

# MHSA Innovation Project Update

Behavioral Health System Transformation:  
OC Navigator

January 11, 2021

# Agenda

- **Project Overview**
- **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



Community Planning



System Design & Alignment



New Contract Templates

## Part 2

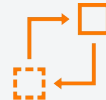
### Digital Resource Navigator & Overall Project Evaluation



Community Planning



Development & Testing



Review & Refinement



Evaluation & Lessons Learned

# Project Team

**Armen Arevian, MD, PhD**

Project Director, Chorus

**Bowen Chung, MD, MSHS**

Community Engagement Lead, Chorus  
Associate Professor, Psychiatry, UCLA

**Visith Uy, MSPH**

Project Manager, Chorus

**Ben Rixford**

Product Manager, Chorus

**Cathy Sherbourne, PhD**

Scientific Advisor, Chorus

**Mienah Sharif, PhD**

Scientific Advisor, Chorus

**Sara Rahmanian, MSHA**

Research Associate, UCLA

**Minhxuan Tran, MPH**

Research Associate, UCLA

**Norma Mtume, MHSA, MA MFT**

Community Engagement Specialist

**Angelina Majeno, MPH**

Community Engagement Specialist

**Kris Guadarrama**

Lead Designer, Chorus

**Michael Bonafede, JD**

Head of Compliance, Chorus

**Tamar Alvarez**

Operations Coordinator, Chorus

**Community  
Co-Presenter**

**Linda Smith**

OC MHSA Steering Committee

**Julian Volyn**

Head of Product, Chorus

**Andrew Ferk**

Lead Engineer, Chorus

**Kareem Shahin**

Lead DevOps Engineer, Chorus

**Oscar Wang**

Quality Assurance Analyst, Chorus

# 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.**

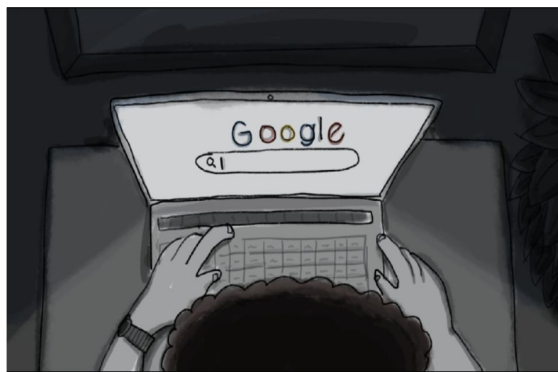
For people who are unsure of their needs, there are optional surveys including for the social determinants of health that can help to recognize needs and guide individuals to relevant resources.







**Do I need  
help?**



**Who to trust?**

**How to find,  
connect?**



**What's right  
for me?**

**My other  
needs?**

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

Do I need  
help?

Who to trust?

How to find,  
connect?

What's right  
for me?

My other  
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

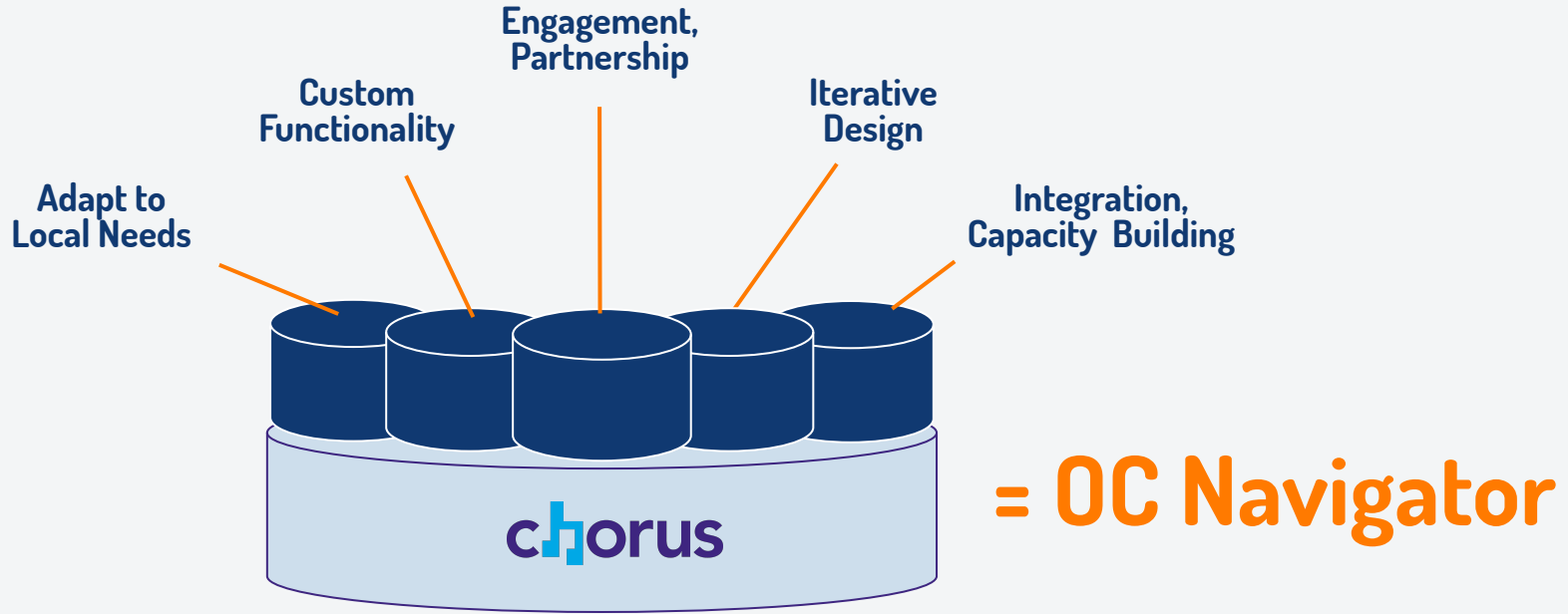
An equitable process that meaningfully engages all stakeholders during all phases.

