

CCBHC-E National Training and
Technical Assistance Center
CCBHC Data Foundations Learning Series
Session 3

January 16, 2024

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

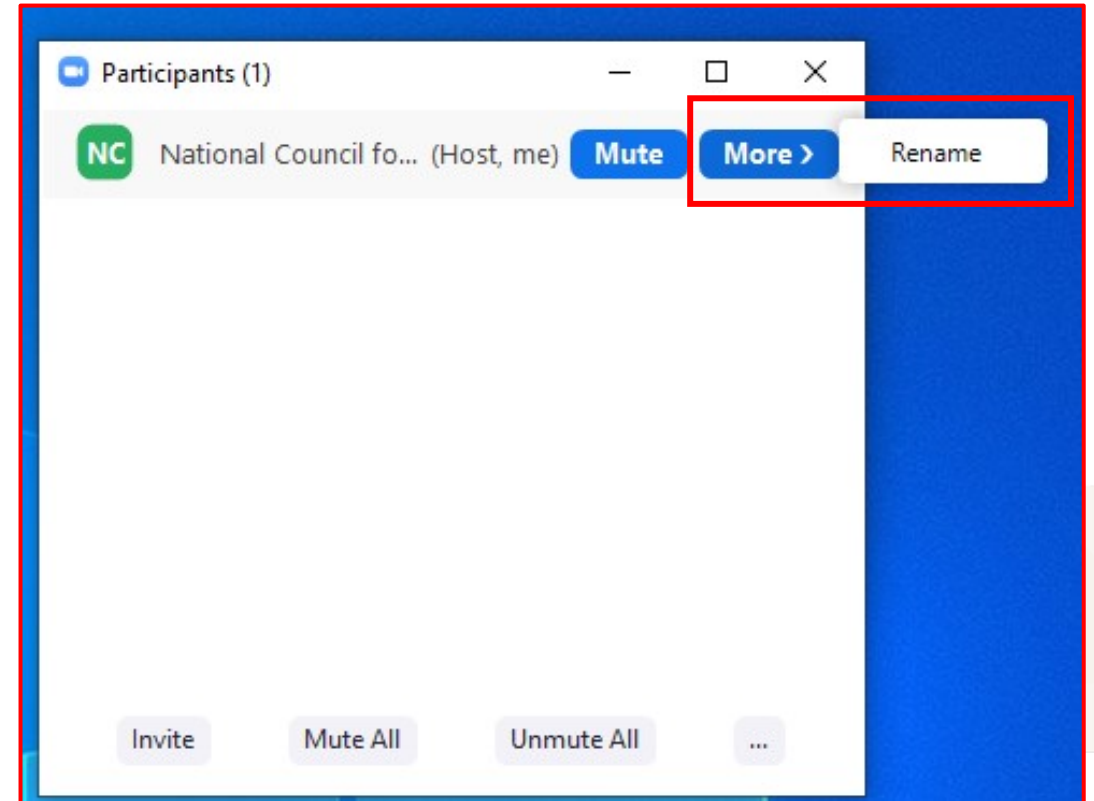
Acknowledgements and Disclaimer

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).



