

# CCBHC-E National Training and Technical Assistance Center

*CCBHC New Grantee Learning Community*

*Session 2: Needs Assessment*

December 6, 2022

**CCBHC-E National Training and Technical Assistance Center**

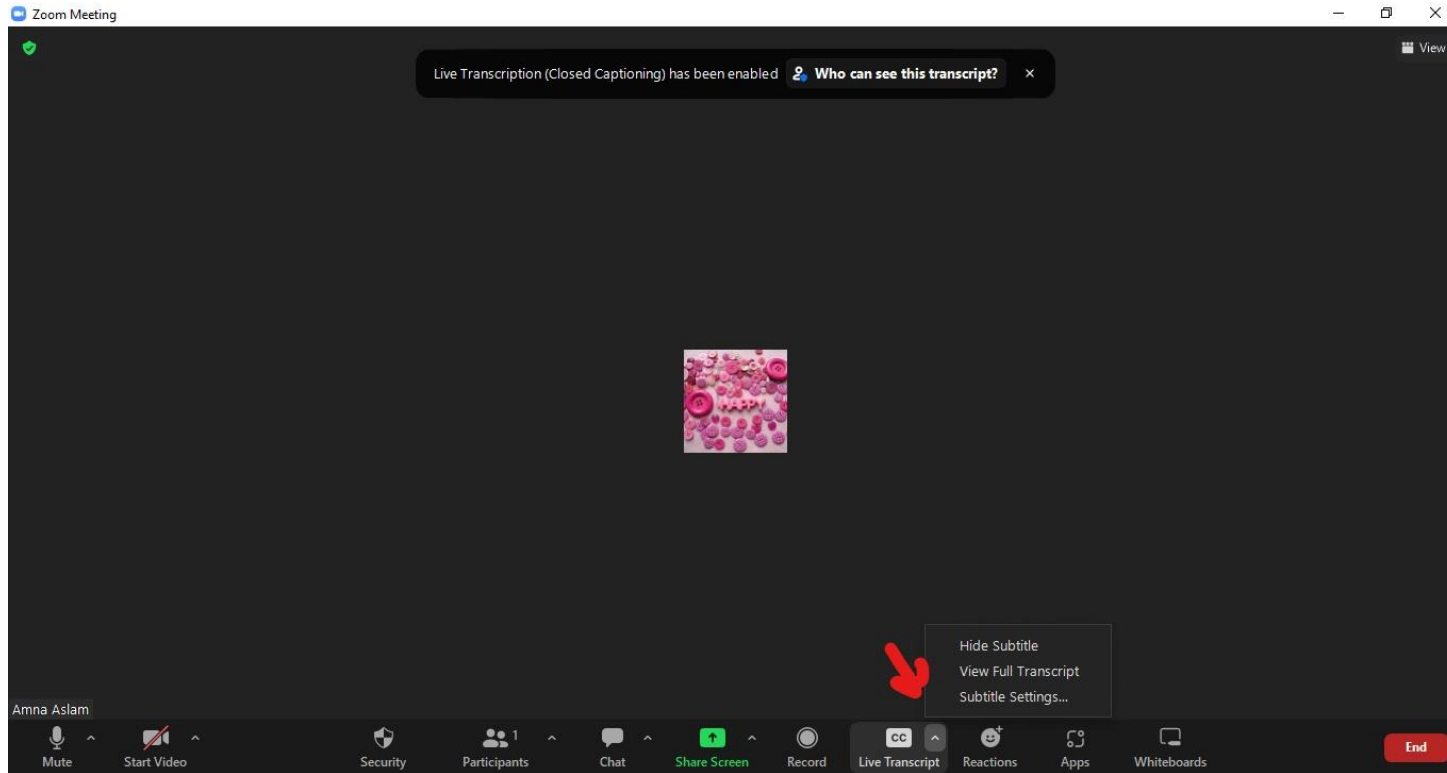
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# Acknowledgements and Disclaimer

*This session was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).*



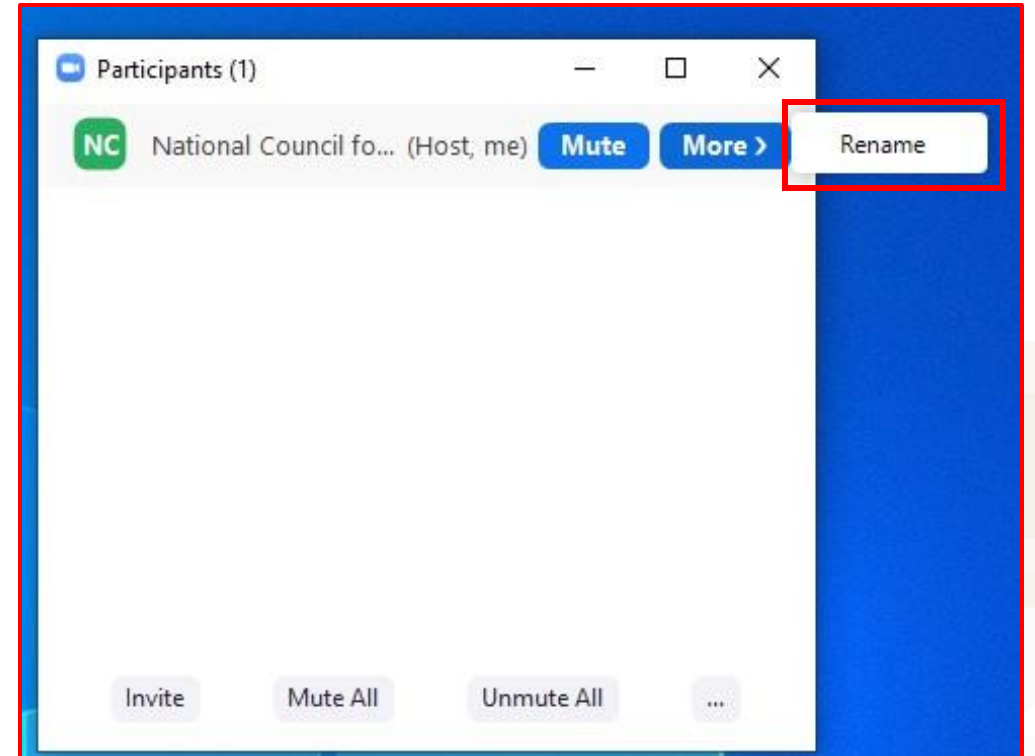
# How to Enable Closed Captions (Live Transcript)



