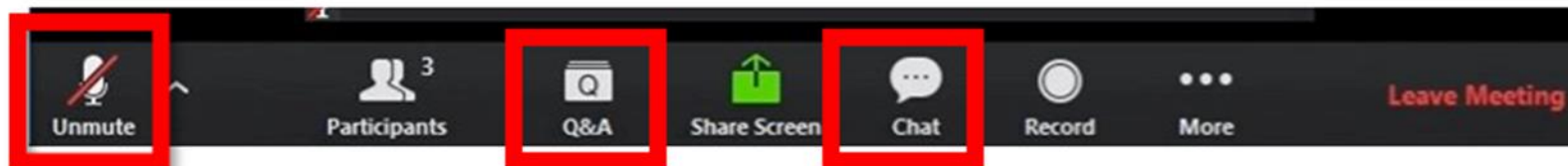


SJLA Learning Series September 2023 Event: Increasing Access to Behavioral Health Services for Underrepresented Communities

Wednesday, September 20th, 2023
12:00-1:00pm E.T.

Thank you for joining! The webinar will begin at the top of the hour.

How to Ask a Question



All functions are located at the bottom of your screen

- Ask questions by using the Q&A function (you will not be able to unmute)
- Use the chat for discussion & interactive activities

SJLA Community Norms

- Practice empathy: discussions around social justice and equity touch on sensitive topics that require us all to be understanding of each other's backgrounds and experiences.
- As you participate in today's webinar, please remember to stay committed to openness and learning.

Chat Norms:

- We may have differing opinions on ideas, but **those differences should always be discussed respectfully to facilitate education and growth.**
- Insulting, bullying, inflammatory, and offensive language will result in removal from the webinar.
- If you have any questions or concerns or are experiencing issues in the group, feel free to reach out to one of the moderators privately in the chat or by emailing SJLA@thenationalcouncil.org. We are here to help!

Frequently Asked Questions

- **All Learning Series events are recorded and will be made available to view on demand, along with a copy of these slides, on our SJLA webpage** within 48 hours following the event's conclusion.
- **The SJLA Workbook is not required to participate in the Learning Series**, however if you are interested in purchasing a copy it is available on our SJLA website.
- The SJLA Learning Series **is not CEU accredited**.
- **There will not be a certificate of completion for attending the SJLA Learning Series.** However, if you would like proof of attendance for your employer, please email SJLA@thenationalcouncil.org and we would be happy to provide you with an email verification.

Today's Presenters



Jane King, PsyD, LP
Senior Consultant
CCBHC-E NTTAC, National
Council for Mental
Wellbeing



Donna Chavous
Community Engagement
Team Lead
Development Centers



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



Description

- In this SJLA Learning Series event, we will explore expanding access to behavioral health services within underrepresented communities through the Certified Community Behavioral Health Clinic (CCBHC) model.
- Our speakers will help participants through identify ways in which they can remove barriers to service access within their own community systems.



Learning Objectives

Participants will learn how to:

1. Increase knowledge of how the CCBHC model expands access to behavioral health services within underrepresented communities.
2. Learn about how 2 CCBHCs expanded access to behavioral health services in their communities.
3. Identify ways in which participants can remove barriers to service access in their own local community systems.



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Agenda

- CCBHC Overview
- Increasing access to services in CCBHC
- Lessons from the Field
 - Development Centers in MI
 - Wilder in MN



