such, the comprehensive integrated data system will further integrate these data.

The integrated data system will allow for the following functions: (a) **enabling individual client “lookup”** for direct care coordination, (b) **identifying high risk groups** based on flexible criteria, for system-level care coordination, and (c) **extracting datasets**, based on flexible criteria, for analysis of population health, program evaluation, and costs.

4. **Single Care Plan via Use of Integrated Data Systems:** King County is looking to leverage two different technical tools in order to enhance collaboration and connections for care teams working with Familiar Faces. One tool, known as the Emergency Department Information Exchange (EDIE), is a proprietary data-sharing and real-time notification system currently used by many healthcare providers in Washington State. The second system is the Washington State Health Care Authority’s sponsored Clinical Data Repository (CDR), known as Link4Health, which is under development with primary support from federal funding. Initial focus on using EDIE with the ICMT Vital team is underway.
5. **Prosecutorial Resources & Diversion:** King County, in collaboration with criminal justice stakeholders, are currently exploring the development of a coordinated multi-jurisdictional system to remediate legal barriers that contribute to client recidivism and wellbeing. Prosecutorial diversion will provide direct prosecutorial access to providers serving “Familiar Faces” in order to 1) access criminal justice information for the purposes of identifying legal barriers and program eligibility (e.g. housing), 2) quashing warrants, and 3) file dismissals of charges. The initial prosecutorial resource position is with the King County Prosecuting Attorney’s office and is supporting Familiar Faces being served by the ICMT Vital team and may soon expand to support MCO reentry pilots.
6. **Single Diversion Portal:** King County and other stakeholders are in the planning phase of developing a Single Diversion Portal that will enable first responders (law enforcement, fire, and other first responders) to quickly access resources to help divert individuals with mental health or substance use disorders from utilizing jail and emergency departments that are often an inappropriate and costly response to the crises.