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

# Logistics: Name and Organization

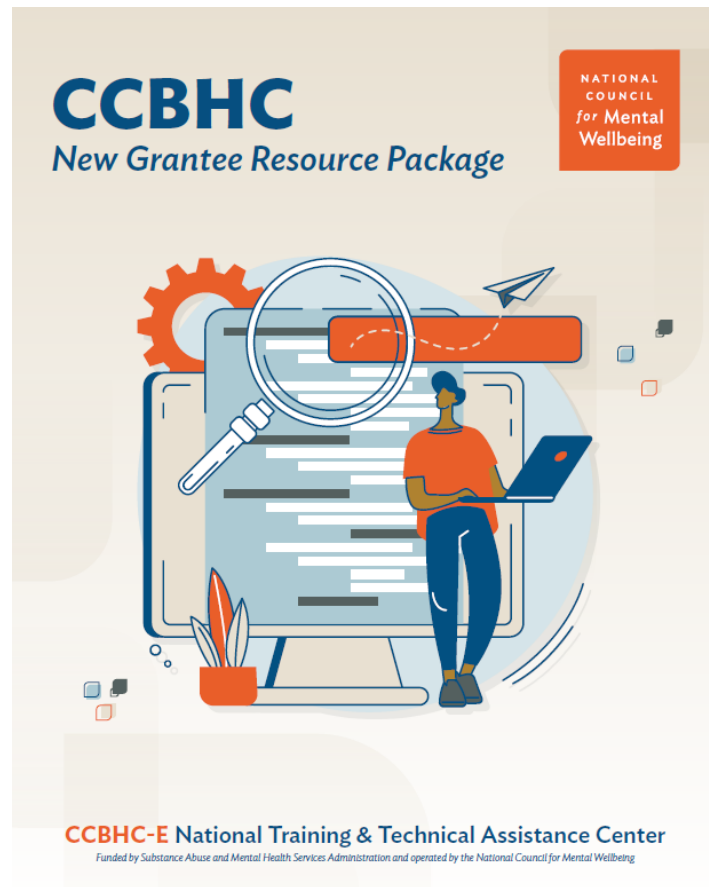
- Please join by video if you are able!
- Please rename yourself so your display name includes your organization.
  - *For example:*
    - **Alexandra Meade, National Council**
- *To rename yourself:*
  - Click on the **Participants** icon at the bottom of the screen
  - Find your name and hover your 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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# New Resource Alert: CCBHC New Grantee Resource Guide



- Developed to provide SAMHSA CCBHC grantees, especially those new to the grant program, with information on CCBHC implementation practices and management of the expansion grant requirements.
- Includes guidelines, references, an adaptable sample workplan, a compilation of frequently asked questions and direct links to relevant CCBHC templates and toolkits.
- [Download here.](#)

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# Today's Learning Objectives

- Increase knowledge and understanding of CCBHC needs assessment requirements
- Support clinics in implementation of needs assessment
- Foster clinic action planning and decision-making in developing their needs assessment

# National Council Learning Community Team



**Alexandra Meade**  
Project Manager



**Renee Boak, MPH**  
Consultant and Subject  
Matter Expert



**Jane King, PsyD, LP**  
Consultant and Subject  
Matter Expert



**Sam Holcombe, MPH**  
Senior Director and Center  
Director



**D'ara Lemon**  
Project Coordinator



# Today's Presenters



**Kerry King, PsyD, MBA**  
*Principal*  
Bowling Business Strategies



**Jessica Crowe, LICSW**  
*CCBHC Project Director*  
Child & Family Services, Inc.  
(New Bedford, Massachusetts)





# Community Pulse Check

What's top of mind for you?

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# Community Check-In

1. What questions do you have on today's topic (**needs assessment**)?  
*A moment to reflect, then please type into the chat box.*
2. **Poll question:** What accommodations or accessibility support would be helpful to regularly have available?
  - a) Closed captioning / live transcript
  - b) Spanish language translation
  - c) Additional supports (*please enter in chat box*)
3. **Poll question:** Are you comfortable sharing your email address with others in this learning community, to share questions, resources, and ideas?
  - a) Yes, please!
  - b) I'd rather not.



