



R95 Workgroup Meeting & Discussion Virtual Meeting

September 10, 2024

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





Agenda

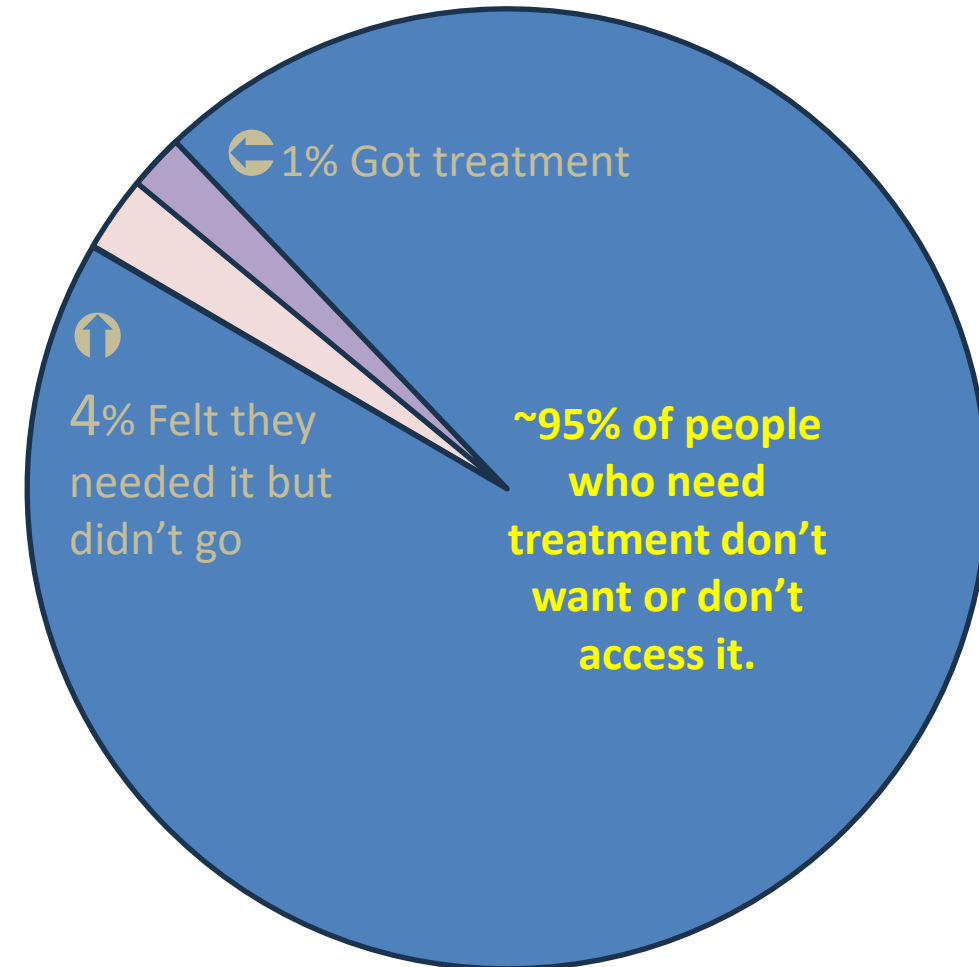
- 3:00 pm Welcome & Updates – Dr. Gary Tsai**
– R95 Year 2 – Looking Ahead
- 3:05 pm R95 Calendar – Maria Elena Chavez & Isa Weiss**
– Year 2 R95 Workgroup Meeting Calendar Updates
– Year 2 R95 Capacity Building Efforts Overview
- 3:15 pm Payment Reform – R95 Capacity Building and Reimbursement Q&A**
– Finance Services Division – Invoice Updates – Francisco Reyes
- 3:20 pm Service Design for Lower Barrier Care – Antonne Moore**
– Service Design Follow-Up Implementation Process Improvement [2-G]
– Customer Walk Through [2-H] & Plan [2-I]
- 3:45 pm Bidirectional Referrals for Lower Barrier Care – Dr. Brian Hurley**
– Treatment Agency Staff Participation in Harm Reduction Trainings [2-J]
– Verified Submissions [2-K]
- 4:10 pm Update Admission and Discharge Policies Outreach and Engagement – Michelle Gibson**
- R95 Admissions Policy [2-A] - R95 Admission Agreement, [2-D]
- R95 Discharge Policy [2-B] - R95 Toxicology Policy and Patient Agreement [2-E]
- R95 Training Presentation [2-C] - R95 Staff Training Verification [2-F]
- 4:35 pm Q&A and Provider Agency Discussion**
- 4:55 pm Next Steps**
- 5:00 pm Adjourn**