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CCBHC Poll Question

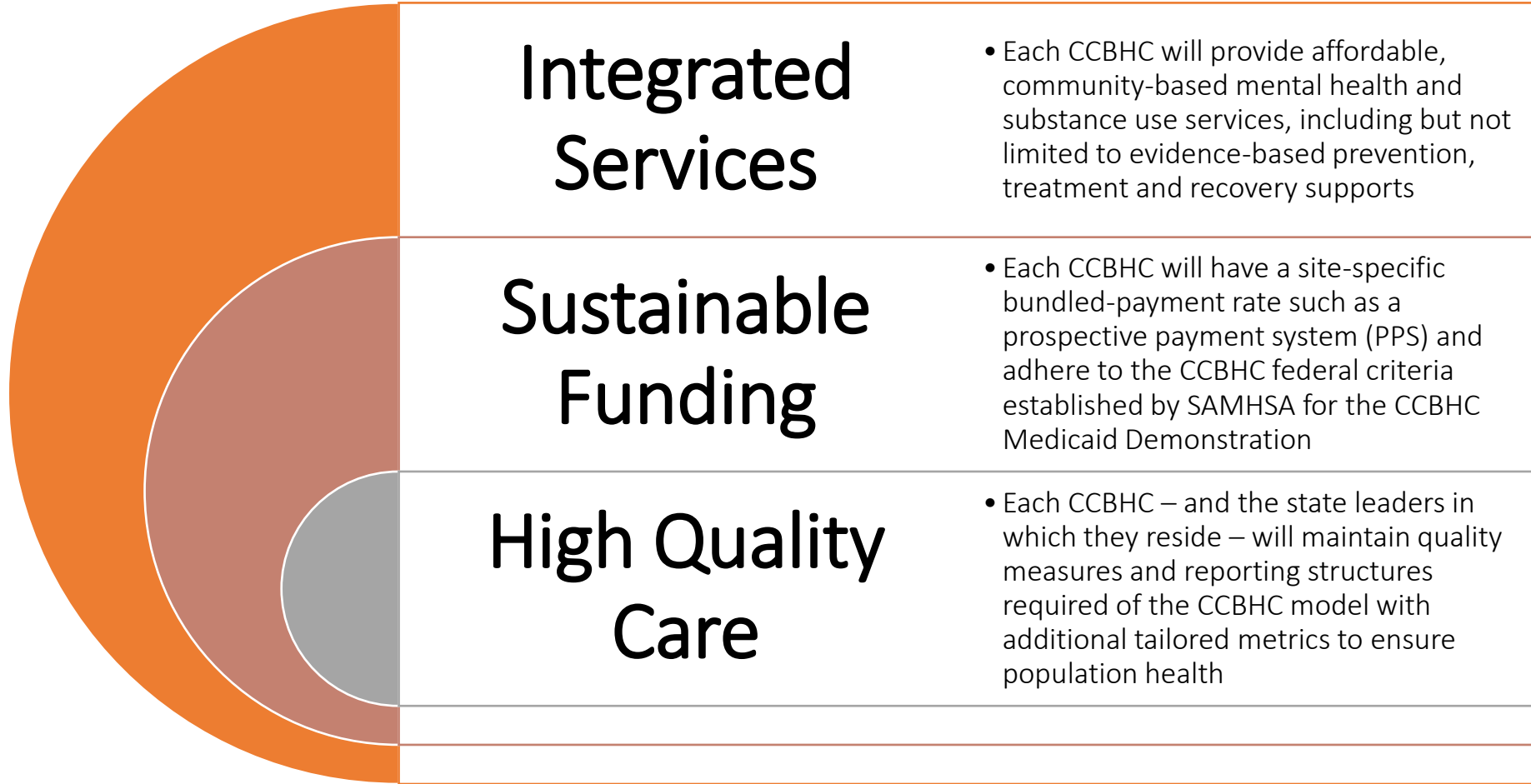
How familiar are you with the CCBHC model?