## 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”

### OC Navigator Solutions

- 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

## Topic: Ease of Use

“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)

### OC Navigator Solutions

- 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

### OC Navigator Solutions

- 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

## OC Navigator Solutions

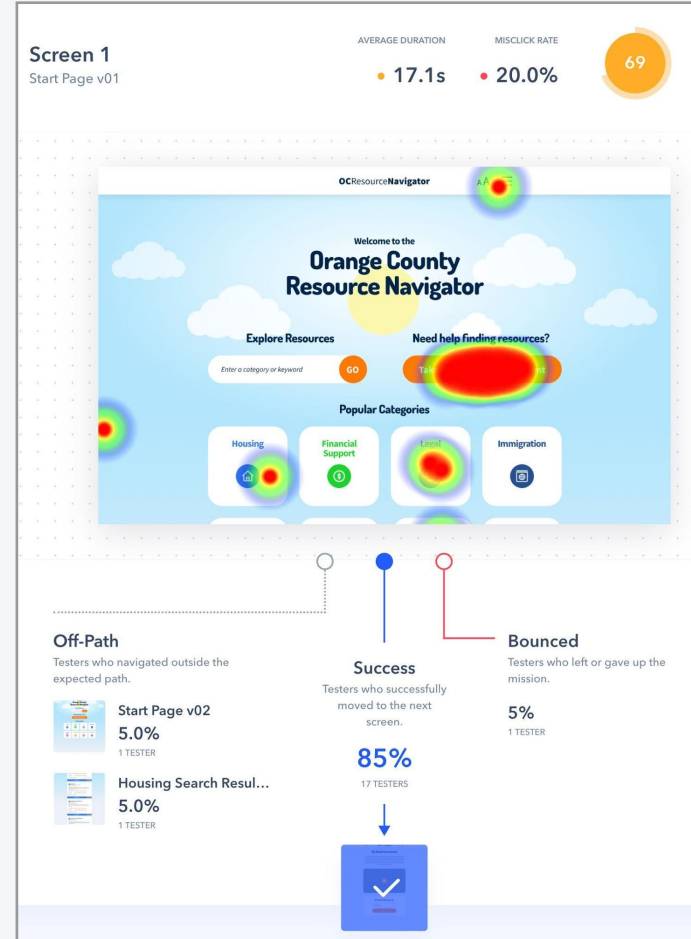
- Information and videos to address stigma
- Needs assessments and share results
- Involving underrepresented and unrepresented individuals and communities in participatory technology development

