



+

FIRST 5: From Early Adoption to Scale

Connecting People. Improving Lives.

2022

F5RC becomes an early participating department in Integrated Service Delivery

Summer / Fall 2023

FRC staff integrate WPHS into service workflows

March 2025

All FRCs scale and spread WPHS and START system

2021

BOS adopts RivCoONE resolution; F5RC leadership co-presented

May 2023

Jurupa Valley FRC pilot launches at RUHS-Jurupa Valley CHC

February 2024

Temecula FRC opens, expanding the model

Summer 2026

FRC Network Specialists begin onboarding to RivCoONE Connect



Connecting People. Improving Lives.



RivCoONE OVERVIEW

First 5 Riverside County

September 9, 2026

Tammi Graham, Integrated Health and Human Services Director – RivCoONE
Alisha Shaw, Principal Policy Analyst – RivCoONE

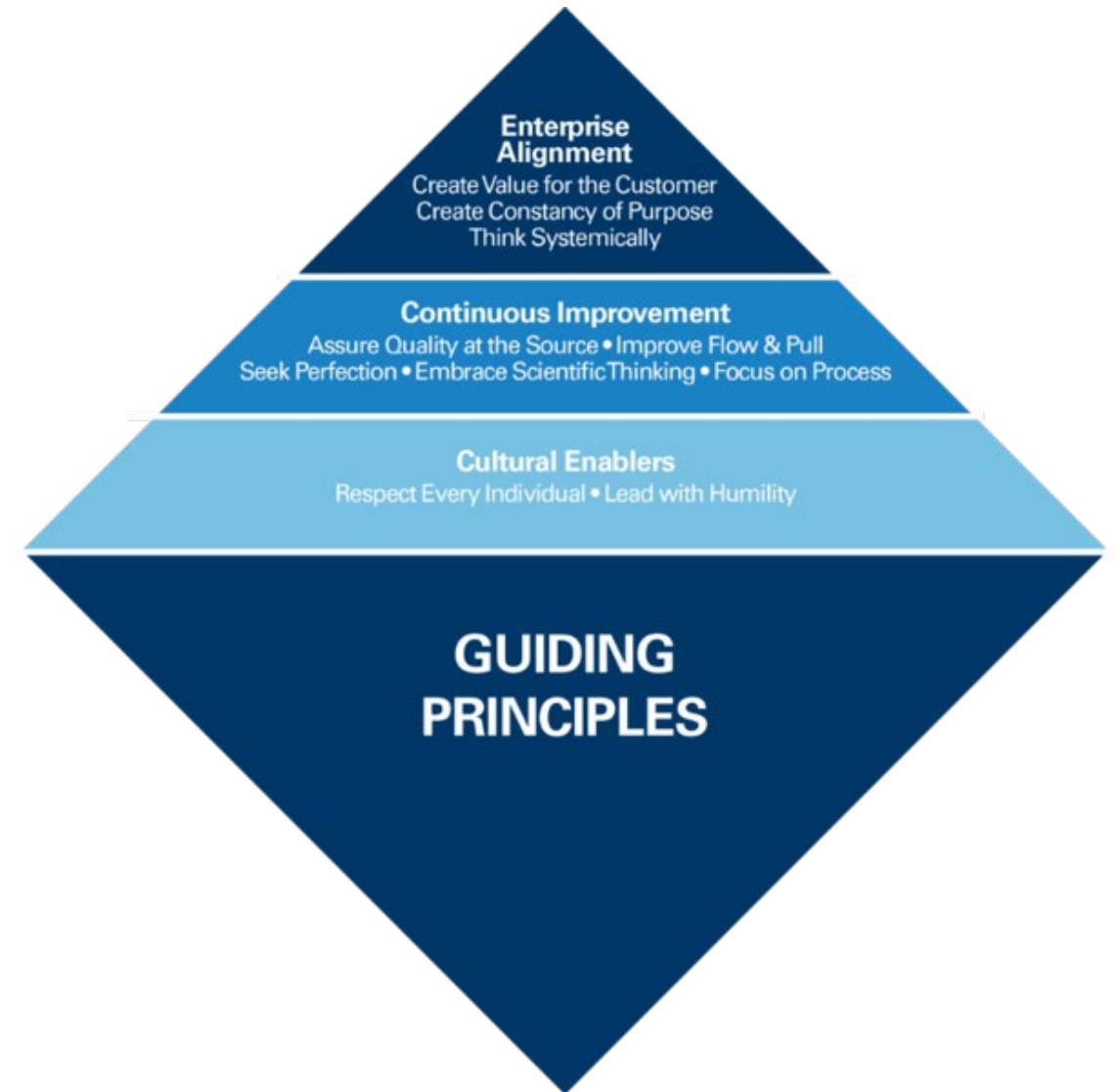
RivCoONE and RivCoWAY

Our Why

Riverside County wants to offer its residents a true, integrated service experience that will allow individuals to receive comprehensive, whole person support more efficiently than ever before.

Our Mission

RivCoONE is an innovative, person-centered approach to service in Riverside County that embraces a culture of caring and collaboration to enrich the complete, holistic needs of our individual residents, their families and communities.



