



# Riverside County

## Integrated Service Delivery Transformation Initiative

BOARD OF SUPERVISORS' BUDGET HEARING

JUNE 13, 2022

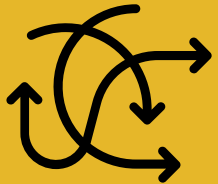
# What are we trying to change?



Many Riverside County residents are not getting needed services and supports at the optimal time and place for achieving positive outcomes.



When residents receive services and supports, Riverside County focuses on addressing the presenting need or complaint, but often misses the chance to assess other needs, risks and resource opportunities.



Residents with complex challenges receive services and supports in a fragmented manner.

# What does change look like?



- Goals**
- Strengthen prevention and early intervention services
  - Improve service experience for Riverside County residents who have complex needs

## Guiding Principles

Connectivity

Alignment

Adaptability

Efficiency

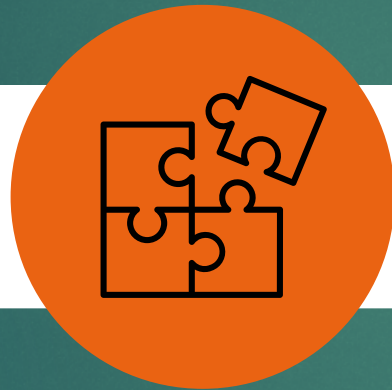
Accountability



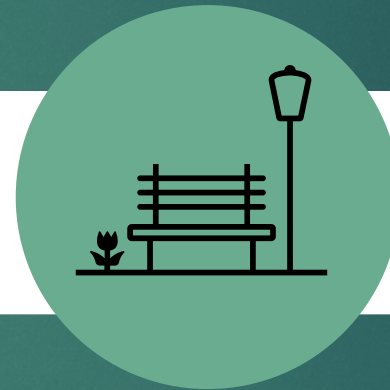
# How will we know we have succeeded?



Integrated  
Service Delivery  
Targets  
Will Be Met



Whole Person  
Health Scores  
Will Improve



Riverside  
County's  
Healthy Places  
Index Position  
Will Rise

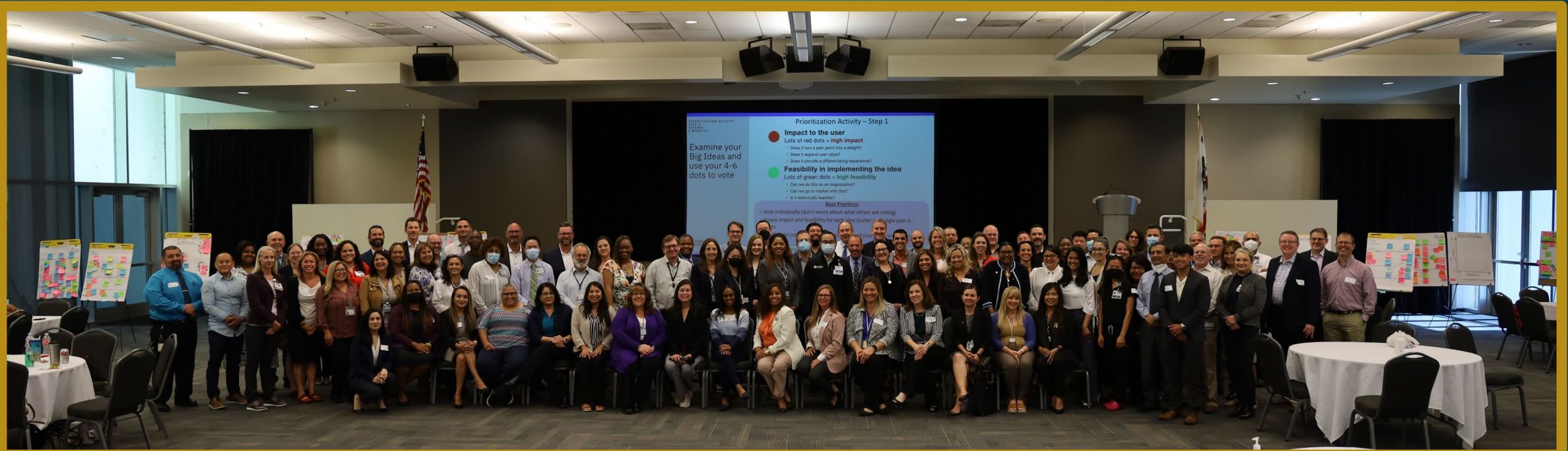


# Where have we been?



# How will services be integrated?

- ✓ Universal application of the Whole Person Health Assessment
- ✓ Universal Intake
- ✓ Multi-Modal Access to Services
- ✓ Community Services Navigation
- ✓ Data Sharing
- ✓ Closed Loop Referral Processes
- ✓ Coordinated Service Plans



