



NATIONAL
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CCBHC-E New Grantee Learning Community

Session 5: Staffing

Tuesday, March 14th, 2023
3:00-4:30pm E.T.

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

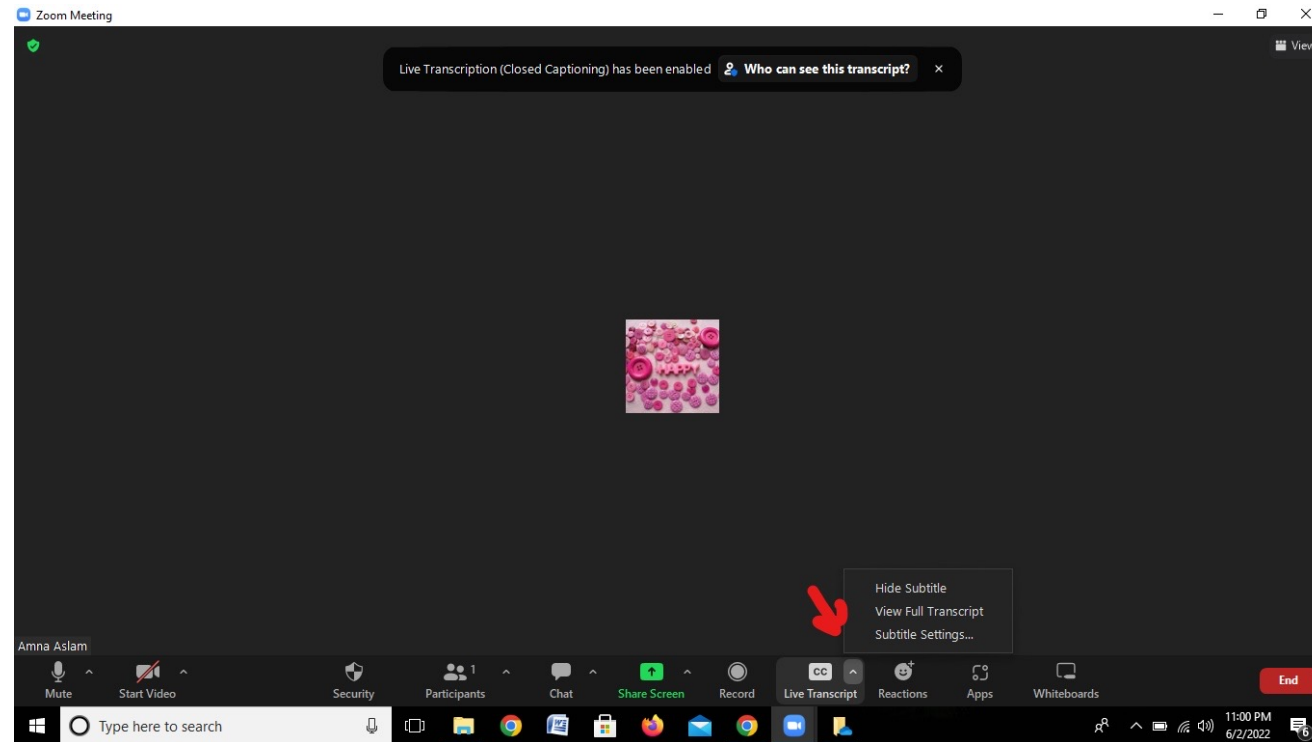
Acknowledgements and Disclaimer

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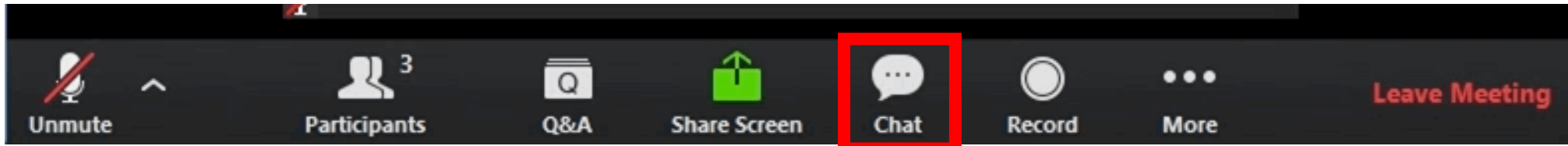


