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 MTMSERVICES

CCBHC SUCCESS CENTER

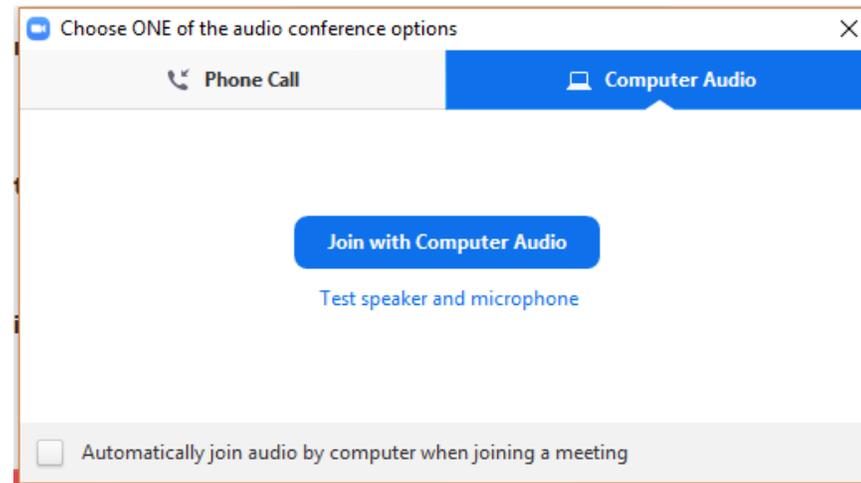
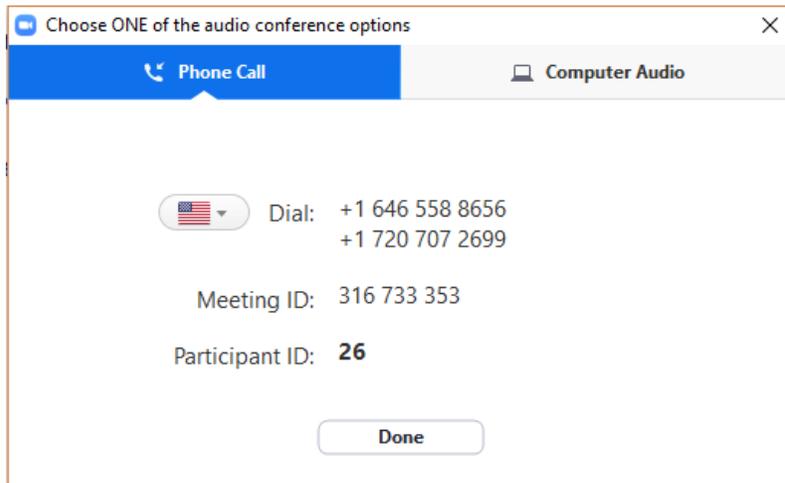
New Grantee Bootcamp: Day 1

Wednesday, July 28th, 2021

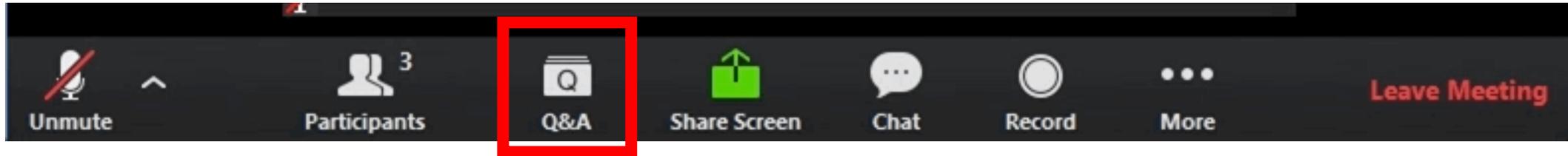
3:00-5:00pm E.T.

Zoom Logistics

- Call in on your telephone, or use your computer audio option
- If you are on the phone, remember to enter your Audio PIN so your audio and computer logins are linked



How to Ask a Question



Share questions throughout today's session using the **Q&A Panel** on your Zoom toolbar. You can also “up-vote” questions submitted by others.

