Familiar Faces Program

Board of Commissioners Health and Human Services Committee Update

November 3, 2023

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Board Goal

CHV 2.3:

Leverage data-sharing through medical, health, and human services organizations to implement the Familiar Faces program.

Agenda

- **Pilot Project Overview**
- **Technology Selection**
- **Care Coordination**
- **Next Steps**

Project Overview

- In late 2022, Wake County engaged a consultant to review governance and readiness and prepare requirements for RFP for tool to support Familiar Faces program

- Established parameters for project approach, resource needs, and pilot project scope

- County committed to provide leadership and committed funding for the pilot; community partners committed to staying engaged, shaping content and where appropriate, participating in pilot

STRUCTURE

Build on the program foundation

- Establish a dedicated, **full-time program team** with a **program driver**

- Create a small **governing body** (5-7) with decision-making authority

- Develop an **action-oriented approach**, **roadmap** and detailed project plan

APPROACH TO WORK

Adopt strategies to get the work done

- Adopt a **"bias toward action" mindset**; try things out and be willing to fail

- Take an **agile approach** to tasks; break work into smaller tasks and prioritize

- **Initiate a pilot project** and grow incrementally

- Engage **end users** to inform

SUSTAINABILITY

Set the program up for long-term success

- Secure **long-term ownership**

- **Define a long-term funding** strategy; secure funding

- Define **outcome measures** that motivate funding entities

- Develop communication materials that **tell a strong story** of the program's purpose and value

NewSouth TECHNOLOGIES

The Familiar Faces Pilot

Why a Pilot?

A pilot enables the program to try something on a scale that aligns with given resources and budget, **LEARN FROM IT** and use the findings to determine next steps for the program
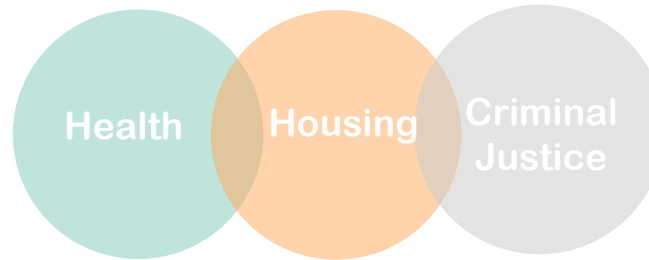
Vision

Pilot

Learn, Iterate and Grow over Time
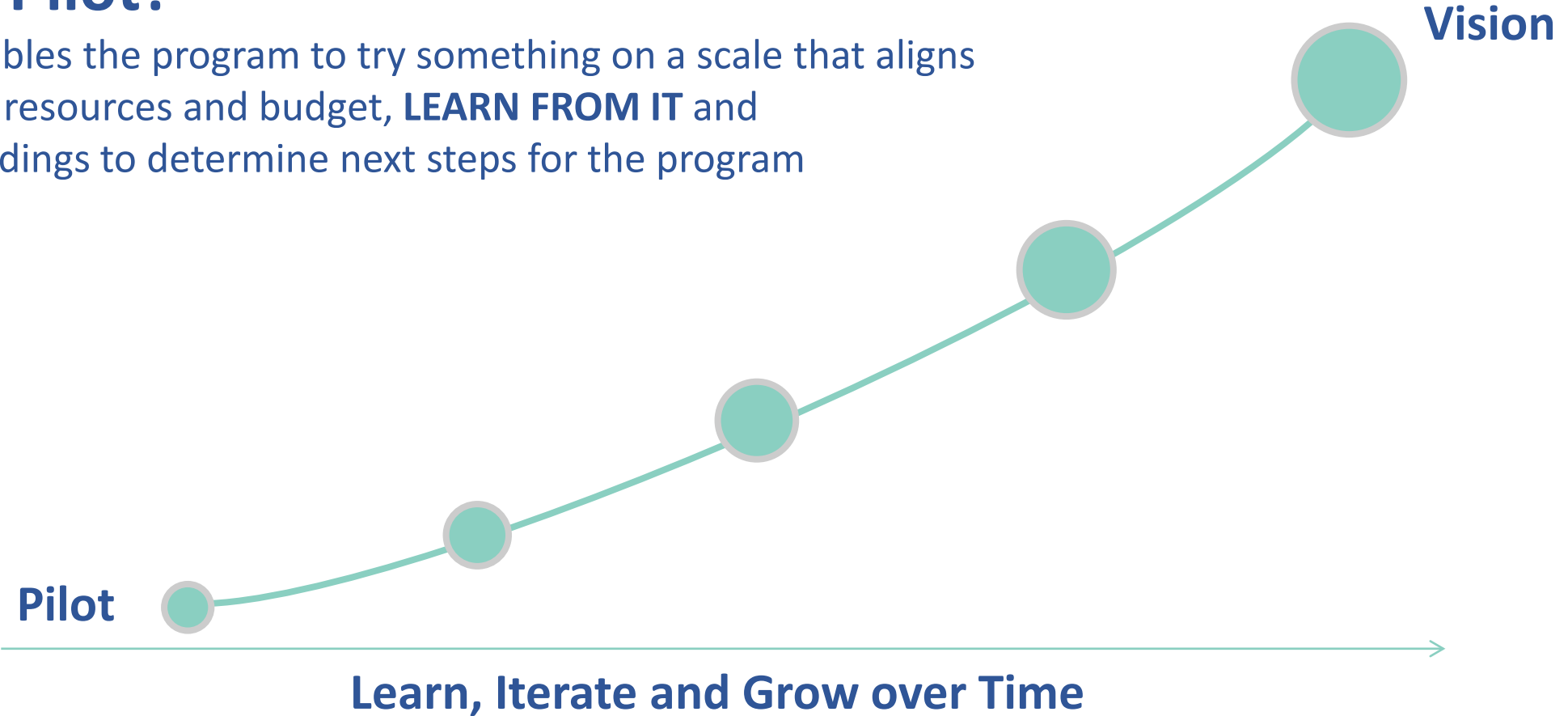
Pilot Focus