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Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



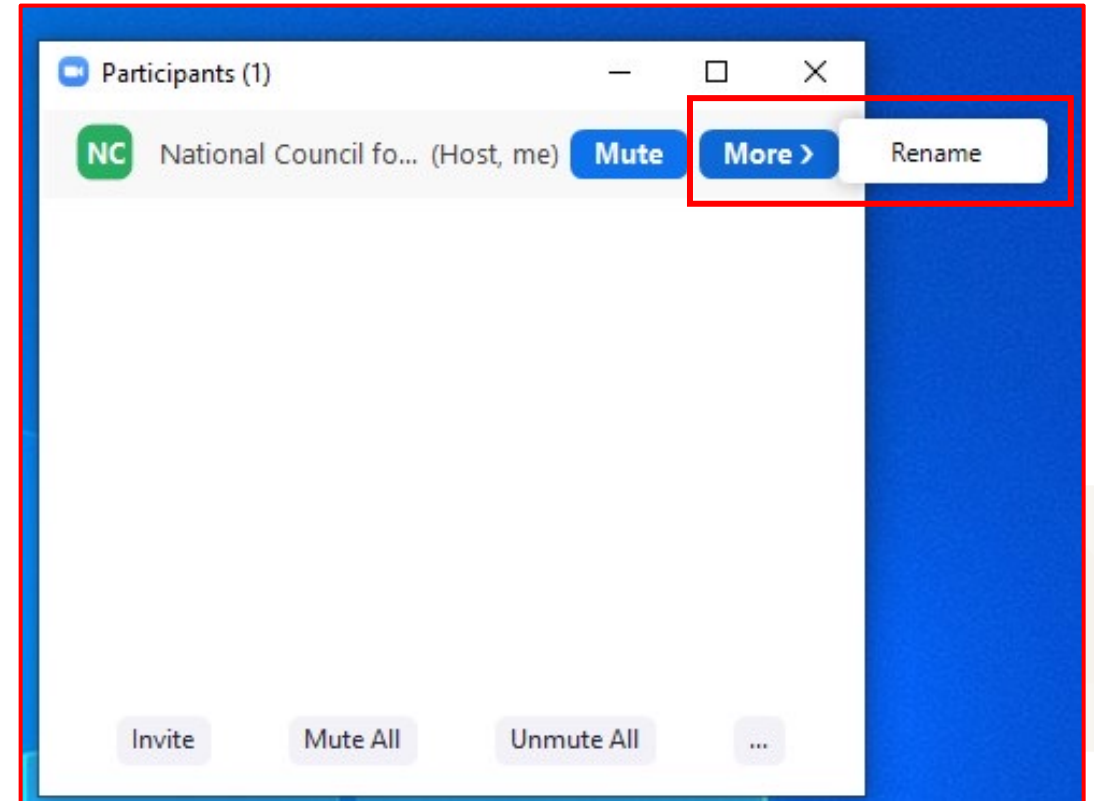
How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar. We'll answer as many questions as we can throughout today's session.

Name and Organization

- Please join by video if you are able!
- Please rename yourself so your name includes your organization.
 - *For example:*
 - **Jane King, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



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Learning Objectives

- Increase knowledge and understanding of CCBHC criteria staffing section and implications for clinic implementation and organizational changes
- Support clinics in implementation of staffing requirements of the CCBHC model
- Foster clinic action planning and decision-making in their practice transformation efforts



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Today's Presenters



Jane King, PsyD, LP
Senior Consultant
CCBHC-E NTTAC, National
Council for Mental
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Elizabeth Cook
*Director of Quality
Improvement*
Egyptian Health
Department



**Gael Thompson, MSW,
LICSW**
*Clinical Manager of Child
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Programs*
Amherst H. Wilder
Foundation



Staffing Requirements in CCBHC Criteria

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DRAFT Updates to the CCBHC criteria



- Introduction
- 6 Program Requirements
 - Staffing
 - Availability and Accessibility of Services
 - Care Coordination
 - Scope of Services
 - Quality and Other Reporting
 - Organizational Authority, Governance, and Accreditation
- Appendix A – Terms and Definitions
- Appendix B – Behavioral Health Clinic Quality Measures
- Appendix C – Summary of Changes

As we move through criteria review, this box throughout the slides indicates proposed changes within the CCBHC Criteria.