Logistics

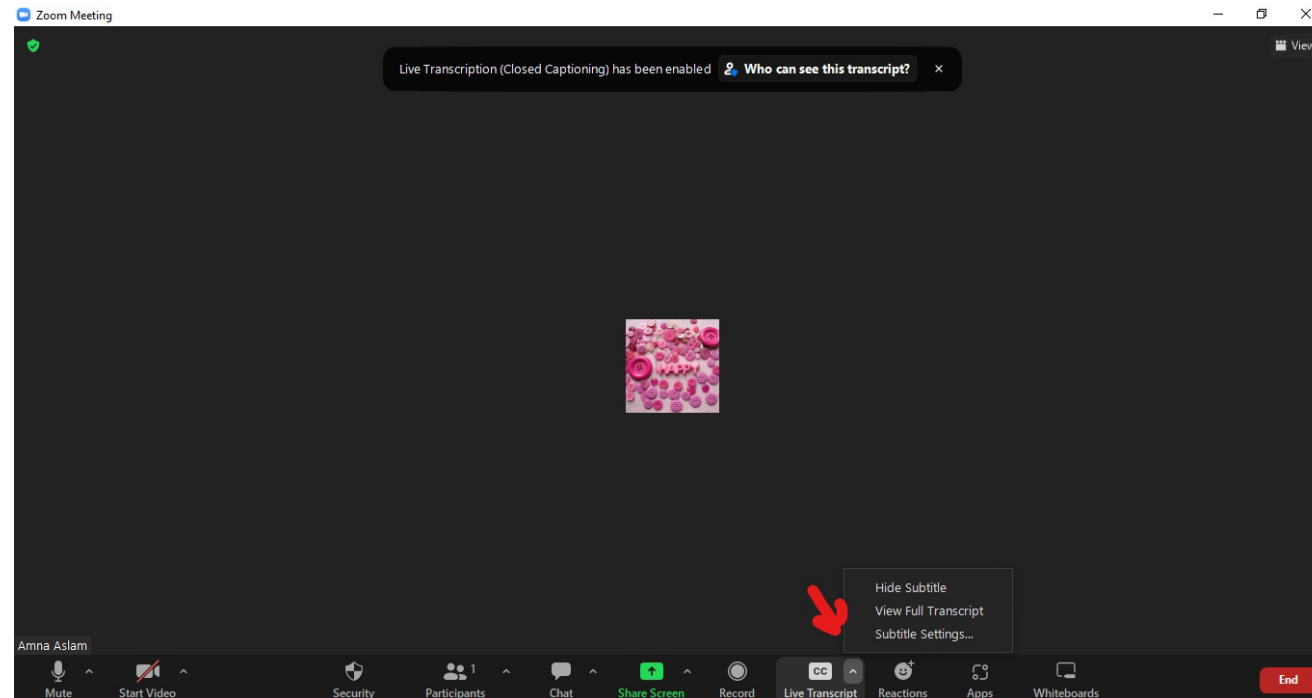
- Please rename yourself so your name includes your organization.
 - *For example:*
 - **Blaire Thomas, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Kathryn Catamura, National Council**



NATIONAL
COUNCIL
for Mental
Wellbeing

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.

The screenshot shows the website interface. On the left, a navigation menu titled "Training & Events" is highlighted with a red arrow. The menu items are: About Us, Resources, Training & Events (highlighted), Learning Communities, On-Demand Modules/Lessons, Learning and Action Series, and Request Training/Assistance. To the right, a "Calendar of Events" section is visible. It includes a search bar, "Start Date" and "End Date" filters, and a "Select Event" dropdown. The "Select Event" dropdown is open, showing "Future Events" (selected), "Future Events", "Past Events" (highlighted with a blue bar), and an "Apply" button. A red arrow points from the "Past Events" option in the dropdown to the "Training & Events" menu item.



Today's Objectives

- Identify approaches to design an effective community needs assessment
- Perform a case study example to showcase how community needs assessments can combine community engagement and data analysis to inform CCBHC implementation

Today's Agenda



- Designing a Community Needs Assessment
- Case Example
- Questions and Answers

Today's Presenters



Chelsea Berkhout, LCSW
Senior Consultant, TriWest Group



Cassie Morgan, LCSW
Principal, TriWest Group



Stacy Nonn
Director of Behavioral Health
Implementation, Chestnut Health Systems



Alicia Moesner
Lead Recovery Specialist,
Chestnut Health Systems



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

Purposes of a Community Needs Assessment

- Identify needs, current conditions, and desired services or outcomes in the community
- Assess capacity to meet the needs of the population
- Examine internal and external factors that affect access to and quality of care
- Align evidence-based practices, services, and organizational policies (e.g., training and staffing) with the community's needs
- Identify opportunities to increase access and engagement to reduce disparities



NATIONAL
COUNCIL
for Mental
Wellbeing



Elements of a Needs Assessment

Description of the service area

(e.g., physical boundaries and size of the service area, service sites)

Prevalence of mental health and substance use conditions and related needs

Economic factors and social determinants of health affecting access to services

Cultures and languages in the service area

Identification of the underserved population(s)

