CCBHC-E National Training and Technical Assistance Center

CCBHC Data Foundations Learning Series
Session 2 - Disparity Impact Statement & Data Requirements

December 14, 2023

CCBHC-E National Training and Technical Assistance Center

Acknowledgements and Disclaimer

NATIONAL COUNCIL *for* Mental Wellbeing

TheNationalCouncil.org

Logistics

- **Please rename yourself so your name includes your organization.**
  - *For example:*
    - Blaire Thomas, 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 **Kathryn Catamura, National Council**

NATIONAL COUNCIL *for* Mental Wellbeing

TheNationalCouncil.org
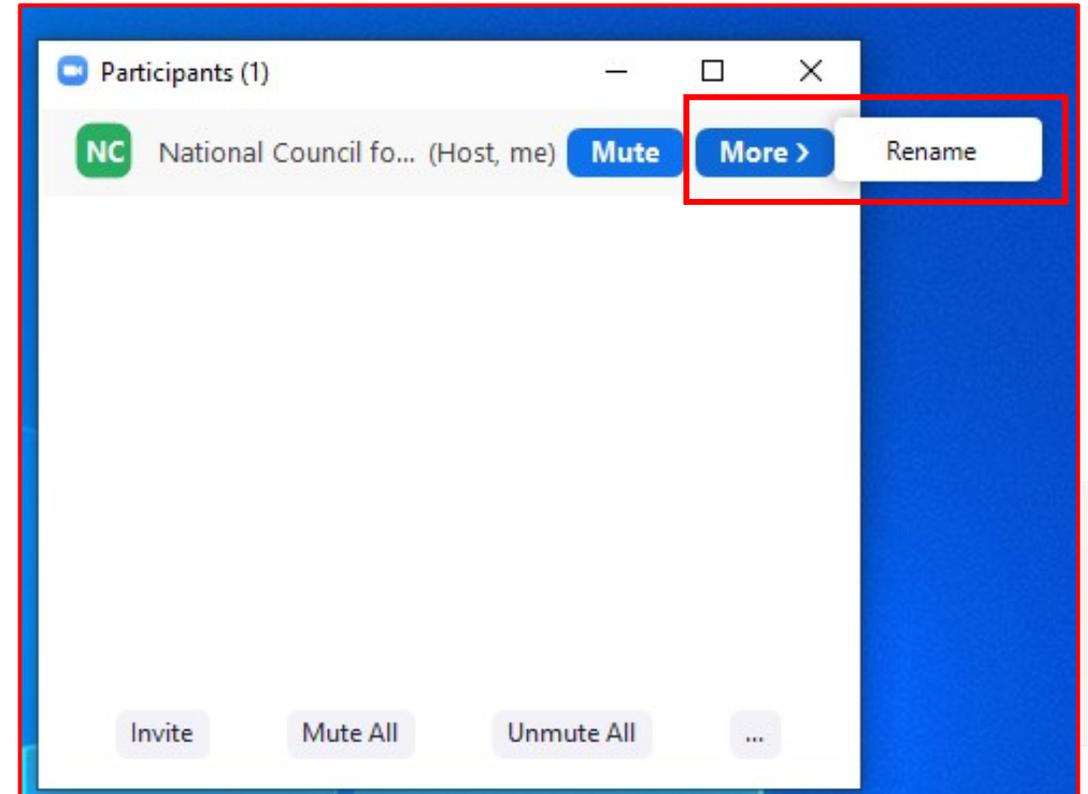
How to Enable Closed Captions (Live Transcript)

