A Community Portal for Social Services

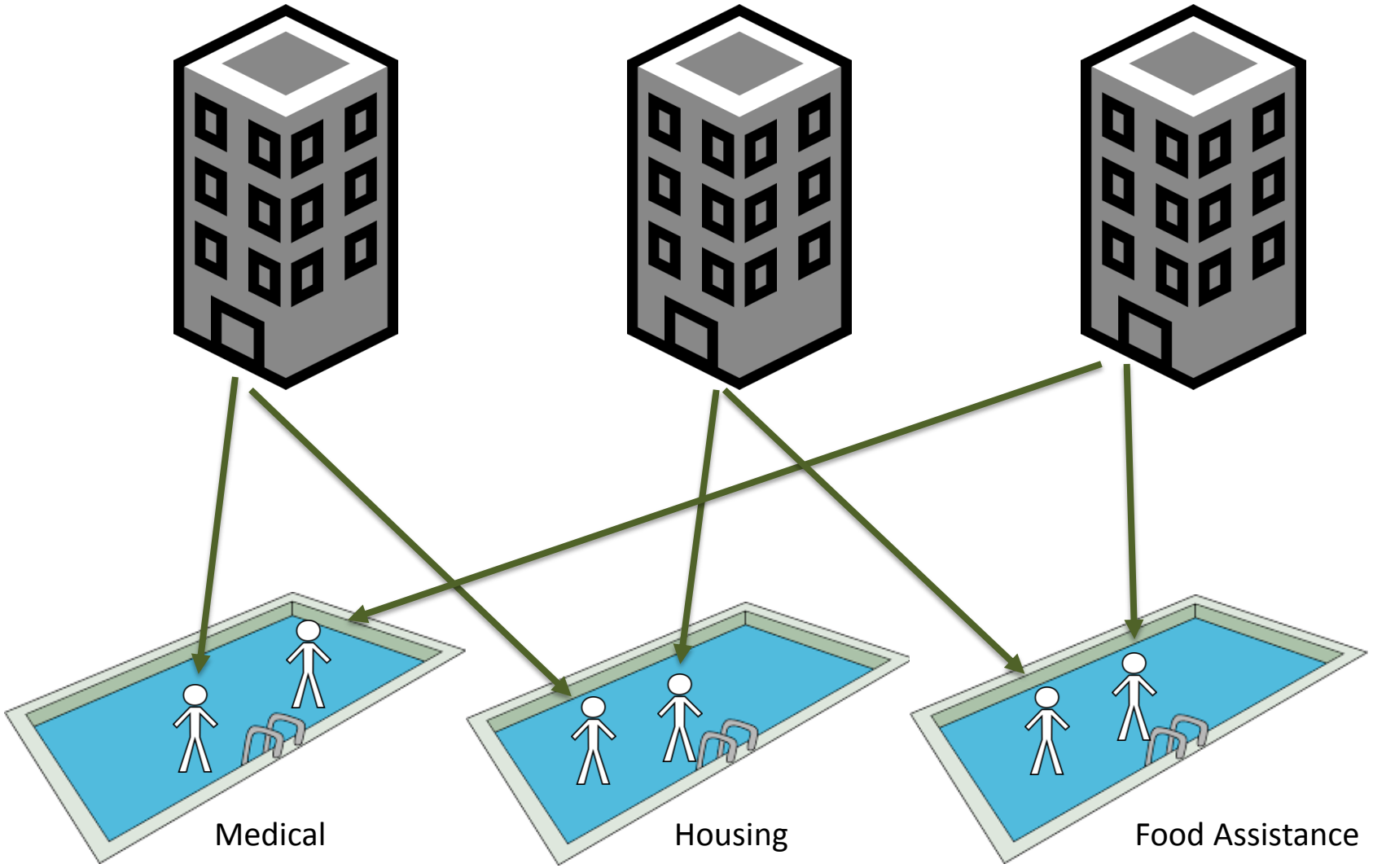
An electronic referral system developed in 2013 to connect community-based clinics and health centers, hospitals, surgery centers and nonprofit CBOs.

- Funded by…
  - United Healthcare
  - Kaiser Permanente
  - St Joseph Health System
  - Orange County Community Foundation
  - Lestonnac Free Clinic
  - AXEIUM EHR

The concept…

- Enable health care centers to refer patients beyond the scope of medical care, i.e., to manage **Upstream Health**
- Connect health care providers with social service non-profit organizations
- Expand upon the consumption of underutilized services through collaborative efficiency
- Member organizations are able to access a “queue” of referred eligible individuals in need of the assistance they provide
- Services currently in the system:
  - Legal Aid
  - Food
  - Shelter
  - Domestic Violence
  - Health insurance enrollment