Description of how the staffing plan does and/or will address findings

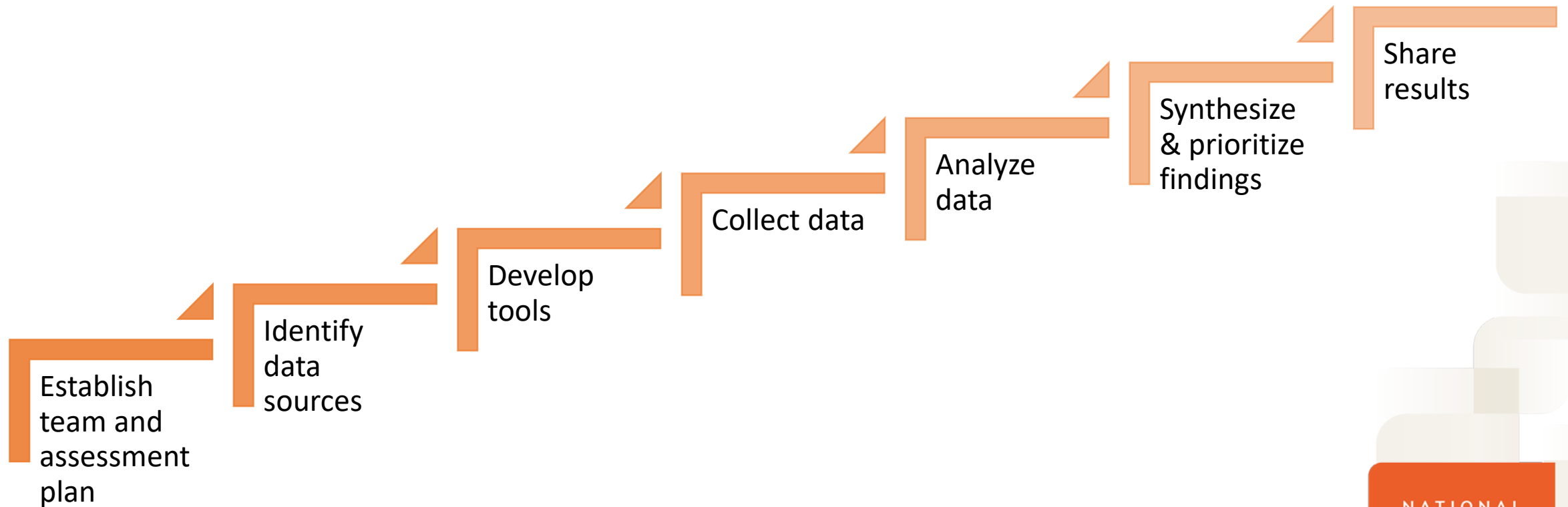
Plans to update the community needs assessment every 3 years

Input from consumers & family members, care coordination partners, & other key informants

NATIONAL
COUNCIL
for Mental
Wellbeing



Steps for Conducting a Needs Assessment



Questions to Inform Planning

What is your timeline?

What are your goals and questions?

What existing data or reports could inform your assessment?

What stakeholders do you plan to consult?

Who will collect and compile the data? And how?

How will the data be analyzed and synthesized?

How will you use the findings?

Types of 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-reported data from clients and staff (i.e., functioning; satisfaction; etc.)

Qualitative

- Interviews and/or focus groups with internal and external stakeholders, including input from consumers and family members
- Organizational documents and community-level reports



People with lived
experience and
individuals receiving
services

Health centers &
local health
departments

Crisis response
partners

School systems

Hospitals

Local Department of
Veterans Affairs

Other community
partners

Seek Community Input

NATIONAL
COUNCIL
for Mental
Wellbeing

Data Collection and Analysis: Example

Domain	Evaluation Questions	Data Sources and Methods
Cultural and linguistic needs	<p>What are the cultural and linguistic needs in the CCBHC service area?</p> <p>To what extent is the agency meeting the cultural and linguistic needs in the community?</p>	<p>Population-level estimates review</p> <ul style="list-style-type: none">• U.S. Census data• American Community Survey data <p>Internal document review</p> <ul style="list-style-type: none">• Client demographic data• Training curricula• Standard operating procedures related to interpreter services• Review of agency marketing/communication materials <p>External document/report review</p> <ul style="list-style-type: none">• Review of other recent community needs assessments <p>Interviews/focus groups</p> <ul style="list-style-type: none">• Consumers• Intake and program staff• Other provider agencies• Community based organizations and community members

Report and Use Results

- Check accuracy and relevancy of findings with others
- Link findings to CCBHC certification criteria: staffing, language and culture, services, care coordination, locations, service hours, and evidence-based practices
- Identify recommendations based on the findings
- Prioritize action steps to address needs and reduce barriers
- Report results to SAMHSA
- Communicate results with leaders, staff, and community partners
- Routinely revisit results to inform CCBHC decisions