Next to "Live Transcript," click the arrow button for options on closed captioning and live transcript.
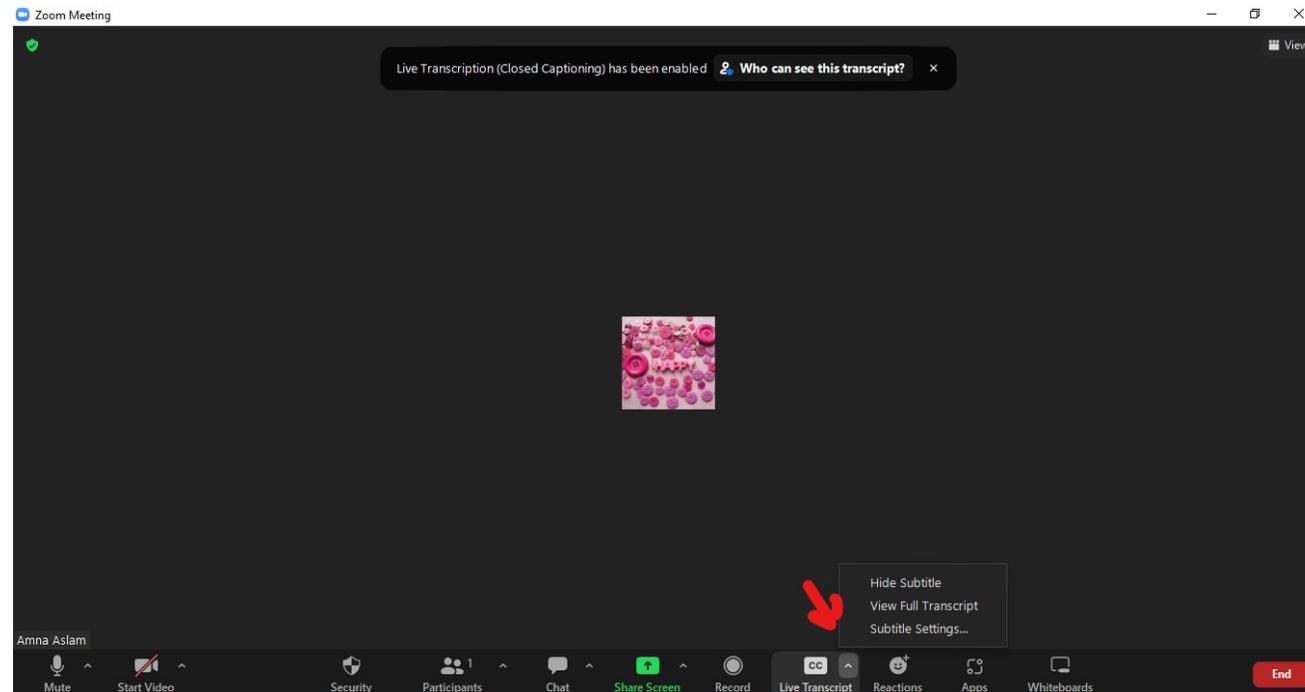
Today's Session: Slides and Recording

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.

Today's Objectives

- Discuss the purpose of the DIS and how it can inform CCBHCs' needs assessments, quality improvement plans, and beyond

- Review how to use data to identify and monitor progress toward reducing disparities

- Discover how South Central Behavioral Services CCBHC's has identified and begun to address disparities in their service area

NATIONAL COUNCIL *for* Mental Wellbeing

Today's Agenda

- The Impact of Disparities
- CCBHC's Unique Position to Address Disparities
- Use of Data in Addressing Disparities
- Case Example
- Questions and Answers

NATIONAL COUNCIL *for* Mental Wellbeing

Today's Presenters

Diane Retz, MPA
Senior Consultant, TriWest Group

Taylor Jackson, PhD
Consultant, TriWest Group

Bob Shueey, MHCA
Chief Executive Officer, South
Central Behavioral Services

Christine Bischoff
CCBHC Project Director, South
Central Behavioral Services

TriWest Health + Human Service
Evaluation + Consulting

SOUTH CENTRAL
Behavioral Services

NATIONAL
COUNCIL
for Mental
Wellbeing

Learning Series Curriculum

Month	Topic
Nov 2023	Building Infrastructure for Data Collection, Analysis, and Reporting
Dec 2023	Disparity Impact Statement & Data Requirements
Jan 2024	Community Needs Assessment
Feb 2024	Focus on NOMs
March 2024	Leveraging your Grant Evaluation for Sustainable Continuous Quality Improvement