R95 Year 2 – Looking Ahead

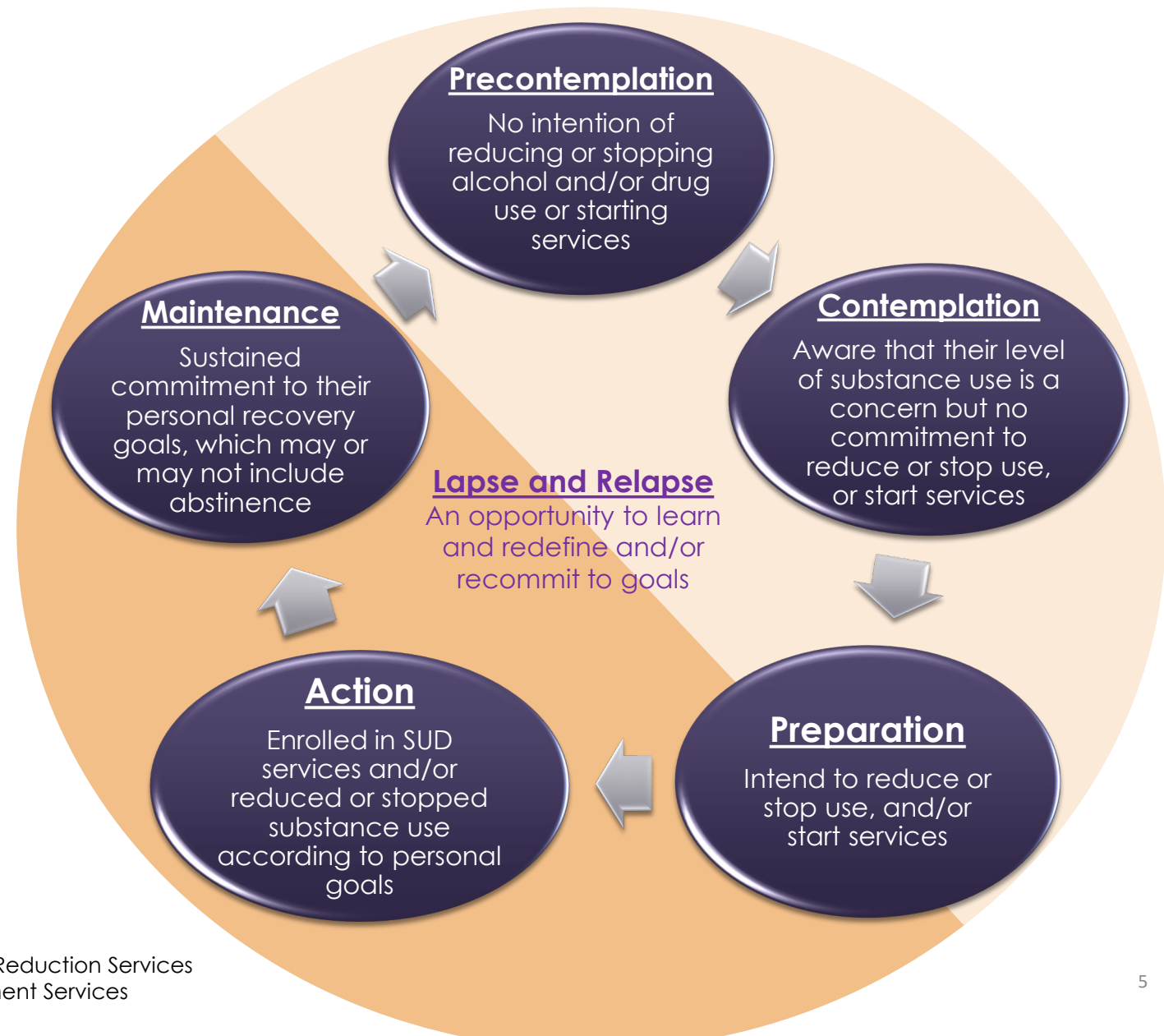


About 95% of people with SUDs who need treatment and don't receive it do not perceive a need for it



Reaching the 95% (R95) Initiative

An effort to take a different approach to address SUD in lower threshold ways to better connect with those that need treatment services, which involves more intentionally serving people at different stages of change in their individual recovery journey.





Year 2 R95 Meeting Calendar and Due Dates

Maria Elena Chavez
R95 Analyst
Substance Abuse Prevention and Control Bureau
Los County Department of Public Health



