

CCBHC Criteria On-Demand Lessons: Community Needs Assessment

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CCBHC-E National Training and Technical Assistance Center

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Today's Agenda

1

-----• **CCBHC Overview**

2

-----• **Review Community Needs Assessment:**

- Definitions
- Requirements
- Applications
- Process

What is a Certified Community Behavioral Health Clinic (CCBHC)?

CCBHC is a model of care that aims to improve service quality and accessibility. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence or age – including developmentally appropriate care for children and youth. CCBHCs do the following:



Provide integrated, evidence-based, trauma-informed, recovery-oriented and person- and family-centered care.



Offer the full array of CCBHC-required mental health, substance use and primary care screening services.



Coordinate care with other behavioral health, physical health, and social services systems in the community.

The primary goal of the CCBHC program is to increase access to mental health and substance use care for underserved communities.

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Community Needs Assessment Definitions

Clarifying CCBHC Assessments

CLINICS

Community Needs Assessments

- What's working well in the CCBHC's service area that could be improved?
- What population-specific services are lacking in the service area?
- What added capacities are necessary through the CCBHC to ensure health equity?

Clinic Readiness Assessments

- How prepared are the clinic and its partners to meet the CCBHC criteria?
- How feasible is it for a clinic to achieve CCBHC state certification by July 2024?
- What resources are needed for the clinic to achieve readiness?

STATES

Aggregated Community Needs Assessment

- What is the demographic makeup of the state?
- What's working well in the current behavioral health system in the state?
- Where are the gaps in services and needs in the behavioral health system in the state?