We'll answer as many questions as we can towards the end of today's session.

Disclaimer

This session is not a SAMHSA-funded or sponsored event.

While this session is intended to provide context and information, the National Council and MTM Services are unable to answer any inquiries on behalf of SAMHSA. Any questions related to the funding opportunity itself will need to be directed to your SAMHSA project officer.

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The State of CCBHC

Rebecca Farley David, MPH
Senior Advisor, Public Policy and Special Initiatives
National Council for Mental Wellbeing

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A transformation in care delivery



“Now that we’ve seen what service delivery can be like, it would be impossible to go back.”

Randy Tate, National Council Board Member and CEO of NorthCare in Oklahoma City



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The CCBHC Mindset

Michael Flora, MBA, M.A.Ed, LCPC
*Senior Operations and Management Consultant
and Senior National Council Consultant*
MTM Services

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CCBHC Bootcamp

Day 1:

The CCBHC Mindset -- What it
Takes to be Successful

- Michael Flora, MBA, M.A. Ed, LCPC
- Senior Operations and Management Consultant
- E-mail: Michael.Flora@mtmservices.org
- Web Site: www.mtmservices.org

Poll Question

What is your biggest challenge in implementing your CCBHC model?

- Staff Competency
- Bandwidth
- Reporting
- Time to get all in order in 4 months



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A CCBHC State of Mind



Now that you have been awarded an Expansion Grant, your team will need to shift from your current service delivery model to a new provider type.

What are the core competencies needed in the CCBHC environment?

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Core Competencies



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Getting Started

Build your Implementation Strategy



- Becoming a CCBHC requires *transformational change* to become a new provider type
- There are many areas to take into consideration when beginning your implementation
 - Your organization's ability to provide services in a non-four-walls environment
 - Assessing your organizations competency for linguistic and cultural competencies, trauma-informed care, evidenced-based practices, service to Veterans, managing and collecting required data elements
 - Not just meeting the requirements – it's about moving beyond the requirements
 - Implementing your NOMS and IPP reporting plan
 - Developing your attestation document
 - Ability to meet **ALL** the required services, either directly or through a DCO
 - Meeting the six (6) required certification standards.
 - The ability to embrace organizational-wide *change management*
 - *Be up and running in 4 months!!!!*

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Getting to Team

Assessing your team's competency

- Get to the right team right away; don't underestimate the changes that come with opening the door wider
- New job descriptions will need to be developed:
 - Project Director
 - Evaluator
 - Care Coordinator
- Anchor key performance indicators (KPIs) and quality matters (QMs) into the job descriptions, monitoring and reporting
- New workflows will be needed
 - Many teams try to fit the new model into old or current workflows – this may not always be the right fit
- New skills and competencies will be needed
 - Develop ability to assess and demonstrate competencies

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Reflection



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Organizational Change Management

- Mission statement
- Organizational chart (think about new CCBHC positions)
- Current policy and procedures
- Certifications/licensures
- Board of Directors/**advisory board** information and minutes of meetings
- Current population consumer satisfaction data/consumer input
- Needs assessment/focus populations
- A list of current community partnerships/MOUs
- Community stakeholder data
- Referral source satisfaction data
- Review current consent forms
- Cultural and linguistic competence materials/trainings
- Admission/assessment procedures – ***GAP Analysis***



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Source: Developing a Successful SAMSHA Grant (2018) Substance Abuse and Mental Health Services Administration. U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES. www.samhsa.gov

Getting Started

Review your current use of evidence-based practices (EBPs)

- What current EBPs are being used at your agency?
- Why are you using those EBPs?
- What outcomes are you achieving?
- How do you assess staff competency to implement the EBPs?
- How is fidelity of the EBPs is monitored?
 - Observation
 - Training and testing
 - Supervision
 - Chart review
 - Fidelity checks
- Conduct an analysis of your KPIs and EBPs that you are currently providing, and ASSESS HOW THEY LINE UP TO MEETING YOUR FOCUS POPULATION



