

MHSA Innovation Project Update

Behavioral Health System Transformation: OC Navigator

January 11, 2021

Agenda



Process

Progress

Next Steps

Project Overview

Behavioral Health System Transformation Project

Part 1 Performance-/Value-Based Contracting

Part 2 Digital Resource Navigator

Overall Project Evaluation

Part 1 **Performance/Value-Based** Contracting

Part 2 **Digital Resource Navigator & Overall Project Evaluation**



Community Planning

System Design & Alignment



New Contract Templates





Development & Testing





Evaluation & Lessons Learned

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Project Timeline



What is the OC Navigator?

The OC Navigator is a **participatory project** to co-create with community stakeholders a **navigation tool where individuals can find and utilize mental health** and related social services they need across public and private settings.

The tool will be accessed through **an easy-to-use website that can serve all OC residents**.

For people who are unsure of their needs, there are optional surveys including for the social determinants of health that can help to recognize needs and guide individuals to relevant resources.





Do I needWho to trust?How to find,What's rightMy otherhelp?connect?for me?needs?

The OC *Navigator* facilitates the entire journey for individuals.

Do I needWho to trust?How to find,What's rightMy otherhelp?connect?for me?needs?

Key Innovations

Uniquely focuses on the whole journey of a person

- Reflecting communities' wisdom and collective effort
- Integrated with local systems and partners
- Participatory development together

OC Innovation A need across California



Process

How do we get there? Participatory Technology Development



Participatory Technology Development

An equitable process that meaningfully engages all stakeholders during all phases.

Core principles

- Transparency
- Respect
- Partnership
- Two-way Knowledge Exchange
- Capacity building



Participatory Technology Development



Chorus Platform provides a base (core functions, hosting, security, compliance)

Engagement Activities

Advisory Group: provide sustained support and advice on project

- Participatory Workgroups: focused 60-90 minute meetings (several individuals per meeting who represent communities/groups)
- Individual Conversations: alternative for community members who are unable to attend workgroups (30-60 minutes)

Project Progress

Security, Compliance and Infrastructure

Received approval of Chorus platform from OC HCA IT Security, December 2020

Compliance/security approval for PHI, PII, EHR integration

HIPAA compliance

Ongoing security assessments, monitoring and backup/recovery activities

Participatory Engagement Progress



Connected with **129 individuals** and **30 organizations** in **18 workgroups**, **26 interviews**, and other program activities

Example Topics Discussed

- How do you get help?
- Social Determinants of Health
- Data Privacy and Security
- Intake Process
- Resource Lists
- Eligibility Applications
- Referral & Coordination
- User Experience & User Interface



Participatory Engagement Progress

Highlight of key themes and learnings

Topic: Finding and Connecting with Resources

"We have about three million residents in OC and yet programs are not easily accessible. There's no one-stop shop to access everything [behavioral health]."

"If there is an app for us to find, follow-up and check in, that would go a long way."

"Often times it's a family member or friend who is searching on behalf..."

Themes

- Need
- Awareness
- Access (navigation)
- Community resources
- Supporting "helpers"

- Meet individuals where they are
- Search, mapping functions, and service categories
- Inclusion of public & private behavioral health and social services
- Support "helpers" to use site for others



"Potential barriers are technology or health literacy levels."

"The application process [for a service] is a nightmare, for someone who has visual or hearing impairment, it's not easy."

"...even those who come, they sometimes take two or three buses to get there."

Themes

- Need
- Access barrier (e.g. health literacy, low English proficiency, other impairment)
- Technology (literacy and access)
- Structure/Environment(e.g. transportation, geography)

- Intuitive design and iconography
- ADA compliance
- Communication modes (e.g. print, fax, email)
- Map and directions

Topic: Privacy and Trust

"If I have some knowledge beforehand what questions I need to answer, this would take away feelings of anxiety and untrustworthiness."

"One barriers is repeating the story--retell challenges, trauma, conditions--that creates the sense of hopelessness and helplessness."

"We agreed that we want these qualities: trust, dependability, availability, accessibility."

Themes

- Privacy
- Trust
- Demographics
- Cultural competence
- Timeliness

- Ability to control information shared, skip sections, and consent based on context
- Host/share eligibility form and criteria
- Favorite function to curated a list of "Trusted" services
- Function to support information update

Topic: Understanding Needs

"If I'm an individual, what is something that will start the conversation of what it is I need?"

"What I may perceive as a major social determinant of health is not the same as someone else."

"Veterans tend to go where other veterans go."

Themes

- Stigma and normalization
- Social determinants of health
- Perceived need versus evaluated need
- Demographics

- Information and videos to address stigma
- Needs assessments and share results
- Involving underrepresented and unrepresented individuals and communities in participatory technology development

Usability Testing

Example of Usability Results

User Navigation Patterns

This heat map illustrates where users clicked. It helps inform whether the interface is intuitive or not.