1. I've heard of it but not much more
2. I have a pretty good grasp of CCBHC but no plans to implement at my clinic
3. I have been engaged in planning for CCBHC implementation at my clinic
4. I work within a CCBHC program

Certified Community Behavioral Health Center (CCBHC) Overview



The Vision for the CCBHC Model



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Two types of CCBHCs

- **CCBHC expansion grantees (CCBHC-IA and CCBHC-PDI)**
 - Funded through SAMHSA grants, \$4M over 4 years
 - Grant funding is time-limited, supplements but does not supplant other payment
 - Grantees are not “certified” – they self-attest to SAMHSA that they meet program requirements
- **State-certified CCBHCs**
 - Clinics participating in their state’s CCBHC model either through the federal demonstration or within the Medicaid State Plan (SPA)
 - CCBHCs receive Medicaid PPS
 - CCBHCs are certified by their states through state-developed certification processes in alignment with federal framework



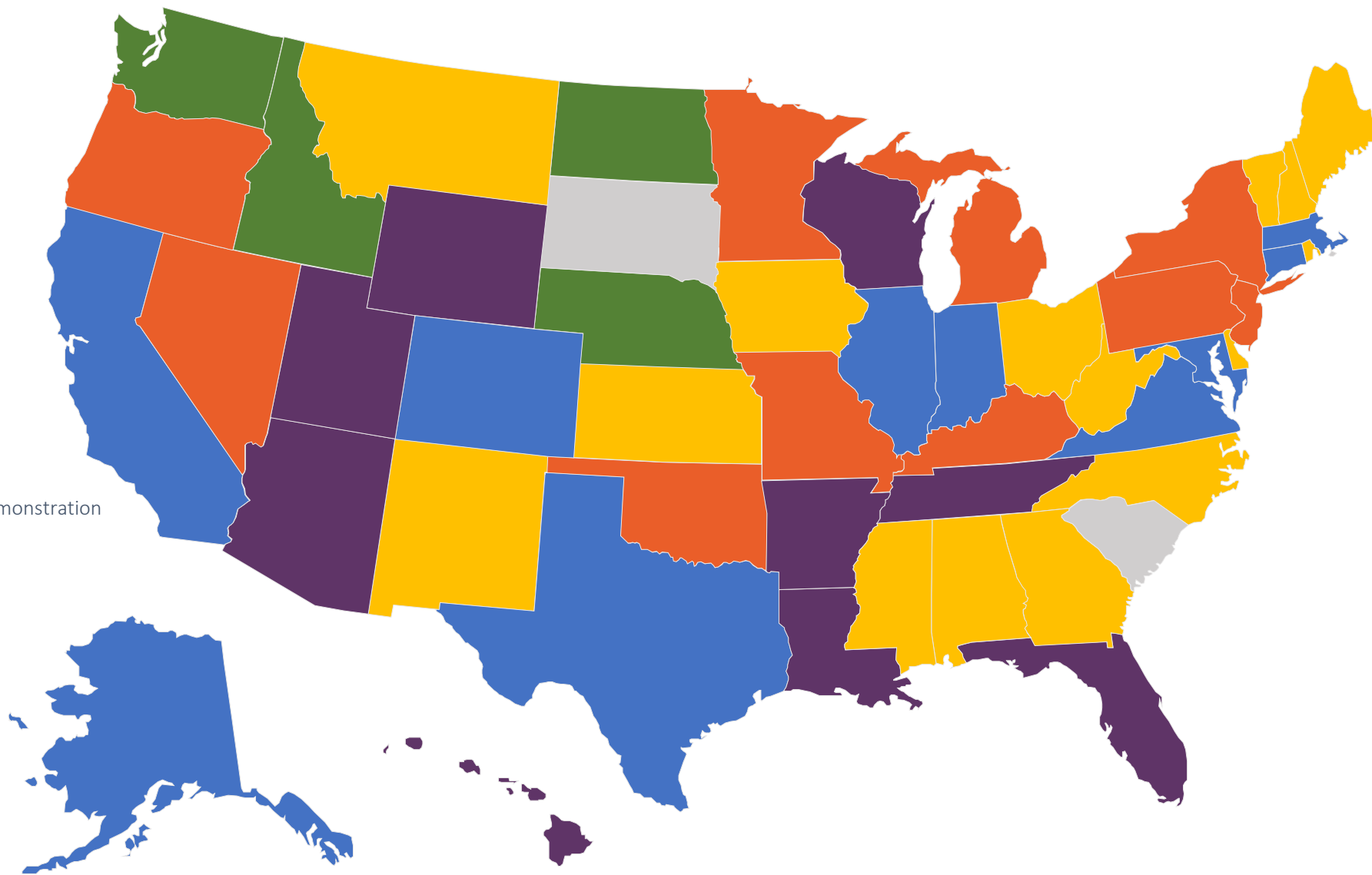
CCBHC State & Federal Actions

CCBHC state planning grant awardees are below:

- **10 states** launched the CCBHC model through the Medicaid Demonstration: **KY, MI, MN, MO, NV, NJ, NY, OK, OR, and PA.**
- **15 states** received the 2023 planning grants: **AL, DE, GA, IA, KS, ME, MS, MT, NM, NC, NH, OH, RI, VT, and WV.**
- **10 non-demo states** that previously received planning grants (2016): **AK, CA, CO, CT, IL, IN, MA, MD, TX, and VA.**

Federal & State Actions

- Established the CCBHC Model through Medicaid Demonstration
- CCBHC Planning Grant (2016)
- CCBHC Planning Grant (2023)
- No CCBHC Actions
- State Legislation to Pursue the CCBHC Model
- CCBHC Clinic-level SAMHSA Grant



Increasing Access to Services in CCBHC



Increasing Access to Behavioral Health Care

The primary goal of CCBHC is to increase access to Mental Health and Substance Use care for underserved communities

- States and clinics have been removing barriers to access
- Federal CCBHC criteria developed in 2016 required the use of telehealth especially for rural and frontier locations (long before COVID!)
- The intake process was re-imagined to prevent people from abandoning treatment after the first assessment
- It requires a “Non-4 walls”, community-based service delivery system