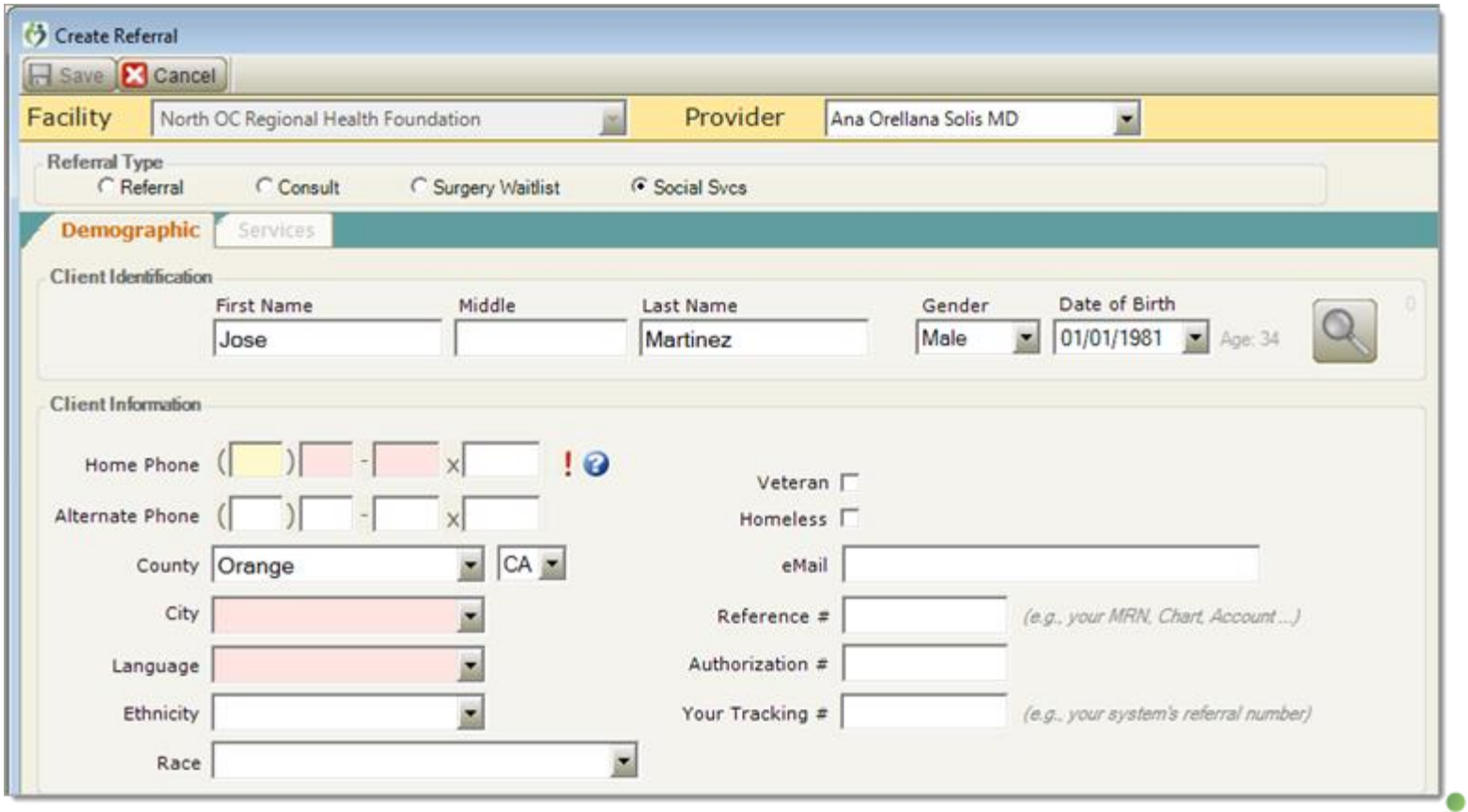
Organizations Creating Referrals



referrals put clients into the queue

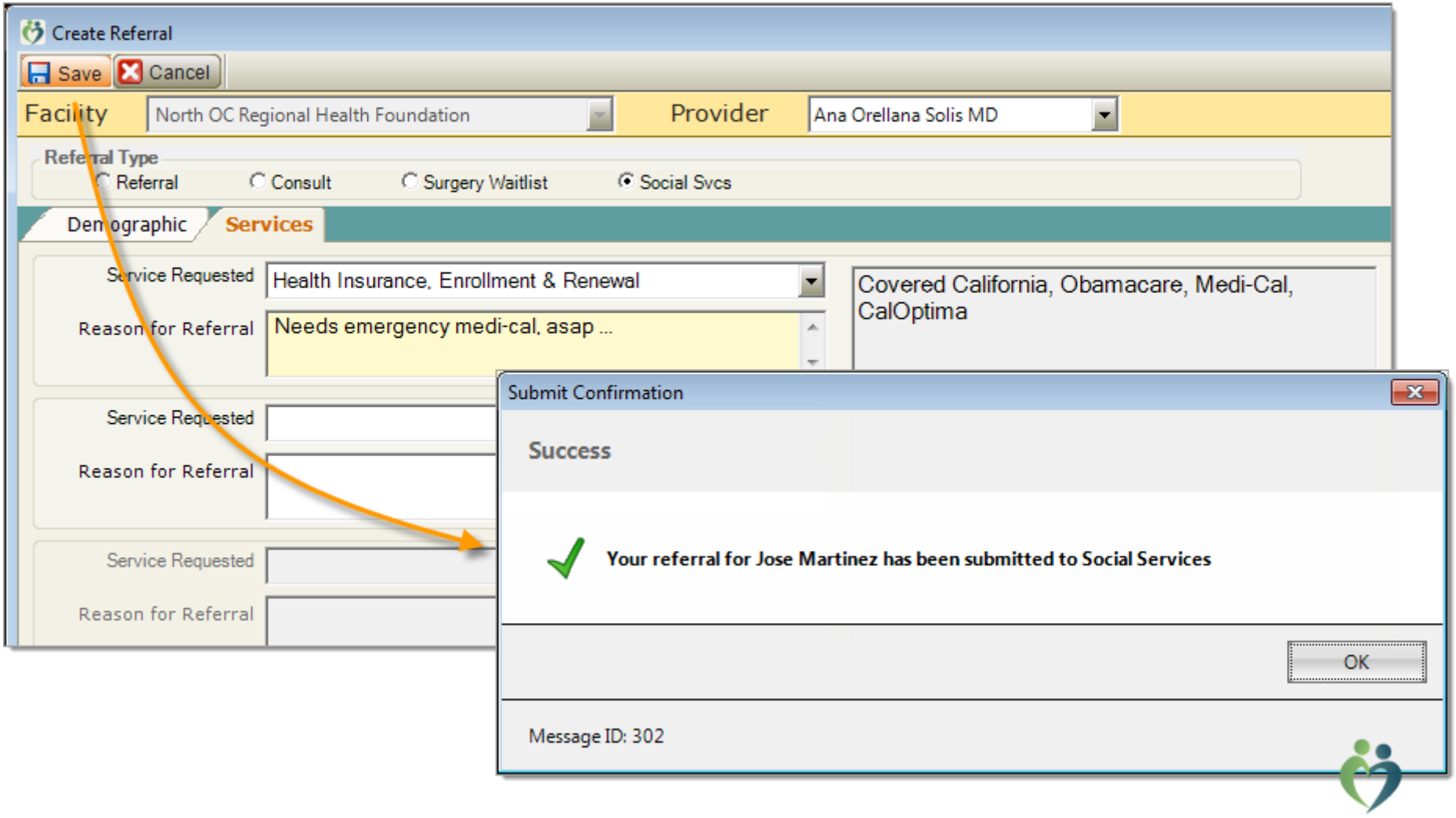