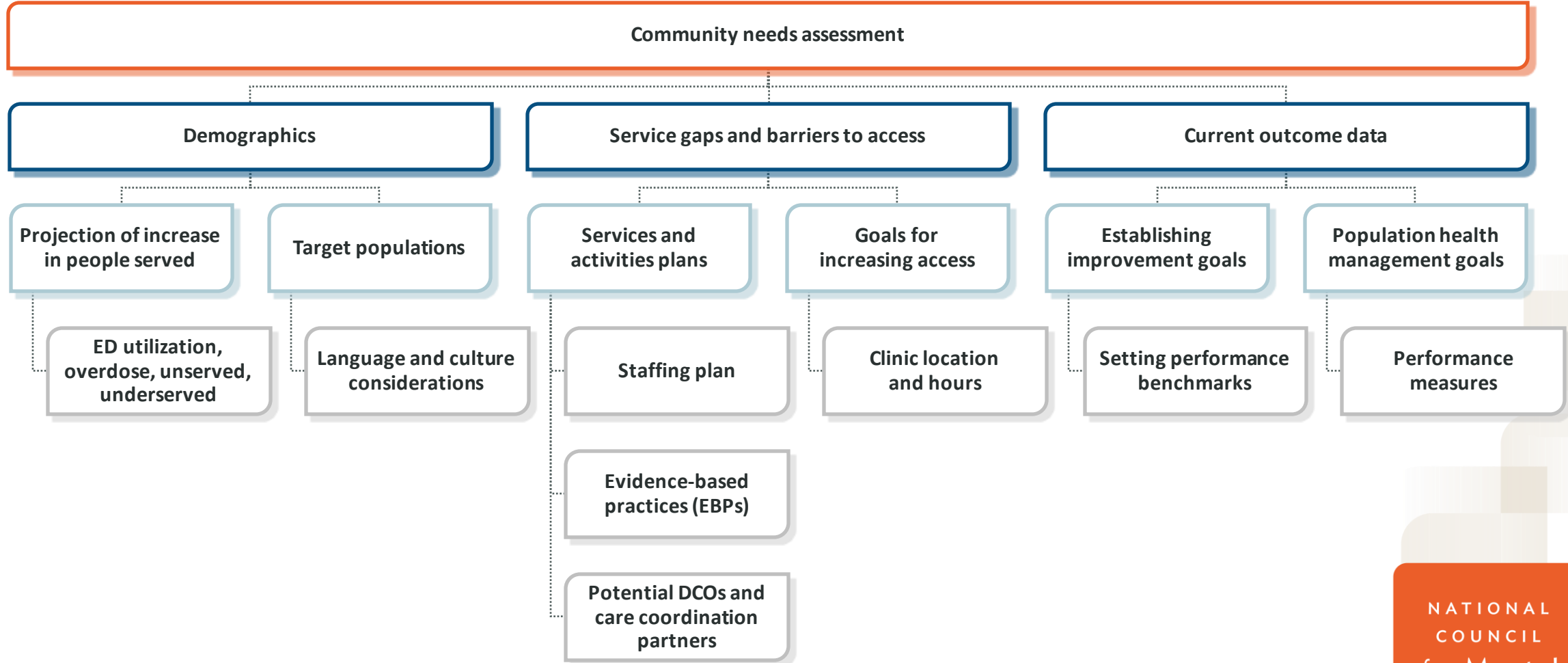
State Preparedness Assessment

- Outside of behavioral health and Medicaid, are all state divisions aligned on CCBHC efforts?
- What additional criteria should be required or allowed from assessments?
- What's the feasibility for the state to certify clinics as CCBHCs by July 2024?

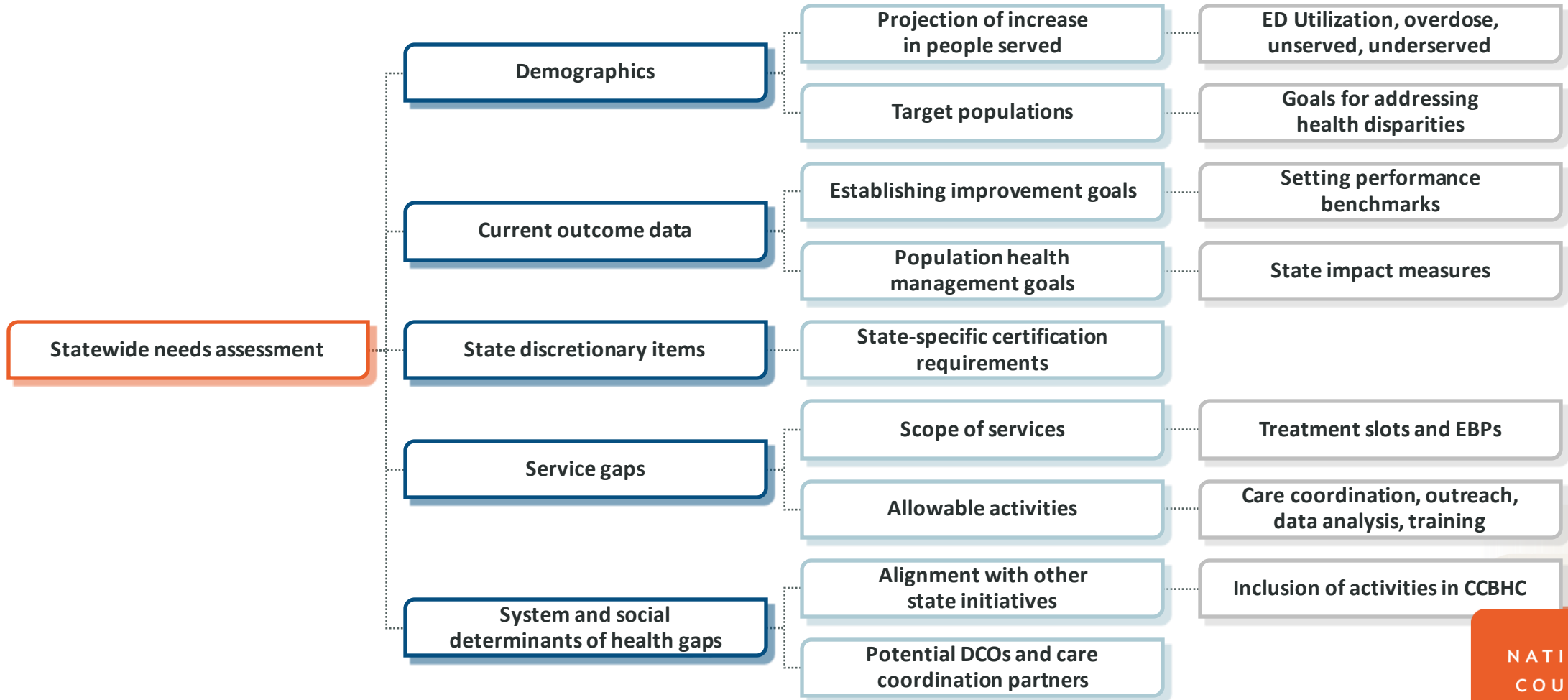
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Community Needs Assessment