Provider Year 2 R95 Meeting and Deliverables Calendar – September 2024

		SAPC KEY DATES	PROVIDER KEY DATES
<p>R95 WG: Year 2 Kick Off: September 10th - 3:00 PM to 5:00 PM</p> <ul style="list-style-type: none"> Overview of R95 Deliverables and Incentives for Year 2 including: Update Admission and Discharge Policies (2-A, 2-B, 2-C, 2-D, 2-E, 2-F), Service Design for Lower Barrier Care (2-G, 2-H, 2-I) and Bidirectional Referrals for Lower Barrier Care (2-J, 2-K) 	<p>Microsoft Teams Join the meeting now Meeting ID: 261 813 408 368 Passcode: 6Quaxc</p>		<p>Email Deliverables and Invoices to sapc-cbi@ph.lacounty.gov with the designated subject line for faster processing.</p>
<p>R95 WG Admission & Toxicology Agreement Discussion: September 25th, 2024 – 3:30 to 5:00PM</p> <ul style="list-style-type: none"> Discuss Comments Admission Agreement (2-D) 1st Draft Discuss Comments Toxicology Policy and Patient Agreement (2-E) 1st Draft Discuss R95 Staff Training Verification (2-F) Q&A and TA 	<p>Microsoft Teams Join the meeting now Meeting ID: 228 751 698 399 Passcode: ZQY34n</p>	<p><u>Week of 9/16/24 -SAPC Emails</u> 1st draft of Customer Walk-Through Template (2-H)</p> <p><u>Week of 09/23/24 – SAPC Emails</u></p> <ul style="list-style-type: none"> 1st draft of Admission Agreement (2-D) for comment 1st draft of Toxicology Policy and Patient Agreement (2-E) for comment 	<p>9/23/24 Submit feedback on Customer Walk-Through Template (2-H)</p> <ul style="list-style-type: none"> Use Email Subject: <i>Customer Walk-Through</i>
<p>R95 WG Service Design Discussion: September 27th, 2024 – (Time TBD)</p> <ul style="list-style-type: none"> Discuss Customer Walk Through (2-H) Final Clarify connection of Walk-Through to Implementation Plan (2-I) 	<p>Virtual Link to be shared</p>		<p>10/2/24 Submit 1st feedback Admission Agreement (2-D) and Toxicology Policy and Patient Agreement (2-E)</p> <ul style="list-style-type: none"> Use Email Subject: <i>"Feedback - Admission Agreement and Toxicology Agreement (2-D, 2-E)"</i>
<p>R95 Regional Listening Session - October 3rd, 2024 – 2:00 PM to 4:00 PM</p> <ul style="list-style-type: none"> Discussion: Front line provider staff are invited to engage in discussion and share their questions and concerns regarding R95 implementation. 	<p>In Person Location TBD</p>		<p>10/25/23 Submit 2nd feedback Admission Agreement (2-D) and Toxicology Policy and Patient Agreement (2-E)</p> <ul style="list-style-type: none"> Use Email Subject: <i>"Feedback - Admission Agreement and Toxicology Agreement (2-D, 2-E)"</i>
<p>R95 Service Design – Implementation Follow-Up Process Improvement (2-G) - Change Leader Academy Orientation - October 4th, 2024 – 11:00 AM to 12:00 PM</p> <ul style="list-style-type: none"> During this one-hour orientation providers will identify how the CLA can help to accomplish activities outlined in the implementation Plan. 	<p>Virtual Link to be shared prior to meeting date</p>	<p><u>Week of 10/14/24 – SAPC Emails</u></p> <ul style="list-style-type: none"> 2nd draft of Admission Agreement (2-D) for comment 2nd draft of Toxicology Policy and Patient Agreement (2-E) for comment Final copy of Customer Walk-Through Template (2-H) for use 	<p>10/30/24 Submit completed R95 Admissions Policy (2-A) and R95 Discharge Policy (2-B)</p> <ul style="list-style-type: none"> Use Email Subject: <i>"A&D Policy (2-A, 2-B)"</i> Available to all agencies <i>without</i> a previously approved R95 Admission and Discharge Policy

Provider Year 2 R95 Meeting and Deliverables Calendar – September 2024

<p>R95 WG & Admission & Toxicology Agreement Discussion: October 16th, 2024 - 3:30 PM to 5:00PM</p> <ul style="list-style-type: none"> Final comments on Admission Agreement (2-D) 2nd Draft Final comments on Toxicology Policy and Patient Agreement (2-E) 2nd Draft 	<p>Microsoft Teams Join the meeting now Meeting ID: 269 328 519 221 Passcode: jhHcR</p>	<p>Week of 11/04/24 – SAPC Emails</p> <ul style="list-style-type: none"> 1st draft of Plan (2-I) for comment <p>Week of 11/11/24 – SAPC Emails</p> <ul style="list-style-type: none"> Final copy of Admission Agreement (2-D) for use Final copy of Toxicology Policy and Patient Agreement (2-E) for use 1st Draft Service Design Follow-Up Implementation Process Improvement – Progress Report Template (2-G) for comment 1st Draft Implementation Plan (2-I) for comment <p>Week of 12/2/24 – SAPC Emails</p> <ul style="list-style-type: none"> Final Plan (2-I) for use 2nd Draft Service Design Follow-up Implementation Process Improvement – Progress Report Template (2G) for comment <p>Week of 1/6/25</p> <ul style="list-style-type: none"> Final of Service Design Follow-up Implementation Process Improvement – Progress Report Template (2G) for use. 	<p>11/30/24 Submit completed R95 Training Presentation</p> <ul style="list-style-type: none"> Use Email Subject: "R95 Training Presentation (2C)" Available to all agencies <u>with approved</u> R95 Admission Policy and Discharge Policies and <u>without</u> a previously approved R95 Training Presentation <p>12/31/24 Submit completed R95 Admission Agreement and R95 Toxicology Policy and Patient Agreement</p> <ul style="list-style-type: none"> Use Email Subject: "Admission Agreement and Toxicology Agreement (2-D, 2-E)" Available to all agencies with <u>approved</u> R95 Admission Policy and Discharge Policies
<p>Harm Reduction and Treatment Integration Meeting – October (Exact Date and Time TBD)</p>	<p>In Person Location TBD</p>		
<p>95 Service Design – Implementation Follow-Up Process Improvement (2-G) - Change Leader Academy Two Day Workshop – Week of October 28th, 2024 (Time TBD)</p> <ul style="list-style-type: none"> This two-day intensive will help to build the necessary acumen to achieve the SMART goals. 	<p>In Person Location TBD</p>		
<p>R95 WG: November 6th, 2024 – 3:00 PM to 5:00PM</p> <ul style="list-style-type: none"> Treatment Agency Staff Participation in Harm Reduction Trainings Q&A (2-J) Verified Admissions (2-K) 	<p>Microsoft Teams Join the meeting now Meeting ID: 290 106 270 76 Passcode: Lsw97U</p> <p><i>*Limited in person availability in afternoon following ATP meeting on 11/5</i></p>		
<p>R95 WG: November 20th, 2024 – 3:30 PM – 5:00 PM</p> <ul style="list-style-type: none"> Mid-Term Customer Walk Through (2-H) Introduce Implementation Plan (2-I) Discuss Comments on Service Design Follow-Up Implementation Process Improvement (2-G) 	<p>Microsoft Teams Join the meeting now Meeting ID: 238 685 774 444 Passcode: rve54U</p>		
<p>R95 WG: December 18th, 2024 – 3:30 PM – 5:00 PM</p> <ul style="list-style-type: none"> Final Comments on Service Design Follow-Up Implementation Process Improvement (2-G) Discuss Comments on Implementation Plan (2-I) 1st Draft 	<p>Microsoft Teams Join the meeting now Meeting ID: 229 880 787 779 Passcode: 4dfs8N</p> <p><i>*Note: virtual PAC meeting on 12/10 from 2-4PM</i></p>		