Case Example



NATIONAL
COUNCIL
for Mental
Wellbeing

Chestnut Health Systems CCBHC



Substance
Use
Treatment

Prevention

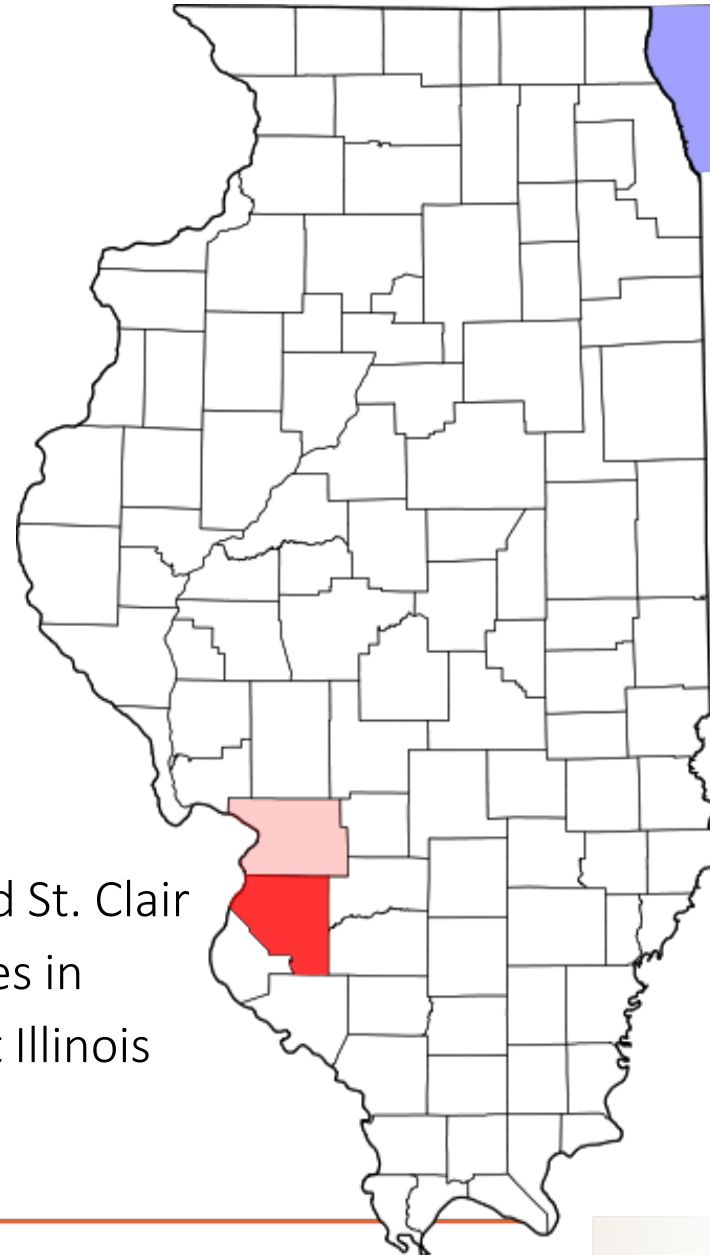
Mental
Health
Treatment

Housing

Research

Primary
Care
(CFHC)

Chestnut's Service Area



Madison and St. Clair
Counties in
Southwest Illinois

NATIONAL
COUNCIL
for Mental
Wellbeing



Starting the Needs Assessment Process

- Identified roles needed to assemble needs assessment team
 - Project Director/Project Evaluator
 - Behavioral Health Outreach Specialist
 - Recovery Specialist
 - Recovery Navigator
 - Data Coordinator
- Scheduled planning meetings
- Reviewed needs assessment goals/requirements
- Assigned roles by strength and background
- Developed tools
- Created a timeline