# 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.

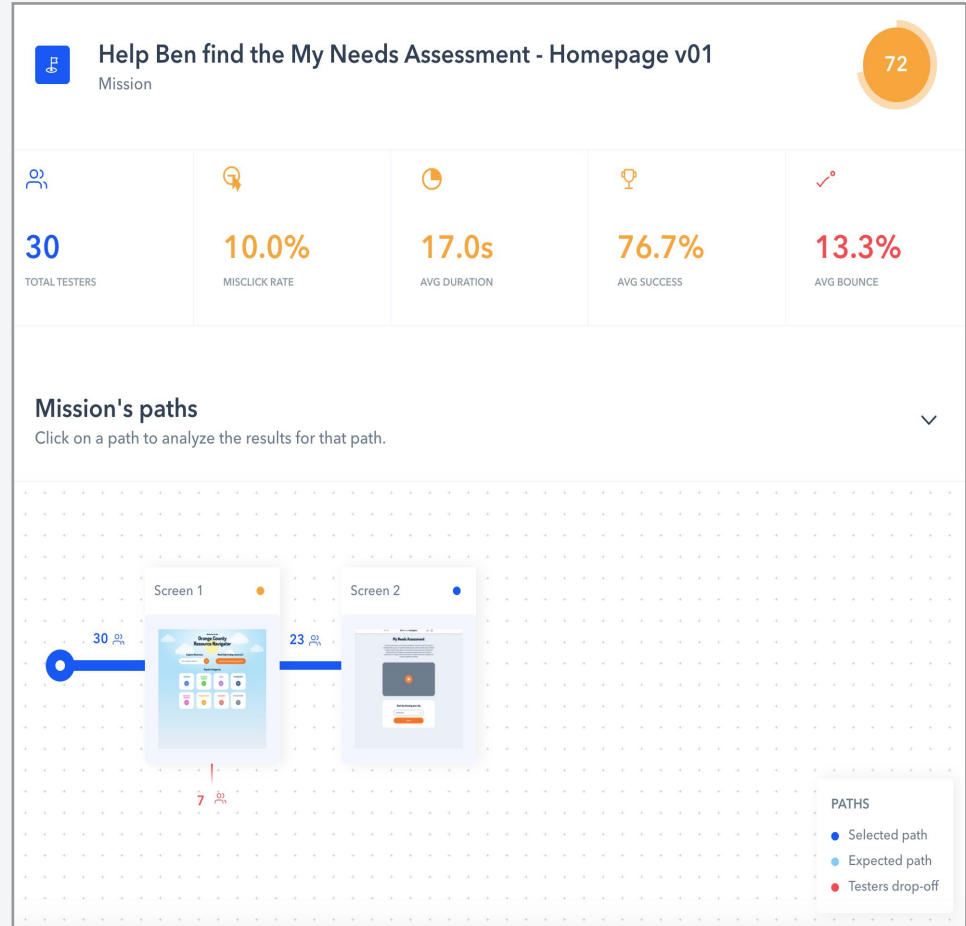


# Usability Testing

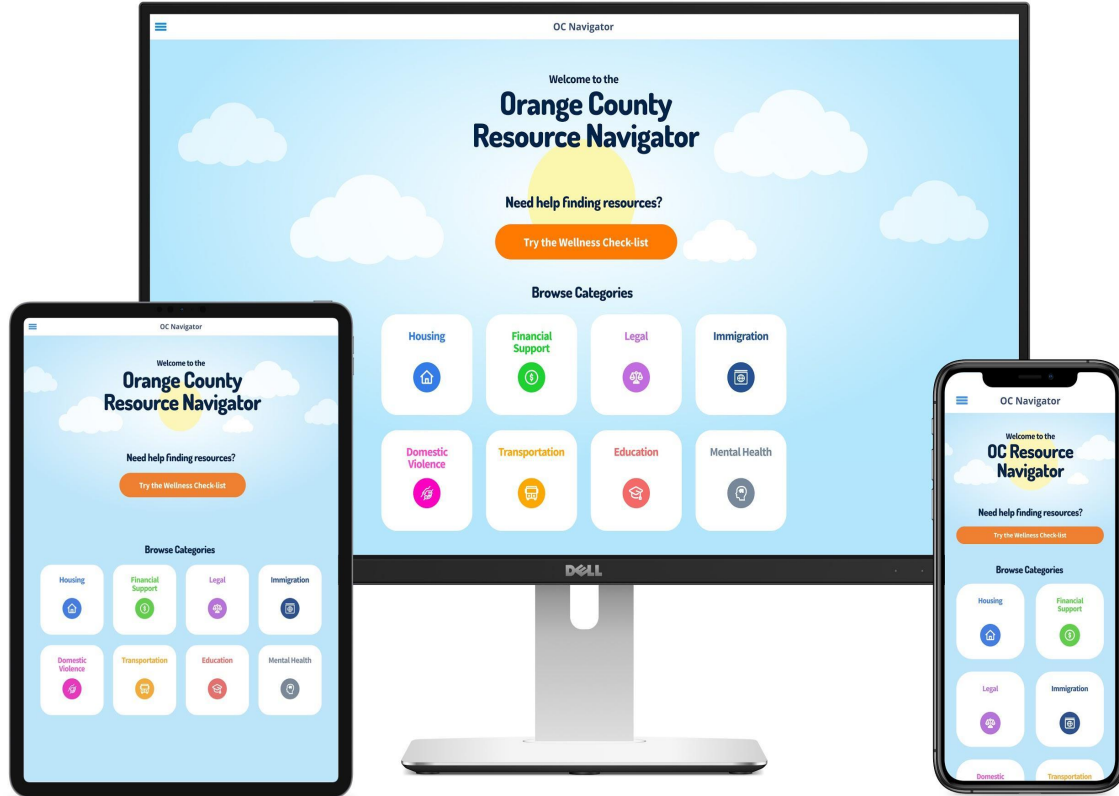
## Example of Usability Results

### Success rate