NATIONAL COUNCIL *for* Mental Wellbeing

Behavioral Health Equity

"Advancing behavioral health equity means working to ensure that every individual has the opportunity to be as healthy as possible." – SAMHSA

Drivers of Behavioral Health Inequities/Disparities

- Social Determinants of Health

- Racial and Ethnic Disparities

- Service Access Barriers

- Language Access Barriers

Social Determinants of Health

- "Advancing behavioral health equity means working to ensure that every individual has the opportunity to be as healthy as possible. In conjunction with access to quality services, this involves addressing social determinants of health—such as employment and housing stability, insurance status, proximity to services, and culturally responsive care—all of which have an impact on behavioral health outcomes." - SAMHSA

- Identifying and addressing social determinants of health is an integral part of fulfilling the CCBHC goals of increasing behavioral health access and reducing health inequities.

Social Determinants of Health

Education Access and Quality

Health Care Access and Quality

Economic Stability

Neighborhood and Built Environment

Social and Community Context

Social Determinants of Health
Copyright-free

Healthy People 2030

How Can Race/Ethnicity/Culture **INFLUENCE MENTAL HEALTH?**

COMMUNICATION (VERBAL & NON-VERBAL)

MANIFESTATION OF SYMPTOMS

HOW AND WHERE PEOPLE SEEK HELP

FAMILY & COMMUNITY SUPPORT

HOW PEOPLE PERCEIVE & COPE WITH MENTAL ILLNESS

HOW DOCTORS INTERACT

STIGMA & SHAME AROUND MENTAL ILLNESS

RACISM
DISCRIMINATION
Stressors on Diverse Ethnic/Racial Groups
POVERTY
VIOLENCE
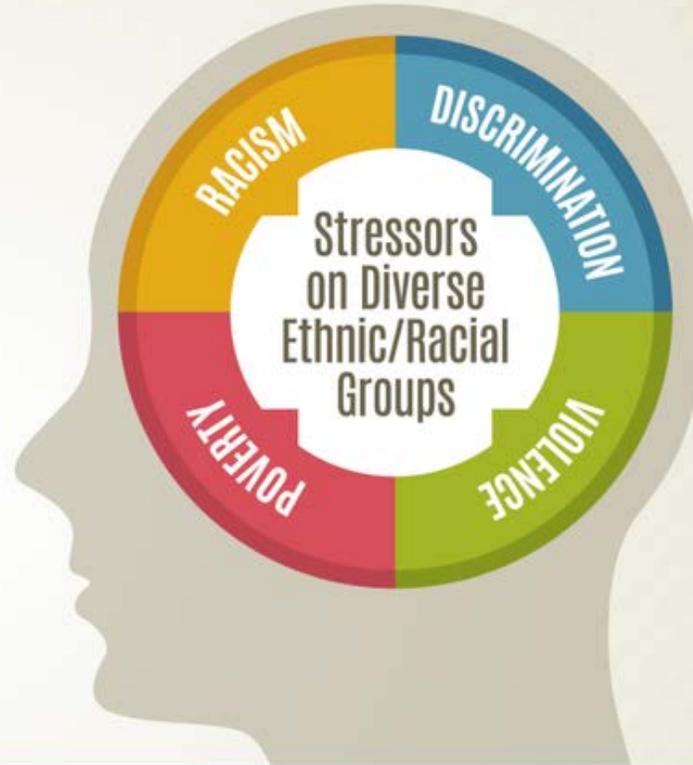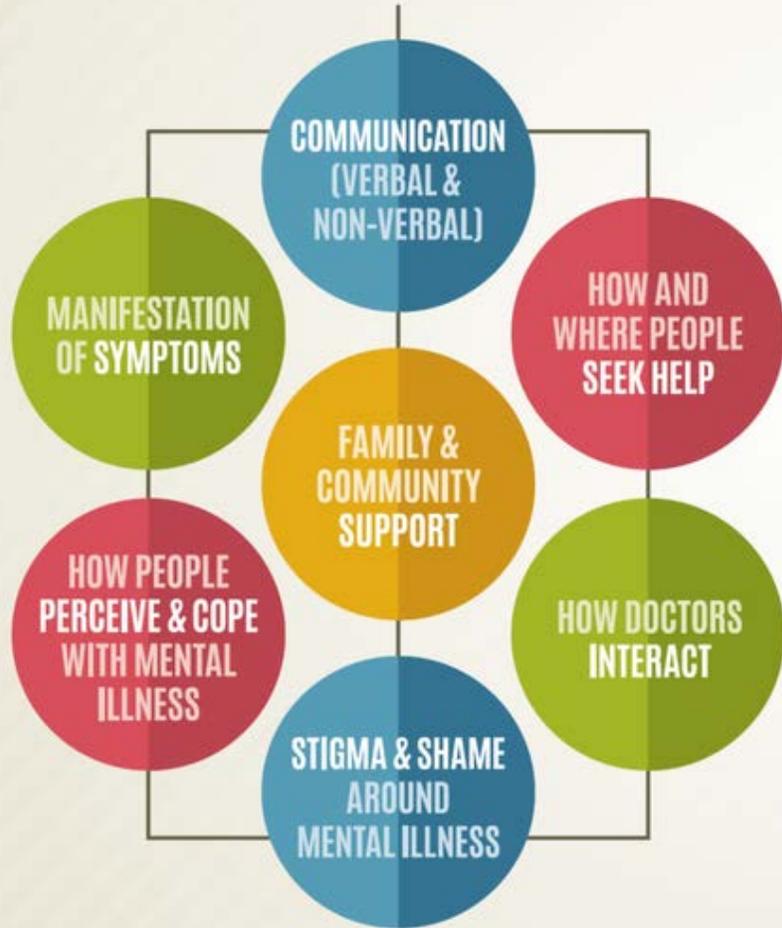
MENTAL HEALTH DISPARITIES FACTORS