Step 1 – ENTER CLIENT INFO

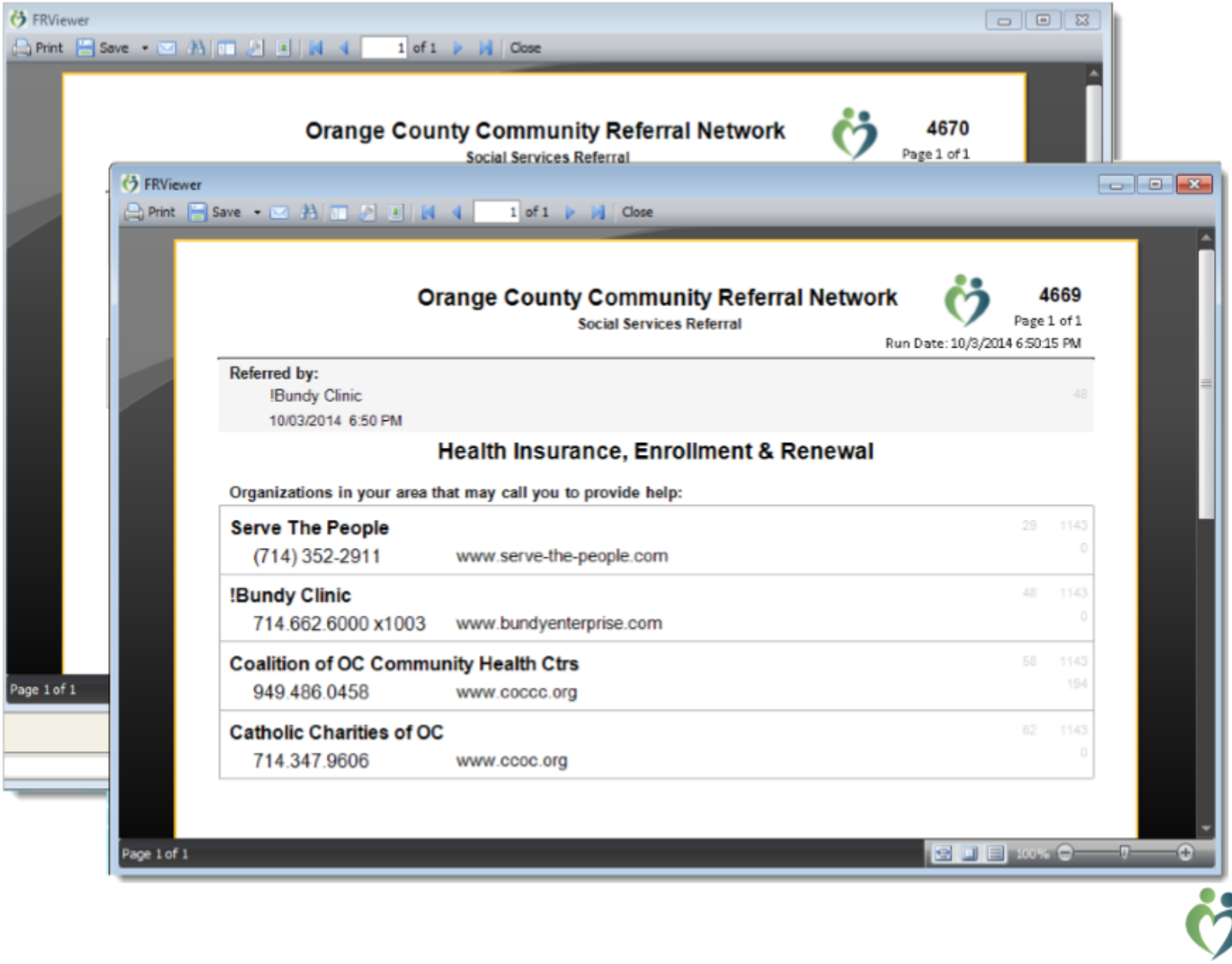
- only about 60 seconds …
- just name, gender, dob, phone, and some demographics