It is important to note that at the time of this presentation, these proposed changes are still under review and are not final.

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CCBHC Criteria Program Requirements

1: Staffing

2: Availability and Accessibility of Services

3: Care Coordination

4: Scope of Services

5: Quality and Other Reporting

6: Organizational Authority, Governance and Accreditation

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Staffing Requirement 1.a.1: Needs Assessment and Staffing Plan

The draft updates to the criteria include updated community needs assessment requirements. It is comprised of the following elements:

1. A description of the physical boundaries and size of the service area, including identification of sites where services are delivered by the CCBHC, including through DCOs.
2. Information about the prevalence of mental health and substance use conditions and related needs in the service area, such as rates of suicide and overdose.
3. Economic factors and social determinants of health affecting the population's access to health services, such as percentage of the population with incomes below the poverty level, access to transportation, nutrition, and stable housing.
4. Cultures and languages of the populations residing in the service area.
5. The identification of the underserved population(s) within the service area.
6. A description of how the staffing plan does and/or will address findings.
7. Plans to update the community needs assessment every 3 years.
8. Input with regard to cultural, linguistic, health, and behavioral health treatment needs;
9. Evidence-based practices and behavioral health crisis services; access and availability of CCBHC services including days, times, and locations, and telehealth options; and potential barriers to care such as transportation, income, culture, workforce shortages.



Staffing Requirement 1.a.2: Staff

- CCBHC staff (both clinical and non-clinical) is appropriate in size and composition for the population to be served by the CCBHC
- If veterans are served by the CCBHC, staffing satisfies the requirements of criteria 4.K



Staffing Requirement 1.a.3: Management Staffing

- CCBHC management staffing is adequate for the needs of CCBHC as determined by the needs assessment
- CCBHC management team structure has key personnel identified by name, including a CEO or Executive Director/Project Director and a Medical Director
- For a CCBHC without a psychiatrist as Medical Director, provisions are made for psychiatric consultation and a medically trained behavioral health provider with appropriate education and licensure to independently prescribe as the Medical Director.



Staffing Requirement 1.a.4: Liability/Malpractice Insurance

- The CCBHC maintains adequate liability/malpractice insurance



Staffing Requirement 1.b.1: Appropriate Licensure and Scope of Practice

- CCBHC practitioners provide services within their scope of practice in accordance with all applicable federal, state, and local laws and regulations
- Policies or procedures are in place to ensure continuation of licensure (non-lapse)
- Formal agreements in place with DCOs to ensure DCO staff members serving CCBHC consumers also have appropriate licensure and required state certifications



Staffing Requirement 1.b.2: Required Staffing

- Staffing plan meets requirements of the state behavioral health authority and any accreditation/other standards required
- Staffing plan requires a medically trained behavioral health care provider, who can prescribe and manage medications independently under state law, including buprenorphine products and naltrexone
- Staffing plan requires credentialed substance abuse specialists
- Staffing plan requires individuals with expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance (SED) and adults with serious mental illness (SMI)
- Staffing plan requires other disciplines that can address needs identified by the needs assessment
- The CCBHC has taken steps to alleviate workforce shortages where they exist

Draft updates to the criteria provides clarity that CCBHCs must have providers on staff who can prescribe and manage medications independently, including buprenorphine and FDA-approved medications used to treat opioid, alcohol, and tobacco use disorders.

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Staffing Requirement 1.c.1: Training Plans

- Training plans realistically address the need for culturally competent services
- Training plans require the following training at staff orientation and annually thereafter: risk assessment, suicide prevention and suicide response; and the roles of families and peers
- Training plan requires the following training at staff orientation and thereafter as needed: cultural competence; person-centered and family-centered, recovery-oriented, evidence-based and trauma-informed care; integration of primary care and behavioral health care; and a continuity plan
- Policies or procedures in place to implement this training and ensure the competence of trainers and trainees
- If active duty military and/or veterans are served, CCBHC cultural competency training includes information related to military culture

Clarified existing requirements for training and that it is specific to staff in contact with clients.