[Source: Viewing CCP Standard 22 – Evidence Based Treatment, 01-222 :: PolicyStat](#)

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Source: Developing a Successful SAMSHA Grant (2018)
Substance Abuse and Mental Health Services Administration.
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES.
www.samhsa.gov

Getting Started

Review your workforce, staffing patterns and staffing plan to meet the CCBHC focus population and health care disparities

- Job descriptions of all **KEY staff**
- Resume, Bio's and CV's of key management personnel and staff providing CCBHC services
- Monthly financial accounts/program costs
- Recent audits
- Experience managing grants and providing services
- Facility licensing and compliance with Americans with Disabilities Act (ADA)
- Accounting procedures/back office functions
- Data collection competencies
- Develop your competency assessments
- Develop your training plan

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Source: Developing a Successful SAMSHA Grant (2018) Substance Abuse and Mental Health Services Administration. U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES. www.samhsa.gov



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TheNationalCouncil.org

Presented by Michael Flora, MBA, M.A.Ed, LCPC



Getting Organized

Getting Data Right

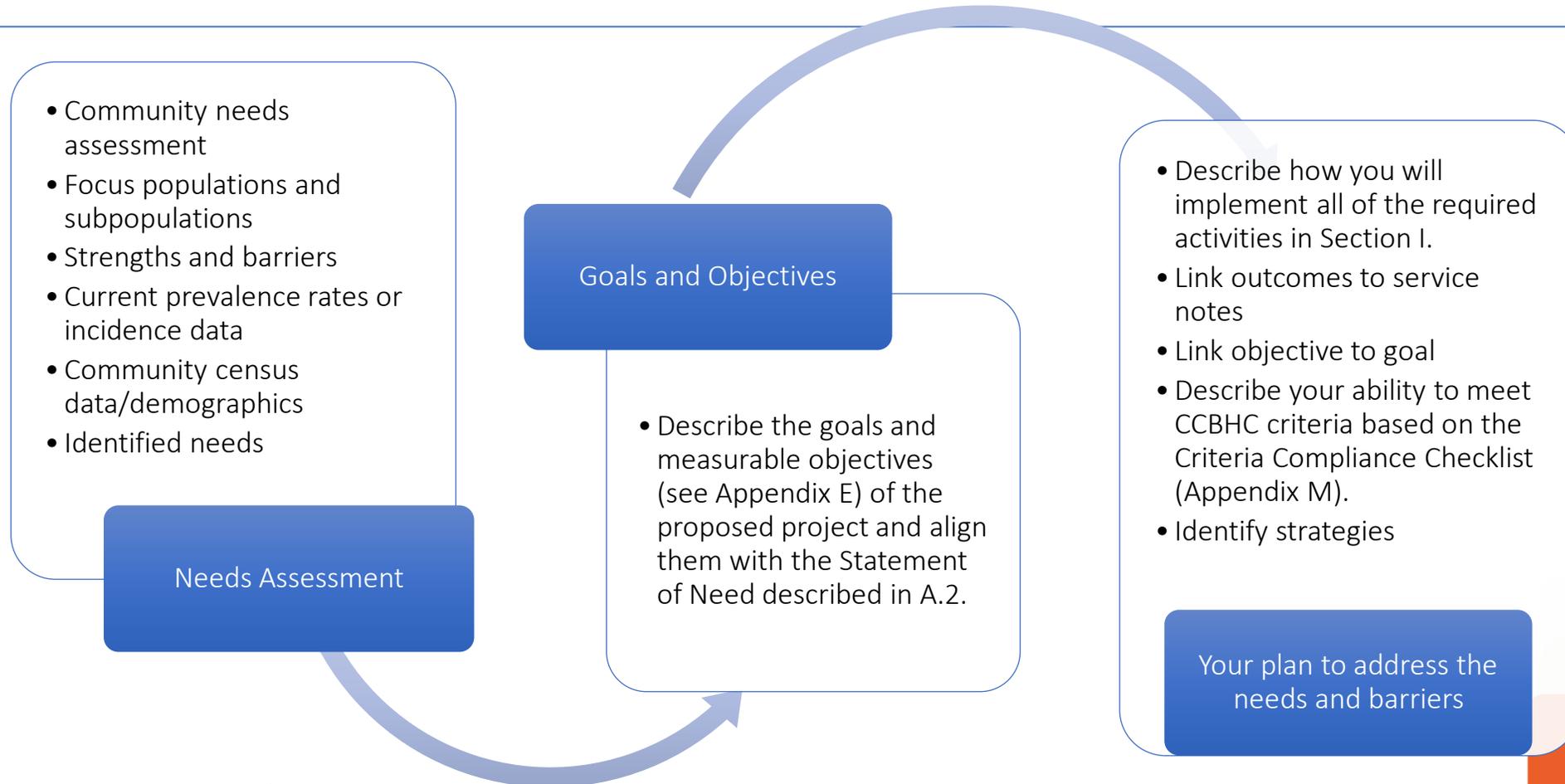
- Align agency and community data specific to your population(s) of focus – numbers served, demographic characteristics, number/type of services delivered
- Local statistics and census data
- Develop your NOMS and IPP plan
- Outcome data
- How will the data be collected?
 - **EHR/IT Assessment**
- Information on gaps in service
- Continue CQI implementation
- Care pathways for clinical populations
 - **Including Veterans**