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# Community Snapshot

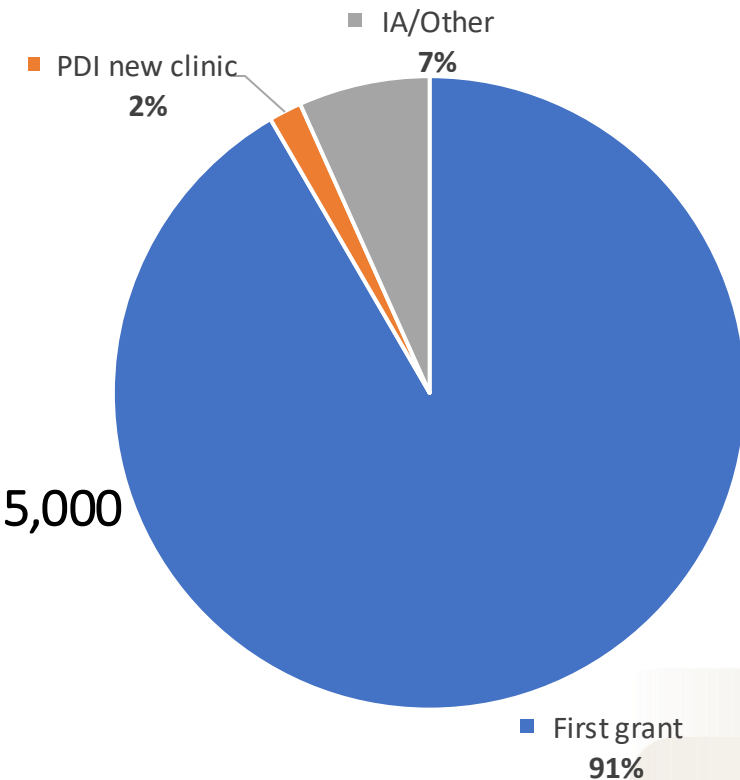
A contextual slice of our learning community application data...

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# CCBHC-E New Grantee Learning Community

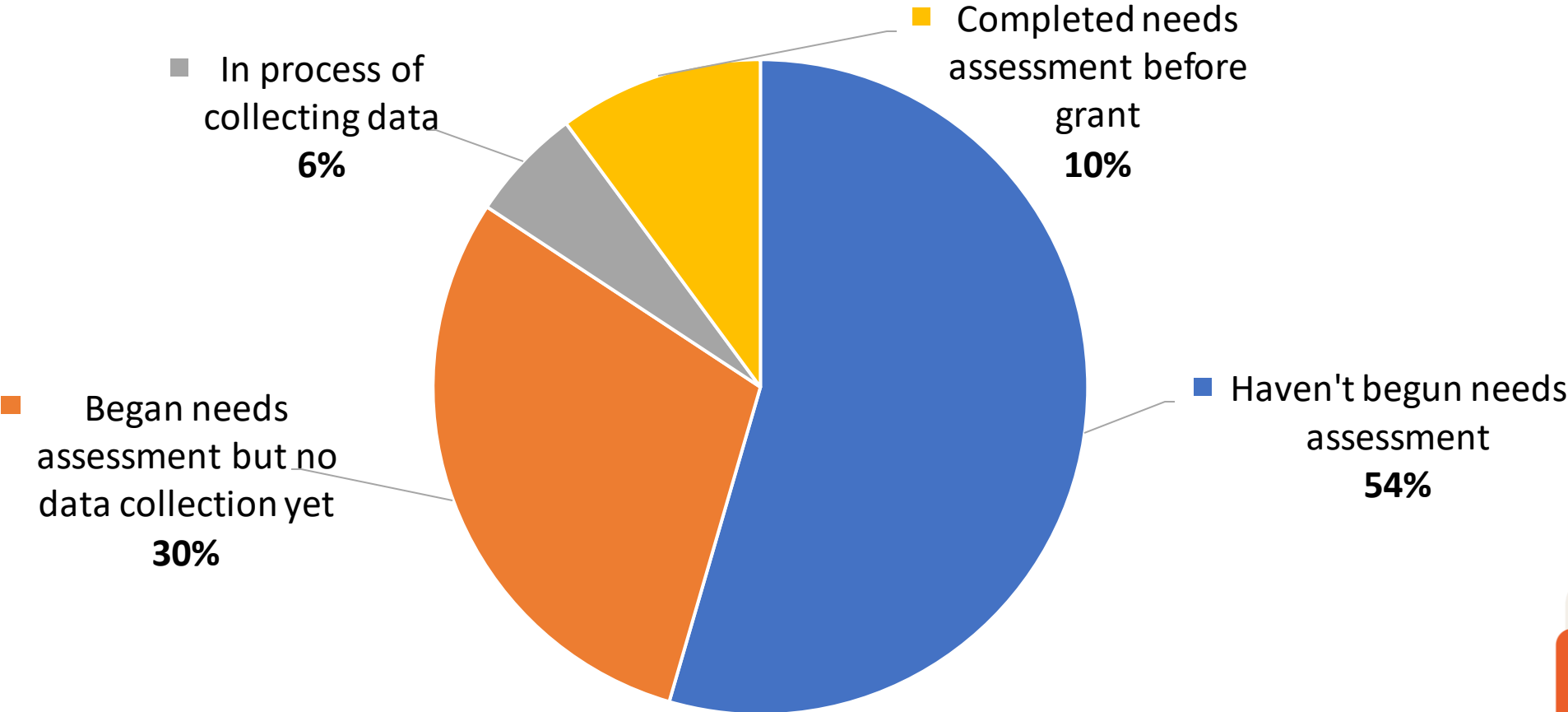
- **114** clinics
- **36** states
- **437** registered individuals
- Number of organizational staff: **12-3000**
- Number of clients served by your organization annually: **75-125,000**
- Number of clients served through CCBHC grant: **20-90,000**



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# Community Snapshot: Needs Assessment