Aggregated Needs Assessment



Community Needs Assessment Objectives

CCBHCs must be able to serve everyone, regardless of ability to pay or place of residence.

- Arises from a recognition of unacceptably high levels of people in need of services who do not get care and desire to secure a place where everyone can go.
- Positions CCBHCs on comparable ground to federally qualified health centers (FQHCs) as safety net providers serving any individual in need.
- Access expansions considered one of the most important results of the program, according to state officials.
- May require shift in thinking compared to CCBHC grantee experience.
- Not necessarily limited to “population of focus” as described in state planning grant application.

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Community Needs Assessment Requirements

Criteria 1.a: Community Needs Assessment and Staffing Plan

1.a.1. As part of the process leading to certification and recertification – and before certification or attestation – a community needs assessment and a staffing plan that is responsive to the community needs assessment are completed and documented.

The needs assessment and staffing plan will be updated regularly, but no less frequently than every three years.

CCBHC Criteria Appendix A: *Terms and Definitions*

COMMUNITY NEEDS ASSESSMENT:

- Identify community needs and determine program capacity.
- Collaborate with other community stakeholders.
- Identify current conditions and desired services or outcomes in the community.
- Specific CCBHC criteria are tied to the community needs assessment, including staffing, language and culture, services, locations, service hours and evidence-based practices.
- Be thorough and reflect the treatment and recovery needs of those who reside in the service area across the lifespan including children, youth and families.
- If a separate community needs assessment has been completed in the past year, the CCBHC may decide to augment, or build upon the information, to ensure that the required components of the community needs assessment are collected.



Community Needs Assessment Elements

1. Physical boundaries and size of the service area.
2. Prevalence of mental health and substance use conditions, such as rates of suicide and overdose.
3. Economic factors and social determinants of health affecting the population's access to health services.
4. Cultures and languages of the populations residing in the service area.
5. 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 three years.
8. Input with regard to:
 - Cultural, linguistic, physical health and behavioral health treatment needs.
 - Evidence-based practices and behavioral health crisis services.
 - Access and availability of CCBHC services including days, times, locations and telehealth options.
 - Potential barriers to care such as geographic barriers, transportation challenges, economic hardship, lack of culturally responsive services and workforce shortages.



Community Needs Assessment Inputs

1. People with lived experience of mental and substance use conditions and individuals who have received/are receiving services from the clinic conducting the needs assessment.
2. Health centers (including FQHCs) in the service area.
3. Local health departments. (Note: These departments also develop community needs assessments that may be helpful.)
4. Inpatient psychiatric facilities, inpatient acute care hospitals and hospital outpatient clinics.
5. One or more Department of Veterans Affairs facilities.
6. Representatives from local K-12 school systems.
7. Crisis response partners such as hospital emergency departments, emergency responders, crisis stabilization settings, crisis call centers and warmlines.

Community Needs Assessment Other Inputs

CCBHCs must also engage with other community partners, especially those who work with people receiving services from the CCBHC and populations that historically are not engaging with health services, such as:

- Organizations and service providers operated by peers and people with lived experience of mental health and substance use conditions.
- Other mental health and SUD treatment providers in the community.
- Residential programs.
- Juvenile justice agencies and facilities.
- Criminal justice agencies and facilities.
- Indian Health Service or other tribal programs, such as Indian Health Service youth regional treatment centers, as applicable.
- Child welfare agencies and state-licensed and nationally accredited child-placing agencies for therapeutic foster care service.
- Crisis response partners such as hospital emergency departments, crisis stabilization settings, crisis call centers and warmlines.
- Specialty providers of medications for treatment of opioid and alcohol use disorders.
- Homeless shelters and housing agencies.
- Employment services systems.
- Services for older adults, such as Area Agencies on Aging and Aging and Disability Resource Centers.
- Other social and human services (e.g., domestic violence centers, pastoral services, grief counseling, Affordable Care Act navigators and food and transportation programs).