Members of ethnic and racial minority groups in the U.S. "face a social and economic environment of inequality that includes greater exposure to racism, discrimination, violence, and poverty, all of which take a toll on mental health."

– U.S. SURGEON GENERAL

NATIONAL COUNCIL *for* Mental Wellbeing

Addressing Disparities

Addressing disparities requires reflection both personally and organizationally

There is a risk of compounding disparities if not deliberate and intentional

You must understand your community and focus on its unique needs

CCBHCs' Unique Position

CCBHCs are:

- Able to gather the appropriate data and make data-based decisions
- Connected to the community and fellow providers
- Accessible places by design

CCBHCs' requirements (DIS and CLAS Standards) provide guidance for tracking and addressing disparities.

CCBHC Disparity Reduction Map

Engagement Point → Disparity Reduction ↓	Knowing where to go for services	Deciding to pursue services	Contacting organization	Attending first appointment	Continuing to attend appointments	Outcomes
CCBHC Opportunity	Targeted outreach to increase awareness of services for the populations of focus	Easy access to information about services offered and accessibility (e.g., interpretation services)	Clear and easy-to-find contact information and inclusive first conversations	Appointment availability based on community needs and mindful intake process	Provide client-centered approach to addressing specific needs and eliminating barriers for engagement	Track client outcomes and engagement over time to ensure services align with client and community needs
Data to Review or Collect	Survey of community members and partners Key informant interviews with providers	Walk-out/ discontinuation of services reasoning Community needs compared to accessibility options Environmental scan of website and distributed materials	Intake forms Staff training options Environmental scan of accessibility (e.g., hours of operation)	Wait list and times Intake and initial appointment notes Demographic comparison of new clients	Discharge interview notes Services offered compared to needs Input from a client advisory council	Community needs assessment NOMs and health indicator data Fidelity assessment of services provided

Purpose of the Disparity Impact Statement

As a SAMHSA requirement, the DIS informs:

- Community Needs Assessment
- Quality Improvement Plans
- Training and Staffing Plans
- Selection of evidence-based practice

The DIS allows organizations to:

- Identify, understand, and reduce disparities
- Create equity-minded policies and processes

The DIS should be a living document that is regularly reviewed and updated.