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# CCBHC Needs Assessment

Renee Boak, MPH

Consultant and Subject Matter Expert

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# Definition

SAMHSA defines the needs assessment as:

- a systematic approach to **identifying community needs and determining program capacity to address** the needs of the population(s) being served.
- a tool that can help identify current conditions and desired services or outcomes. A **needs assessment identifies the strengths of a program and the challenges faced** in meeting the service needs of those served and should be objective **and includes input from consumers, program staff, and other key community stakeholders.**



# Requirements from the Criteria: Staffing

- **1.a.1.** The needs assessment is to **address cultural, linguistic, and treatment needs** and should inform the staffing plan as well as include consumer and family/caregiver input; the needs assessment and staffing plan will be updated regularly, but no less frequently than every three years.
- **1.a.3.** The Chief Executive Officer of the CCBHC maintains a fully staffed management team as appropriate for the size and needs of the clinic **as determined by the current needs assessment and staffing plan.**





# Requirements from the Criteria: Staffing (cont.)

- **1.b.2.** The CCBHC staffing plan meets the requirements of the state behavioral health authority and any accreditation standards required by the state and it includes clinical and peer staff.
- **1.d.4.** The requisite languages (for materials provided to consumers) will be **informed by the needs assessment** and updated as needed.

# Requirements from the Criteria: Availability & Accessibility of Services

- 2.a.2. The CCBHC must provide outpatient clinical services during times that ensure accessibility and meet the needs of the consumer population to be served, including some nights and weekend hours. **The needs assessment should determine what services are provided, by what staff, and when and also inquire about barriers to accessing services,** including transportation issues.



# Requirements from the Criteria: Scope of Services

- 4.f.2. Based upon the **findings of the needs assessment** as required in program requirement 1, states must establish a **minimum set of evidence-based practices** required of the CCBHCs.



# Key Steps in a Needs Assessment

- Define the goals for the assessment
- Articulate the purpose of the assessment
- Identify the target populations for the assessment of needs and services
- Determine how data will be collected and used
- Determine the timeline for the process
- Determine the strategic use of the findings

# Data Collection Methods

- Surveys
- Interviews
- Focus groups
- Secondary data
- Abstraction
- Indicators



# Privacy Considerations

- Funders, and federal funders in particular, have specific requirements and processes to protect the well-being and safety of participants. For example, studies that receive funding through the U.S. Department of Health and Human Services (HHS) and that involve human subjects are subject to review by an institutional review board (IRB), which is regulated through the [Office for Human Research Protections](#) (OHRP). The purpose of an IRB is to protect the rights, wellbeing, and welfare of research participants.
- In rural areas, where people may know more about one another and where various characteristics can make it easier to pick out a person from the crowd, it is even more important to consider how data is handled and stored. The National Committee on Vital and Health Statistics [Toolkit for Communities Using Health Data](#) includes information on de-identification, data security, and other topics for protecting data.

# Lessons Learned From The Field

**Kerry D. King, PsyD, MBA**

*Principal*

Bowling Business Strategies

**CCBHC-E National Training and Technical Assistance Center**

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# Value of Needs Assessments

- Deepens understanding of community needs, challenging assumptions and the status quo
- Ensures match between services offered and what clients need
- Boosts effectiveness of services, enhancing staff and client satisfaction
- Ensures appropriate allocation of energy and resources, including to upstream approaches
- Helps you find new partners





# Needs Assessment Focus Areas



<https://www.samhsa.gov/section-223/certification-resource-guides/conduct-needs-assessment>

# Key Assessment Drivers

Understanding  
the Community  
Needs

Assessing and  
Improving the  
System of Care

Identifying and  
Forging Effective  
Partnerships

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# Assemble Your Team

- **Identify** your Needs Assessment team members
- **Ensure representation** from a multi-disciplinary group of representatives
- **Identify and engage** the data stewards that have access to relevant datasets
- **Consider partnerships** with local colleges, universities, or research centers
- **Leverage existing partnerships** and consider combining Needs Assessment efforts with other entities with similar Needs Assessment requirements (e.g., local hospitals, FQHCs)
- **Utilize interns, student & volunteers**



# Community Needs – Sample Research Questions

## Demographics

- What are the demographic characteristics of individuals in our catchment area?
- What is the prevalence of behavioral health in our community?
- Are there populations at “rising risk” that need to be engaged earlier?
- What languages are spoken in our community?
- What are the major industries/trades in our catchment area?

## Barriers

- What transportation resources are available and what transportation-related needs still persist?
- Are some populations dying of preventable diseases at rates dissimilar to other groups?
- Are some populations accessing emergency and crisis services disproportionately?



# Making Sense of Community Needs Data

Information that may emerge from data collection that could be used to inform your program design include:

- Population characteristics and demographics
- High-risk subpopulations
- MH, SUD, and chronic disease prevalence
- Prevalence of related social needs
- Industry/trade trends
- Special needs, challenges, and barriers to care
- Mortality and morbidity rates
- Insurance trends