Step 2 – ADD SERVICES NEEDED

- up to 5 services can be added at the same time




FRViewer
Print
Save
1 of 1
Close
Orange County Community Referral Network
Social Services Referral
4670
Page 1 of 1
Page 1 of 1
FRViewer
Print
Save
1 of 1
Close
Orange County Community Referral Network
Social Services Referral
4669
Page 1 of 1
Run Date: 10/3/2014 6:50:15 PM
Referred by:
!Bundy Clinic
10/03/2014 6:50 PM
Health Insurance, Enrollment & Renewal
Organizations in your area that may call you to provide help:
Serve The People
(714) 352-2911
www.serve-the-people.com
!Bundy Clinic
714.662.6000 x1003
www.bundyenterprise.com
Coalition of OC Community Health Ctrs
949.486.0458
www.coccc.org
Catholic Charities of OC
714.347.9606
www.ccoc.org
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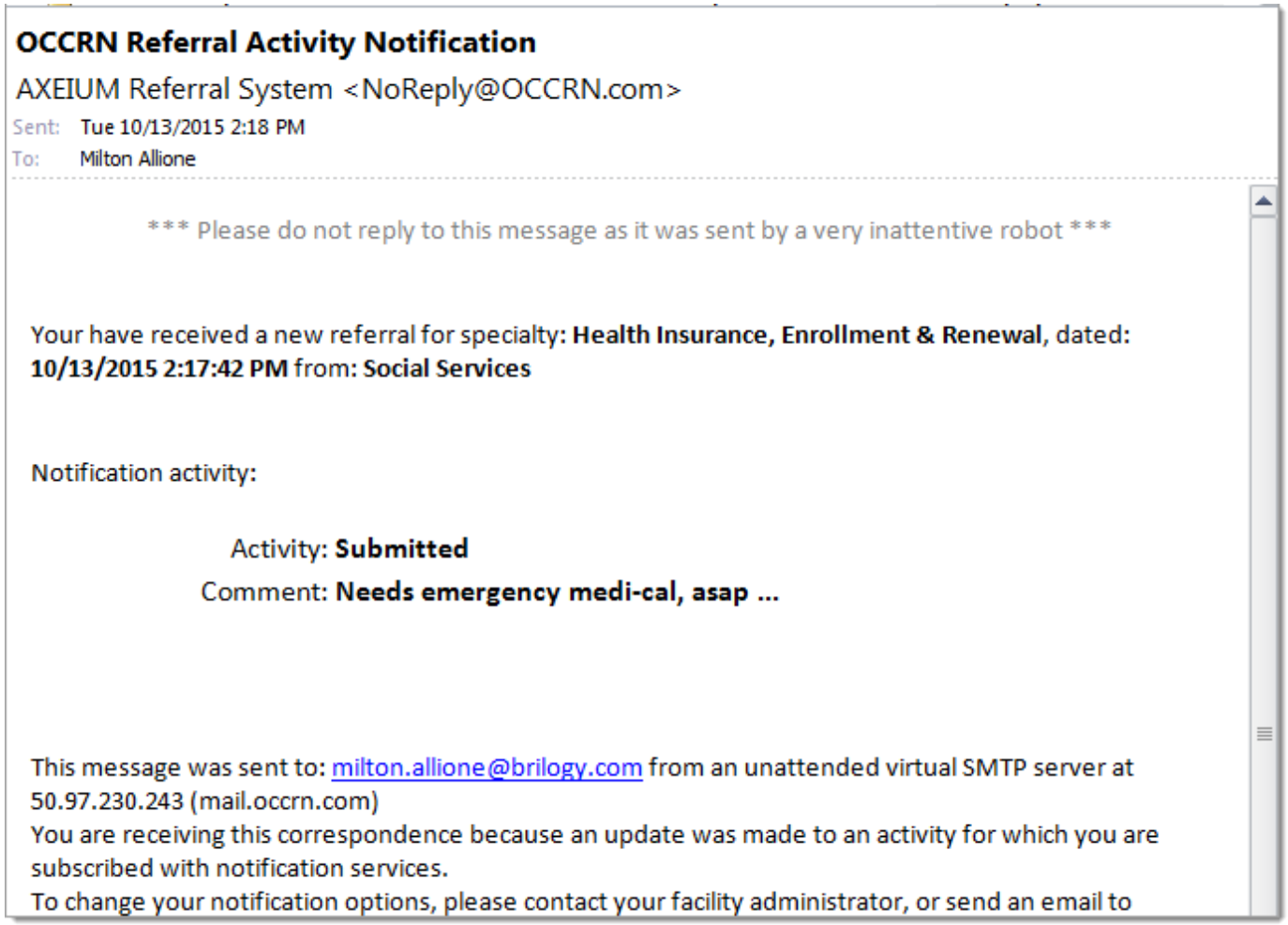
100%