Provider Year 2 R95 Meeting and Deliverables Calendar – September 2024

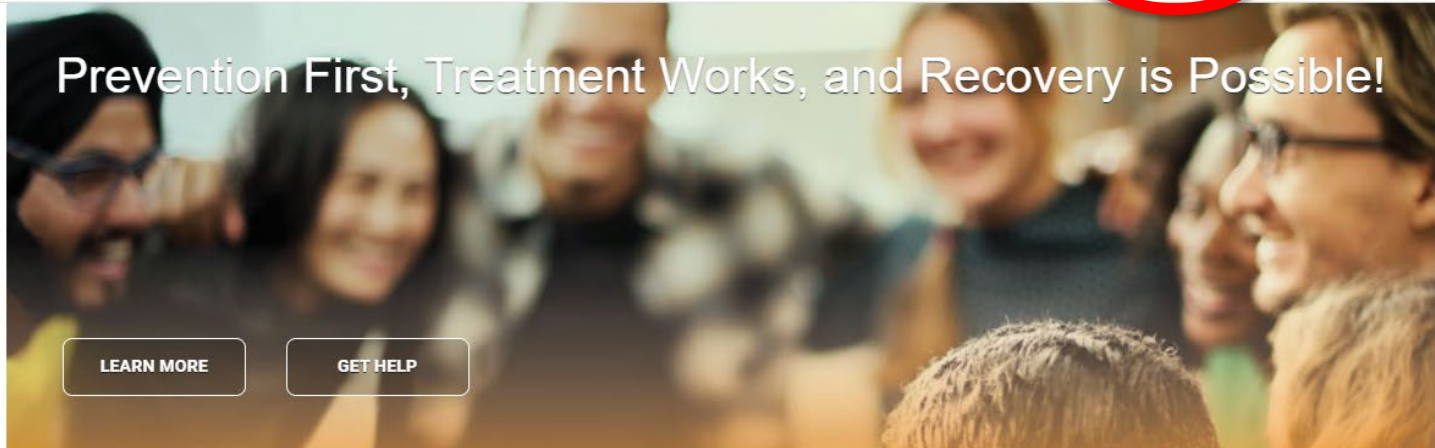
<p>Harm Reduction and Treatment Integration Meeting – December (Exact Date and Time TBD)</p>	<p>In Person Location TBD</p>		<p>1/31/25 Submit completed Customer Walk-Through (2-H)</p> <ul style="list-style-type: none"> Available to agencies who <i>did not</i> participate in Service Design Year 1 Use Email Subject: "Customer Walk-Through Policy (2-H)" <p>3/31/25 Submit completed R95 Staff Training Verification</p> <ul style="list-style-type: none"> Available to all agencies with an <i>approved</i> R95 Training Presentation <p>3/31/25 Submit completed Service Design Plan (2-I)</p> <ul style="list-style-type: none"> Only available to agencies who <i>did not</i> participate in Service Design Year 1 Use Email Subject: "Service Design Plan (2-I)" <p>3/31/25 Submit completed Service Design Follow-Up Implementation Process Improvement (2-G)</p> <ul style="list-style-type: none"> Available to agencies with an <i>approved</i> service design plan completed in Year 1 Use Email Subject: "Implementation Process Improvement (2-G)" <p>3/31/25 Submit completed Treatment Agency Staff Participation in Harm Reduction Trainings Attestation (2-J)</p> <ul style="list-style-type: none"> Use Email Subject: "Harm Reduction Training Attestation (2-J)" <p>3/31/25 Due date for Verified Admissions (2-K) - SAPC will verify</p>
<p>R95-WG: January 15th, 2025 – 3:30 PM to 5:00 PM</p> <ul style="list-style-type: none"> Implementation Plan Workshop (2-I) TA Follow-Up Implementation Process Improvement (2-G) 	<p>Microsoft Teams Join the meeting now Meeting ID: 297 150 382 259 Passcode: 6PDewj</p>		
<p>R95 Regional Listening Session - January 22nd, 2024 – 2:00pm to 4:00 pm</p> <ul style="list-style-type: none"> Discussion: Front line provider staff are invited to engage in discussion and share their questions and concerns regarding R95 implementation. 	<p>In Person Location TBD</p>		
<p>R95-WG Week of Feb 3rd, 2025 - [TIME TBD]</p> <ul style="list-style-type: none"> Topics to be determined based on TA request 	<p>Location TBD</p>		
<p>Harm Reduction and Treatment Integration Meeting – February (Exact Date and Time TBD)</p>	<p>In Person Location TBD</p>		
<p>R95-WG: March 5th, 2025 – 3:30 PM to 5:00 PM</p> <ul style="list-style-type: none"> Topics to be determined based on TA request 	<p>Microsoft Teams Join the meeting now Meeting ID: 254 168 420 839 Passcode: TRGox</p>		
<p>Harm Reduction and Treatment Integration Meeting – April (Exact Date and Time TBD)</p>	<p>In Person Location TBD</p>		