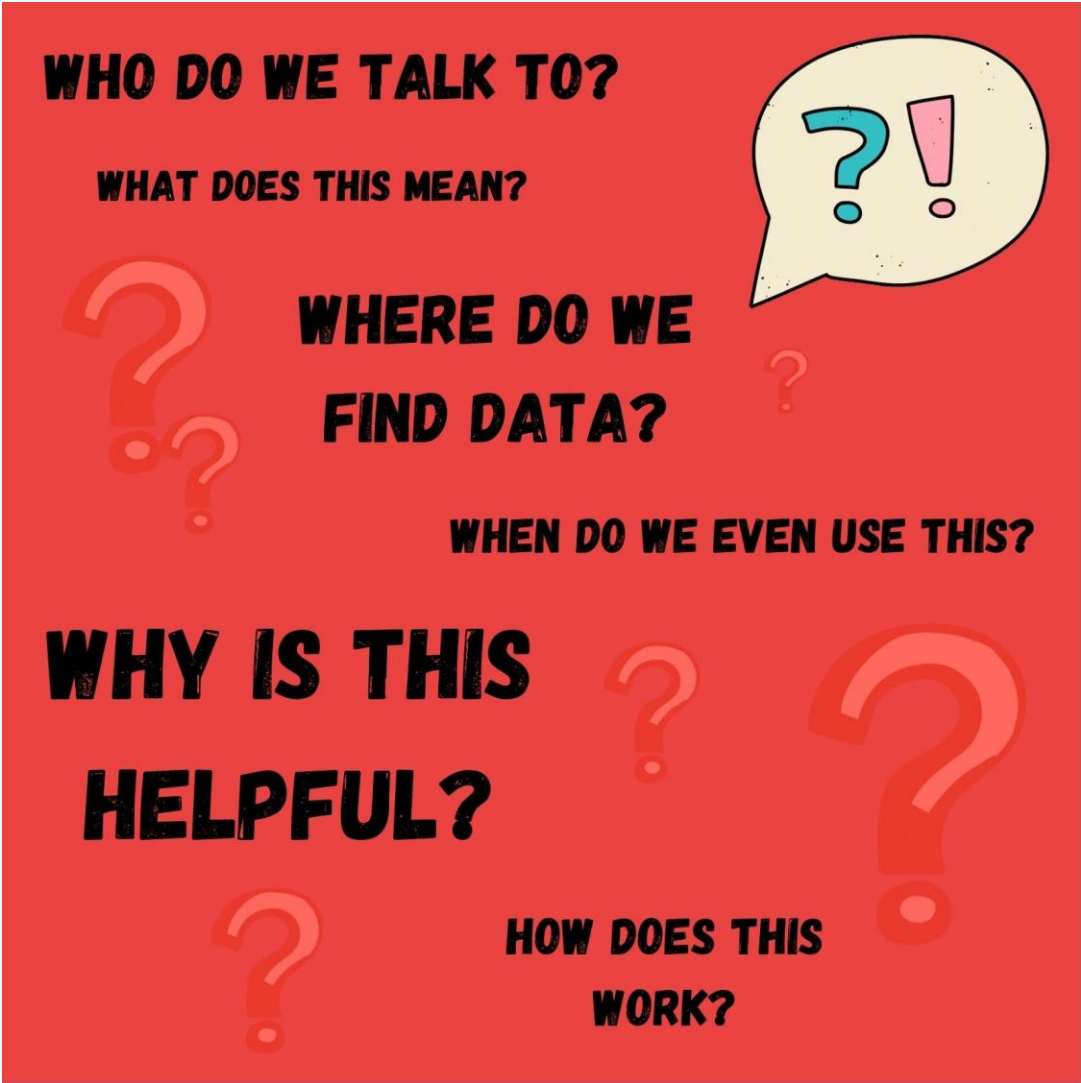
# Lessons Learned From The Field

**Jessica Crowe, LICSW**  
*CCBHC Project Director*  
Child & Family Services, Inc.  
New Bedford, Massachusetts

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# Case Study: Children & Family Services, Inc.