each CBO that matches the need receives notification of the new referral by email



OCCRN Referral Activity Notification

AXEIUM Referral System <NoReply@OCCRN.com>

Sent: Tue 10/13/2015 2:18 PM

To: Milton Allione

*** Please do not reply to this message as it was sent by a very inattentive robot ***

Your have received a new referral for specialty: **Health Insurance, Enrollment & Renewal**, dated: **10/13/2015 2:17:42 PM** from: **Social Services**

Notification activity:

Activity: **Submitted**

Comment: **Needs emergency medi-cal, asap ...**

This message was sent to: milton.allione@brilogy.com from an unattended virtual SMTP server at 50.97.230.243 (mail.occrn.com)
You are receiving this correspondence because an update was made to an activity for which you are subscribed with notification services.
To change your notification options, please contact your facility administrator, or send an email to

Referral Queue

Lifeguard
(case manager)

Medical

Food

Housing

Take Ownership

Return Ownership

Clinic

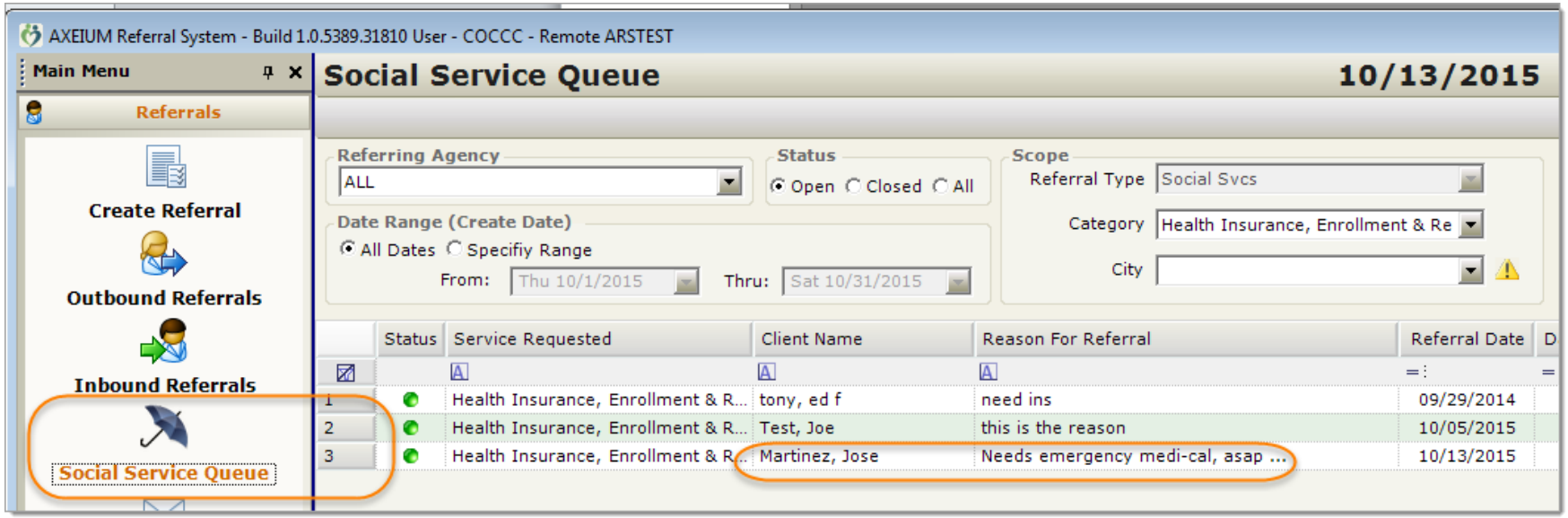
Housing Shelter 1

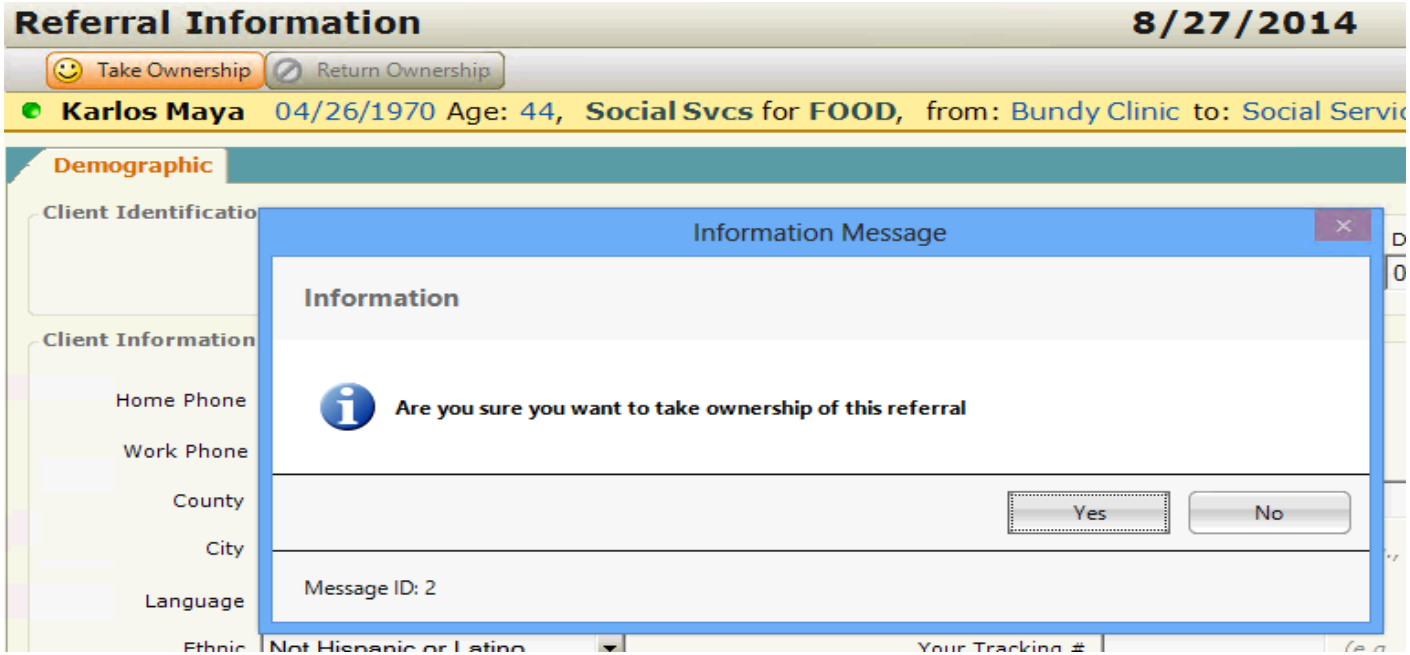
Housing Shelter 2

Food Bank

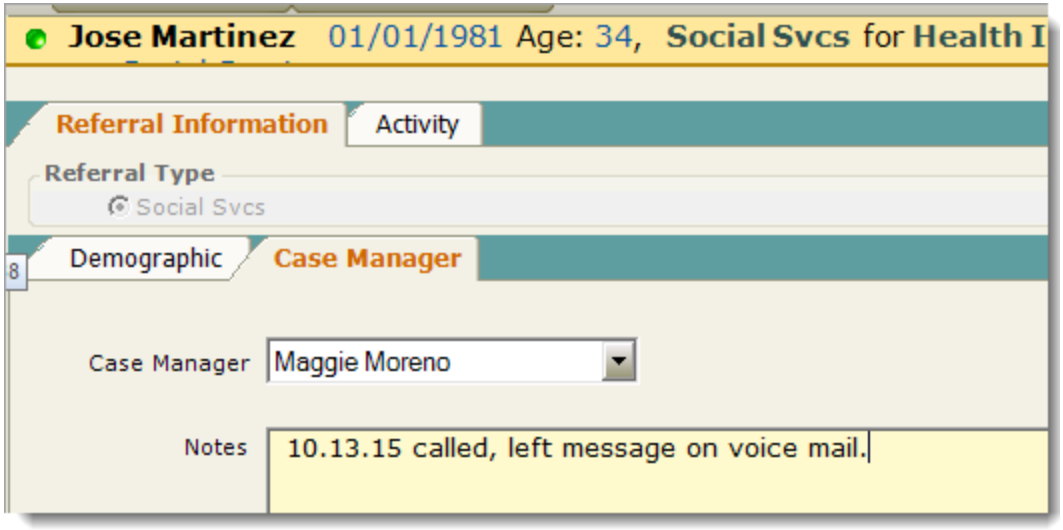
Accepting Referrals

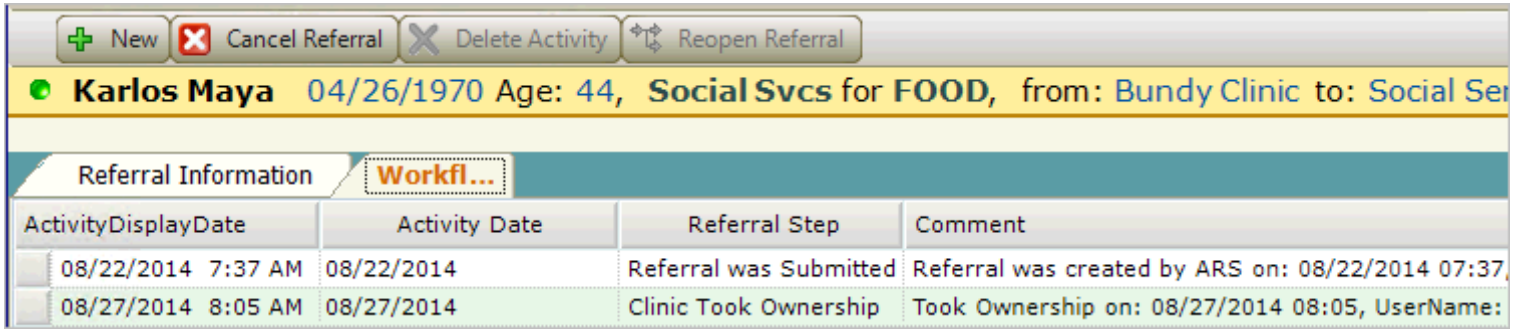
Step 3 – REVIEW QUEUE & TAKE OWNERSHIP



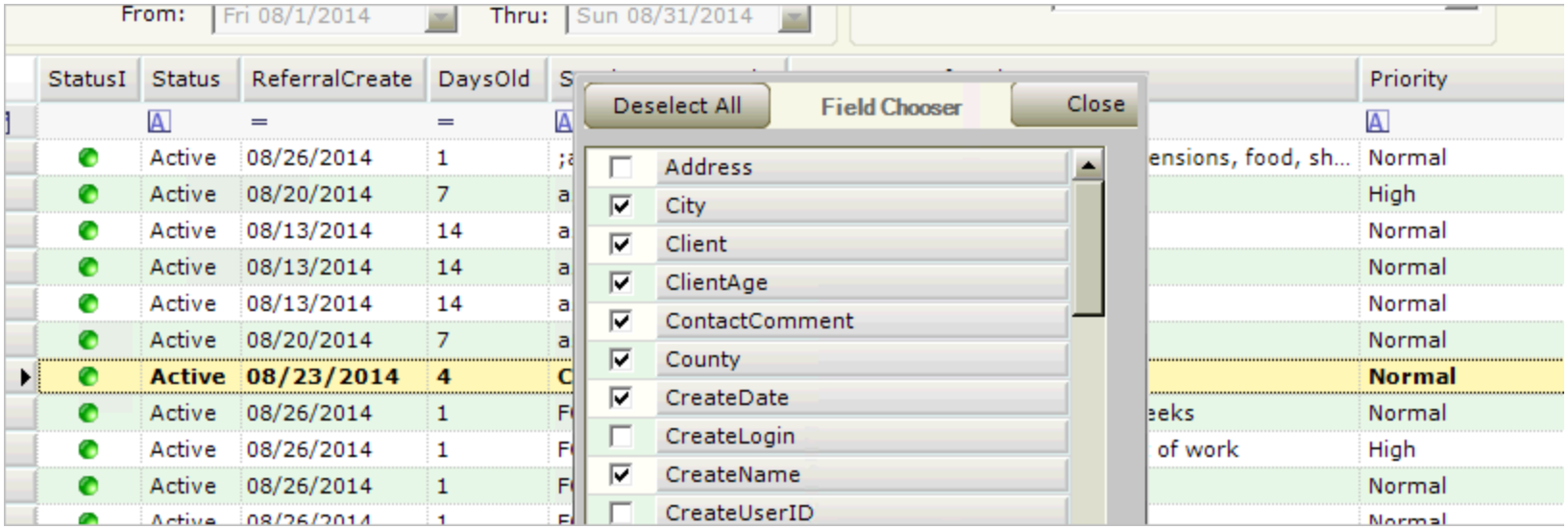


Assign a case manager, record your notes and activities



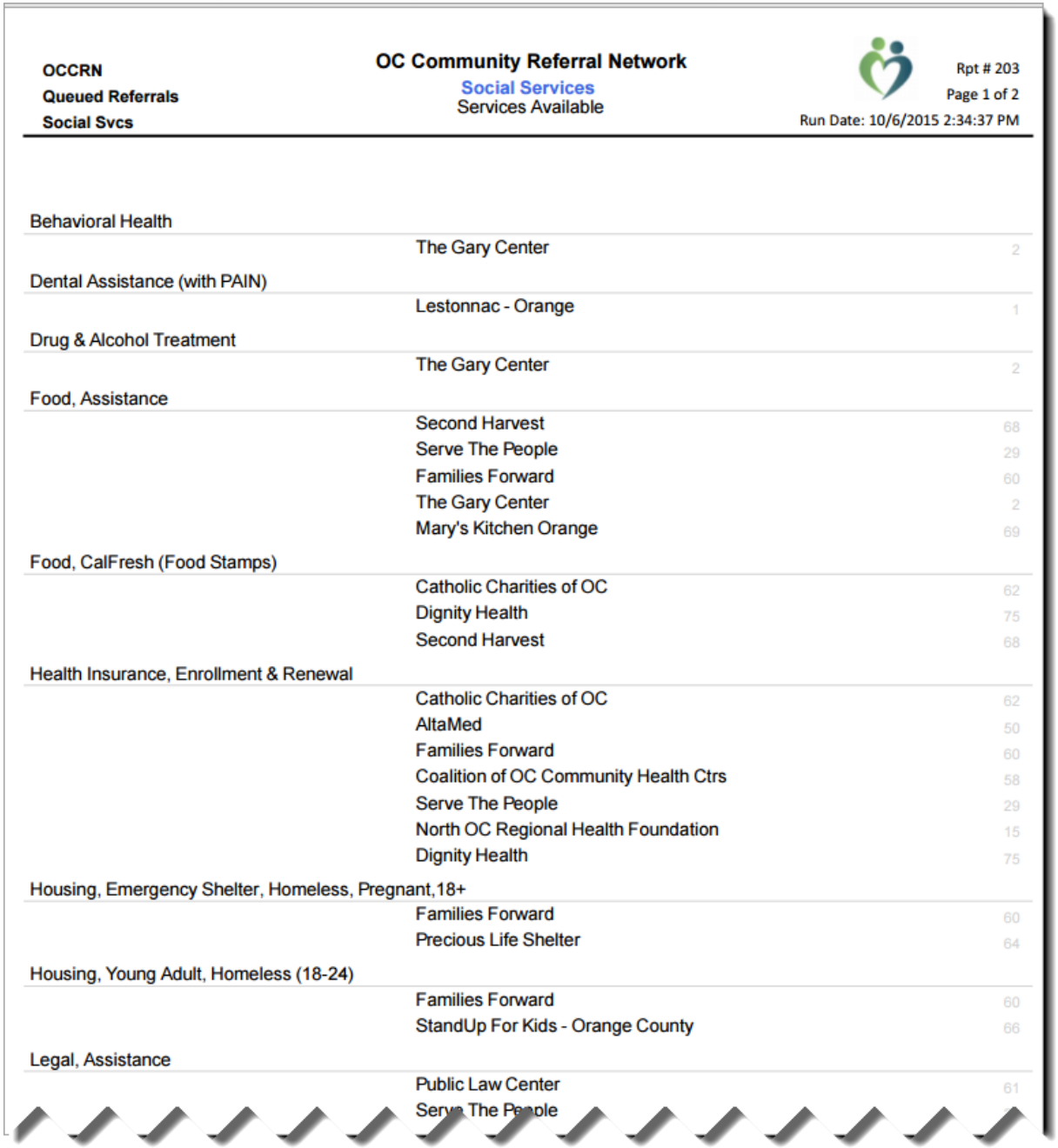


User configurable grids provide data about the referrals
Built in filtering
Export to Excel



Visionary Participants…

a partial list of some of the organizations that are currently using the system