- The payment structure allows for clinic-specific, cost-based rates that cover outreach, care coordination, and “whole-person” care that has not previously been covered by Medicaid in Behavioral Health



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 Requirements

Criteria	
1.A	<p>General Staffing Requirements</p> <ul style="list-style-type: none">• A community needs assessment and staffing plan that is responsive to the community needs assessment are completed• The staff (both clinical and non-clinical) is appropriate for the population receiving services, as determined by the community needs assessment
1.B	<p>CCBHC staff must include:</p> <ul style="list-style-type: none">• A medically trained behavioral health care provider, either employed or available through formal arrangement, who can prescribe and manage medications independently under state law, including buprenorphine and other FDA-approved medications used to treat opioid, alcohol and tobacco use disorders.• Staff with expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance and adults with serious mental illness.



Staffing Requirements

Criteria	
1.C	<p>Cultural Competence and Other Training</p> <ul style="list-style-type: none">• The CCBHC has a training plan that must include training on Evidence-based practices, Cultural competency, Person-centered and family-centered, recovery-oriented planning, Trauma-informed care, integration and coordination with primary care, Care for co-occurring mental health and substance use disorders.• Training shall be aligned with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) to advance health equity, improve quality of services and eliminate disparities. To the extent active-duty military or veterans are being served, such training must also include information related to military culture.
1.D	<p>Linguistic Competence</p> <ul style="list-style-type: none">• Meaningful access to services for those with limited English proficiency (LEP) and/or language-based disabilities.• Interpretation/translation service(s), Auxiliary aids and services are Americans with Disabilities Act (ADA) compliant• Documents (e.g., registration forms, sliding scale fee discount schedule, after-hours coverage, signage) are available online and in paper format, in languages commonly spoken within the community served, taking account of literacy levels