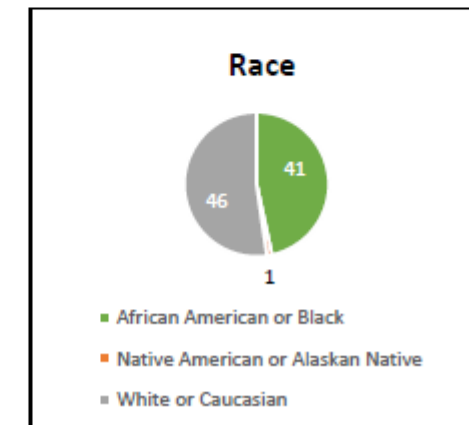
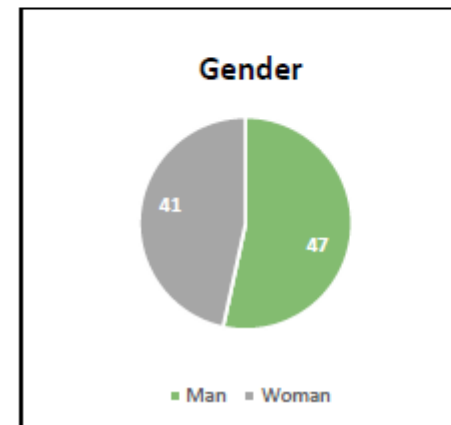
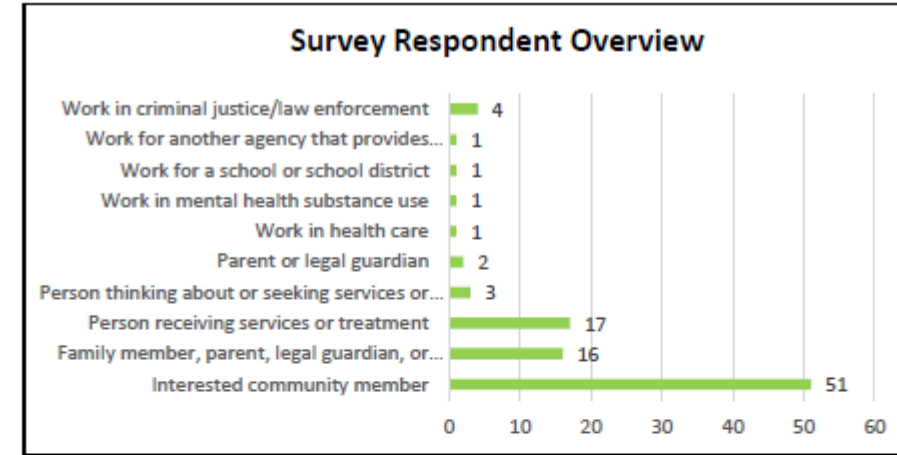


5 Appendix B: Community Survey Results

The following table summarizes the information reported by the individuals through the community survey administered in Madison and St. Clair counties.

CCBHC Community Survey Responses		Number of Individuals Selecting Response	
1. Do you know where to get help if you or a loved one needs help with substance use or mental health issues?			
	Yes, definitely	67	
	Yes, probably	19	
	No	12	
	I would not seek help	0	
	Prefer not to answer	2	
2. Do you know how to get help (what steps to take) if you or a loved one needs help with a substance use or mental health issue?			
	Yes, definitely	62	
	Yes, probably	27	
	No	10	
	I would not seek help	0	
	Prefer not to answer	1	
3. Have you or a loved one ever tried to get services/help for a mental health issue and been turned away?			
	Yes	21	
	No	72	
	I don't know	5	
	Prefer not to answer	2	
4. Which of the things below make it difficult to get services when you need them? Please check all that apply.			
		Yes	No
	Knowing where to go or what to do	25	75
	Finding a way to get there (transportation)	40	60
	Finding care for other children or family members that I am responsible for	15	85
	Being worried about what people might think if I try to get help	19	81
	Being able to pay for services	40	60
	Getting services in the language I prefer to speak	2	98

Community Survey - Examples



Methodology - Overview of Data Sources

- Literature review
 - Community health needs assessments
 - Health department reports
- Community demographic and prevalence data
- Community surveys – 100 completed
 - Identified community areas and agencies to administer surveys
 - Staff engagement training
- Key informant interviews – 30 total (15 external agencies)
 - Identified existing partnering behavioral health agencies
 - Announced interview opportunity in community meetings