Coming Soon: BOS Revised Resolution EO, RivCoONE

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

ITEM: 3.34
(ID # 17183)
MEETING DATE:
Tuesday, December 07, 2021

FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES: Adoption of Resolution Number 2021-180, Initiation of the Development of an Integrated and Comprehensive County Health and Human Services System and Approval of a Coordinated Care Model; Approval of Legal Services Agreement with Foley & Lardner LLP, All Districts. [Total Cost \$90,000 (subject to additional compensation \$18,000) - Federal 55%, State 20%, Realignment 21%, County 4%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Adopt Resolution No. 2021-180 Initiation of the Development of an Integrated and Comprehensive County Health and Human Services System and Approval of a Coordinated Care Model; and
2. Authorize the Assistant County Executive Officer – Human Services/Director of DPSS, or designee, to lead the initiative to fully develop the Integrated and Comprehensive County Health and Human Services System; and

Continued on page 2

ACTION: Policy


Sayen Balwin, DPSS Director 10/16/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Hewitt and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: December 7, 2021
xc: DPSS

Kecia R. Harper
Clerk of the Board
By: 
Deputy

December 2021

Fall 2026

The updated resolution will reflect **RivCoONE's growth**, including:

- Integration of RivCoWAY principles
- Expands integrated services beyond Health & Human Services
- Stronger alignment with current governance and operational structures



RIVCOWAY >>>

The What...

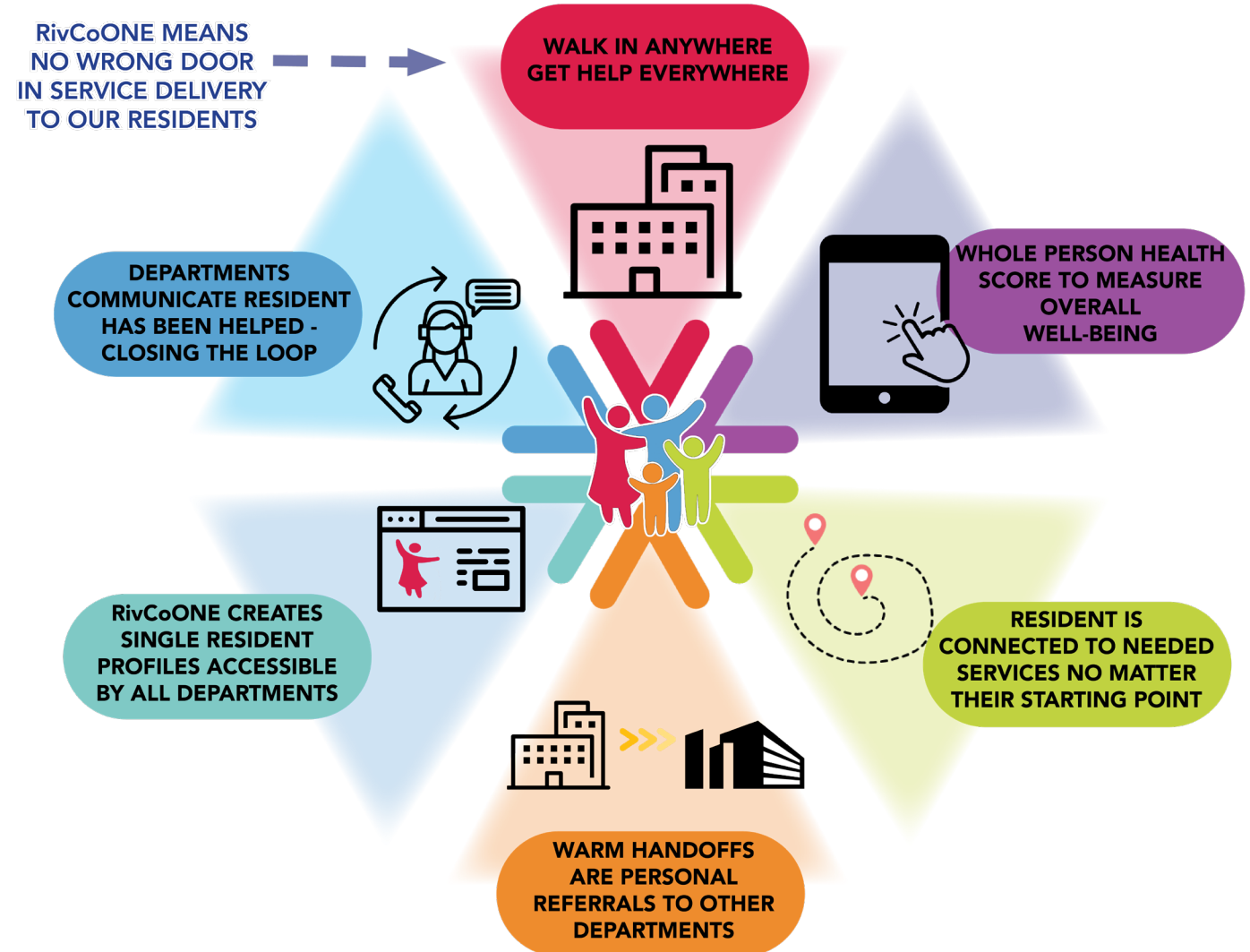
RivCoONE is the County's integrated service delivery model - our new way of doing business where the focus is person-centered versus program-centered.

The How...

RivCoWAY is how we lead and work to support *RivCoONE* and County strategic priorities - a culture that grows and sustains continuous improvement and operational excellence, grounded in the *RivCoWAY* model and principles.

Universal Registration & The RivCoONE End-to-End Process

How we better serve residents



Who Is Involved?

