



RivCoONE

Coordinating Services. Connecting People.



Christopher H. Wright
Chief Probation Officer
Riverside County Probation
Department



Bruce Barton
EMS Director
Riverside County
Emergency Management
System



Bill Weiser
Fire Chief
Riverside County Fire
Department



**Medical Center
Community Health Centers**
Jennifer Cruikshank
CEO
Medical Center and Clinics, RUHS



Rose Salgado
Director
County of Riverside
Facilities Management



Shannon Houlihan Ng
Deputy Director
Riverside County Library
System



Tammi Douglas-Schatz
Director of Human Resources
County of Riverside Human
Resources

Public Health
Kim Saruwatari
Riverside County Health Director
Department of Public Health, RUHS

Behavioral Health
Matthew Chang, M.D., MMM
Director
Behavioral Health, RUHS

Integrated Service Delivery Initiative



Jeff Van Wagenen
CEO
County of Riverside
Executive Office



District Supervisors
County of Riverside Board
of Supervisors



Darryl Polk
CIO
Riverside County
Information Technology



Gregory Coffos
Director
Riverside County Veteran
Services



Charity Douglas
Director
Riverside County
Department of Public Social
Services



Tammi Graham
Executive Director
First 5 Riverside



Nicole Windom-Hurd
Director
County of Riverside Child
Support Services



Minh Tran
County Counsel
County of Riverside



Heidi Marshall
Director
County of Riverside
Housing and Workforce
Solutions



Jewel Lee
Director
County of Riverside Office
on Aging

4 Core Components of Integrated Service Model

Coordinating Services.
Connecting People.

RivCo ONE's mission is to integrate systems, streamline access, and provide holistic care, shifting the focus from programs to people and their families and to enhance the overall service experience for all residents while ensuring seamless provision of services.