Sample Tables/Images

Behavioral Health Prevalence Estimates in Madison and St. Clair Counties

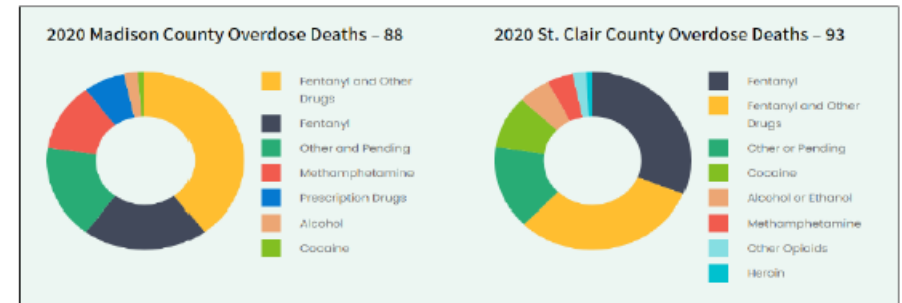
Conditions Estimates	Children and Youth (6-17)	Transition Age Youth Ages 16 - 25*	Age 18 and Older	Total
Mental Health Conditions				
Any Mental Illness	Not Applicable	12,213	75,936	75,936
Serious Mental Illness	Not Applicable	4,756	17,552	17,552
Major Depressive Episode	5,795	8,191	27,800	33,595
Bipolar	923	1,132	5,495	6,418
PTSD	1,204	2,624	14,116	15,320
Co-Occurring SMI and SUD	1,084	1,975	7,944	9,028
First Episode Psychosis (18-35)				

Residents with Limited English Proficiency in Madison and St. Clair Counties

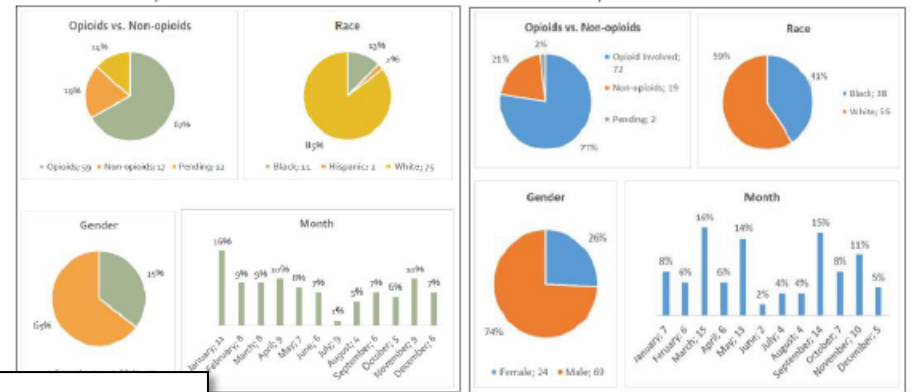
Language Estimates					
County	Population (6+)	% Speak a Language Other than English	# Speak a Language Other than English	% Limited English Proficiency	# Limited English Proficiency
Madison and St. Clair Counties	483,504	4.4%	21,231	1.3%	6,241

Citation: U.S. Census Bureau. (2021). American Community Survey: Table S1601 language spoken at home (5-year estimates). <https://data.census.gov/table?q=S1601:+LANGUAGE+SPOKEN+AT+HOME&tid=ACST1Y2021.S1601>

The following charts provide an overview of substance use overdose and mortality data for Madison and St. Clair Counties. In both counties, Fentanyl or Fentanyl combined with other drugs is the leading cause of overdose deaths.



Madison County – Overdose Deaths 2020 Data St. Clair County – Overdose Deaths 2020 Data



Madison Counties Coroners Offices/Chestnut Health Systems Prevention Department



Findings

- Overview of Community Survey and Key Informant Interview Findings
- CCBHC related themes:
 - Veterans services
 - Cultural competency
 - Evidence-based practice implementation and assessment
 - Recovery and family support services
 - Care coordination
 - Community outreach and behavioral health education