Serving Residents

Riverside County Departments

Community Health Centers	●
Medical Center	●
Behavioral Health	●
Public Health	●
Child Support Services	●
Department of Public Social Services	●
First 5	●
Housing and Workforce Solutions	●
Office on Aging	●
Veterans Services	●

Probation*	●
Environmental Health	●
Assessor-Clerk- Recorder	●
Emergency Management	●
Fire	●
Treasurer-Tax Collector	●
Economic Development	●
Public Defender	●
District Attorney	●
Sheriff	●
Animal Services	●
Parks	●

Serving Residents by Serving Staff

Riverside County Internal Services

Information Technology	●
Human Resources	●
Facilities Management	●
Executive Office	●

KEY

- Department providing service in at least one site
- Department preparing to be a RivCoONE provider
- Department exploring opportunities to be a RivCoONE provider

*serving in all department sites

Who Is Involved?

Serving Residents

Riverside County CBO Partners

County Partner	Community-Based Organization	
Executive Office	Inland Social United Way - 211	●
Housing & Workforce Solutions	Path of Life Ministries	●
Office on Aging	Life Springs Home Nutrition	●
First 5	A Greater Hope Foundation for Children	●
First 5	Blindness Support Services	●
First 5	California Family Life Center	●
First 5	Family Services Association, Inc.	●
First 5	John F. Kennedy Memorial Foundation	●
First 5	Jurupa Unified School District	●
First 5	Reach Out West End	●
First 5	Soboba Band of Luiseno Indians	●
Fist 5	TODEC Legal Center Perris	●

KEY

- Department providing service in at least one site
- Department preparing to be a RivCoONE provider
- Department exploring opportunities to be a RivCoONE provider

*serving in all department sites



RivCoONE Connect Demonstration



The county-wide system for coordinating
resident care

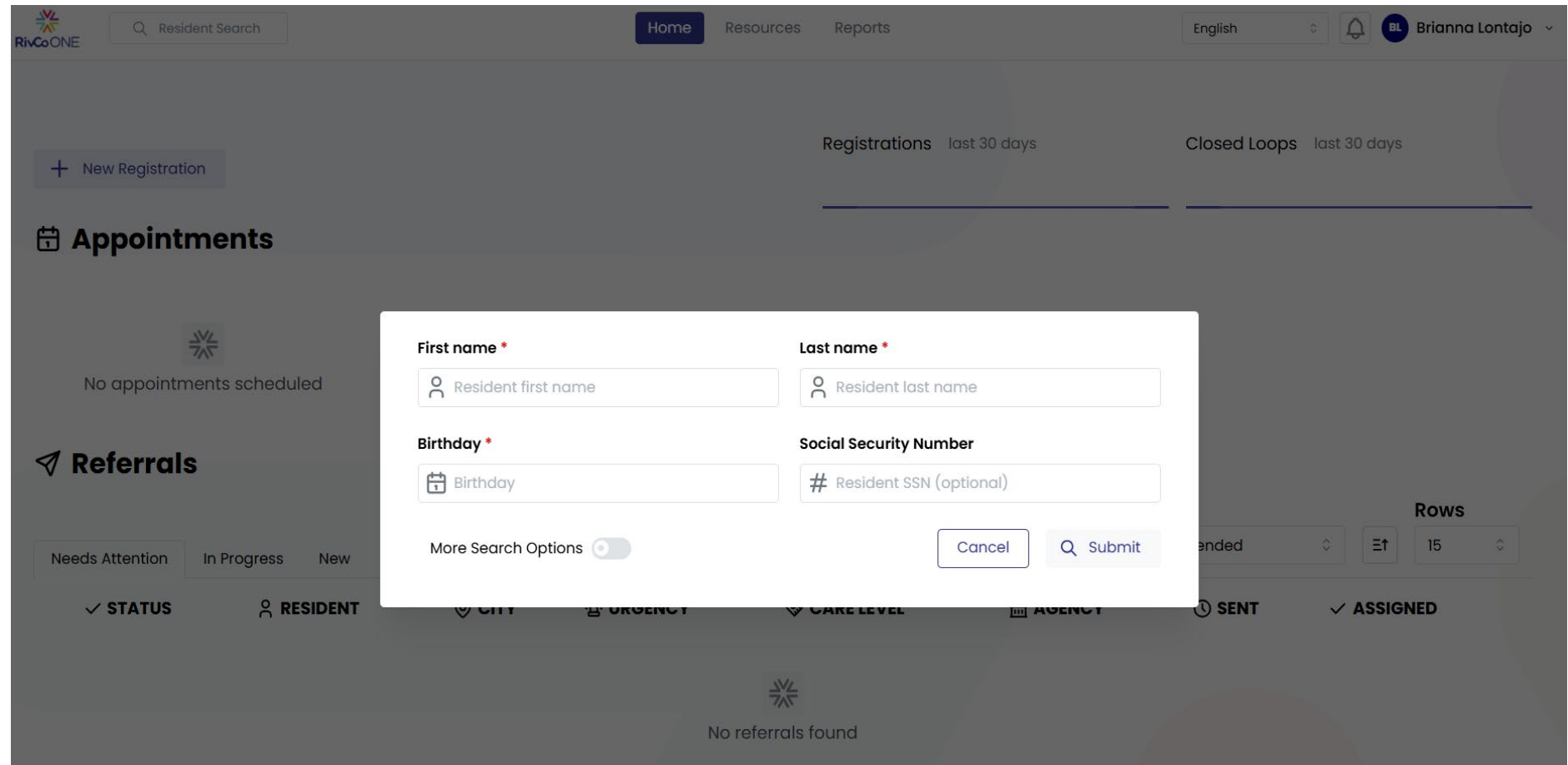
[Register](#)

Already started? [Continue Registration](#)

[Find resources in my community](#) 

RivCoONE Connect Demonstration

Search for the resident first!



