

## CalAIM Survey Strategy

### Goals:

- To obtain feedback from stakeholders to inform CalOptima's proposed selection/prioritization for implementation of new DHCS-identified ILOS
- To identify and obtain data from stakeholders who provide ILOS or ILOS-like services to support business case development

### Communication Resources and Tactics

- Leverage existing CalOptima communications vehicles to quickly distribute survey
  - Community announcements
  - Emails (community collaboratives, advisory committees, elected offices, associations) – see table below
  - Health network/provider communications

- **Key Activities**

#### CalOptima Survey

- Mid-May: Survey sent to CalOptima stakeholders following May 14 Stakeholder event
  - Target stakeholders: Community-based organizations (CBOs), health care providers and key associations
  - Health networks have already been surveyed, but we will request that they share the survey with their providers
  - Due: May 31
- Survey content
  - Survey tool asks respondents to:
    - Prioritize DHCS-identified ILOS (high, medium, low; no more than four of each)
    - Identify whether they are a provider for each ILOS type
    - Offer basic data (e.g., years of service delivery, and number of individuals and members served)
    - Provide a contact for utilization, outcomes and cost information for business case development
  - Note: CalOptima's survey language leverages a DHCS survey seeking similar information
- Survey design
  - Communications to inform format (e.g., Survey Monkey or another format)
    - Single tool
    - Sorting, filtering and counting responses (prioritization, ILOS type, provider) to assist analysis

#### DHCS Survey - Completed

- ASAP in April: Send DHCS survey seeking information on local needs/priorities and detailed provider information (e.g., pricing)
  - Enclose copy of DHCS tools, as not currently posted on DHCS CalAIM webpage. RAC provided copies of DHCS CalAIM ILOS Survey to Support Pricing Guidance survey tool and Supplemental CalAIM ILOS Response Template (RAC has confirmed this is acceptable)
- Target Stakeholders: CBOs and others on ad hoc basis (e.g., WPC liaison, OC Housing Collaborative)

- Limited distribution to avoid survey fatigue
- DHCS Due 5/3
  - Ask responders to send copy to us to consider in developing our local strategy (to BI email box)

### Analyze Responses

- Incorporate feedback from health network survey previously conducted
- Incorporate DHCS submissions if received
  - Crosswalk to CalOptima survey responders to mitigate duplication
- Identify local priorities for future ILOS development
- Record ILOS-specific providers
  - Responses (themes, numbers served, etc.)
  - Follow up with additional data contacts to obtain information (e.g., utilization, outcomes, costs)

### Future Outreach

- Add all responders to future CalAIM stakeholder list(s)
- Follow up with identified providers for additional information that may inform business case development
- Develop list of ILOS-specific provider for RFPs and/or contracting opportunities

Target Stakeholders		
CalOptima Governance	<ul style="list-style-type: none"> <li>● Board Advisory Committees</li> </ul>	
Community-Based Organizations	<ul style="list-style-type: none"> <li>● Community Announcement</li> </ul>	<ul style="list-style-type: none"> <li>● Target CBOs (known to provide services or otherwise interested)</li> </ul>
Homeless Services Providers	<ul style="list-style-type: none"> <li>● HHI Contacts</li> <li>● Kennedy Commission</li> <li>● OC Housing Collaborative</li> </ul>	<ul style="list-style-type: none"> <li>● Whole-Person Care Collaborative</li> <li>● United to End Homelessness</li> </ul>
Collaboratives/Community Meetings	<ul style="list-style-type: none"> <li>● CR, SD, BHI contacts</li> </ul>	<ul style="list-style-type: none"> <li>● Others?</li> </ul>
County/Cities	<ul style="list-style-type: none"> <li>● OC Community Resources (includes Office on Aging, Veterans Services, OC Housing and Community Development)</li> <li>● OC Coordinated Entry</li> </ul>	<ul style="list-style-type: none"> <li>● OC Dept. of Education</li> <li>● OC Health Care Agency</li> <li>● School Districts</li> <li>● Social Services Agency</li> </ul>
Providers/Associations	<ul style="list-style-type: none"> <li>● Hospital Association of Southern California (HASC)</li> <li>● California Association of Health Facilities (CAHF)</li> <li>● Coalition of OC Community Health Centers</li> </ul>	<ul style="list-style-type: none"> <li>● Orange County Medical Association</li> <li>● Providers</li> <li>● Health Networks* (FYI and to distribute to their providers and community stakeholders)</li> </ul>
General	<ul style="list-style-type: none"> <li>● Website (CalAIM page)</li> </ul>	<ul style="list-style-type: none"> <li>● Stakeholder Event registrants/attendees</li> </ul>

\*Health networks previously surveyed by Business Integration

Internal Departments		
CalOptima Liaisons	<ul style="list-style-type: none"> <li>• Advisory Committees–Cheryl Simmons</li> <li>• Communications–Janis Rizzuto</li> <li>• OCHCA–Rachel Selleck</li> <li>• HHI Stakeholders – Debra Kegel</li> <li>• Providers–Jennifer Bamberg</li> <li>• Stakeholder Event registrants/ attendees</li> </ul>	<ul style="list-style-type: none"> <li>• Provider Associations–Michelle Laughlin</li> <li>• CBOs–Tiffany Kaaiakamanu (via 5/25 Community Announcement), Claudia Magee, Debra Kegel, Edwin Poon</li> <li>• Health Networks–Liz Le (see note above)</li> </ul>