Usability Testing

Example of Usability Results

Success rate in tasks and metrics Most users were able to successfully and quickly navigate from the home page to the needs assessment.

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OC Navigator



OCN Homepage



My Wellness Check-in Main Page (Health Screener)



Favorites

Home

8 My Services

My Needs Assessment

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My Wellness Check-in

Social Determinants of Health Screener

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My Wellness Check-in Results Page

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Resource Detail Page

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Who this may be helpful for

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About Orange County Housing Authority

Orange County Housing Authority (OCHA) administers federally funded programs to provide monthly rental assistance to qualified tenants in privately owned rental housing. The largest such program is referred to as the Housing Choice Youcher Program. Participants who receive a Housing Voucher can use this rental assistance in a variety of rental dwellings and locations with almost any property owner who is willing to participate in the program.

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Resource Category Page (Housing)

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Housing

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About Orange County Housing

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Housing Results (8)



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Favoriting and Unfavoriting a Resource

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Admin Dashboard

Badmin Dashboard

Resource Listing



Service Requests



Project Website Draft



Project Home Page

Chealth @ Project Partners Journey (Get Involved) **The Project** The CalMHSA's Orange County Behavioral Health System Transformation Innovation Project: Digital Resource Navigator seeks to align local organizations to create a comprehensive and dynamic cross-sector resource directory that offers an optional guided search option. Key innovations are 1. An emphasis on the whole journey of a person 2. Reflecting the communities' wisdom within technology 3. Integration with local systems and partners 4. A participatory development process Our project is part of a larger Behavioral Health System Transformation Innovation Project (HCA) tasked to establish a countywide, coordinated ecosystem of optimal behavioral and mental health care, support and services. The goal is to create a system that can serve all OC residents, regardless of insurance status, type or level of need. The Process We are using a participatory technology development process-informed by the needs and priorities of stakeholders-to develop the feature and functionality of the digital resource navigator. What this means is that your participation in our engagement activities will determine how the digital resource navigator will work and ensure it represents the interest of a broad swath of stakeholders. Built into the engagement strategy, we will use an iterative process for designs and architecture to maximize relevance, effectiveness and engagement of the digital resource navigator based on principles of community partnered participatory research and design best practices. Core Values Capacity Residence

Process Page

Chealth @

Our Partners

No single individual or entity can fully address the mystiad of behavioral and mental health issues of Orange County stakeholders alone. Many voices must be involved in crafting solutions—expecially those who historically have not been invited to the table. With that goal in mind, we have engaged the following partners and intend to reach even more.

Project Partners Journey

Get Involved



Boat People SOS	
bpsos.org	

CalOptima caloptima.org

Church of Southland churchofsouthland.com

Coalition of Orange County Community Health Centers

Council on Aging

Crisis Assessment Team ochealthinfo.com/bhs/about/aoabh/catpert

First 5 Orange County occhildrenandfamilies.com

Health Care for Homeless Veterans orangecountyva.gov National Alliance on Mental Illness nami.org

NAMI OC namioc.org

OC Asian and Pacific Islander Community Alliance ocapica.org

OC Interfaith Council ocinterfaith.org

OC Multi-Ethnic Collaborative of Community Agencies

OC Social Service Agency

OC Steering Committee ochealthinfo.com/bha/about/pi/mhsa/steering

OC Wellness Center Central wellnesscenteroc.com

Partner Page



Project Partners Journey (Bet Involved

Sept 10, 2020

What Impacts Health And Wellness In Orange County?



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SPOTLIGHT

The Digital Resource Navigator

Will provide an optional Social Determinants of Health (SDOH) screener that will help users identify their needs and generate a personalized list of resources. The screener will be adapted from an existing validated measure to better suit the characteristics of the Orange County community.

The Centers for Disease Control and Prevention define the social determinants of health as "conditions in the environment in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality of life outcomes and risks." Participants in our workgroups, which include Orange County metal health professionals, program staff, administratore, and community members, identified the following social determinants of health as most commonly affecting their community.



Articles Page



- → Launch project website
- → Plan for pilot phase
- → Continue to develop collaborations with other groups focused on identification and vetting of resources, especially for specific populations
- → Once piloted, explore additional improvements in features and usability
- → Enhance and expand social determinants of health assessment and other screeners
- Continue participatory development process and engagement for ongoing improvement

Let's do this together!

Help Expand Reach

Help identify others individuals/groups and resources Help Participate

Participate in our workgroups, individual conversations, advisory group, and other efforts

Be a Community Champion

Bring this resource to your community and spread the word

Contact: visith@joinchorus.com

Thank you!