Staffing Requirement 1.c.2 – 1.c.4: Skills and Competence

- Policies and procedures that describe the methods used for assessing skills and competencies of providers
- In-service training and education programs.
- List of in-service training and educational programs provided during the previous 12 months
- Documentation of completion of training and demonstration of competencies within staff personnel records
- Individuals providing training to CCBHC staff have the qualifications to do so as evidenced by their education, training, and experience

Draft updates to the criteria clarifies that accounting of staff training occurs throughout employment and not just the previous 12 months.

Staffing Requirement 1.d.1 – 1.d.4: Meaningful Access

- CCBHC takes reasonable steps to provide meaningful access to their services for such consumers, including consumers with Limited English Proficiency (LEP) or with language-based disabilities
- Interpretation and translation service(s) are appropriate and timely for the size and needs of the LEP population
- Interpreters are trained to function in a medical setting.
- Auxiliary aids and services are available
- Documents/messages are available for consumers in languages common in the community served; documents take into account literacy levels of the community and the need for alternative formats
- Consumers are made aware of resources designed to provide meaningful access.



Staffing Requirement 1.d.5: Meaningful Access and Privacy

- Policies with explicit provisions for ensuring that all employees, affiliated providers, and interpreters understand and adhere to confidentiality and privacy requirements applicable to the service provider
- CCBHC consumer consent documentation is regularly offered, explained, and updated
- The CCBHC satisfies the requirements of privacy and confidentiality while encouraging communication between providers and family of the consumer.

Lessons Learned From The Field

Elizabeth Cook

Director of Quality Improvement

Egyptian Health Department

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Use Your Resources

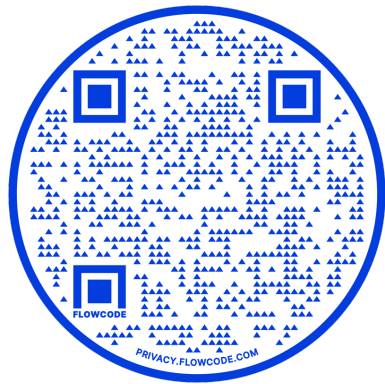
Community Health Workers (Or Peer Wellness Coaches) hired from among those you wish to reach lead to success stories!

- Our Veterans Community Health Worker has opened doors for us we didn't even know were there!
- We hired many of our Peer Wellness Coaches and Peer Support Providers from the very groups that they now facilitate.



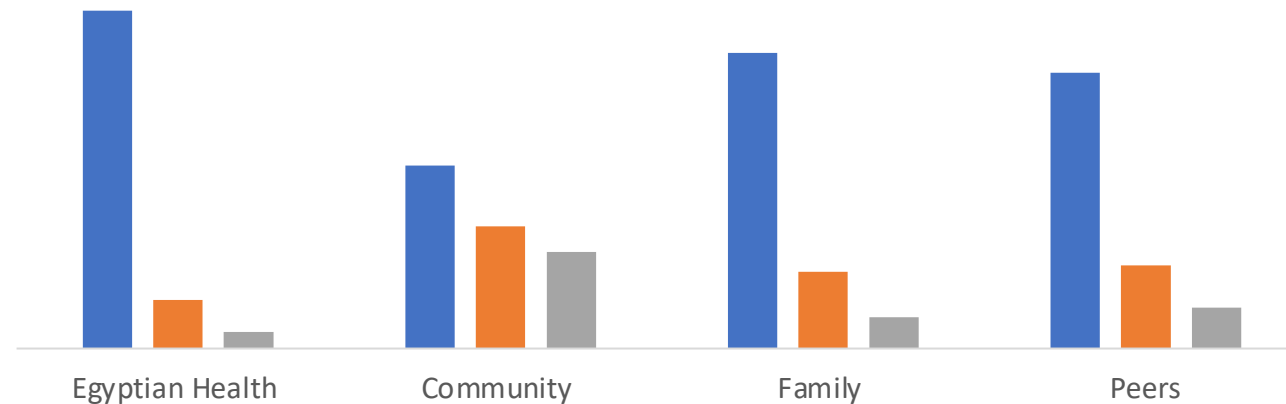
Let your Participants PARTICIPATE

- We don't know what we don't know – and it turns out we don't know a lot.
- 8 members of the Governing Council became the Consumer Advisory Board, led by Amanda, a Peer Wellness Coach.
 - Better Survey Data from More Relevant Questions.
 - Study created by peers for peers to go to National Council Convention!



