CHART - Chronic-Utilizer Alternative Response Team

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Problem Statement:  High utilizers of the law enforcement, jail, courts, emergency departments, emergency medical services, and social services, have many overlapping issues that result in repeated, expensive and avoidable contacts with these entities, increasing system wide expenses and resources.  Goal: A coordinated community response that decreases the associated system costs and meets client needs. | | | | |
| Resources/Inputs  Police, EMS, hospital leadership  Case management staff  Relationships with agencies, community partners and faith communities  Meeting space  Client screening criteria  Data processing, tracking, assessing and maintenance  Financial resources  Target populations | Activities  Share data to identify cross-system users  Responsive team outreach and engagement  Regular, scheduled meetings with core and leadership teams  Continue building and maintaining community relationships  Screen clients for readiness and abilities  Regular face to face contact with eligible clients in the field and office settings  Provide ongoing interventions to motivate clients and lead them to improve key life domains (to include treatment)  Documentation kept up to date, tracked and communicated to response team | Outputs  # of clients eligible and # volunteered/selected to participate  Measure of service engagement:   * number of times met with each client * number of hours spent * number of assessments completed (ex. SUDS, Housing)   # of organizations participating as part of “regular” team  # of meetings held throughout evaluation period | Outcomes  Improved health and wellness of targeted populations  Fewer underlying social and health needs  Clients gained skills and motivation necessary for higher functioning  Established collaborative relationships throughout community  Improved housing stability  Reduced costs | Evaluation  Impact reviews at established intervals (12, 18, 24 months):   * Arrests and jail days * ED visits * EMS contacts/transports   Use of primary care  Housing status  Identified what has and has not worked throughout program  Case studies: client stories and other qualitative data |