The screenshot displays the RivCoONE Connect web application interface. A search modal is open, allowing users to search for residents by first name, last name, birthday, and social security number. The background shows the main dashboard with sections for New Registration, Appointments, and Referrals, all currently showing 'No [appointments/referrals] scheduled/found'.

Search Modal Fields:

- First name ***:
- Last name ***:
- Birthday ***:
- Social Security Number**:

Modal Controls:

- More Search Options: ☐
- Cancel
- Submit

Background Interface Elements:

- Navigation:** Home, Resources, Reports
- User Profile:** English, BL Brianna Lontajo
- Filters:** Registrations last 30 days, Closed Loops last 30 days
- Buttons:** + New Registration
- Appointments Section:** No appointments scheduled
- Referrals Section:** No referrals found
- Table Headers:** STATUS, RESIDENT, CITY, URGENCY, CARE LEVEL, AGENCY, SENT, ASSIGNED
- Table Controls:** Rows, 15



RivCoONE Connect Demonstration

Pull in information from additional County systems or begin a new registration.

- CalSAWS
- CMIPS
- LEAPS
- RTZ
- HMIS
- EPIC
- *Coming Soon - Apricot 360*

Demographics

Page 1 of 4

At what location are you filling this form out? *

Banning

What department is helping you with this form? *

Behavioral Health - Riverside University Health System

First Name *

[Redacted]

Middle Name (optional)

[Redacted]

Last Name *

[Redacted]

Birthday *

Month / Day / Year

[Redacted]



Social Security Number

Or Individual Tax Identification Number (ITIN)

###-##-####



Contact me by: *

☒ Phone

☐ Email

Continue →

RivCoONE Connect Demonstration

The resident completes their Universal Registration

- Demographics
- Whole Person Health Score
- Authorization to Share Information

Get Started

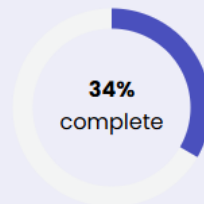
[Save & Exit](#)

Getting the most from RivCoONE Connect

Agencies need certain pieces of information available to them to be able to quickly assess and understand your situation to determine appropriate service, but also your potential eligibility for each service. Completing this set of forms gives them the best chance of providing assistance to you quickly.

Agencies won't be able to contact you until you've authorized it in the Disclosure Authorization form.

Complete Registration Submitting all the forms enables agencies to be able to provide you the best support.



Demographics

This information will help determine your eligibility for various public programs.

2

Whole Person Health Score

This information will help you identify your needs, and connect you to the right services.

3

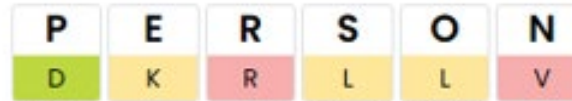
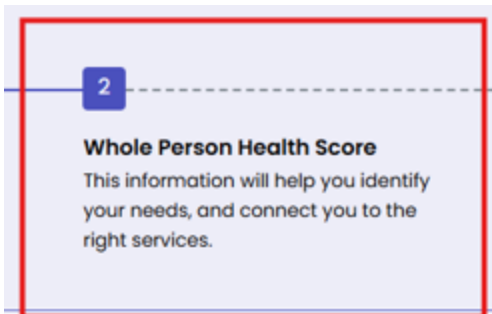
Disclosure Authorization

This will determine which agencies we have permission to share your information with to provide support.

[Start Whole Person Health Score →](#)

RivCoONE Connect Demonstration

What is the Whole Person Health Score?



Next Reassessment Due: Mar 16, 2027

What do these scores mean?

These six scores are a snapshot of your overall health. Some areas of health are easier to improve than others, but all are important together. Please review these results and recommendations with your physician.

A-F

Good

You are doing well in this area of health.

G-O

Fair

This area of health is likely impacting your overall well-being. Consider seeking additional support or help.

P-Z

Needs Improvement

This area of health is already impacting your overall well-being and needs immediate or continued attention.

NS

Not Scored

A question went unanswered. As a result, a score could not be calculated.

- **6-letter score** that provides a **snapshot of health** (each letter representing a different dimension):
 - Physical Health
 - Emotional Health
 - Resource Utilization
 - Socioeconomics
 - Ownership & Activation
 - Nutrition & Lifestyle
- **Letters range from A to Z** for each dimension (“A” being the best and “Z” being the worst)
- Based on a **28-question assessment**
- **Patient preference for letters over numbers**



RivCoONE Connect Demonstration

Resident Profile

Home Resources Reports

Summer Time

DOB: 01/01/2000 Preference: Spanish

CARE LEVEL 3

2 • New 0 • Pending Contact 0 • In Assessment
0 • Saved 0 • Closed

P E R S O N
D K R L L V

Next Reassessment Due: Mar 16, 2027

What do these scores mean?