**WHO DO WE TALK TO?**

**WHAT DOES THIS MEAN?**

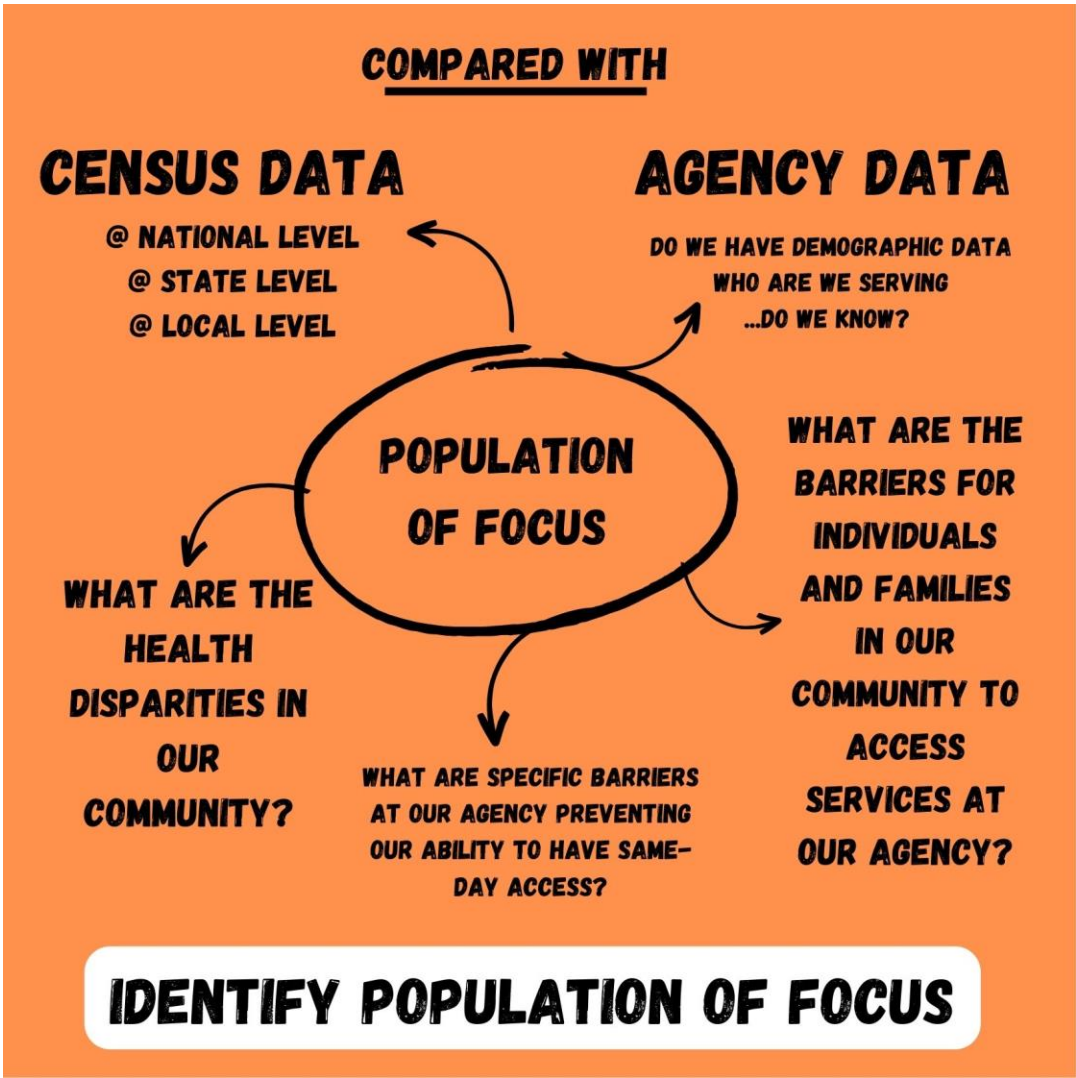
**WHERE DO WE FIND DATA?**

**WHEN DO WE EVEN USE THIS?**

**WHY IS THIS HELPFUL?**

**HOW DOES THIS WORK?**

# Case Study: Children & Family Services, Inc.



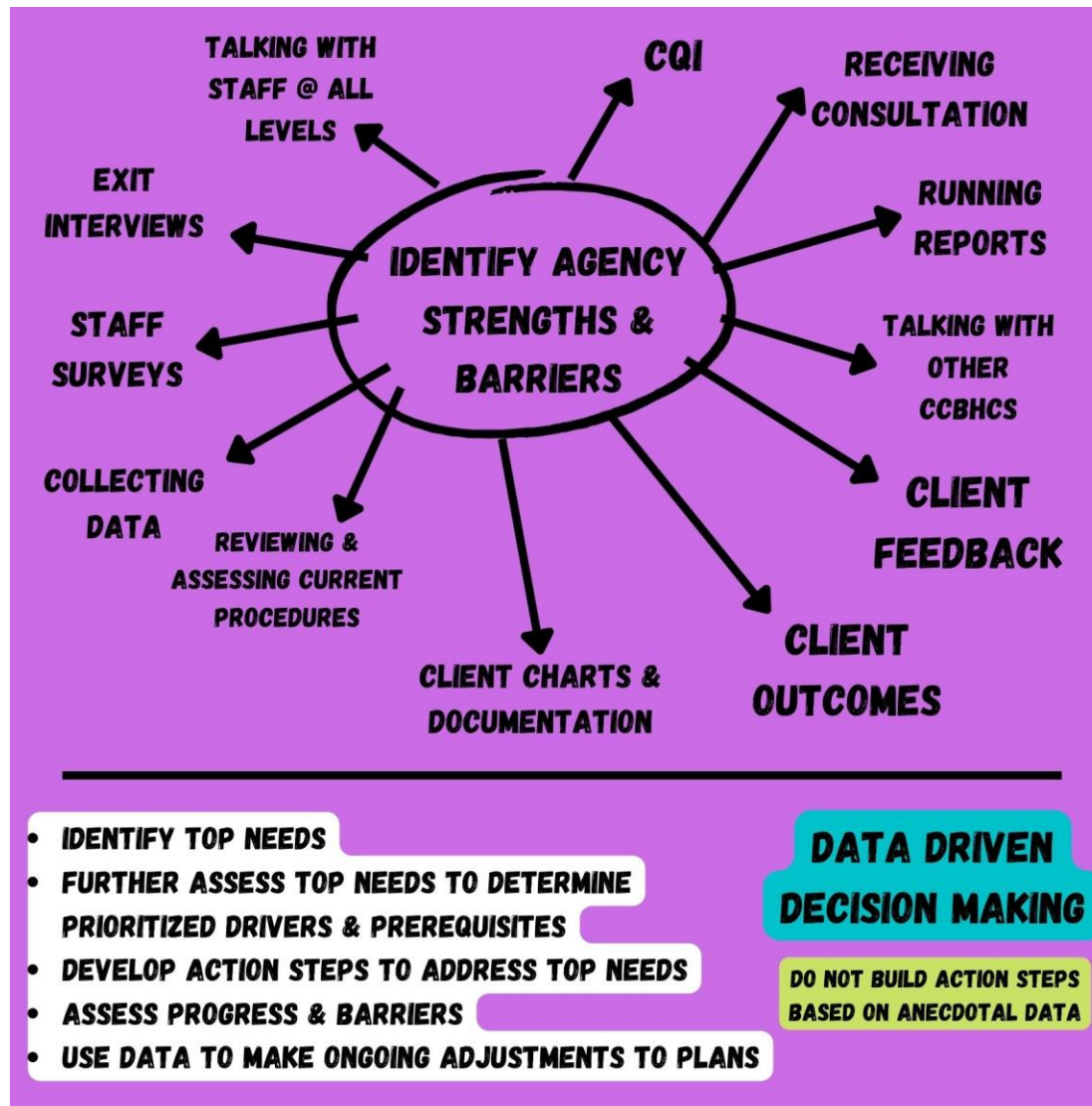


# Case Study: Children & Family Services, Inc.



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# Case Study: Children & Family Services, Inc.