Provider Year 2 R95 Meeting and Deliverables Calendar – September 2024

<p>R95-Regional Listening Session: May 21st 2025 – 2:00 PM to 4:00 PM</p> <ul style="list-style-type: none"> Discussion: Front line provider staff are invited to engage in discussion and share their questions and concerns regarding R95 implementation. 	<p>In Person Location TBD</p>		
<p>R95 Workgroup Meeting: July 8, 2025 - [1:30 – 3:30PM]</p> <ul style="list-style-type: none"> Reflections on R95 Year 2 and looking ahead at what is in store for R95 Year 3 	<p><u>Almansor Court</u> 700 South <u>Almansor</u> Street Alhambra, CA 91801 In-Person Only</p>		

- Δ Continuing R95 Admission Policy, R95 Discharge Policy, and R95 Training Presentation (2-A, 2-B, 2-C);
- Δ NEW R95 Admission Agreement, R95 Toxicology Policy and Patient Agreement, & Staff Training Verification (2-D, 2-E, 2-F);
- Δ NEW Service Design (2-G); Δ Continuing Service Design (2-H, 2-I); Δ Bidirectional Referrals Harm Reduction (2-J, 2-K)

The Los Angeles County Department of Public Health experienced a data security incident on February 19 and 20, 2024, which may have impacted some residents. Learn more information here (English) (Español).



Patient Information

Find a Provider, Patient Handbook, Patient Rights, Resources and More

Effective January 1, 2024, there will be changes to the Patient Handbook

Learn more

Sage

Information and Resources

Learn more

The Los Angeles County Department of Public Health experienced a data security incident on February 19 and 20, 2024, which may have impacted some residents. Learn more information here ([English](#)). ([Español](#)).

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LEARN MORE

GET HELP

LA County Department of Public Health | publichealth.lacounty.gov/sapc/providers/treatment-provider-meetings.htm?tm

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Treatment Provider Meetings

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All Treatment Provider Meetings

Open All

Fiscal Year 24-25	+
Fiscal Year 23-24	+
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LA County Department of Public Health | publichealth.lacounty.gov/sapc/providers/treatment-provider-meetings.htm?tm

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Fiscal Year 22-23

R95 Workgroup Meetings

Open All

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QI UM Meetings

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Fiscal Year 23-24 +

Fiscal Year 22-23 +


Fiscal Year 21-22 +

HIDEX Meetings

Open All

Fiscal Year 22-23 +

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Reaching the 95% (R95) Capacity Building Efforts FY 24-25 Overview

Isa Weiss
R95 Analyst
Substance Abuse Prevention and Control Bureau
Los County Department of Public Health



YEAR ONE R95 CAPACITY BUILDING PACKAGE & DELIVERABLES CONTINUED IN YEAR TWO

- New referral partnerships – expand ways to get more people to come for services
- New field-based services sites – go to locations where people may prefer to get care
- **Lowering the bar for admissions – steps to encourage patients to come**
- **Raising the bar for discharges – steps to discourage patients from leaving**
- Leveraging the engagement policy – emphasizes on engagement prior to diagnosis
- **Evaluating service design – patient, not program centered services**
- **Customer walk-throughs – see your admission process as a patient**
- **Bi-directional referrals – work with harm reduction providers**



R95 FY 24-25 Package – Available to Non-Year 1 Participants

- R95 Admission Policy
- R95 Discharge Policy
- R95 Training Presentation
- Service Design – Customer Walkthroughs (any previous non-participating site)
- Service Design - Plan



R95 FY 24-25 Package – Available to All Providers (with prerequisite, if applicable)

