NATIONAL
COUNCIL
for Mental
Wellbeing

Logistics

- Please rename yourself so your name includes your organization.

- *For example:*
  - D'ara Lemon, 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**
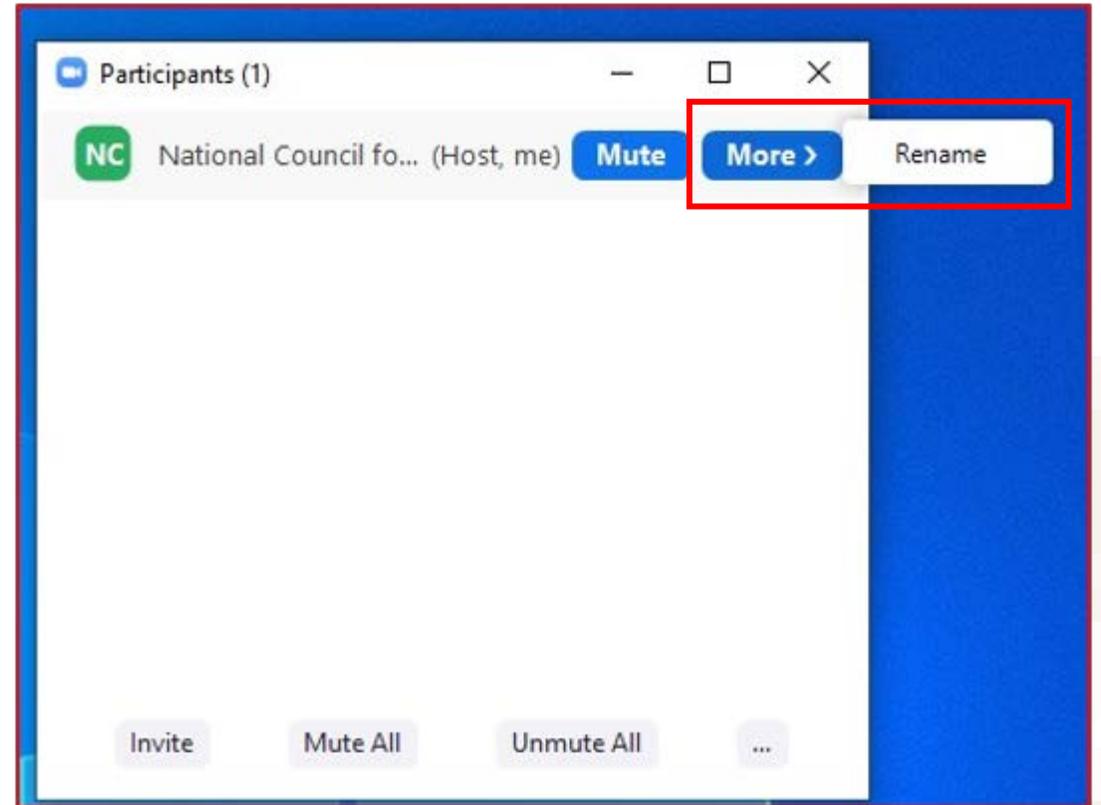
How to Enable Closed Captions (Live Transcript)
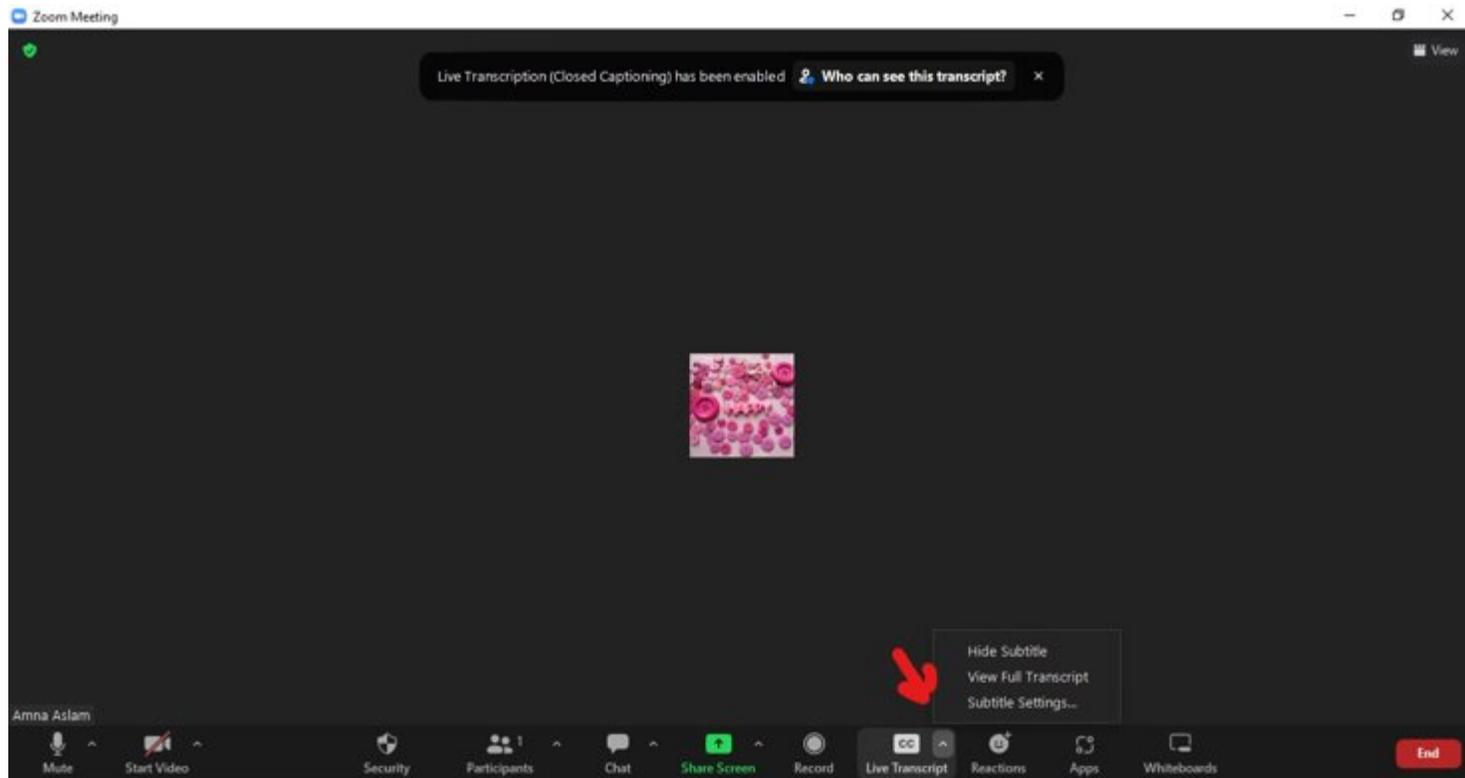
Next to "Live Transcript," click the arrow button for options on closed captioning and live transcript.

