
STATEMENT OF WORK

1. PURPOSE STATEMENT

The purpose of this Contract is to create a multi-agency, cross-system program to intervene in the lives of people (“familiar faces”) who have frequent contact with law enforcement and emergency response systems and have histories of frequent hospitalization (including at state hospitals) and emergency department use. Whatcom County will implement a cross-system care plan on behalf of the persons accepted into the GRACE (Ground-level Response and Coordinated Engagement) program.

2. STATEMENT OF WORK – GRACE PROGRAM

Organizational Structure

GRACE will deliver targeted care coordination services in a “hub and spoke” model. The GRACE project will form the “hub” of a network of “spoke” agency partners in the community which will collaborate to engage people referred to it and develop multi-agency care plans and processes.

Program Services

The County will work with Sea Mar Community Health Services. Sea Mar will hire a Program Manager and four (4) full-time Care Coordinators.

Program Activities

- a. Screen and Assess or arrange for assessments of behavioral health, healthcare, homelessness, and other client needs.
- b. Ensure warm hand-offs and smooth transitions for eligible clients.
- c. Maintain engagement and care coordination efforts with GRACE Program clients (and candidates for service) despite rejections of help.
- d. Arrange transportation for or provide transportation to medical appointments, with the ability to go on site to homes or community locations.
- e. Ensure and promote consistent and effective communication among multiple, diverse stakeholders.
- f. Work with partner agencies to create new strategies where existing process and policies are inflexible.
- g. Design and implement policies to utilize motivational incentives as a tool of engagement.

Outcomes and Metrics

Multiple data points will be tracked in an effort to determine the program system’s effectiveness at improving short and long-term outcomes. We have received a Data Across Systems of Health (DASH) Grant to convene an information systems committee representing all sectors participating in GRACE. That committee will develop consensus on a data set and system functionally for supporting the work of the GRACE project, select an application as the GRACE information system and client registry, and develop a plan for information sharing among systems through interoperability protocols. Legal and technical consultants will be engaged for this work, which began in May of 2018.

Implementation Plan

Sea Mar will transition clients of the current program for “high utilizers” of Emergency Medical Services into a more comprehensive care coordination program.