in tasks and metrics

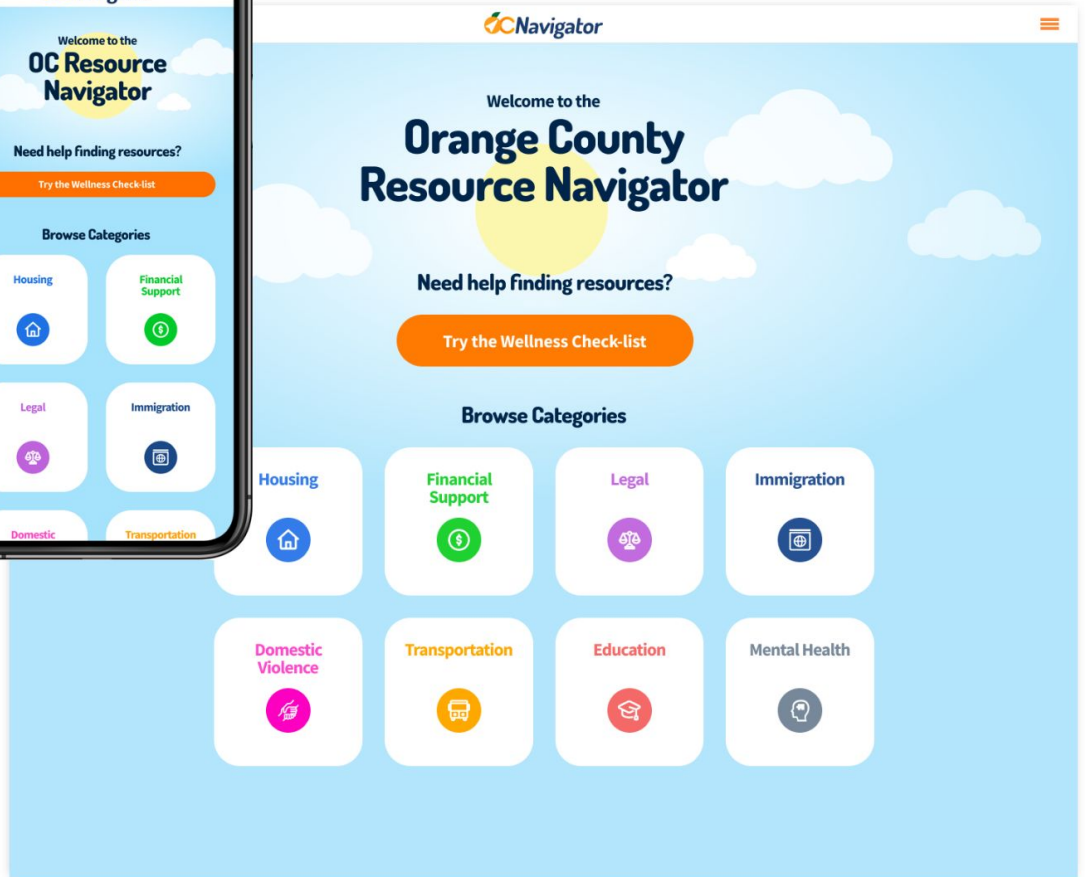
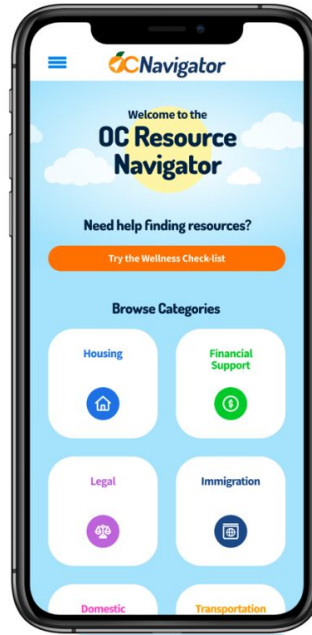
Most users were able to successfully and quickly navigate from the home page to the needs assessment.