**Multi-Disciplinary,
Care
Coordination**



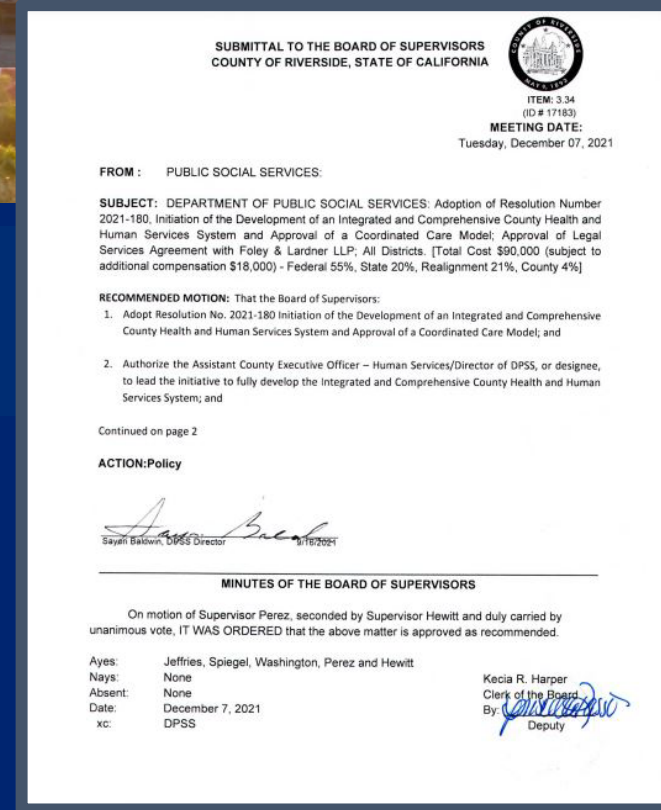
**Integrated Data
Information Hub**



**Community Partnership
(CBO & Academic
Institutions)**



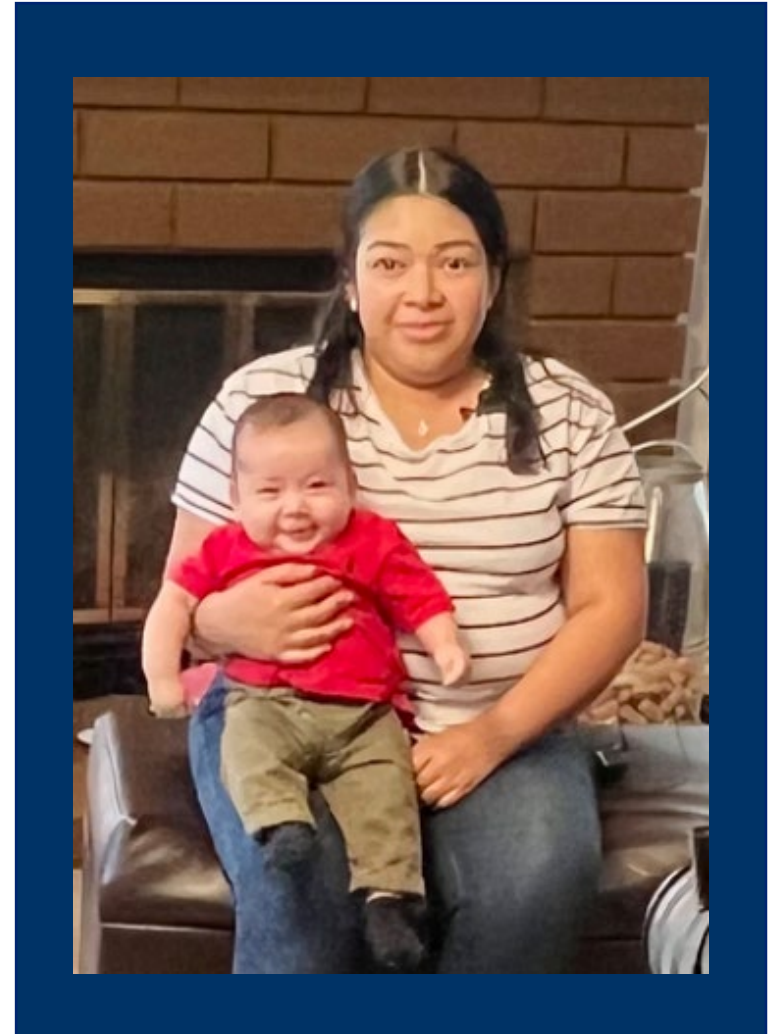
**System of
Governance**

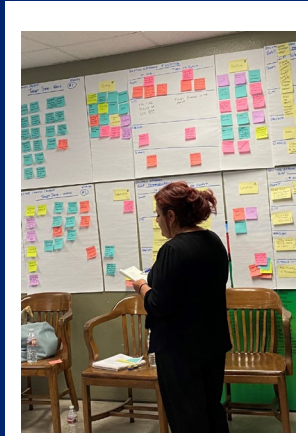
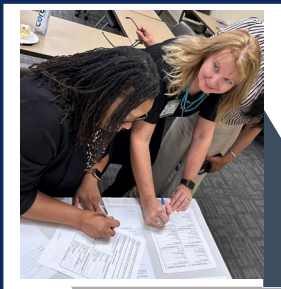


PRESENTER: JENNIFER CLaar, INTEGRATED H&HS DIRECTOR

RivCo-ONE Opportunities

To improve our Healthy Places Index Score by 30 Points





RivCo-ONE Success Stories

ISD Champions Making Progress

📅 Community Reaction

98%

Residents rated their experience with Integrated Service as **'satisfied'** (91% very satisfied).

📅 Community Impact

99%

Residents who completed the WPHS and attended follow-up appointments.

📅 Community Impact

97%

Residents consented to share information with 1 or more agencies

🌟 Lean Learning

16

Departments are engaged in Lean learning and knowledge transfer

🌟 Lean Learning

72

Management/Executive Staff completed Lean "Bronze" training

🌟 Staff Reaction

97%

Staff reported increased buy-in to ISD after attending an RIE event



RivCo-ONE in the Department of Probation



PRESENTERS:
CHIEF CHRISTOPHER WRIGHT & CHIEF DEPUTY RUDY LOVATO



Whole Person Health Score Assessment





ISD Gemba Walk



RivCo-ONE

Outcomes: Promising Results

PRESENTER: DR. GEOFFREY LEUNG,
PUBLIC HEALTH OFFICER

Upward Trend on the Whole Person Health Score

Reduced No-Show for Doctor Visits

Improvement in Customer Satisfaction Scores

Improved County Staff's ISD Understanding, Buy-
In, and Readiness

RivCo-ONE

Integrated Data System

PRESENTER: DARYL POLK, RCIT
CHIEF TECHNOLOGY OFFICER