



**Homeless Services**  
Department

# Cross-Sector Case Conferencing

# A New & Unique Conferencing Space

- New pilot program developed with Health Share of Oregon
- Dedicated space for cross-system collaboration
- Opportunity to get support addressing Participants' unmet health and care needs
- Currently being offered in Washington, Clackamas, and Multnomah Counties

**What is  
Cross-Sector  
Case  
Conferencing  
(CSCC)?**

## Cross-Sector Case Conferencing Partners

- Health Share of Oregon
- Trillium Health Plan
- Health Systems and providers including CareOregon, Providence, Kaiser, OHSU
- MultCo Health Department Behavioral Health Division
- MultCo Aging, Disability, and Veterans Services
- Multco Homeless Services Department
- The Peer Company (formerly Mental Health Addiction Association of Oregon)
- Central City Concern- Heart Team
- Service Providers who refer households

# Resources We Can Connect Participants To

- Referral to Primary Care Doctor
- Durable Medical Equipment
- Dental Health
- Medication /Medical supplies
- Wound Care
- Dementia Supports
- Higher levels of care guidance
- Chronic Disease Support
- Supports for Daily Living Activities (bathing, toileting, grooming, etc)
- Behavioral/Mental Health Connections
- Peer Support for SUD use/recovery options
- Surgery Support
- Intellectual and Developmental Disabilities Review

# Care Coordination Services

- Single point of contact for CareOregon Regional Care Teams
  - Primary care providers
  - Mental health providers
  - Specialists
  - Pharmacy
  - Social Services (through health plans)
- Develop and implement personalized care plans
- Ensures participants are optimizing health plans and care and receiving tailored solutions

# Case Conferencing – Member Story

- Homeless services provider referred wanting connection to health system, feeling that they didn't have a partner to help a participant with dialysis challenges and a potential higher level of care need
- Discovered that the member had been assigned a nurse care manager through their health plan, who couldn't reach the member because of a change in cell phone number.
- Also discovered that the member was assigned an Aging and Disabilities worker who could increase the level of care
- Left the cross-sector case conference with a team and a plan

# Who is Eligible?

Open to Homeless Services Department  
Contracted Providers within the entire  
homeless services care continuum including:

- Youth, Family, and Adult systems,  
Permanent Supportive Housing, Rapid  
Rehousing, Shelter, Outreach, CoC  
Programs, RLRA, etc
- If you are working with a participant  
with unmet healthcare needs, you can  
refer them in!



# How to access CSCC



- [Visit Homeless Service Department CSCC web page](#) and access "case management tools" for the referral, ROIs, etc



- Meet with participant to discuss (CSCC), their goals for engaging in the process, and sign ROI(s) with participant



- Service provider submits referral and uploads the ROI into HMIS

## Steps in the Process (continued...)



- HSD staff will reach out about the referral within 3 business days and ask to meet. We will review the referral with you, ensure an ROI has been completed and then schedule you for an upcoming CSCC session



- Service provider who submitted the referral attends a Case Conferencing session to discuss the participant's goals and needs

*(Note\* HSD staff will provide note taking during CSCC sessions to capture suggestions and recommendations. )*

# How often is CSCC Available?

## Case Conferencing Sessions:

- Every 2nd and 4th Wednesday
- 11:00 am to 12:30 pm
- Virtual Google Meeting Atmosphere



# What Are Working On Next....?

- Centralized space to provide feedback, recommendations, and discuss systems improvements
- Convene system leaders to hear directly from providers
- Discuss racial equity, and review equitable approaches to service delivery/care coordination.
- Review data together, CSCC communication after meetings for care planning, and workflow
- Rotation of providers and service categories



CSCC  
Leadership  
Table

**Interested? Email [Jenny.Greenberg@multco.us](mailto:Jenny.Greenberg@multco.us)**



## Homeless Services Department

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### Visit Our Website:

- ★ [HSD Cross Sector Case Conferencing Web Page](#)

### Contact Info:

[Jenny.Greenberg@multco.us](mailto:Jenny.Greenberg@multco.us) and  
[PetersonA@healthshareoregon.org](mailto:PetersonA@healthshareoregon.org)

Case Management Tools Can be found on web page including:

- Referral Form
- ROIs
- Project Info/Updates
- Participant Form



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## Questions?

Yoni from NWPP will facilitate a question and answer session with the audience