View WPHS >

Contact Information

Phone: (555) 555-5555 Preferred

Locations

Current Residence Primary

Alessandro Heights, Riverside, CA, USA

Household

No household members provided

Summary

Referrals

Services

Appointments

Documents

Profile Info

Forms

Team Chat

ConnectIE Resources

Open

Appointments >

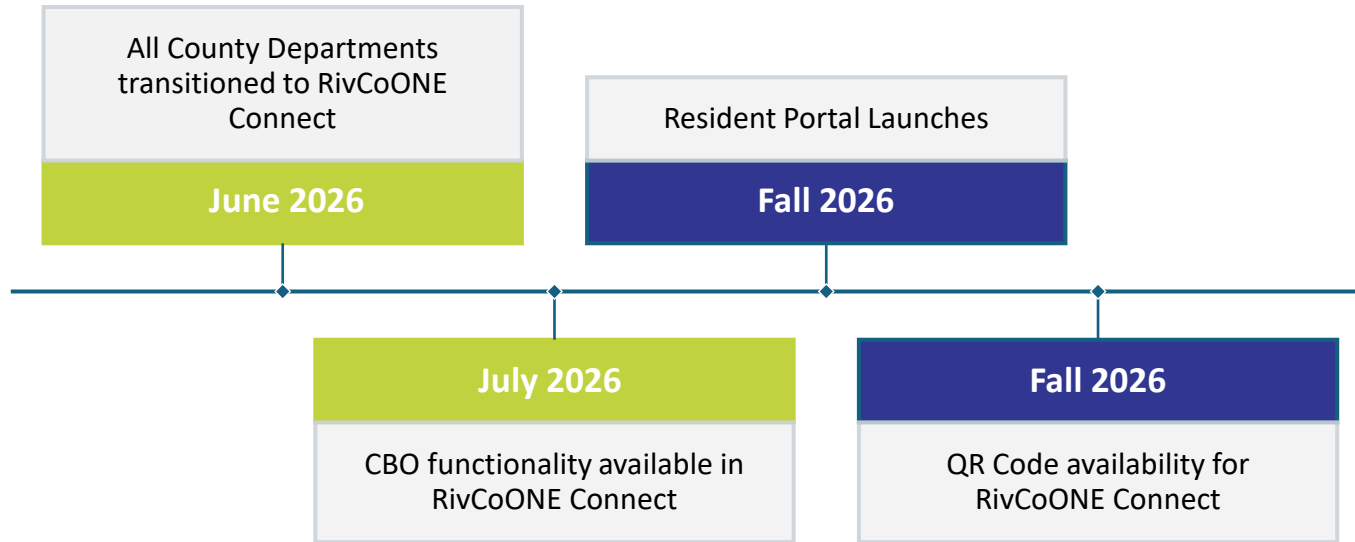
0 upcoming Appointments



No appointments scheduled

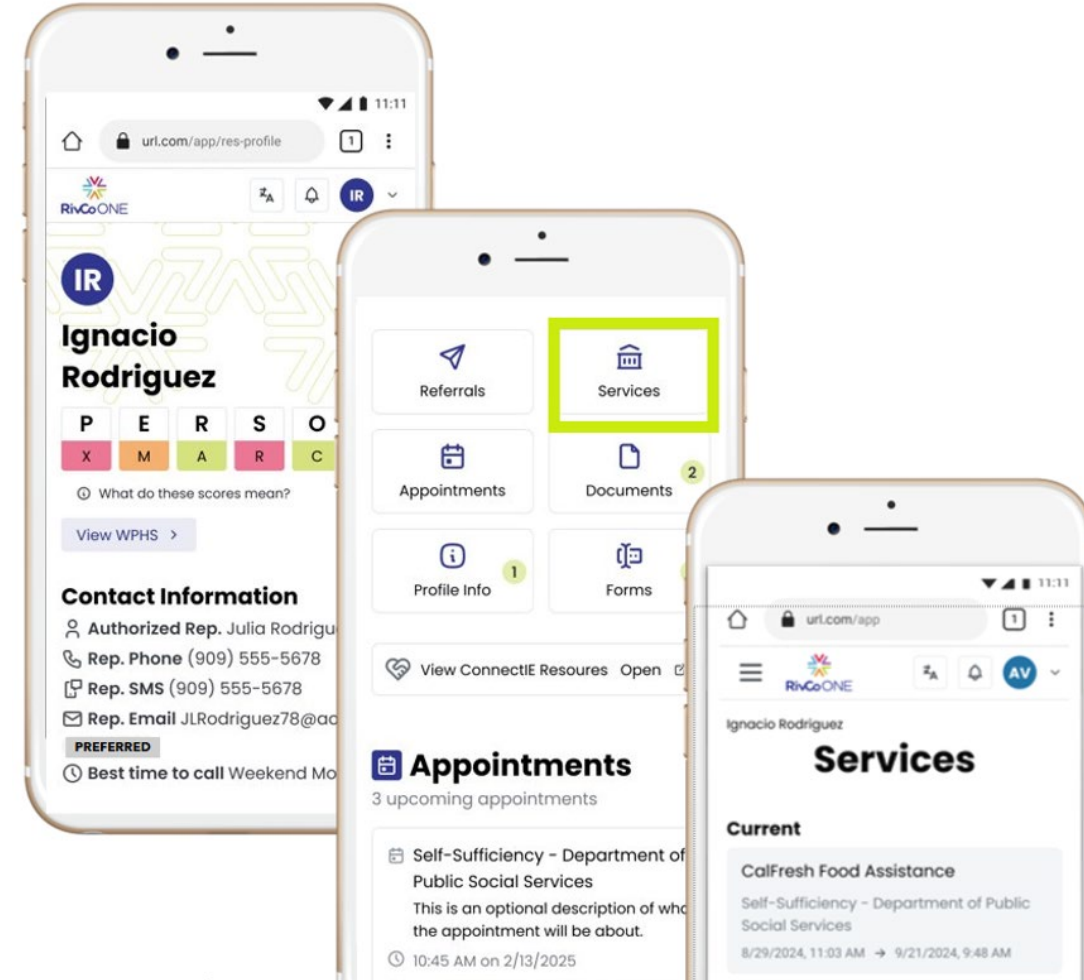
RivCoONE Connect

What's Coming?