How to Ask a Question
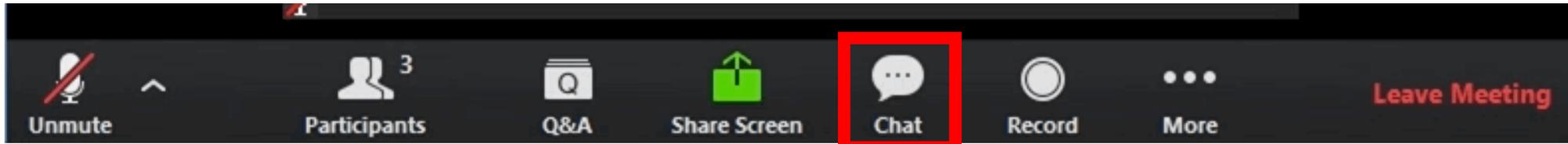
Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar.
We'll answer as many questions as we can throughout today's session.

NATIONAL
COUNCIL
for Mental
Wellbeing

TheNationalCouncil.org

Today's Agenda

1 — Community Needs Assessment - Requirements for CCBHCs

2 — Needs Assessment Toolkit - Overview

3 — Needs Assessment Data Sources

4 — Needs Assessment Outline

5 — Putting Findings into Practice

NATIONAL COUNCIL *for* Mental Wellbeing

Learning Objectives

- Describe why a robust community needs assessment is crucial for effective CCBHC implementation.

- Explain how CCBHCs can use the community needs assessment to inform staffing, partnerships and services.

- Understand the required elements of the CCBHC Needs Assessment, as set forth in SAMHSA criteria.

- Explain requirements and best practices for the engagement of people with lived experience and community partners in the needs assessment process.

NATIONAL COUNCIL *for* Mental Wellbeing

Presenters

Renee Boak, MPH
Consultant and Subject Matter Expert

Ann Ritter, JD, MPH
Principal
Bowling Business Strategies

Laura Line, MS
Principal
Bowling Business Strategies

NATIONAL COUNCIL *for* Mental Wellbeing

Requirements for CCBHCs

What Is a CCBHC?

An integrated community behavioral health clinic model of care that aims to improve service quality and accessibility, a CCBHC:

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

- Offers the full array of CCBHC-required mental health and substance use disorder (SUD) services and primary care screening.

- Has established collaborative relationships with other providers and health care systems to ensure coordination of care.

NATIONAL
COUNCIL
for Mental
Wellbeing

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?

NATIONAL COUNCIL for Mental Wellbeing

TheNationalCouncil.org

Community Needs Assessment: Definitions and Requirements

TheNationalCouncil.org

CCBHC Criteria Appendix A: Terms and Definitions

Community Needs Assessment:

- o Identify community needs and determine program accessibility and capacity.
- o Collaborate with other community stakeholders.
- o Integrate input from people with lived experience of mental health and/or substance use challenges and family members.
- o Identify current conditions and desired services or outcomes in the community.
- o Specific CCBHC criteria are tied to the community needs assessment, including staffing, language and culture, services, locations, service hours and evidence-based practices.
- o 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.
- o 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.