Target Population

- "Familiar Faces" are high-utilizers of a partner's service **as defined by the partner organization**

- Have provided consent to share their information

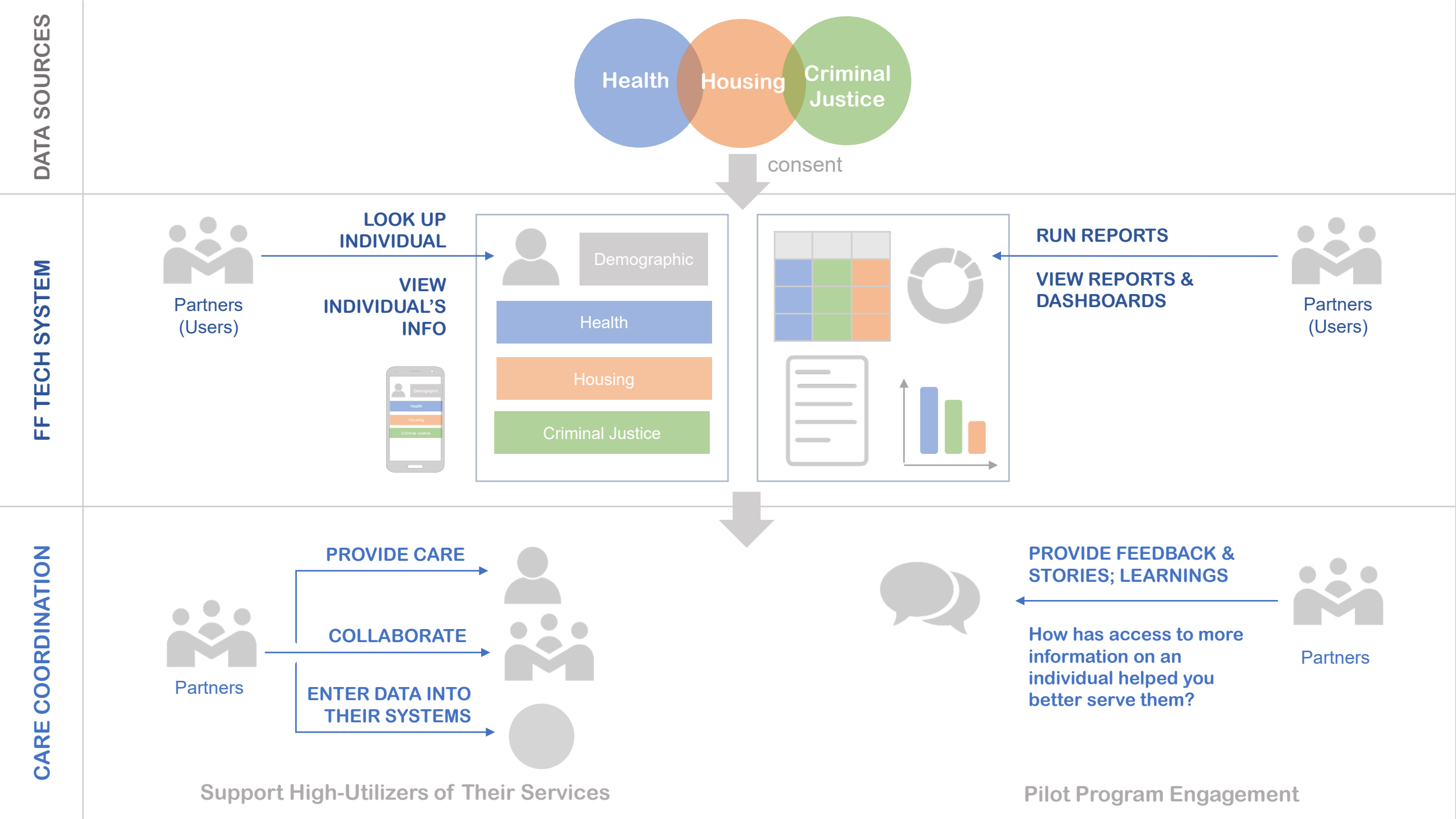- Primarily based / getting services in Wake County