# OC Navigator



# OCN Homepage




# My Wellness Check-in Main Page (Health Screener)



[← Back](#) [Home](#) [Favorites](#) [My Services](#)

## My Needs Assessment

Text about what makes our assessment test different, and what we plan to do with the information that you give us. Consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident.



**Start by choosing your city**



Santa Ana

▼

Start

# My Wellness Check-in

# Social Determinants of Health Screener



[← Back](#)[Home](#)[Favorites](#)[My Services](#)

## My Needs Assessment

### Insurance Status

This optional information will be used for consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

[I CHOOSE TO SKIP THIS SECTION](#)



**What is your main insurance?**

- ☐ None/Uninsured Medicaid
- ☐ CHIP Medicaid Medicare
- ☐ Other Public Insurance (Not CHIP)
- ☐ Other Public Insurance (CHIP)
- ☐ Private Insurance

Continue to Family, Home, and Transportation




# My Wellness Check-in Results Page





[← Back](#) [Home](#) [Favorites](#) [My Services](#)


## My Needs Assessment Results


Based on your assessment responses you maybe interested in the following resources near **Santa Ana**:


 Housing ×


 Financial Support ×


 Legal ×

 Immigration ×


 Domestic Violence ×


 Transportation ×

 Education ×


 Mental Health ×


### Housing (8)


**Orange County Housing Authority**  
Rental Assistance

 OPEN NOW 8:30AM - 5:30PM


The Santa Ana Housing Authority operates under federal grants received from the Department of Housing and Urban Development to provide rental subsidies to low-income families.


 MAIN SERVICES **housing, help pay for rent, financial support**

 SERVING **anyone in need, adults, young adults, seniors**


 9.47 MILES - SANTA ANA VIRTUAL VISITS AVAILABLE


[View All Details](#)


**Mercy House**  
Transitional Housing - Assisi House

 OPEN NOW 8:30AM - 5:30PM

Mercy House's transitional housing is available to residents for 6 to 24 months depending on individual case management plans. Every resident that lives in our shelters adheres to specific...

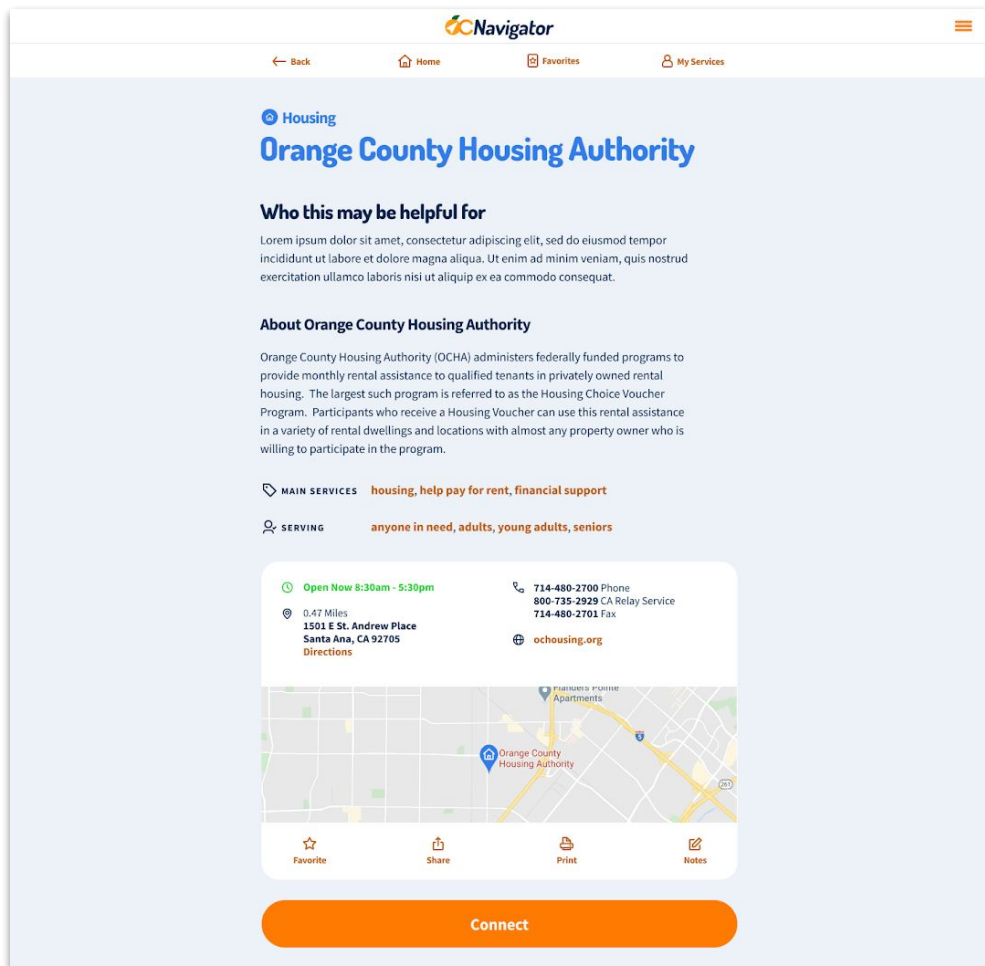
 MAIN SERVICES **housing, help pay for rent, financial support**