- R95 Admission Agreement (Prerequisite R95 Admission Policy)
- R95 Toxicology Policy and Patient Agreement (Prerequisite R95 Admission and Discharge Policy)
- R95 Admission/Discharge Staff Training Verification (Prerequisite R95 Presentation)
- Service Design Follow-Up Implementation (Prerequisite Submitted Plan in FY 23-24)
- Treatment Agency Staff Participation in Harm Reduction Trainings (No Prerequisite)
- Verified Admissions from Syringe Service Programs (No Prerequisite)



Capacity Building And Reimbursement

Francisco Reyes, MPP
Manager, Fiscal Strategy
Finance Services Division
Substance Abuse Prevention and Control Bureau
Los Angeles County Department of Public Health





Capacity-Building Invoice

Access to Care – Reaching the 95%: Start-Up Funds

Service Design for Lower Barrier Care

- Implementation Plan Follow-Up-Process Improvement (2-G)
 - Only for agencies with an approved *FY 23-24 Implementation Plan*.
- Customer Walk-Through (2-H)
 - Only for agency sites that DID NOT participate in FY23-24.
- Implementation/Investment Plan (2-I)



Capacity-Building Invoice

Access to Care – Reaching the 95%: Start-Up Funds

START-UP FUNDS TABLES

- **Units:** Enter the number of units you are seeking reimbursements for and expect to be completed. Units may not exceed the amount identified under the “Max Units” for your assigned Rates Tier.
- **Requested Amount/Tier:** Enter the total cost per your assigned Rates Tier for the total number of units. Contact SAPC’s Finance Services Division using the email below for questions.



Capacity-Building Invoice

Access to Care – Reaching the 95%: Start-Up Funds

START-UP FUNDS TABLES

- ❑ **Attestation:** If your agency intends to participate in a start-up activity, review the attestation summary and requirements. **See the SAPC FY 24-25 Capacity Building package for full details.**
- ❑ **Sign:** Insert an e-signature confirming the requested and eligible amount and affirming agreement with the attestation language and above-referenced document.



Capacity-Building Invoice

Access to Care – Reaching the 95%: Deliverable-Based Efforts

- R95 Admission Policy (2-A)
- R95 Discharge Policy (2-B)
- R95 Training Presentation (2-C)
- R95 Admission Agreement (2-D)
- R95 Toxicology Policy and Patient Agreement (2-E)
- R95 Staff Training Verification (2-F)
- Treatment Agency Staff Participation in Harm Reduction Trainings (2-J)
- Verified Admissions (2-K)



Capacity-Building Invoice

Access to Care – Reaching the 95%: Deliverable-Based Efforts

DELIVERABLE-BASED EFFORTS TABLES

- ❑ **Intent for Other Efforts:** Indicate if your agency intends to participate in other listed capacity-building efforts that are deliverable-based by indicating ‘yes,’ ‘no,’ or ‘maybe.’ This is non-binding, and agencies can participate at any time before the due date.
- ❑ **Submit to SAPC-CBI@ph.lacounty.gov by 09/15/24 to indicate your attestation to participate in start-up funds and intent for other deliverable-based efforts.**

Capacity-Building Invoice

Access to Care – Reaching the 95%

Start-Up Funds



Deliverable

- Providers who miss the 9/15/24 deadline may still participate in capacity building categories for start-up funds. Submit your invoice ASAP.
- Submit the required supporting documentation by the deliverable due dates along with the appropriate category invoice for reimbursement.

Questions/Issues: SAPC-CBI@ph.lacounty.gov



Focus Area 2: Lowering Barriers to Care *Service Design for LBC (2-G, 2-H, 2-I)*

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



Service Design - Available to Agencies With Approved YR 1 Service Design Implementation Plan

- **Using Process Improvement to successfully complete activities in your Implementation Plan [2-G]**
 - What changes have been made to increase access and engagement for individuals who want to access, participate in, and complete treatment?
 - *How have you modified existing workflows that lower barriers to services?*
 - *How have you implemented R95 changes to policies, procedures, and protocols?*
 - *How have you created a safe and welcoming spaces in the physical environment*
 - Participation in Change Leader Academy - a 4-month process improvement collaborative



ACCESS TO CARE: SERVICE DESIGN

**Implementation
Follow-Up
Process
Improvement
(2G)**

Providers will have an opportunity to engage in a LEARN-DO-SHARE approach where providers learn new concepts, collaboratively practice what they learned, and develop performance improvement projects that will help to reach the SMART goals outlined in the FY 23-24 Implementation Plan.