3 Data Sources

- Pursuing data sharing agreements

  - **Health**
  - **Housing**
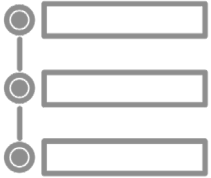 - **Criminal Justice**

6 Partners

- WakeMed, UNC Health, SouthLight, Triangle Family Services, Wake EMS, Wake Housing

- Use the system and provide feedback

- Select their high-utilizers based on their own criteria and share that criteria to foster transparency

- Are responsible for managing care of identified individuals

DATA SOURCES

Health | Housing | Criminal Justice

consent

FF TECH SYSTEM

Partners (Users)

LOOK UP INDIVIDUAL

VIEW INDIVIDUAL'S INFO

Demographic

Health

Housing

Criminal Justice

RUN REPORTS

VIEW REPORTS & DASHBOARDS

Partners (Users)

CARE COORDINATION

Partners

PROVIDE CARE

COLLABORATE

ENTER DATA INTO THEIR SYSTEMS

PROVIDE FEEDBACK & STORIES; LEARNINGS

How has access to more information on an individual helped you better serve them?

Partners

Support High-Utilizers of Their Services

Pilot Program Engagement

What We'd Like to Learn

Familiar Faces	• Willingness of FF individuals to share data • Impact to the well-being of high-utilizers (i.e. reduced usage of safety-net crisis services) • Population's greatest needs, biggest barriers
Community	• System usage and adoption - what is used, how often, in what situations • Effectiveness of data-sharing in helping front-line resources and community partners support high-utilizers • Willingness to share data and commit to making this work
Program	• Priority capabilities to consider for next phase • What's needed to operate and expand the program • Discovery of gaps, problem and improvement areas to drive actionable next steps

Key Accomplishments

- **Completed requirement sessions and review**
  - 51 User Stories
- **Completed non-functional requirement sessions and review**
  - 92 Requirements
- **Financial Assessment submitted and approved**
- **Hired Familiar Faces Program Manager and IS Project Manager**
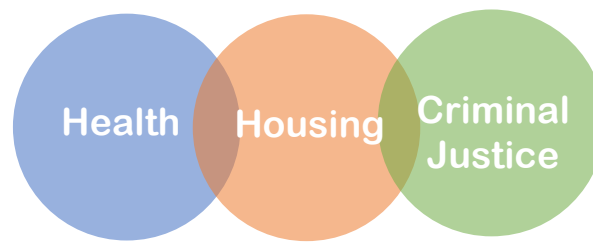- **RFP posted October 31, 2023**

