



Frequently Asked Questions (FAQs) – edition 2

Where can I find key CPP documents and training refreshers?

We have developed a Care Plus Program website for internal County users. It is password protected, please do not pass the logon information to anyone outside of County.

Please visit (username: CPP, password: CPP2021):

https://www.ochealthinfo.com/occ/care_plus_program_internal/

This site will be updated regularly with all the program documentation and it currently contains: SOCDIS training slides, the CPP governance charter and plan, template authorization form (to obtain client consent).

Training Compliance reminder - OCIT CPP AB210 campaign January 2021

There is compliance training and informational material acknowledgement required by all SOCDIS users. We already completed December's campaign which covered Criminal Justice information, HIPAA and password security. You should have received and completed January's campaign which consisted of just 3 modules to acknowledge by January 15:

- CPP Information Privacy and Security Policy
- CPP Confidentially Agreement
- Informational overview slides of the CPP Program titled "AB – 210"

We thank you for giving this your attention.

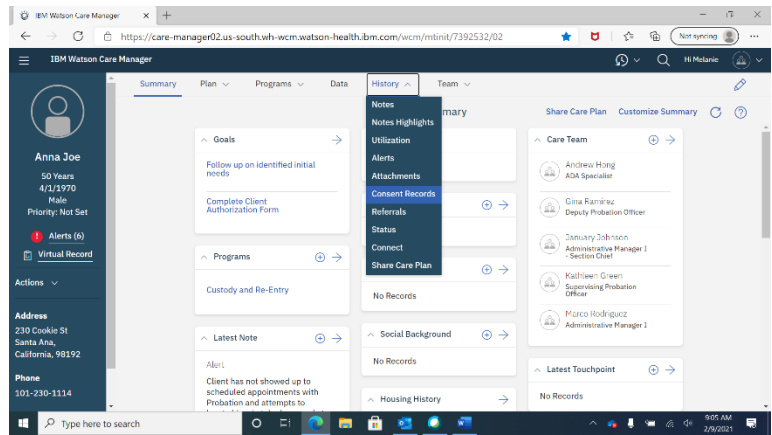
How do I obtain authorization for a client who may benefit from the CPP approach?

Before clients can benefit from the Care Plus Program, we need to obtain their authorization. This authorization covers use of data and data sharing across participating Care Plus Program agencies (homelessness / housing, behavioral health, social services, health and corrections). This information sharing is only for the purpose of care coordination and in effectively meeting the needs of that client.

Client authorization can be recorded directly in to Simpligov and a paper authorization form is also available. Please visit the CPP internal website at the link provided above to print a copy.



Any paper authorizations need to be both recorded electronically in Simpligov and uploaded to Watson Care Manager (within the clients profile). This can be accessed via the clients' summary page, under 'history', select consent records:



Authorization – Simpligov*:

<https://ochca.prod.simpligov.com/prod/portal/login.aspx>

**Please note that the maximum number of enter attempts with the incorrect password is 5 attempts. After the 5th attempt the system will lock the user's profile. Once a user's profile is locked, they will not be able to login to SimpliGov themselves at all. Please reach out to the County Super Admin user at careplusprogram@ochhca.com to unlock your profile.*

Care coordination, Virtual Client Record and uploading paper authorizations - Watson Care Manager: [Watson Care Manager \(PROD\) – Care Manager Portal](#)

What is Intense Care Coordination (ICC) and which clients may be eligible?

ICC is when members of the Multi-Disciplinary Team (MDT) from across each agency, meet in person to discuss and expedite services for a cohort of clients who are considered 'high utilizers'. These can be defined as clients who touch more than 3 County source systems at the same time and meet ICC criteria.

The ICC criteria includes:

- Jail incarceration 4 times in the last year.
- Chronic homelessness (as defined).
- Utilizing Behavioral Health crisis services.
- Multiple interactions with Homeless Liaison Officers.
- In receipt of temporary/ permanent homeless assistance benefits.

MDT meetings will be held regularly, up to twice a month.

Please post further questions to careplusprogram@ochca.com and we will feature them in the next FAQ issue!