Change Leader Academy Components	Description	Dates
Provider Training/Workshop		
Change Leader Academy Orientation	During this one-hour orientation, providers will identify how the CLA can help to accomplish the activities outlined in the Implementation Plan.	10/4/24 11am-12noon
CLA Two-Day Workshop (in person)	This two-day intensive will help to build the necessary acumen to achieve the SMART goals.	Week of October 28th
Monthly Coaching Calls (attend three out of four)	Collaborative coaching to help move providers toward completing the CLA steps	Nov. 2024 – Feb. 2025
Provider Deliverables		
a. Provider Presentation of Activities	Providers will conduct a presentation on their project	March 2025
b. Progress Report	Submission of the	3/31/25 ⁸

Lowering Barriers to Care: Service Design

For Providers w/ Approved Service Design Implementation Plan from Year 1 (FY 23-24)

- Deliverable & Due Dates:
 - Service Design Follow-Up Implementation Process Improvement 2-G –
Due 3/31/25
 - Implementation Plan Progress Report Template
 - 1st Draft for comment shared **Week of 11/11/24**
 - 2nd Draft for comment shared **Week of 12/3/24**
 - Final draft provided for use **Week of 1/6/25**

R95 Service Design – Available to Agencies Who Did Not Participate in Year 1

- **How to better understand/enhance the patient experience with customer walkthroughs [2-H]**
 - How does it feel to receive services from your program?
 - *How easy was it to get your first appointment?*
 - *What does the environment feel and look like?*
 - *What is it like to receive a treatment service or care coordination?*
 - What enhancements can be made to support R95 patient enrollment?
 - Are there opportunities to explore more efficient workflows to make enrollment more patient friendly?
- **How to develop and implement a plan to sustain modifications from walkthroughs [2-I]**
 - What barriers to care did you discover that can be modified?
 - How did you do to gather and use consumer feedback?
 - How can process improvement help you to enhance workflows or protocols to access services?

Lowering Barriers to Care: Service Design

- Meeting Dates & Agenda Topics:

- Customer Walk Through [2-H]

- **September 27, 2024, time TBD (virtual)- Mandatory**
 - Overview on how to Conduct a Customer Walk Through [2-H]
 - **November 20th, 2024, 3:30PM – 4:30PM**
 - Mid-term Check-In

Due Date: Completed Customer Walk-Through Template - January 31, 2025

- Implementation Plan [2I]

- **Week of December 18th, 2024, 3:30 -5PM**
 - Implementation Plan [2-I] Workshop

Due Date: Completed Implementation Plan Template – March 31, 2025



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

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



R95 Harm Reduction – Available to ALL Agencies

- **Treatment Agency Staff Participation in Harm Reduction Trainings [2-J]**
 - Providers will be paid for the two deliverables below by completing and submitting the appropriate category invoice by the due date.
 - Deliverable A: Attestation of Harm Reduction Training Protocols for Staff
 - Deliverable B: Verification that no fewer than 85% of practitioner staff have participated in no fewer than one SAPC-approved list of trainings involving harm reduction between 7/1/24 and due date.



R95 Harm Reduction – Available to ALL Agencies

- **Verified Admissions for Referrals from Harm Reduction Providers [2-K]**
 - Make or leverage connections with SAPC harm reduction providers to offer treatment services for those with or without abstinence goals.
 - Verify patient referrals were enrolled in treatment via claims data.



Lowering Barriers to Care: Bidirectional Referrals

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - Treatment Agency Staff Participation in Harm Reduction Trainings (2-J)– Due 3/31/25
 - Attestation provided week of 9/30/24
 - Verified Admissions (2-K) – Due 3/31/25
 - Claims verification by SAPC



Lowering Barriers to Care: Bidirectional Referrals

- What You Can Do Now:
 - Treatment Agency Staff Participation in Harm Reduction Trainings (2-J)– Due 3/31/25
 - Review Harm Reduction training opportunities and calendar (forthcoming)
 - Schedule staff participation to attend trainings
 - Verified Admissions (2-K) – Due 3/31/25
 - Actively engage in bidirectional referrals with MOU partners

Lowering Barriers to Care: Bidirectional Referrals

- **Harm Reduction and Treatment Integration Meetings**
 - **In person, date and location TBD**
 - October 2024
 - December 2024
 - February 2025
 - April 2025
- **R95 Workgroup Meeting Dates & Agenda Topic**
 - **November 6th, 2024, 3PM - 5PM**
 - Review and Discuss Treatment Agency Staff Participation in Harm Reduction Trainings [2-J] and Verified Admissions [2-K]



Focus Area 2: Lowering Barriers to Care *Update Admission & Discharge Policies (2-A, 2-B, 2-C) and (2-D, 2-E, 2-F)*

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



R95 Admission Policy [2-A]

Available to Agencies Who Did Not Participate in Year 1 (FY 23-24)

- Abstinence is not a condition or prerequisite for admission
- Admission does not require toxicology (drug/UA) test results (whether + or -)
- Same day admission service is offered whenever possible
- Lapse and relapse are part of SUDs and we work with patients who want care
- Language Assistance services are provided for patients who needs them to participate
- Patients with mental health conditions and psychiatric medications are served
- Prescriptions for addiction medications are allowed/encouraged
- Medi-Cal does not need to be active or assigned to LA County at admission
- Service environment matters, make it feel inviting

R95 Discharge Policy [2-B]

Available to Agencies Who Did Not Participate in Year 1 (FY 23-24)

- Positive toxicology (drug/UA) test doesn't mean automatic discharge
 - No automatic discharge/transfer hospital/withdrawal management from residential
- Use the care coordination benefit to help prevent patients from losing Medi-Cal during the treatment episode
 - No discharge when health benefits lapse for those that remain eligible
- Ensure a warm-handoff when stepping a patient up or down levels of care
- Provide informational materials at discharge, including naloxone

R95 Training Presentation [2-C]

Available to Agencies Who Did Not Participate in Year 1 (FY 23-24)

- **Submit compliant training presentation for approval**
 - Include agency policy and instructions regarding how to access interpreter services
 - Add slides to make sure all your important agency specific information regarding your Intake and Admissions process is included – use your submitted policy and procedure as a guide.
 - Add slides to make sure all your important agency specific information regarding your Discharge process is included – use your submitted policy and procedure as a guide.
 - Add additional information to existing slides and new slides as needed for additional agency specific information and policies as needed.