CCBHC Criteria Program Requirements

1: Staffing

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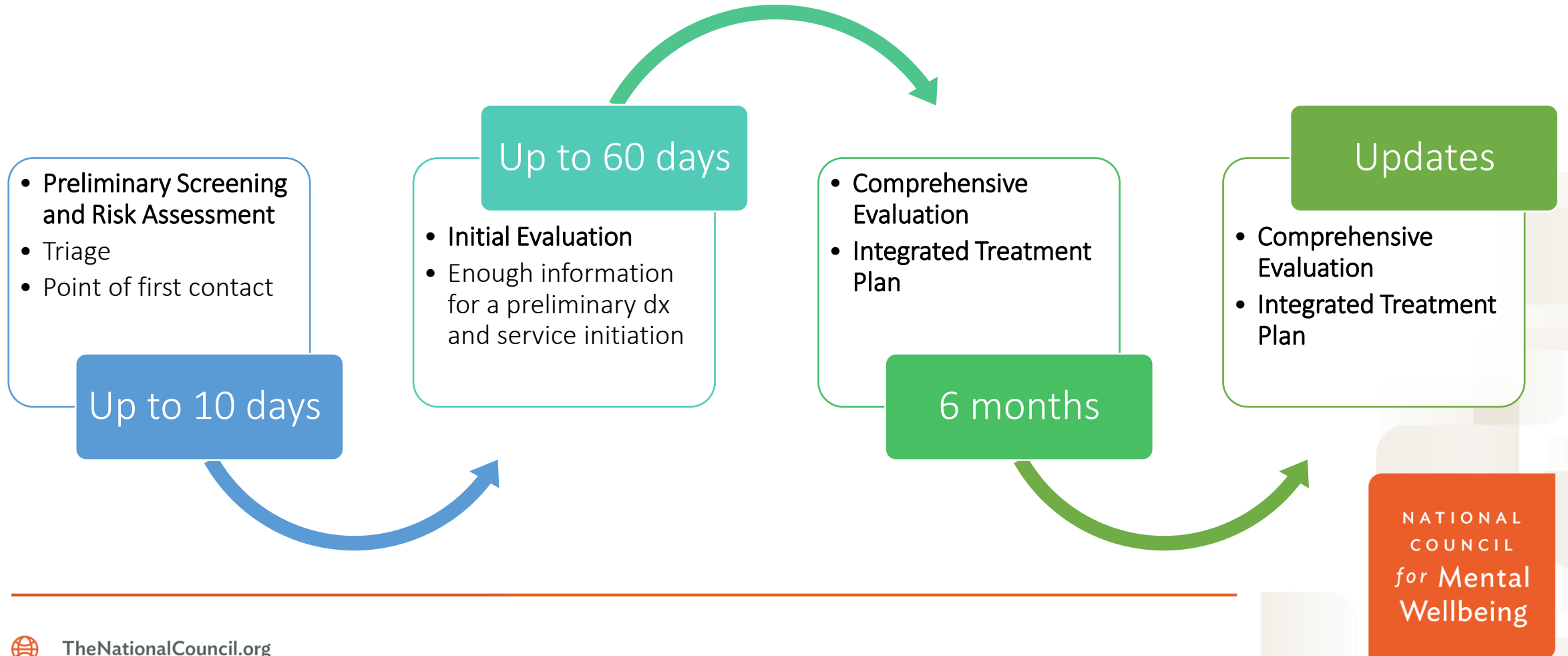
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Availability and Accessibility Requirements

Criteria	
2.A	<p>Access and Availability Generally</p> <ul style="list-style-type: none">• The CCBHC provides a safe, functional, clean and welcoming environment for consumers and staff.• CCBHCs are encouraged to operate tobacco-free campuses.• Informed by the needs assessment:<ul style="list-style-type: none">• Services are provided during times that facilitate accessibility, including some evening and weekend hours.• Locations ensure accessibility, such as in the community and in the homes of people receiving services.• The CCBHC provides transportation or transportation vouchers.• The CCBHC conducts outreach, engagement and retention activities to support inclusion and access for underserved individuals and populations.• The CCBHC uses telehealth/telemedicine, video conferencing, remote patient monitoring, asynchronous interventions and other technologies to support access to all required services
2.B	<p>Timely Access to Services and Initial and Comprehensive Evaluations</p> <ul style="list-style-type: none">• Triage identifies Crisis, urgent or routine need• Crisis = immediate care, Urgent = 24 hours, Routine = 10 days