Source: Developing a Successful SAMSHA Grant (2018) Substance Abuse and Mental Health Services Administration. U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES. www.samhsa.gov

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The CCBHC Golden Thread



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Developing CCBHC culture needed for implementing and sustaining change, meeting certification requirements

Your providers need to know the reason for the change before they can buy into it.

- Why is the change necessary?
 - To stay competitive?
 - To serve more individuals?
 - To support caregivers?
 - To expand?
 - To stay financially solvent?
 - To prevent bad outcomes?
 - To meet the fcsu population/sub-population needs?

Dig deep to find a compelling reason that goes beyond compliance.
Anchor your CCBHC changes in your mission, values and guiding principles.



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Panel Discussion: CCBHC Grantees

Kim Keleher, LBSW,
President and CEO,
Plains Area Mental Health Center
Northwest Iowa

Brenda Miller, MHA
Project Director,
Plains Area Mental Health Center
Northwest Iowa

Penny Middaugh, MSW,
Associate VP of Integrated Counseling Services
Greater Cincinnati Behavioral Health Services
Cincinnati, Ohio

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Sustainability and Advocacy

- Building and hardwiring your data to tell the story of your work
- Expand scope of quality definition and provide measurement to verify compliance
- Shift to a service delivery culture that utilizes an integrated CQI performance measurement model
- Establish and protect organizational core principles
- Facilitate implementation of service capacity enhancement re-engineering efforts