Do people feel connected?

■ Yes ■ Kind of ■ No



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Lessons Learned From The Field

Gael Thompson, MSW, LICSW

Clinical Manager of Child and Adult Mental Health Programs

Amherst H. Wilder Foundation

St. Paul, MN

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Increasing Access to Services Based on Community Need: What We've Learned

- Based on a community needs assessment, we developed an Access Team consisting of 4 Evaluation Therapists, 4 Care Coordinators and 2 Cultural Brokers/Interpreters. This team is the first contact for people from the community who seek services from Wilder.
- The team provides walk in evaluations (in person or telehealth) 5 days/week from 9:00-5:00.
- After evaluation, care coordinators help clients access needed services (mental health, housing, medical/dental services, case management, childcare, food, etc).
- Overall, the demand for walk in evaluations has continued to increase since we started. Tuesday, Wednesday and Thursday are the busiest days, but the volume is unpredictable.

Use of Cultural Brokers/Interpreters

- We serve a very diverse client population, particularly immigrants of Southeast Asian descent (Hmong, Vietnamese, Cambodian, Karen, Karenni).
- The number of Karen clients seeking services has increased dramatically. We identified a need for consistent, competent Karen Interpreters/ Cultural Brokers to bridge the gap between Karen culture and Western medical/mental health practices.
- To provide a career ladder and employment opportunities, we hired one Karen interpreter/cultural broker from the local community. Based on the huge demand for her services, we quickly hired another. These staff provide services across all of Wilder's programs. They've been able to access Wilder training/educational supports; one is currently working on getting her Bachelor's Degree in Social Work, the other is studying to become an insurance navigator.

Questions?



Resources and Opportunities

- [New Grantee Resource Guide](#)
- PDI Learning Community: Ask questions to us or other grantees
- National Council CCBHC-E team support: Request training and assistance through our [Consultation Form](#)
- Peer cohort calls (Project Directors, Evaluators, Executives, Medical Directors)



Breakout Discussion



In each room, each participant will share:

- How have your recruitment and retention strategies changed since becoming a CCBHC?
- Which approaches have been most effective?

During the breakout room, assign someone to take notes. Upon returning to the large group, these questions can then be entered into the chat and become part of the question log.



Closing: Sharing and Preparing



- **Brave Volunteers:** What did you hear from others in terms of questions and needs?
- **QUESTION LOG:** Take 2-3 minutes to put any questions you generated in the chat to continue to add to our question log
- **Next Session: Tuesday, March 14th, 3:00-4:30pm ET**
 - Topic: Learning Community Celebration and Wrap Up!



NatCon23 Pre-Convening for Grantees

- On **April 30th from 1 – 5 p.m. PT**, the CCBHC-E NTTAC is hosting an in-person convening for all CCBHC grantees at National Council's Annual Conference (NatCon23) in Los Angeles, CA.
- **Free** for all current grantees (expansion, PDI, IA)! Registration for NatCon23 is not required to attend.
 - Up to two (2) individuals from CCBHC grantee organization may attend. Attendees may be any member of the CCBHC implementation team.
- **Why should you attend?**
 - To learn from other grantees and make connections that will help your organization grow
 - To showcase your CCBHC implementation best practices OR learn from others' best practices
 - For peer-to-peer engagement opportunities with other CCBHCs
- **Interested?**
 - Registration is through the NatCon23 portal – **[enter code CCBHCE2023](#)** – on the Special Events, Preconference & Optional Purchases Page
 - Already Registered for NatCon23? Email Conference@TheNationalCouncil.org to add the convening to your existing NatCon23 registration.

Medical Directors ECHO Series

April – August 2023

- The five-month **CCBHC Advancing Quality and Integration by Effective Implementation of Medical Director Role ECHO** will bring together CCBHC medical directors interested in receiving guidance and education on their role in effectively supporting the CCBHC model strategic framework and implementation to enhance the integration and quality of care.

