

Kings/Tulare Smart Referral Network Alliance Meeting – Aug 20, 2026 1:30 pm - 2:30 pm

The **Kings/Tulare Smart Referral Network (SRN) Alliance Meeting** focused on strengthening referral coordination, improving client follow-up, and increasing awareness of healthcare and Enhanced Care Management (ECM) resources available throughout the region.

Smart Referral Network Updates

- Partners discussed the benefits of using the SRN to **track referrals, monitor client progress, document referral outcomes, and support warm handoffs with client consent.**
- Tulare County shared that **training documentation on SRN best practices is being developed.**
- Kings County reported an improvement in referral responsiveness, with the average referral turnaround time decreasing from **14 days to 7 days.**
- The importance of **closed-loop referrals** and documenting reasons when a client is not successfully connected to services was emphasized.

Omni Family Health

Omni Family Health presented an overview of its healthcare services and regional coverage. Omni serves **Kern, Kings, Tulare, and Fresno Counties** and provides:

- Primary and preventive healthcare
- Specialty care
- Behavioral health services
- Dental care
- Pharmacy services
- Health coverage and enrollment assistance

Omni also discussed its **mobile health unit**, which can participate in community events and provide services such as physical exams, immunizations, and sports physicals. Omni emphasized the importance of partnerships with schools, nonprofits, health fairs, and other community organizations to increase access to healthcare.

Omni has **certified enrollment counselors** who can assist individuals with Medi-Cal, Covered California, renewals, applications, and other coverage options. Patients without coverage may receive enrollment assistance to determine available options.

Omni recently began using the SRN and has started receiving referrals. The agency plans to continue increasing its participation and collaboration with SRN partners.

Exceptional Parents Unlimited (EPU) and ECM

Exceptional Parents Unlimited (EPU) presented its **CalAIM and Enhanced Care Management (ECM)** services. EPU serves children, youth, and families with complex developmental, behavioral, medical, and social needs across **Fresno, Madera, Kings, Mariposa, and Merced Counties**.

The EPU team explained its **whole-person care model**, which connects physical health, behavioral health, and social services. Services may include:

- Community Health Worker support
- Social determinants of health screenings
- Care coordination and case management
- Medical appointment support
- Connections to food, transportation, housing, respite, parenting, and other community resources
- Follow-up and ongoing support to help families overcome barriers

EPU shared examples of how ECM can support high-need families, including families caring for children with autism or other complex needs. The goal is to improve health outcomes, strengthen care coordination, reduce crisis situations and unnecessary emergency-room visits, and improve overall family stability.

EPU and Community Partnerships

EPU discussed its efforts to develop partnerships with the **Kings County Department of Social Services and local community-based organizations**. Strong partnerships are important for identifying families with complex needs, making appropriate referrals, and ensuring clients receive continued support.

EPU is **not yet connected to the Kings County SRN**, but the organization is reviewing the information and considering participation. Until SRN referrals are available, providers can contact EPU directly to discuss potential referrals and support.

Upcoming SRN Partner Panel

The group also discussed the upcoming **SRN Community Partner Panel scheduled for September 17**. The panel will provide an opportunity to introduce new partners, learn more about available services, and answer questions about SRN workflows and referral processes.

Overall Takeaway

The meeting highlighted the importance of **closed-loop referrals, timely communication, and strong partnerships** to ensure clients successfully connect with needed services. Kings County has made progress in referral turnaround times, while Omni Family Health and EPU provided partners with additional healthcare, enrollment, ECM, and community-support resources that can strengthen coordinated care throughout Kings and Tulare Counties.