Culturally and Linguistically Appropriate Services

CLAS Standards intend to:

- Improve the quality of services provided to all individuals

- Reduce health disparities

- Respect the whole individual and respond to their health beliefs, practices, needs, and preferences

- Eliminate health inequities by tailoring services to an individual's culture and language preferences

- Close the gap in health outcomes
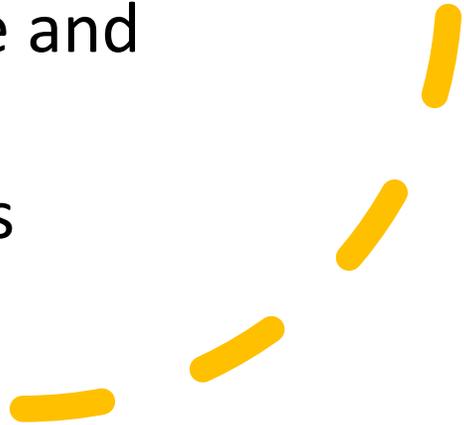
Data-Driven Project Roadmap
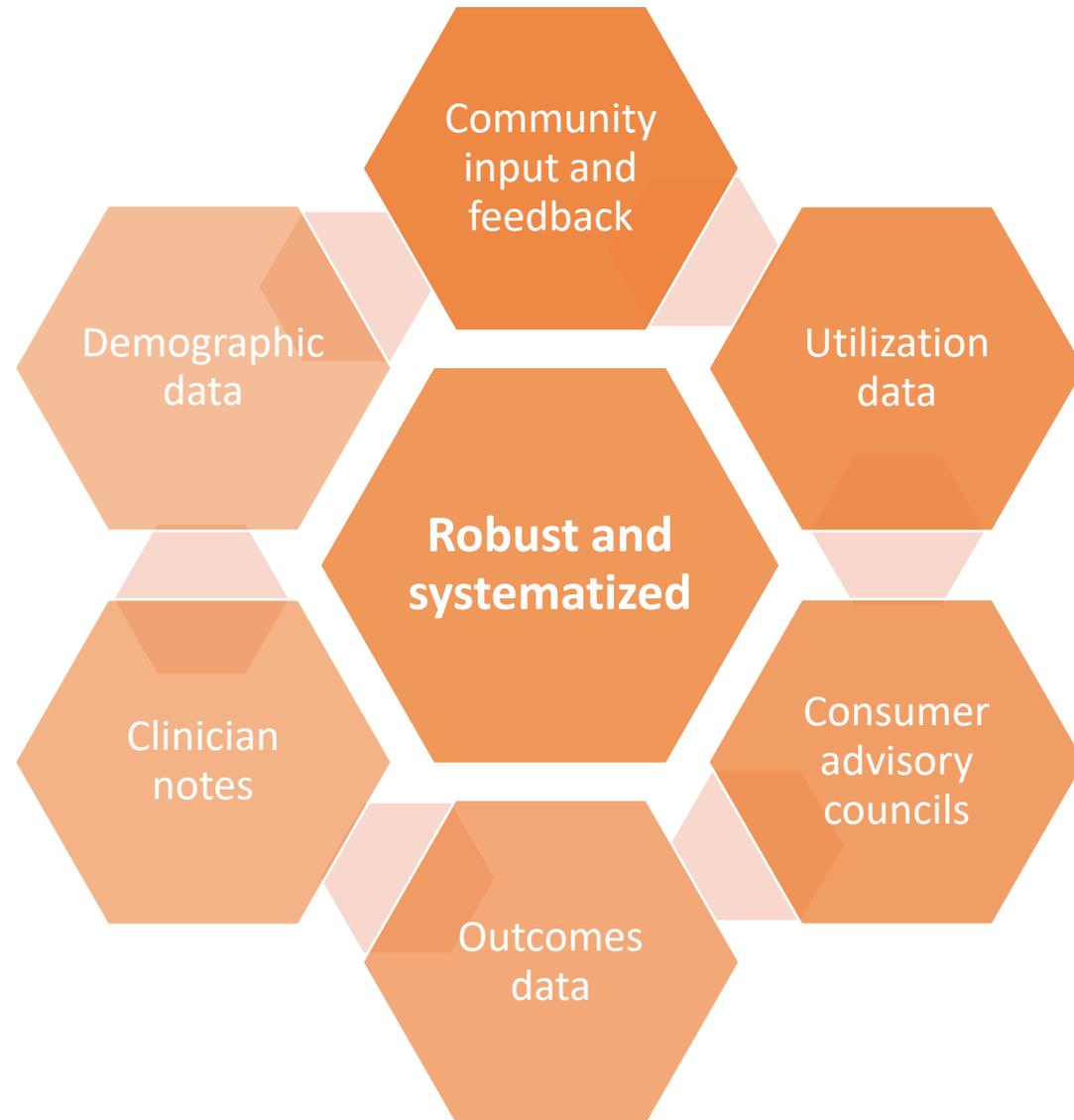
Examples