Purpose

- This ECHO series is an opportunity for medical directors to engage collaboratively with other CCBHC executives on integration and medical aspects of care while participating in peer-to-peer learning discussions.

[Apply](#) to join **before** the **March 30th** deadline.

Upcoming Events

Event Type	Title	Date + Time	Registration Link
Learning and Action Series	<p>Workforce Innovations Series Session 4: <i>Create a Diverse and Reflective Workforce.</i></p> <p>Seeking to create a robust, diverse workforce that reflects the rich tapestry of those served? This session will review resources and strategic hiring and recruitment practices that can help you accomplish this aim and the activities you outlined in your Behavioral Health Disparities Impact Statement.</p>	Thursday, March 23 rd , 3:00-4:30pm E.T.	Register here

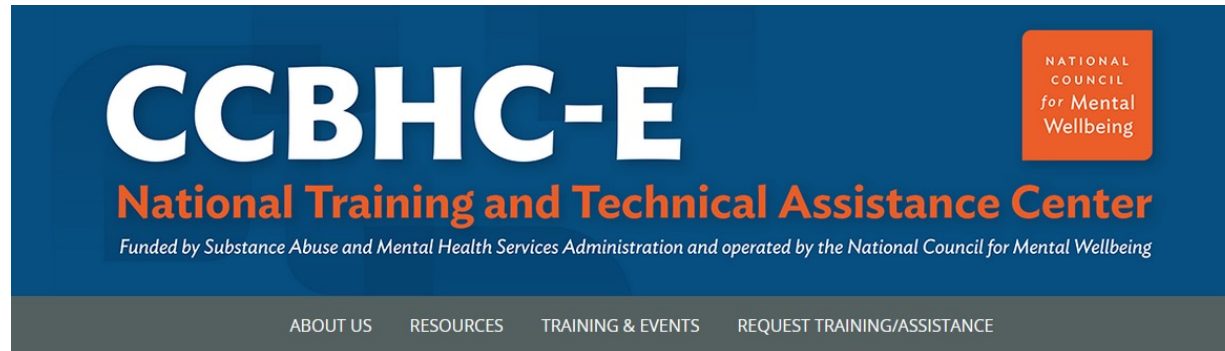


Monthly Cohort Calls

Monthly cohort calls from the CCBHC-E NTTAC give CCBHC staff members a regular space for sharing with peers, generating solutions and cross-collaboration. Participate as often as you like. Sign up today and share this opportunity with other members of your team!

Event Type	Date + Time	Registration Link
Executives	The last Friday of each month from 12:00-1:00pm E.T.	Register here
Program Directors	The first Wednesday of each month from 12:00-1:00pm E.T.	Register here
Evaluators/CQI Leads	The first Tuesday of each month from 3:30-4:30 pm E.T.	Register here
Medical Directors	The first Monday of each month from 12:00-1:00 pm E.T.	Register here

CCBHC-E TTA Center Website



Access our ever-growing resource library, upcoming trainings and events, and request for individualized support.

[CCBHC-E National Training and Technical Assistance Center](#)



Thank You!





Thank you for attending today's event.


Slides and the session recording link will be available on the CCBHC-E NTTAC website under "Training and Events" > "Past Events" within 2 business days.

Your feedback is important to us!

Please complete the brief event survey that will open in a new browser window at the end of this meeting. Your input helps us improve our support offerings and meet our SAMHSA data metrics.

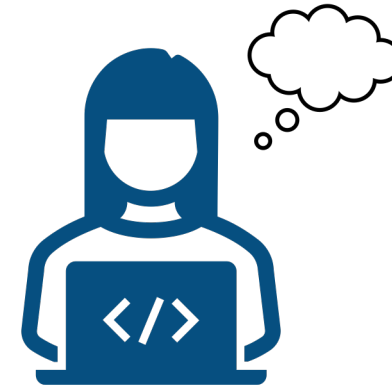
Calendar of Events

Search  Start Date  End Date  Select Event 

Future Events 

- Future Events
- Past Events

Apply



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