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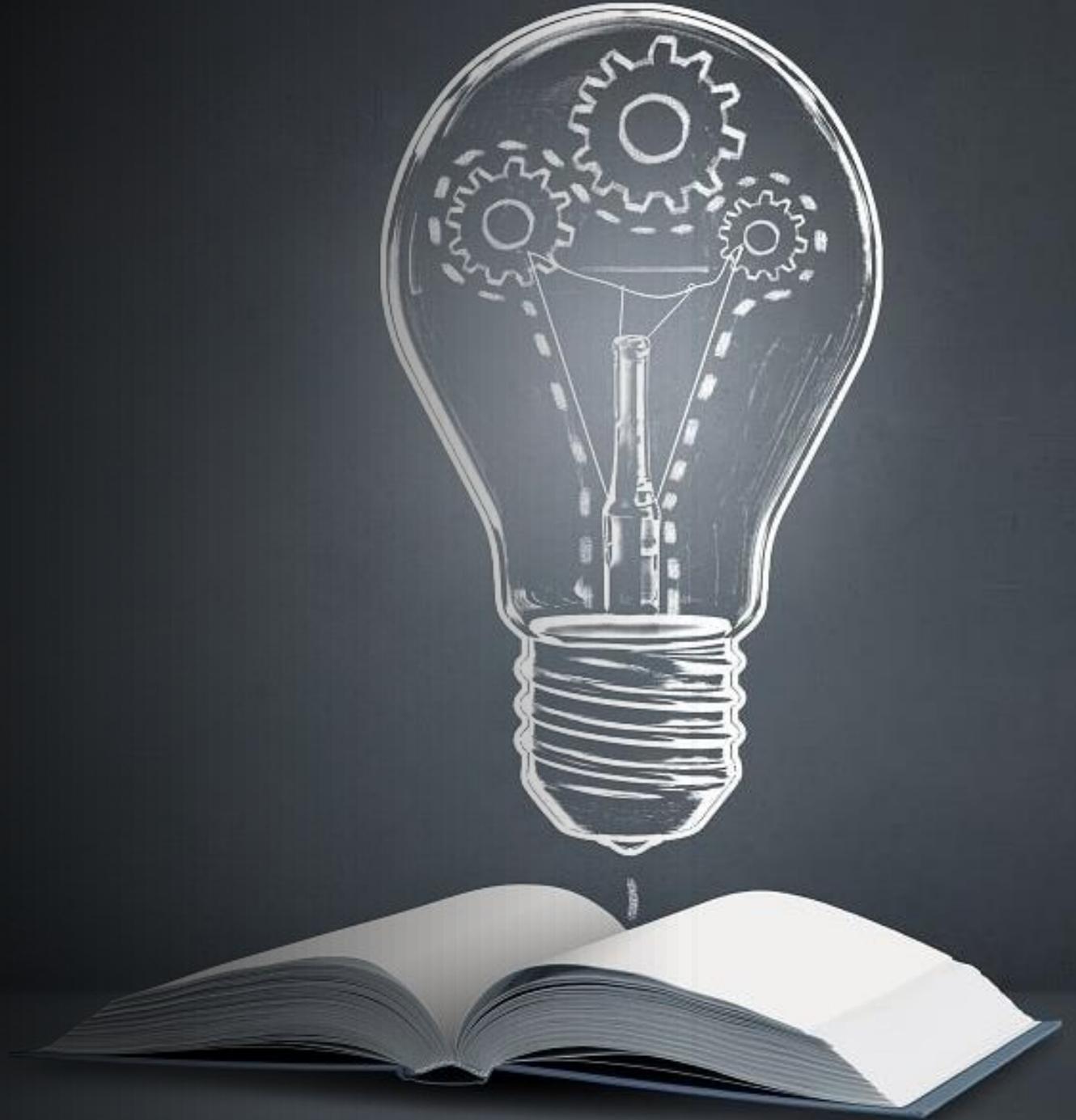


Lessons Learned

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Questions and Day 1 Wrap-Up



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Consulting Opportunities

- EHR and data collection workflows
- Understanding CCBHC criteria and readiness
- Building staff buy-in through organizational change management
- Evidence-based practices and staff development
- Same-Day Access and Just-in-Time Prescribing
- Data-driven decision making
- Prospective payment system

Email us to set up a free consultation:

CCBHC@TheNationalCouncil.org



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Thank You!

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OVERVIEW TAKE ACTION IMPLEMENTATION SUPPORT EVENTS CONTACT US

Welcome to the National Council for Mental Wellbeing's Certified Community Behavioral Health Clinic (CCBHC) Success Center, a hub for data, implementation support and advocacy to support the Certified Community Behavioral Health Clinic initiative.

LEARN ABOUT the CCBHC Model
Data, program requirements, and information for key stakeholders.

GET SUPPORT with CCBHC implementation
Available to current and prospective CCBHCs, state policymakers and government officials, and state behavioral health associations.

- Please complete our **Day 1 session survey** – it will pop up in a new window once the session ends.
- Contact our team anytime: CCBHC@TheNationalCouncil.org
- Visit the CCBHC Success Center [website](#) for tools, resources, and upcoming events
- Explore support options from [MTM Services](#)