Analysis of engagement length between cisgender, white, heterosexual individuals and those who identify as anything except cisgender, white, and heterosexual

Physical and mental health outcome comparison between populations of focus

Examination of correlation between employment status and successful treatment/service completion

NATIONAL COUNCIL *for* Mental Wellbeing
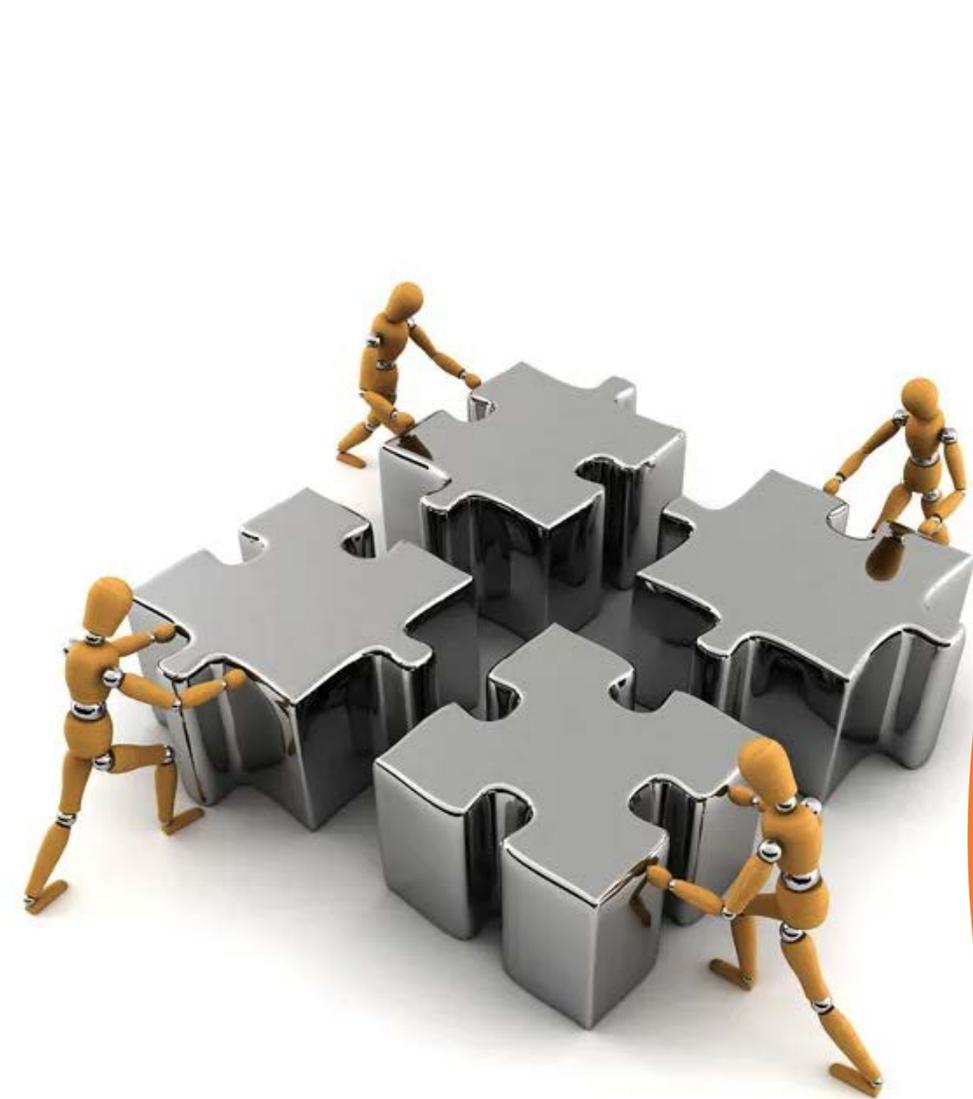
Build and Sustain Capacity for Inclusive and Comprehensive Systems and Processes