Progressive Evaluation and Treatment Planning



Availability and Accessibility Requirements

Criteria	
2.C	24/7 Access to Crisis Management Services
2.D	No Refusal of Services Due to Inability to Pay <ul style="list-style-type: none">The CCBHC ensures no individuals are denied behavioral health care services – including, but not limited to, crisis management services – because of the individual’s inability to pay for such services
2.E	Provision of Services Regardless of Residence <ul style="list-style-type: none">The CCBHC ensures no individual is denied behavioral health care services, including, but not limited to, crisis management services, because of place of residence, homelessness or lack of a permanent address



Lessons from the Field: Development Centers

Donna Chavous
Community Engagement Team Lead
Development Centers

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Development Centers

OUR VISION

- Development Centers will be the preeminent organization committed to excellence and the recognized leader in Human Services. We will provide a continuum of diversified services based upon community need, resulting in outstanding and ever improving outcomes.

OUR VALUES

- Respect and compassion for all persons served
- Acknowledge the abilities, strengths, and worth of the individual and his/her family
- Seek out and be responsive to the community need
- Dedication to teamwork, professionalism, ethical conduct and the prudent use of resources
- Commitment to opportunities, regardless of personal barriers
- Commitment to best practice

OUR POSITION ON EQUITY

- We believe in the fair and just distribution of resources and opportunities needed to achieve wellbeing.
- We engage with compassion to confront and dismantle oppression interpersonally, institutionally, and systemically.
- We commit to building a culture of equity and belonging.



Community Engagement



Community Events



40 YEAR ANNIVERSARY 1983-2023

Development Centers
Inspiring Hope...Improving Lives

Free!!!

Games and Music

Food

Win Prizes!

Backpack Giveaways

Community Family Fun Day
AUGUST 12TH, 2023 12PM-3PM

Please join Development Centers in celebrating our community!

AUGUST 12TH, 2023 12PM-3PM

THE MCKENNY CENTER
19750 BURT RD.
DETROIT, MI 48219

HEALTH SCREENINGS, COMMUNITY RESOURCE CONNECTIONS, GIVE-A-WAYS, RAFFLES, LIVE ENTERTAINMENT, AND MORE!

For more information, please call 313-612-4126 or visit develctrs.org

Community Partners

Military Veterans

- Mariners Inn
- Emmanuel House
- Michigan Veterans Foundation
- Veterans of America



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Community Partners

LGBTQ+

- Ruth Ellis Center
- LBGT Detroit



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Community/Block Club Associations

- Lahser 7 Evergreen 8 Community Council

Engagement activities with:

- Grandmont Association
- Rosedale Park Association
- Mortenson Grand River Neighborhood Association
- Russell Woods Association



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Physical Health Education Groups Addressing Chronic Illnesses

Educational presentations focused on prevention for all chronic health conditions including:

- Diabetes
- Hypertension
- Cardiovascular Disease
- And more



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Program Goals and Demographics