# Breakout Discussion



- What strategies are you considering for data collection, particularly to ensure feedback from consumers and the larger community?
- Which staff and skillsets are you prioritizing for the needs assessment team?
- Where do you anticipate you may have challenges in conducting or analyzing your needs assessment?

During the breakout room, assign someone to take note of all **questions**. 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: January 10, 3:00-4:30pm ET**
  - Topic: Practice Transformation as a CCBHC



# Keep the Conversation Going!

Take the information learned today and bring it back to your agency to continue the conversation.

- Which departments or teams need to be represented on your needs assessment team? (CCBHC Project Director? Quality Improvement? EHR? Program Leadership?)?
- What existing data resources do you have that can inform your needs assessment? Where are there gaps?

# Resources: Needs Assessment

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# Resources

- [Behavioral Risk Factor Surveillance System](#) (BRFSS): Through the Center for Disease control and Prevention (CDC), BRFSS is the nation's premier system of health-related telephone surveys that collect state data about U.S. residents regarding their health-related risk behaviors, chronic health conditions, and use of preventive services. Established in 1984 with 15 states, BRFSS now collects data in all 50 states as well as the District of Columbia and three U.S. territories.
- [Prevalence and Trends Data](#) (explore by location, explore by topic)
- [Web Enabled Analysis Tool](#) (WEAT): WEAT permits users to create custom crosstabulation tables for health indicators within selected states.
- [National Survey of Children's Health](#) (HRSA) – and [interactive data search](#) by the Data Resource Center for Child & Adolescent Health

# Resources

- [Chronic Disease Indicators, by location:](#)
  - Alcohol use among youth
  - Alcohol use before pregnancy
  - Binge drinking prevalence among youth
  - Binge drinking prevalence among adults  $\geq 18$  years
  - Binge drinking prevalence among women aged 18-44 years
  - Binge drinking frequency among adults aged  $\geq 18$  years who binge drink
  - Binge drinking intensity among adults aged  $\geq 18$  years who binge drink
  - Heavy drinking among adults  $\geq 18$  years



# Resources

## [Nutrition, Physical Activity, and Obesity, by location:](#)

- Adults who have obesity
- Adults who have overweight classification
- Adolescents who have obesity
- Adolescents who have overweight classification
- WIC 2-4 years old who have obesity
- WIC 2-4 years old who have an overweight classification
- WIC 3-23 months who have a high weight for length

# Resources

## [Oral Health, by location:](#)

- Adults aged 18+ who have visited a dentist or dental clinic in the past year
- Adults aged 65+ who have lost all of their natural teeth due to tooth decay or gum disease
- Adults aged 65+ who have lost six or more teeth due to tooth decay or gum disease

# State Level Resources: KFF

- [Demographics and the Economy Indicators](#)
- [Disparities Indicators](#)
- [Health Costs and Budgets Indicators](#)
- [Health Status](#)
  - Diabetes
  - Health Coverage and Uninsured
  - Life Expectancy
  - Medicaid and CHIP
  - Medicaid Behavioral Health Services
  - Medicare
  - Mental Health and Substance Use
  - Obesity
  - Opioid Epidemic
  - Oral health
  - Physical Activity
  - Providers and Service Use
  - Self Reported Health Status
  - Smoking

# County Level Resources

Find County level health information based at [County Health Rankings](#). This link will rank (overall) county health status and includes specific information on length of life, quality of life, health behaviors, clinical care, social and economic factors, and physical environment.

# CCBHC Needs Assessments

- [Green Country Behavioral Health Services CCBHC Needs Assessment](#)
- [Hiawatha Valley Mental Health Center CCBHC Needs Assessment](#)
- [Michigan CCBHC Handbook](#)
- [Oregon CCBHC Provider Needs Assessment Template](#)
- [State of Oklahoma CCBHC Needs Assessment](#)



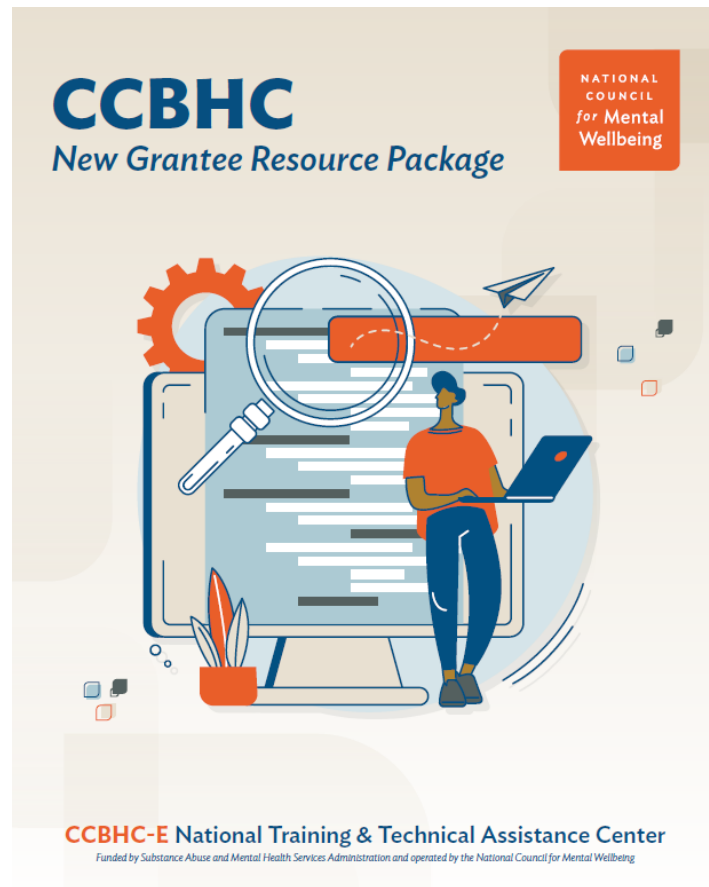
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# CCBHC-E: Events and Resources