- Robust EHR
- Full organizational buy-in
- Intentional language
- Dynamic and deliberate workflows
- Consistent follow-up

Sustainability

PLAN BEYOND THE EXPIRATION OF THE GRANT

INTEGRATE INTO EXTERNAL RELATIONSHIPS

**BECOME AN EXAMPLE IN YOUR COMMUNITY**

Case Example

South Central CCBHC Overview

South Central's Mission is: To provide services that inspire hope and empower individuals and families to achieve recovery and well-being.

South Central's populations of focus are individuals:

- With low income
- Living in rural areas
- Who speak Spanish
- Who identify as Hispanic or Latino

Level of Vulnerability (2020)

Low | Low-Medium | Medium-High | High
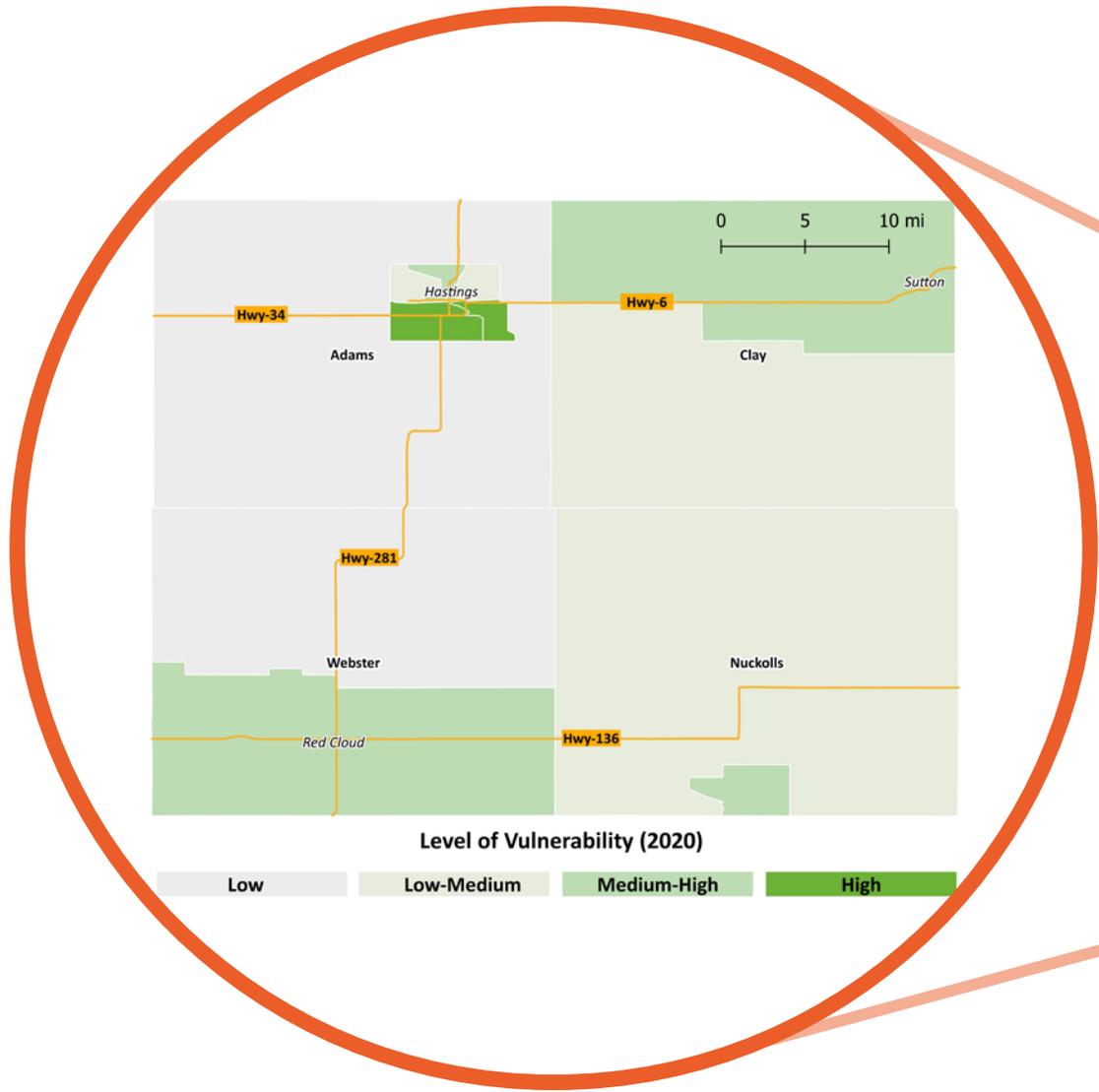
South Central's Service Area