Additional Improvements:

- Exploring enhancing chat for referrals
- Additional system testing & refinement



Whole Person Health Score By the Numbers

September 2023 – June 2026

130,003
Residents took the WPHS



50,013
Residents engaged in
service navigation



84,581
Agency interagency
referrals made to meet
residents' WPHS needs



96%
residents who completed
the WPHS in EPIC
attended follow up
medical appointments

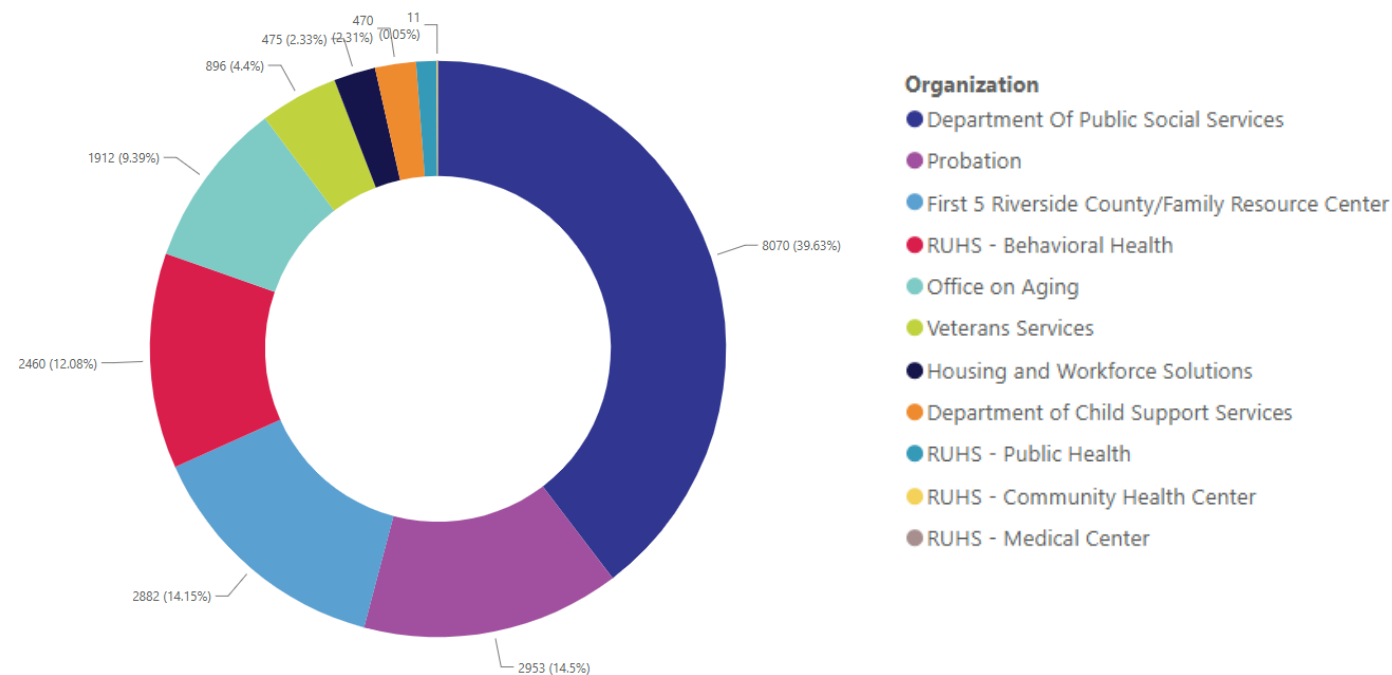


78%
residents consented to sharing
information with one or more
agency



FY 2025 – 2026 Impact

Countywide RivCoONE Universal Registrations



20,364

Universal Registrations

Were completed across the County from July 1, 2025 – June 30, 2026.



FY 2025 – 2026 Impact



Connecting families to the right support, at the right time.

2,882

Universal Registrations

14% of all Countywide registrations (20,364) were completed by First 5

2,084

Referrals Received

First 5 is a major service destination

1,200

Unique Individuals Enrolled

In First 5 services and programs

First 5 is a key entry point into RivCoONE



2,882

Universal Registrations Complete



563

Referrals Sent to County Services

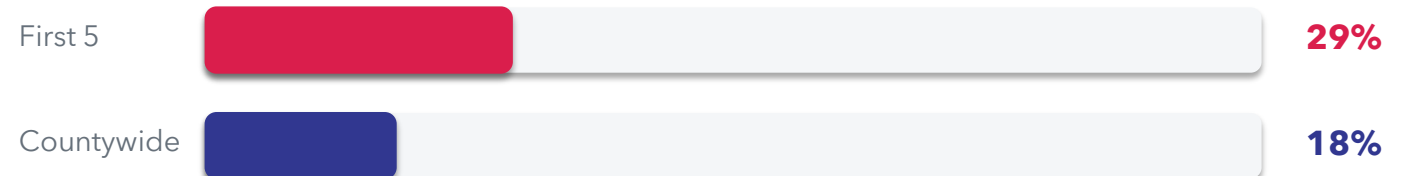
Opportunity: Continue strengthening how identified needs translate into appropriate connections across County services and community supports. The addition of community supports matters because First 5 isn't supposed to route every need into another County department.