**CCBHC-E** National Training and Technical Assistance Center

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# Upcoming Events

Event Type	Title	Date + Time	Registration Link
Learning and Action Series	<p><b>Sustainability Series, Session 3: Financing for Sustainability – Understanding Your Costs and Preparing for New Payment Models</b></p> <ul style="list-style-type: none"> <li>Describe approaches for assessing and identifying billable CCBHC services to optimize billing</li> <li>Identify considerations for capturing your costs as a CCBHC</li> <li>Demonstrate how advanced CCBHCs have explored alternative payment model opportunities</li> </ul>	<p><b>Monday, January 9<sup>th</sup>, 2023</b> 2:00-3:00pm E.T.</p>	<p><a href="#">Register here</a></p>
New Grantee Learning Community	<p><b>Session 3: Practice Transformation as a CCBHC</b></p> <ul style="list-style-type: none"> <li>Recognize the CCBHC grant as a mechanism for organization transformation</li> <li>Integrate and align CCBHC with your organization’s culture and strategic plan/mission/vision</li> <li>Identify change management strategies and tactics for CCBHC implementation</li> <li>Prepare an effective communications plan for internal/external stakeholders</li> </ul>	<p><b>Tuesday, January 10<sup>th</sup>, 2023</b> 3:00-4:30pm E.T.</p>	<p><a href="#">Join link</a> (no registration needed)</p>



# 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 <b>last Friday</b> of each month from <b>12:00-1:00pm E.T.</b>	<a href="#">Register here</a>
Program Directors	The <b>first Wednesday</b> of each month from <b>12:00-1:00pm E.T.</b>	<a href="#">Register here</a>
Evaluators/CQI Leads	The <b>first Tuesday</b> of each month from <b>3:30-4:30 pm E.T.</b>	<a href="#">Register here</a>
Medical Directors	The <b>first Monday</b> of each month from <b>12:00-1:00 pm E.T.</b>	<a href="#">Register here</a>

# CCBHC-E TTA Center Website



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

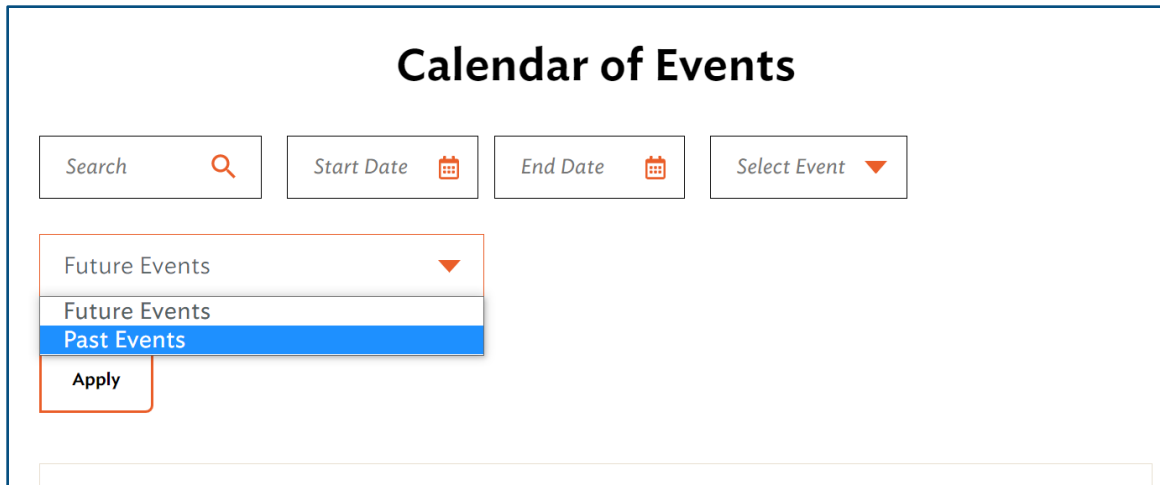


[CCBHC-E National Training and Technical Assistance Center](#)

# 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.



**Calendar of Events**

Search  Start Date  End Date  Select Event

Future Events

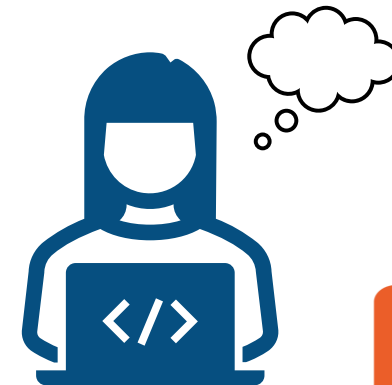
Future Events

Past Events

Apply

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.



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