CHART - Chronic-Utilizer Alternative Response Team

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| 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/InputsPolice, EMS, hospital leadershipCase management staffRelationships with agencies, community partners and faith communitiesMeeting spaceClient screening criteriaData processing, tracking, assessing and maintenanceFinancial resourcesTarget populations | ActivitiesShare data to identify cross-system usersResponsive team outreach and engagementRegular, scheduled meetings with core and leadership teamsContinue building and maintaining community relationshipsScreen clients for readiness and abilitiesRegular face to face contact with eligible clients in the field and office settingsProvide 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 participateMeasure 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 populationsFewer underlying social and health needsClients gained skills and motivation necessary for higher functioningEstablished collaborative relationships throughout communityImproved housing stabilityReduced costs | EvaluationImpact 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 programCase studies: client stories and other qualitative data |