Families are open to coordinated support

Authorized ≥ 1 Department



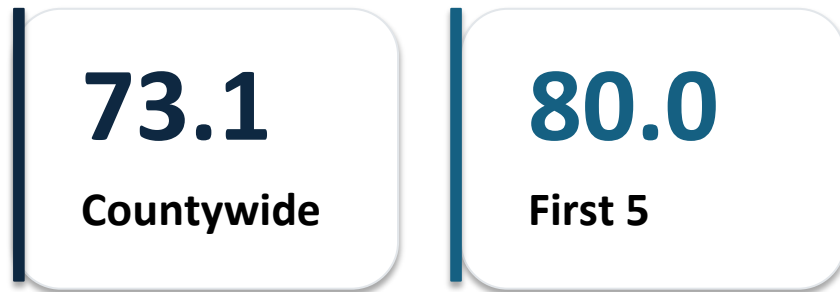
Full Authorization



First 5 families report greater overall well-being



Average WPHS Composite Score



Even with higher overall well-being, families continue to identify specific needs that can affect household stability.

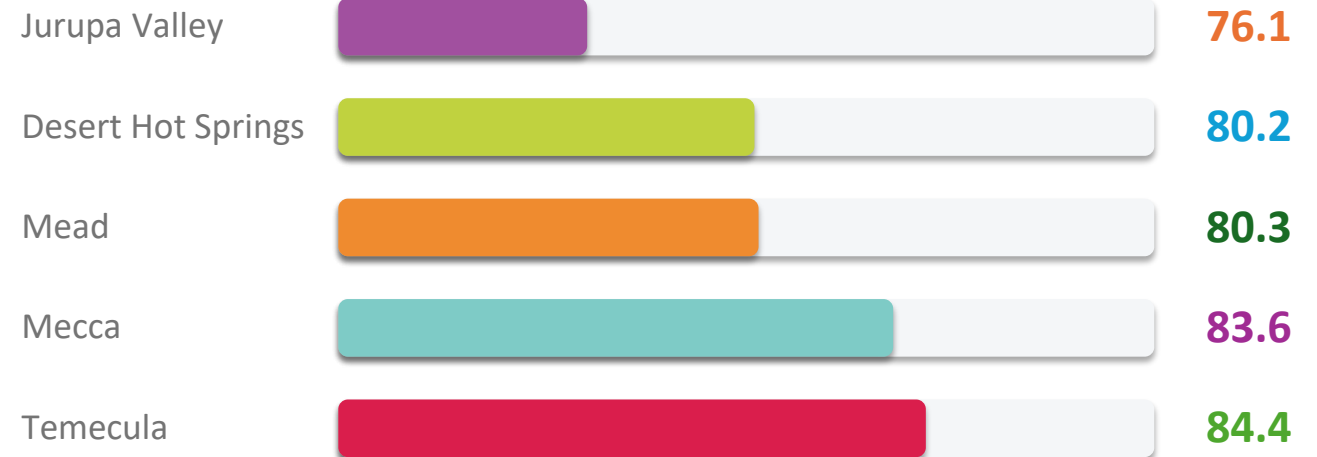
Top Needs Referred by First 5

Utility Bills

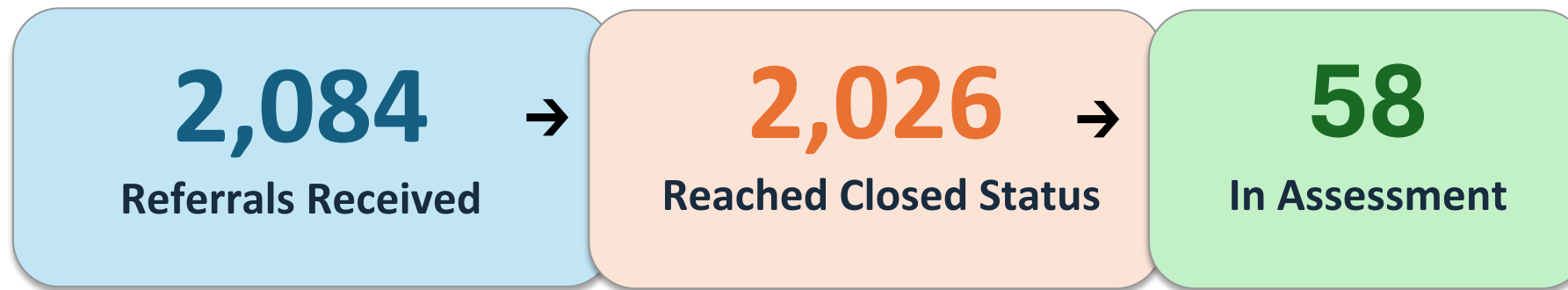
Food

Housing

WPHS Composite by First 5 Family Resource Center



When families are referred to First 5, the referral receives a response



First 5 received nearly **4** referrals for every **1** referral it sent.
2,084 received vs. 563 sent

97% First 5 referrals received reached a closed status.

63% Countywide referrals received reached a closed status.

A referral is more powerful when it comes with a connection

With Warm Handoff

89%

Enrolled in Service or Program

798 Enrolled | 100 Lost to follow-up

11% Lost to Follow-up

Without Warm Handoff

49%

Enrolled in Service or Program

412 Enrolled | 437 Lost to follow-up

51% Lost to Follow-up

The data suggests that how we connect families matters.