# What Are Our Tools for Making Change?



## Policy & Practice Changes

- ✓ Countywide Support from the Office of Service Integration

Contracted Services:

(Legal Counsel; Facilitation

- ✓ Technology Infrastructure)

- ✓ Resident Engagement (Research)

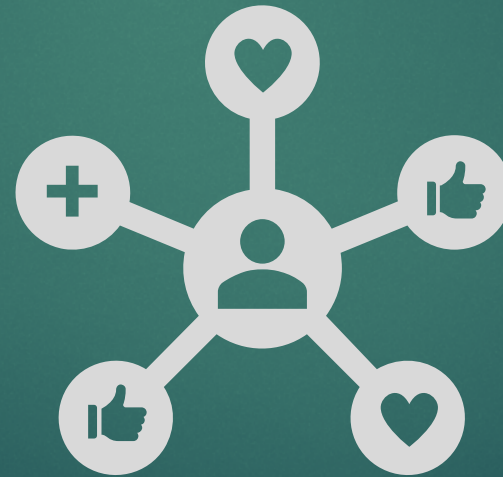
- ✓ Workforce Development, Preparation & Training

- ✓ Communication Strategies & Change Management Tools

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Budget



## Transformed Service

- ✓ Systems Navigation Services

- ✓ Integrated Care Coordination & Information Sharing

- ✓ Resident Outreach

- ✓ Customer Partner Support

- ✓ User-Friendly Service Interfaces

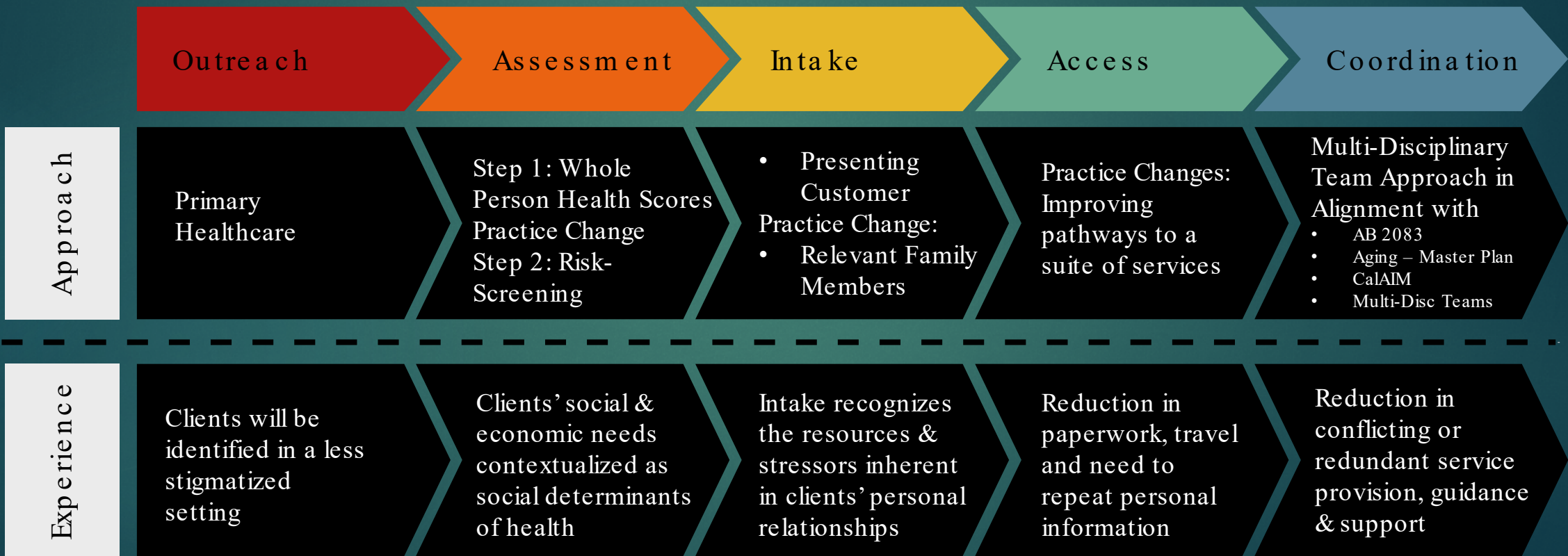
# Jurupa Valley Community Health Center Pilot



Place-Based Approach

Location: Comprehensive, High-Volume Clinic in a low HPI Community\*

Context: Holistic and Family Well-Being



\* HPI: Serving as analytic predictor of poor health and well-being outcomes

# How will we get there?



How does the customer experience  
integrated services?



The Baker Family