Demographics and Population Characteristics

Demographics	Service Area Population	Percent of Population Under FPL	Clients Served Agency-Wide (FY22)
White	87%	88%	85%
Black or African American	1%	1%	5%
Native American or Alaska Native	0.5%	1%	3%
Asian or Asian American	1%	1%	<1%
Native Hawaiian and Other Pacific Islander	<1%	0%	0%
Other or Two or More Races	1%	9%	7%
Hispanic or Latino	10%	20%	17%
Speak Spanish as Their Primary Language	7%	--	1%
LGBTQIA+	7%	--	20%

NATIONAL COUNCIL *for* Mental Wellbeing

Data Infrastructure

EHR: Credible

- Quarterly reports are pulled reporting clients' gender, gender identity, sexual orientation, language, race, and ethnicity
- Utilize dashboards for easy analysis

Training

- All staff are trained in the data workflow and data-based decision-making
- Collecting and utilizing data is part of the organizational culture

Cultural and Linguistic Needs

Standardizing Interpretation Services

- High need for Spanish-speaking bilingual & bicultural staff
- Hispanic and Latino community members face the greatest barriers to behavioral and primary health care
- SCBS has interpreter but there are barriers to scheduling and they are only available for scheduled appointments, not walk-ins

Addressing Factors Associated with Living in Poverty

- In 2020, 92% of outpatient clients had income under $35,000 per year
- 48% were under $10,000 per year
- Staff are aware of issues associated with living in poverty and work through a lens of compassion and understand poverty can make treatment and recovery more difficult

Outreach to Underserved Communities

- Increased need for outreach in underserved communities such as refugees, immigrants, and LBGTQIA+ community
- Increased outreach to Hispanic & Latino community members is needed

Closing: Sharing and Preparing

- **Volunteers:** What did you hear from others in terms of questions and ideas?

- **Question Log:** Take 2–3 minutes to put any questions you have about the learning series curriculum in the chat

- **Next Session:** January 16, 2024, 3–4:30 pm EST
  - Topic: Session 3: Community Needs Assessment

NATIONAL COUNCIL *for* Mental Wellbeing

Thank You!

Thank you for attending today's event.

Slides and the session recording link will be available on the CCBHC-E

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

NATIONAL
COUNCIL
for Mental
Wellbeing