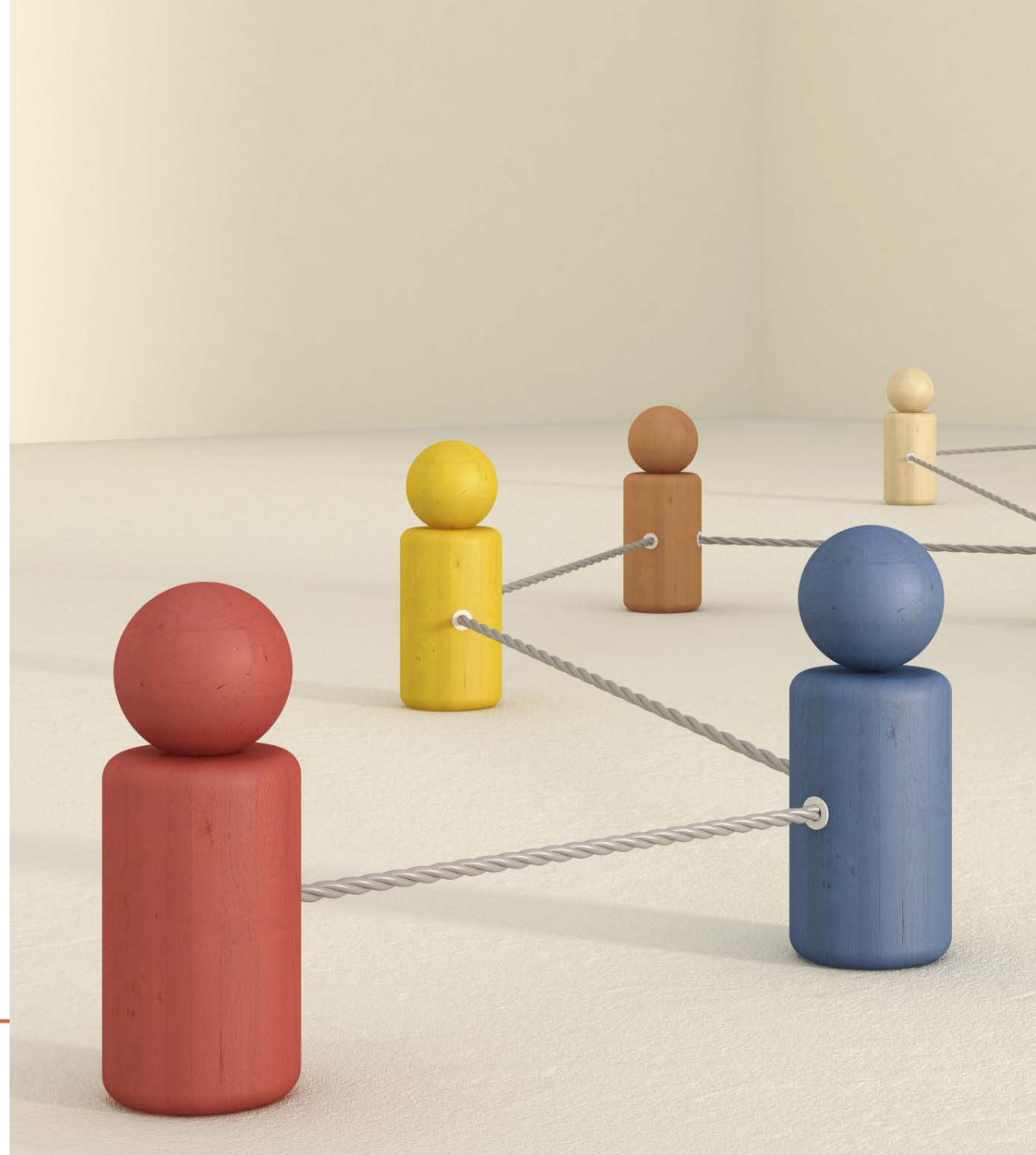
Applying the Findings

- Targeted Community Outreach
- Implementation of CCBHC Service Recommendations
- Community Education Initiatives
 - Community Meetings
 - Behavioral Health Coalitions
 - 2-page Summary



Lessons Learned

- Set a realistic timeline
- Identify the right team members
- Allow time to train staff on project goals and engagement techniques
- Create tools that meet your goals/objectives
- Rural Settings – challenges and barriers



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

Future Sessions

- [Session 4: Focus on NOMS](#) - Feb. 20, 3-4:30 p.m. ET
- [Session 5: Leveraging Your Grant Evaluation for Sustainable Continuous Quality Improvement](#) - March 19, 3-4:30 p.m. ET



Upcoming Events- New Needs Assessment Toolkit and Resource Webinar

New Needs Assessment Toolkit is now live! Access it here! [Needs Assessment Toolkit](#)

Needs Assessment Resource Webinar: January 30th 2:30-3:30 pm ET

This webinar will introduce the new CCBHC Needs Assessment Toolkit, a resource that highlights practical frameworks, resources and tools that organizations can use to plan and execute a high-quality needs assessment in their local communities. During this session we will walk through how to access and utilize this resource in your needs assessment process. [Register here](#).




Thank You!

Thank you for attending today's event.

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

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.



NATIONAL
COUNCIL
for Mental
Wellbeing