R95 Champion Criteria

- **Requirements:**

- R95 Admission Policy [2-A] + R95 Discharge Policy [2-B]

- AND at least one other FULL Category

CONTINUING: R95 Admission Policy [2-A], R95 Discharge Policy [2-D] & R95 Training Presentation [2-C]

NEW: R95 Admission Agreement [2-D], R95 Toxicology Policy and Admission Agreement [2-E] & R95 Staff Training Verification [2-F]

CONTINUING: Service Design - Customer Walk-Through [2-H], Plan [2-I]

NEW: Service Design Follow-Up Implementation Process Improvement [2-G]

CONTINUING: Bidirectional Referrals for Lower Barrier Care:

- Treatment Agency Staff Participation in Harm Reduction Trainings [2-J]

- Verified Admissions [2-K]

Lowering Barriers to Care: Admission & Discharge Policies

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - R95 Admission Policy (2-A) – Due 10/30/24
 - Admission Policy Template **Available Now**
 - R95 Discharge Policy (2-B) – Due 10/30/24
 - Discharge Policy Template **Available Now**
 - R95 Training Template (2-C) – Due 11/30/24
 - Training Presentation Template **Available Now**

R95 Admission Agreement [2D] and Toxicology Agreement [2E]

Available to Agencies with Approved R95 Admission and Discharge Policies from Year 1 (FY 23-24)

- **R95 Admission Agreement [2-D]**
 - Submit compliant Admission Agreement for approval
 - R95 Admission Agreement template for comment is forthcoming
- **R95 Toxicology Policy and Patient Agreement [2-E]**
 - Submit compliant Toxicology Policy and Patient Agreement for approval
 - R95 Toxicology Policy and Patient Agreement template for comment is forthcoming



R95 Staff Training Verification

Available to Agencies with an Approved R95 Training Presentation

- **R95 Staff Training Verification [2-F]**
 - Submit verification of staff training participation
 - Deliverable A: Attestation of R95 Training Protocols for Staff
 - Deliverable B: Verification that no fewer than 85% of practitioner staff have participated in R95 training between 7/1/24 and the due date.

Lowering Barriers to Care: Admission & Discharge Policies

- Deliverable (Templates, Guidance, Resources) & Due Dates:
 - R95 Admission Agreement (2-D) – Due 12/31/24
 - 1st draft of Admission Agreement available for comment week of 9/23/24
 - 2nd draft of Admission Agreement available for comment week of 10/14/24
 - Final Admission Agreement Template available for use week of 11/11/24
 - R95 Toxicology Policy and Patient Agreement (2-E) – Due 12/31/24
 - 1st draft of Tox. Pol./Pt. Agreement available for comment week of 9/23/24
 - 2nd draft of Tox. Pol./Pt. Agreement available for comment week of 10/14/24
 - Final Tox. Pol./Pt. Agreement Template available for use week of 11/11/24
 - R95 Training Verification (2-C) – Due 3/31/25
 - Staff training attestation form available for use week of September 2024

Lowering Barrier to Care: Admission & Discharge Policies

- R95 Workgroup Meeting Dates & Agenda Topics:
 - September 25th, 2024 – 3:30 PM to 5:00 PM
 - New Comments on Admission Agreement 1st Draft
 - New Comments on Toxicology Policy and Patient Agreement 1st Draft
 - October 16th, 2024 – 3:30 PM to 5:00 PM
 - Final Comments on Admission Agreement 2nd Draft
 - Final Comments of Toxicology Policy and Patient Agreement 2nd Draft

Lowering Barriers to Care: Admission & Discharge Policies

- **What You Can Do Now:**
 - R95 Admission Agreement (2-D) – Due 12/31/24
 - Review Current Admission Agreement and Identify Strengths and Opportunities for Improvement
 - R95 Toxicology Policy and Admission Agreement (2-E) – Due 12/31/24
 - Review Current Toxicology Policy and Patient Agreement and Identify Strengths Opportunities for Improvement
 - R95 Training Verification (2-C) – Due 3/31/25
 - Plan and Calendar Staff Training(s)



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!



For More Information

R95 Webpage: <http://publichealth.lacounty.gov/sapc/public/reaching-the-95.htm?hl>

R95 Capacity Building: <http://publichealth.lacounty.gov/sapc/providers/payment-reform/access-to-care.htm>

LA Times Article: <https://www.latimes.com/california/story/2024-04-23/how-la-county-is-trying-to-change-addiction-treatment>