Community Needs Assessment Applications

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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Community Needs Assessment Applications

Section	Criteria	Description
Staffing	1.a.2	The staff (both clinical and non-clinical) is appropriate for the population receiving services, as determined by the community needs assessment.
	1.a.3	The chief executive officer (CEO) of the CCBHC, or equivalent, maintains a fully staffed management team as appropriate for the size and needs of the clinic, as determined by the current community needs assessment and staffing plan.
	1.b.2	The staffing plan is informed by the community needs assessment and includes clinical, peer and other staff.
	1.d.4	Prior to certification, the needs assessment will inform which languages require language assistance, to be updated as needed.

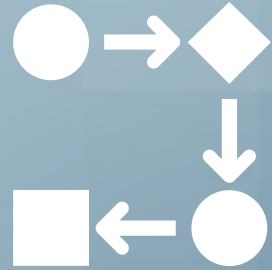
Community Needs Assessment Applications

Section	Criteria	Description
Availability and Accessibility of Services	2.a.2	Informed by the community needs assessment, the CCBHC ensures that services are provided during times that facilitate accessibility and meet the needs of the population served by the CCBHC, including some evening and weekend hours.
	2.a.3	Informed by the community needs assessment, the CCBHC provides services at locations that ensure accessibility and meet the needs of the population to be served, such as settings in the community and – as appropriate and feasible – in the homes of people receiving services.
	2.a.6	Informed by the community needs assessment, the CCBHC conducts outreach, engagement and retention activities to support inclusion and access for underserved individuals and populations.



Community Needs Assessment Applications

Section	Criteria	Description
Care Coordination	3.c.3	The CCBHC has partnerships with a variety of community or regional services, supports and providers. CCBHCs may develop partnerships with [the entities listed in the criteria] based on the population served, the needs and preferences of people receiving services and/or needs identified in the community needs assessment.
Scope of Services	4.c.1	The CCBHC provides crisis receiving/stabilization services that must include, at minimum, urgent care/walk-in mental health and SUD services for voluntary individuals. Walk-in hours are informed by the community needs assessment and include evening hours that are publicly posted.
	4.f.1	The CCBHC or the DCO must provide evidence-based services using best practices for treating mental health and SUDs across the lifespan, with tailored approaches for adults, children and families. (• Note: Based upon the findings of the community needs assessment as required in program requirement 1, certifying states must establish a minimum set of evidence-based practices required of the CCBHCs.)



Community Needs Assessment Process

Key Steps in a Community 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.



Methodology

- Establish a team to conduct the community needs assessment.
 - Discuss purpose and audience.
 - Develop evaluation questions.
 - Establish timeline.
- Identify your data sources.
 - Quantitative
 - Qualitative
- Develop tools (e.g., interview questions, focus group guides).
- Analyze data and synthesize results.



Data Sources

QUANTITATIVE

- Publicly available estimates describing behavioral health conditions, including co-occurring physical health conditions and other factors related to recovery.
- Internal and external service utilization data.
- Self-report data from clients and staff (e.g., functioning, satisfaction).

QUALITATIVE

- Input from internal and external key informants/stakeholders, including people utilizing services and their family members.
- Organizational documents and community-level reports.

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We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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Working to ensure that mental wellbeing is a reality for everyone.

Our Vision & Values

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OCTOBER 18, 2023
Register Now!

Event
Hill Day at Home 2023
Oct 18, 1:00 pm – 4:00 pm
Register now for our Virtual Policy Institute, where we'll contact our elected officials and urge them to pass meaningful legislation supporting expanded access to mental health and substance use care.
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How You Can Get Involved

Questions or Looking for Support?



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