4
Primary Populations



Veterans
67 consumers served



SUD diagnosis
282 consumers served

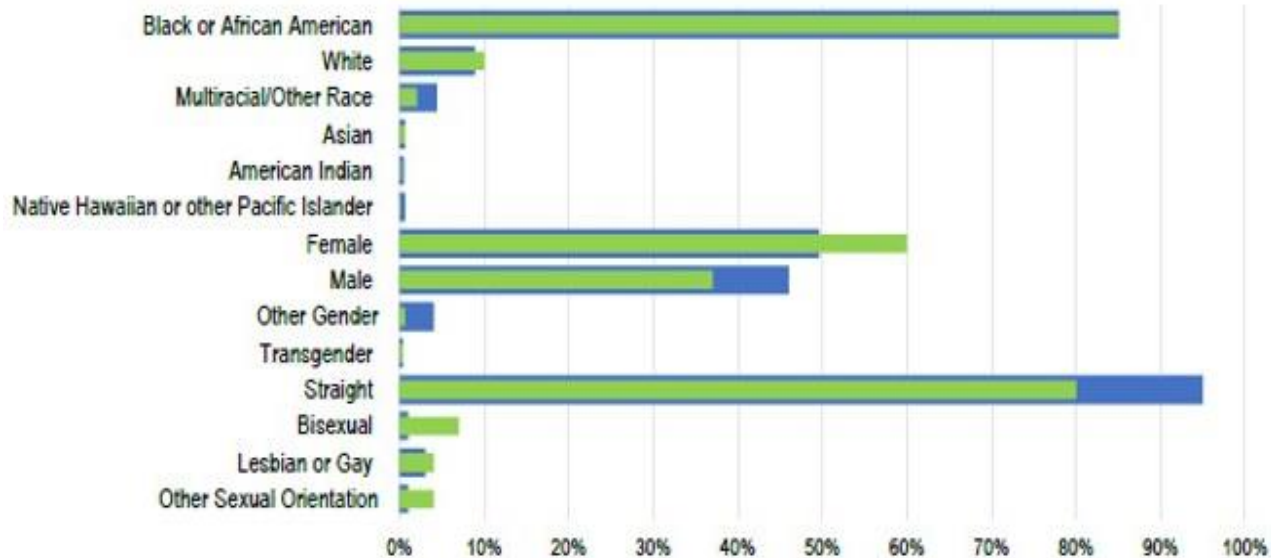


LGBTQ+ Identifying
158 consumers served



Diabetes risk/diagnosis
245 consumers served

Based on **Current** progress, we have met or exceeded 8 out of 14 Demographic **Goals**.



We are closest to meeting our New Consumer Federal Goal



Program Enrollment

After 2 years of the program, we have engaged 922 new consumers in CCBHC services, and

1159 total consumers overall.

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Conclusion

Community Engagement Makes A Difference!

Lessons from the Field: Wilder

Gael Thompson, MSW, LICSW

Clinical Manager of Child and Adult Mental Health Programs

Amherst H. Wilder Foundation

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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?



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CCBHC Success Center

[CCBHC Success Center - National Council for Mental Wellbeing](https://thenationalcouncil.org)
(thenationalcouncil.org)

CCBHC@TheNationalCouncil.org



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](#)



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SJLA LinkedIn Networking Group

- The Social Justice Leadership Academy's (SJLA) LinkedIn networking group is a space created for Learning Series participants to connect with one another outside of our monthly events.
- This group is intended to serve as a networking hub for individuals seeking to advance social justice within their organizations. By joining this group, you are indicating that you are open to networking with other SJLA participants.



<https://www.linkedin.com/groups/12879319/>

Scan the QR code or click the link above to join!

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Social Justice Leadership Academy Learning Series: Upcoming Events

SAVE THE DATE

Supporting LGBTQ+ Communities: Wednesday, October 18th, 2023, 1 - 2 p.m. ET

Center for Workforce Solutions: Reimagining Our Approach to the Workforce Crisis: Wednesday, November 15th, 2023, 12 - 1 p.m. ET

Community Connections: Working with Justice Involved Individuals: Wednesday, December 20th, 2023, 12 - 1 p.m. ET

**Registration information for these sessions will be sent out to all attendees via email and will additionally be posted on our SJLA Events webpage:

<https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/>



Evaluation

- Please provide your feedback on this SJLA Learning Series webinar event at the link below. Scan the QR code or type the URL into your browser.



<https://www.surveymonkey.com/r/SJLA2023Session3>



Thank You!