Percentages compare Client Enrolled vs. Lost to Follow-Up among the two reported outcome categories. Association does not establish causation.

RivCoONE extends First 5's reach beyond a single program



1,200

Unique Individuals enrolled in
First 5 services or programs

100

Unique Individuals enrolled in
other County services following a
First 5 referral

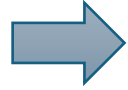
First 5 is helping families move from identified needs to meaningful connections and enrollment in services and supports.

TAKE THE WHOLE PERSON HEALTH SCORE ASSESSMENT!

- Please use the QR Code or URL to access the WPHS Test Link

<https://isd.countyofriverside.us/rivcoonet/est/start.html?survey=wphs>





Our 2027–2030 Strategic Plan commits First 5 Riverside to advancing RivCoONE as part of an integrated family-serving system.



Trusted access for families

- Use our Family Resource Centers and family-serving programs as places where families can enter, navigate and connect across systems.



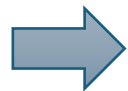
Community Infrastructure

- Bring First 5's funded providers, partnerships and community reach into the RivCoONE network.



Strategic Investment

- Align First 5 resources with the infrastructure, partnerships and practices that strengthen warm handoffs, closed-loop referrals and coordinated services.



The measure of success is not how visible RivCoONE is to families — it is how invisible the seams between systems become.



Connecting People. Improving Lives.

Questions?





Connecting People. Improving Lives.

Resource Slides





RivCoONE Connect Updates

Connecting People. Improving Lives.

User Metrics



460

Active Users
Creating WPHS

Agencies

Probation

DCSS

HWS

RUHS

First 5

DPSS

Veterans

OOA



What's in RivCoONE Connect Today?



Create resident profiles (Universal Registration, Whole Person Health Score, Disclosure Authorization)



Create & send referrals with goals; Manage referrals using a dashboard



Search using data from START, CalSAWS, CMIPS, and LEAPS, RTZ, Epic, and HMIS



Waiting Room; Manual Merge; SSN in search



Onboarded CBOs – LifeSpring Home Nutrition, Path of Life Ministries, Inland SoCal United Way 211

What is coming to RivCoONE Connect Next?



Resident Portal
Coming Soon



Smart AI for
Referrals



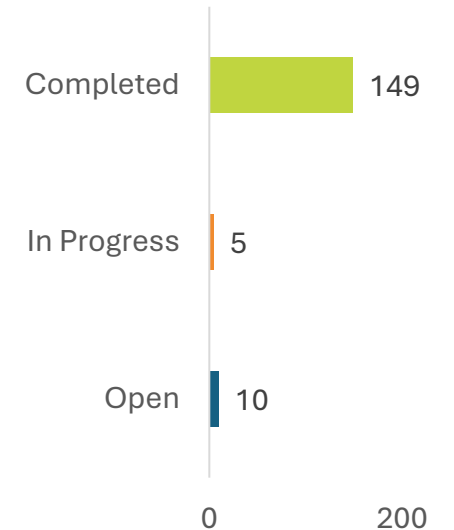
Non-Registered
WPHS



UI/UX Audit



ServiceNow Metrics



10 open tickets due to incomplete registrations and/or consent not given to agency receiving the referral



BOARD OF SUPERVISORS

RivCoONE Message





Governance Structure

Connecting leadership, strategy, and operations to drive RivCoONE implementation.

Executive Sponsors			
Board of Supervisors			
Policy Council			
Kim Britt Sarah Franco Don Kent		Jeff Van Wagenen Juan Perez Jennifer Cruikshank Michelle Paradise Charissa Leach	
Policy Council Ad-Hoc			
Minh Tran		Lekisha Reese	
Liaison: Tammi Graham – RivCoOne Director			
Strategy Council			
System of Governance <i>Executive Sponsor:</i> Michelle DeArmond	Community Partnership <i>Executive Sponsor:</i> Natalie Rivera	Multi-Disciplinary Care Coordination <i>Executive Sponsor:</i> Charity Douglas	Integrated Data System <i>Executive Sponsor:</i> Martin Perez
<i>Executive Office Liaison:</i> Jennifer Cruikshank Michelle DeArmond Shondi Miller* Heidi Marshall Brooke Federico	<i>Executive Office Liaison:</i> Kim Britt Natalie Rivera Charna Widby Deborah Johnson	<i>Executive Office Liaison:</i> Charissa Leach Charity Douglas Kim Saruwatari* Jonelle Morris	<i>Executive Office Liaison:</i> Sarah Franco Martin Perez Dan Bates* Brandon Jacobs Robert Fish
Liaison: Barbara Andrade DuBransky	Liaison: Alisha Conover	Liaison: Piera Causley	Liaison: Brianna Lontajo
Operations Council			
System of Governance	Community Partnership	Multi-Disciplinary Care Coordination	Integrated Data System
Melissa Charolla Greg Rodriguez Dean Veith	Janine Moore Joseph Doty Lupita Andrade	Ralph Duarte Ben Slagter Danielle Huntsman Ryan Uhlenkott	Marshare Penny Selvi Piramanayagam Michael Knight
Liaison: Desiree Cruz Joni Colburn	Liaison: Victor Lopez Janine Moore	Liaison: Shannan Bates Sumaiya Mahjabin Renee Skidmore	Liaison: Ha-young Park Luis Garcia

* = Co-Executive Sponsor