 SERVING **anyone in need, adults, young adults, seniors**



 9.77 MILES - SANTA ANA

[View All Details](#)

# Resource Detail Page



# Connect Page



[← Back](#)[Home](#)[Favorites](#)[My Services](#)

## Connect

**Eiusmod tempor incididunt ut labore et dolore**

Text describing what option you have to share your information with the Resource/Program/Service, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

NAME


EMAIL

PHONE NUMBER

**Share My Wellness Check-in results?**

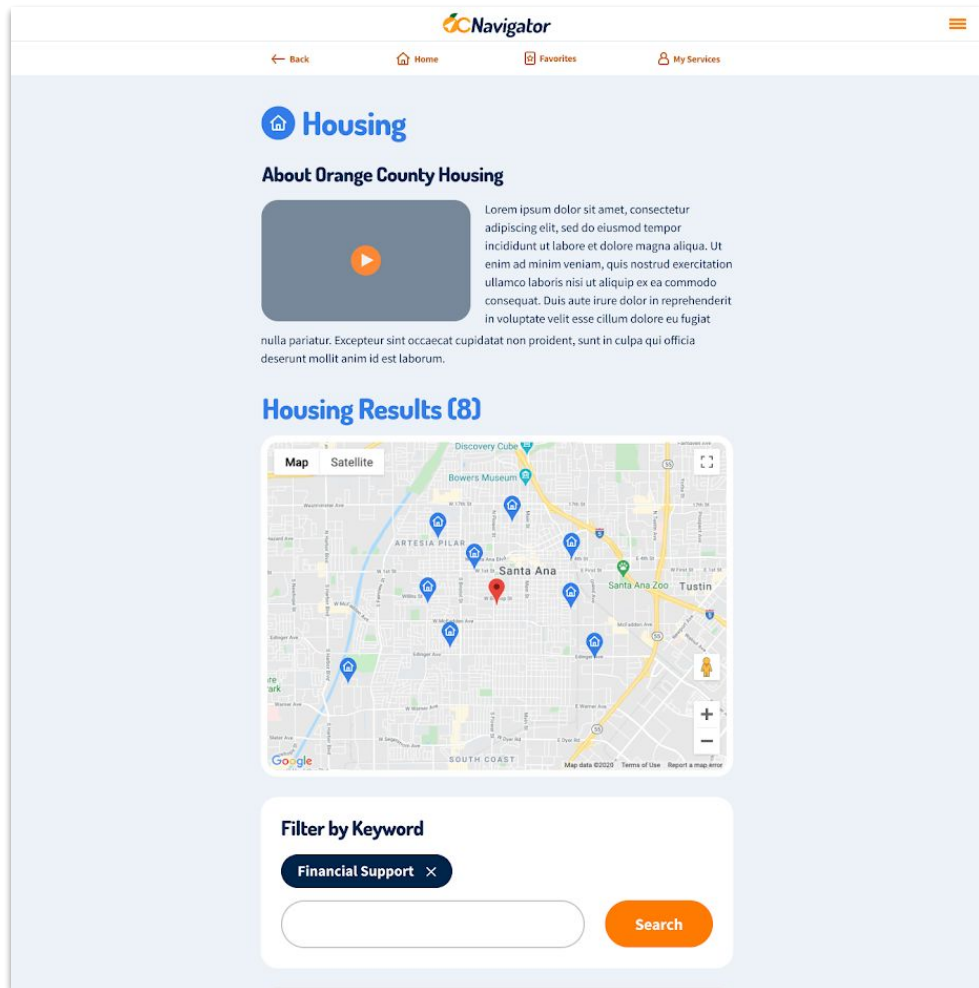
☐ Yes

☐ No


 Choose what information is shared and where you share it. [Learn more](#)