WAKE COUNTY

Familiar Faces Program/Technology Project Phases

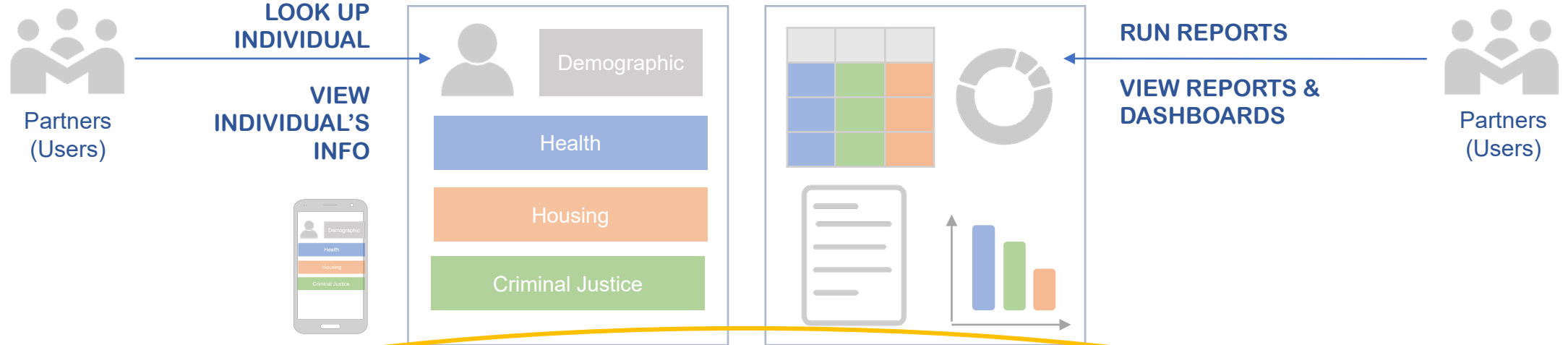| Phase 1	Phase 2 ⭐	Phase 3
Assessment – Procurement Planning	Procurement	Implementation
COMPLETE	AUGUST 2023 - MARCH 2024	*Tentative* APRIL 2024 -

Phase 1
- Governance and Readiness Assessment
- National Survey
- Financial Assessment
- Program Structure / Governance
 Pilot Scope Definition
- Requirements and User Stories
- RFP Draft
- Program Manager, Project Manager Hired

Phase 2
- RFP Issued
- Vendor Evaluation, Selection, Contract
- Data Sharing Agreements Obtained
- Care Coordination Process Defined
- Pilot Partner Engagement

Phase 3
- Technology Implementation (pending data sharing agreements)
- Vendor Oversight
- Program Process Implementation
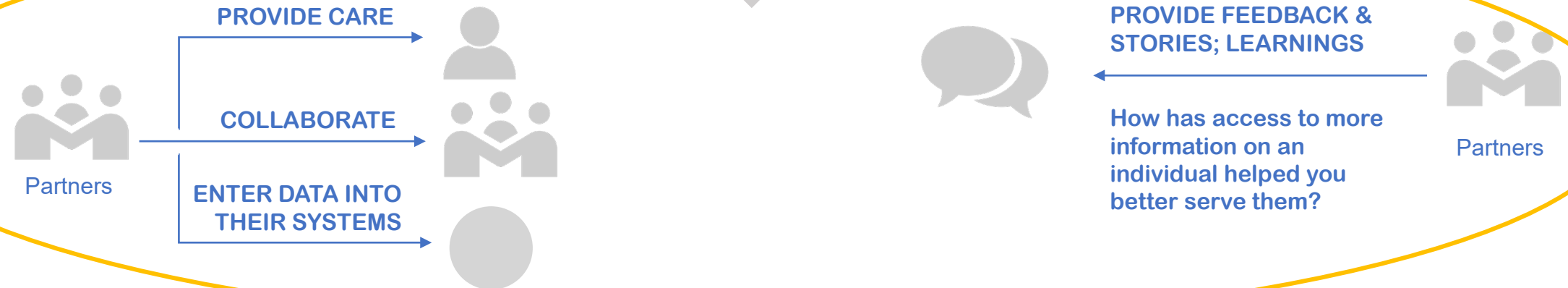- Pilot Partner Engagement

WAKE COUNTY

DATA SOURCES

Health
Housing
Criminal Justice

consent

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Partners (Users)

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Partners

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Pilot Program Engagement

Care Coordination

- **Care Coordination - deliberately organizing care activities and sharing info among all providers**
  - Goal: Meet FF's needs and preferences in the delivery of high-quality care
- **Representatives will convene to design system-wide Care Coordination in a series of interactive work sessions to determine care coordination process - including metrics, workflows, and procedures**

Next Steps

- **Complete Data Sharing Agreements**
- **Complete Memorandums of Understanding (MOUs) with pilot partners**
- **Complete vendor selection process**
- **Conduct Care Coordination Work Sessions**
- **Define outcomes measures to demonstrate program impact**