OCCRN
Queued Referrals
Social Svcs

OC Community Referral Network
Social Services
Services Available

Rpt # 203
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Behavioral Health		
	The Gary Center	2
Dental Assistance (with PAIN)		
	Lestonnac - Orange	1
Drug & Alcohol Treatment		
	The Gary Center	2
Food, Assistance		
	Second Harvest	68
	Serve The People	29
	Families Forward	60
	The Gary Center	2
	Mary's Kitchen Orange	69
Food, CalFresh (Food Stamps)		
	Catholic Charities of OC	62
	Dignity Health	75
	Second Harvest	68
Health Insurance, Enrollment & Renewal		
	Catholic Charities of OC	62
	AltaMed	50
	Families Forward	60
	Coalition of OC Community Health Ctrs	58
	Serve The People	29
	North OC Regional Health Foundation	15
	Dignity Health	75
Housing, Emergency Shelter, Homeless, Pregnant,18+		
	Families Forward	60
	Precious Life Shelter	64
Housing, Young Adult, Homeless (18-24)		
	Families Forward	60
	StandUp For Kids - Orange County	66
Legal, Assistance		
	Public Law Center	61
	Serve The People	

Community Development

Initial response from the community has been overwhelmingly positive, and while originally funded to improve the Orange County referral process, the system has already expanded into Riverside, San Bernardino and Los Angeles counties.

Funders want Collaboration

OCCRN is the tool we all need to track supply and demand and generate outcome reports.

think about it…

You could actually enter your own referrals, take ownership, and generate reports for your funders that benefit both you and the entire community.

Contact Information

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