Submit

# Resource Category Page (Housing)



# Resource Detail Page



[← Back](#)[Home](#)[Favorites](#)[My Services](#)

[Housing](#)


## Orange County Housing Authority

### Who this may be helpful for


Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

### 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 Voucher 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.


 MAIN SERVICES


housing, help pay for rent, financial support


 SERVING


anyone in need, adults, young adults, seniors


 Open Now 8:30am - 5:30pm


 0.47 Miles  
1501 E St. Andrew Place  
Santa Ana, CA 92705  
[Directions](#)


 714-480-2700 Phone  
800-735-2929 CA Relay Service  
714-480-2701 Fax


 [ochousing.org](#)



 Favorite

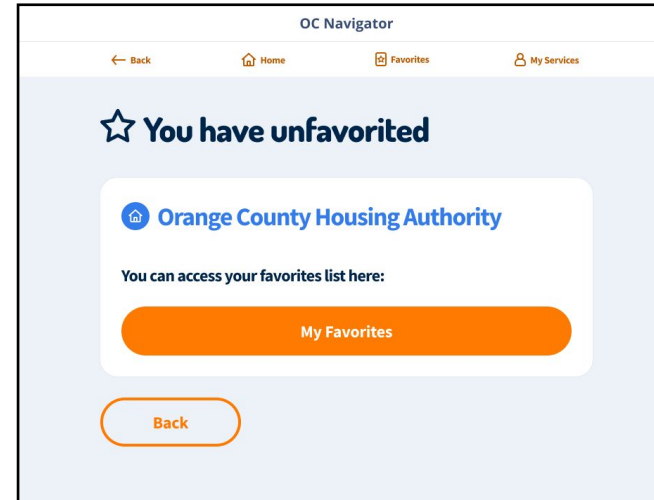
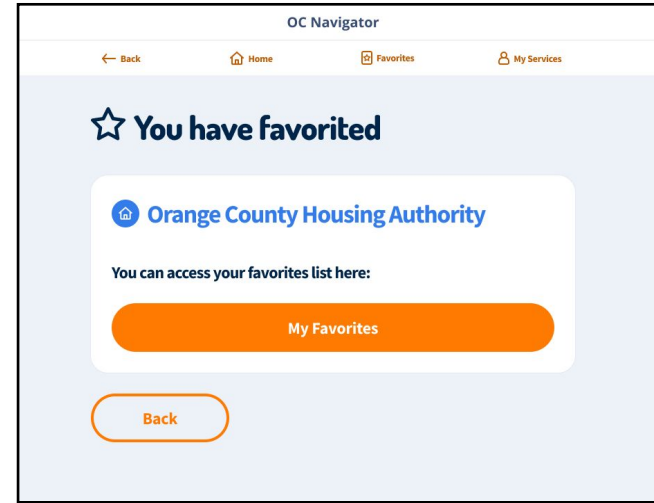
 Share

 Print

 Notes

Connect

# Favoriting and Unfavoriting a Resource



# My Favorites list

## My Favorites



### Orange County Housing Authority

Rental Assistance

OPEN NOW 8:30AM - 5:30PM

The Santa Ana Housing Authority operates under federal grants received from the Department of Housing and Urban Development to provide rental subsidies to low-income families.

MAIN SERVICES

housing, help pay for rent, financial support

SERVING

anyone in need, adults, young adults, seniors

0.47 MILES - SANTA ANA

VIRTUAL VISITS AVAILABLE

[View All Details](#)



### Mercy House

Transitional Housing - Assisted Housing

OPEN NOW 8:30AM - 5:30PM

Mercy House's transitional housing is available to residents for 6 to 24 months depending on individual case management plans. Every resident that lives in our shelters adheres to specific...

MAIN SERVICES

housing, help pay for rent, financial support

SERVING

anyone in need, adults, young adults, seniors

0.77 MILES - SANTA ANA

[View All Details](#)



### Salvation Army Hospitality House

Temporary Shelter

OPEN NOW 24 HOURS A DAY

Salvation Army Hospitality House is open at a temporary location. Guests cannot walk onto the shelter property. We operate a shuttle each day from the Civic Center.

MAIN SERVICES

housing, help pay for rent, financial support

SERVING

anyone in need, adults, young adults, seniors

SERVES YOUR LOCAL AREA

[View All Details](#)

## My Lists

Top OC Resources 2020 (1,124 followers) ✕

OC's Best Resources (924 followers) ✕

Calvary Chapel's Top 10 (724 followers) ✕

Housing Resources List (524 followers) ✕

Financial Support List (224 followers) ✕

# Admin Dashboard

## Admin Dashboard

### Resource Listing



#### Orange County Housing Authority

Rental Assistance



OPEN NOW 8:30AM - 5:30PM

The Santa Ana Housing Authority operates under federal grants received from the Department of Housing and Urban Development to provide rental subsidies to low-income families.



MAIN SERVICES housing, help pay for rent, financial support



SERVING anyone in need, adults, young adults, seniors



0.47 MILES - SANTA ANA

VIRTUAL VISITS AVAILABLE

Edit Details

### Service Requests

Requests  
Sent

7

Requests  
Received

3

Requests  
Completed

15

View Services Requests



# Service Requests

## Orange County Housing Authority

### Service Requests



John Doe  
Orange County Housing Authority

10/01/2020  
Request Status: **Received**

Update



Susan Smith  
Orange County Housing Authority

09/28/2020  
Request Status: **In Process**

Update



Kelly Clark  
Orange County Housing Authority

09/27/2020  
Request Status: **Completed**

Update



Kelly Clark  
Orange County Housing Authority

09/26/2020  
Request Status: **Declined**

Update



John Doe  
Orange County Housing Authority

09/29/2020  
Request Status: **Received**

Update



Susan Smith  
Orange County Housing Authority

09/28/2020  
Request Status: **In Process**

Update



Kelly Clark  
Orange County Housing Authority

09/27/2020  
Request Status: **Completed**

Update



Kelly Clark  
Orange County Housing Authority

09/26/2020  
Request Status: **Declined**

Update



John Doe  
Orange County Housing Authority

09/26/2020  
Request Status: **Received**

Update



Susan Smith  
Orange County Housing Authority

09/26/2020  
Request Status: **In Process**

Update



1 - 10 of 25




# Project Website Draft



Project Home Page




Process Page



[Project](#)
[Partners](#)
[Journey](#)
[Get Involved](#)

## Our Partners

No single individual or entity can fully address the myriad of behavioral and mental health issues of Orange County stakeholders alone. Many voices must be involved in crafting solutions—especially 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.



<b>Boat People SOS</b> <a href="http://bpssos.org">bpssos.org</a>	<b>NAMI OC</b> <a href="http://namioc.org">namioc.org</a>
<b>CalOptima</b> <a href="http://caloptima.org">caloptima.org</a>	<b>National Alliance on Mental Illness</b> <a href="http://nami.org">nami.org</a>
<b>Church of Southland</b> <a href="http://churchofsouthland.com">churchofsouthland.com</a>	<b>OC Asian and Pacific Islander Community Alliance</b> <a href="http://ocapics.org">ocapics.org</a>
<b>Coalition of Orange County Community Health Centers</b> <a href="http://cocchc.org">cocchc.org</a>	<b>OC Interfaith Council</b> <a href="http://ocinterfaith.org">ocinterfaith.org</a>
<b>Council on Aging</b> <a href="http://coasac.org">coasac.org</a>	<b>OC Multi-Ethnic Collaborative of Community Agencies</b> <a href="http://ocmeca.org">ocmeca.org</a>
<b>Crisis Assessment Team</b> <a href="http://ochealthinfo.com/bhsc/about/soahh/catpert">ochealthinfo.com/bhsc/about/soahh/catpert</a>	<b>OC Social Service Agency</b> <a href="http://ssa.ocgov.com">ssa.ocgov.com</a>
<b>First 5 Orange County</b> <a href="http://occhildrenandfamilies.com">occhildrenandfamilies.com</a>	<b>OC Steering Committee</b> <a href="http://ochealthinfo.com/bhsc/about/pil/mhsc/steering">ochealthinfo.com/bhsc/about/pil/mhsc/steering</a>
<b>Health Care for Homeless Veterans</b> <a href="http://orangecountyva.gov">orangecountyva.gov</a>	<b>OC Wellness Center Central</b> <a href="http://wellnesscentersoc.com">wellnesscentersoc.com</a>

Partner Page



[Project](#)
[Partners](#)
[Journey](#)
[Get Involved](#)

SPOTLIGHT

Sept 10, 2020

## What Impacts Health And Wellness In Orange County?



[Twitter](#)
[Facebook](#)
[Instagram](#)

### 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 mental health professionals, program staff, administrators, and community members, identified the following social determinants of health as most commonly affecting their community.



Articles Page

# Next Steps

- 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](mailto:visith@joinchorus.com)

# Thank you!