NATIONAL COUNCIL for Mental Wellbeing

Community Needs Assessment Requirements

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.

NATIONAL COUNCIL *for* Mental Wellbeing

Community Needs Assessment Requirements

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.

NATIONAL COUNCIL for Mental Wellbeing

Community Needs Assessment Requirements

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 substance use disorder 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 substance use disorders 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.)

CCBHC Needs Assessment Toolkit

National Council *for* Mental Wellbeing

Key Drivers of the Needs Assessment

Community Needs Assessment

Community Needs and Barriers to Care

Community-responsive Staffing and Services

Effective Partnerships and Care Coordination

Individuals with lived experience, family members, and the local community (especially those from underserved populations) are key drivers and constituents of the needs assessment!

The Needs Assessment Cycle
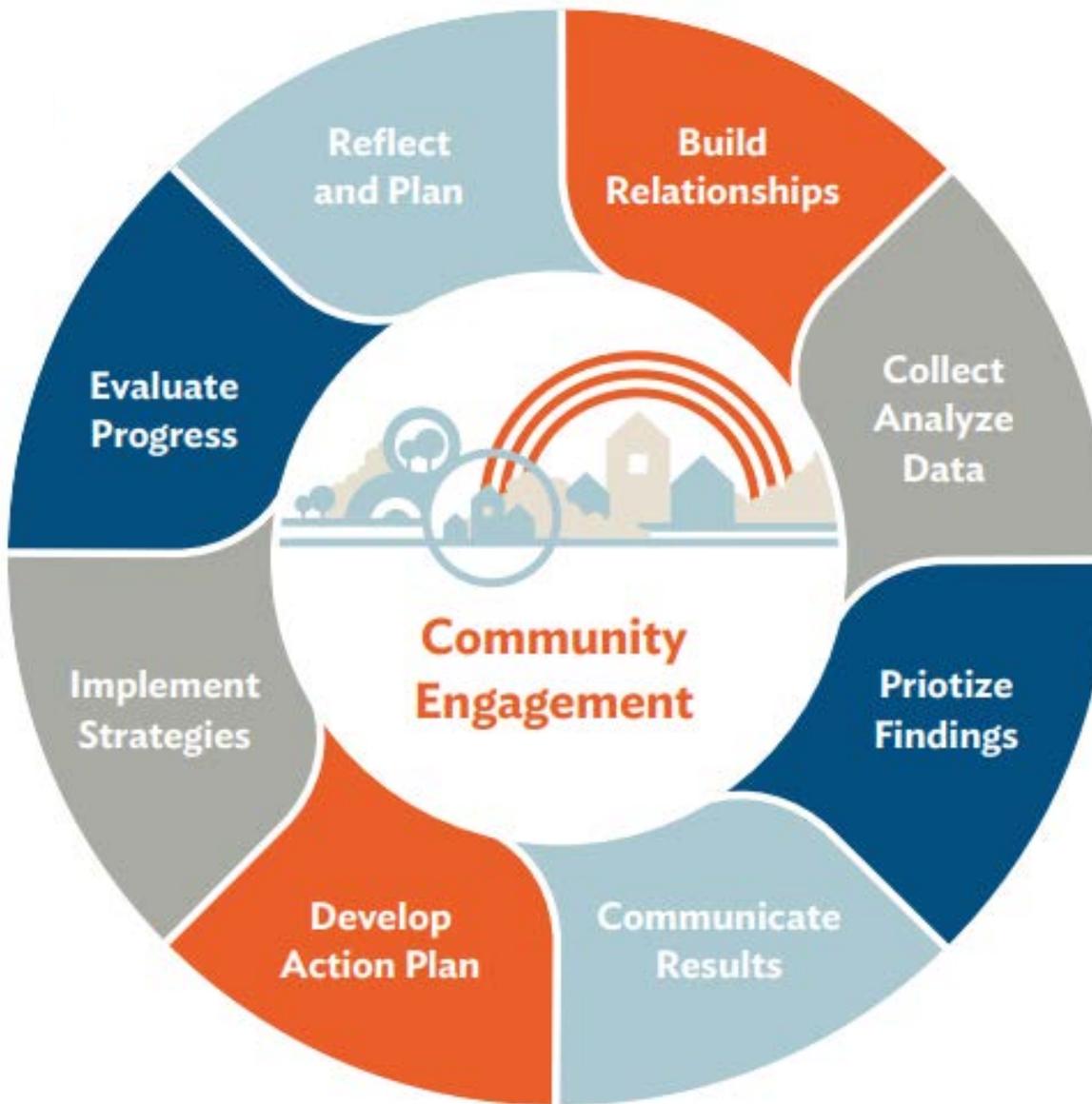
Informed by the Association for Community Health Improvement, American Hospital Association (2023). Community Health Assessment Toolkit.

Needs → Outcomes

Input and Data

Internal and External Sources

Community Members
Partners
Staff
Clients
Family Members

Community Needs

Current Conditions

Desired Services

Desired Outcomes
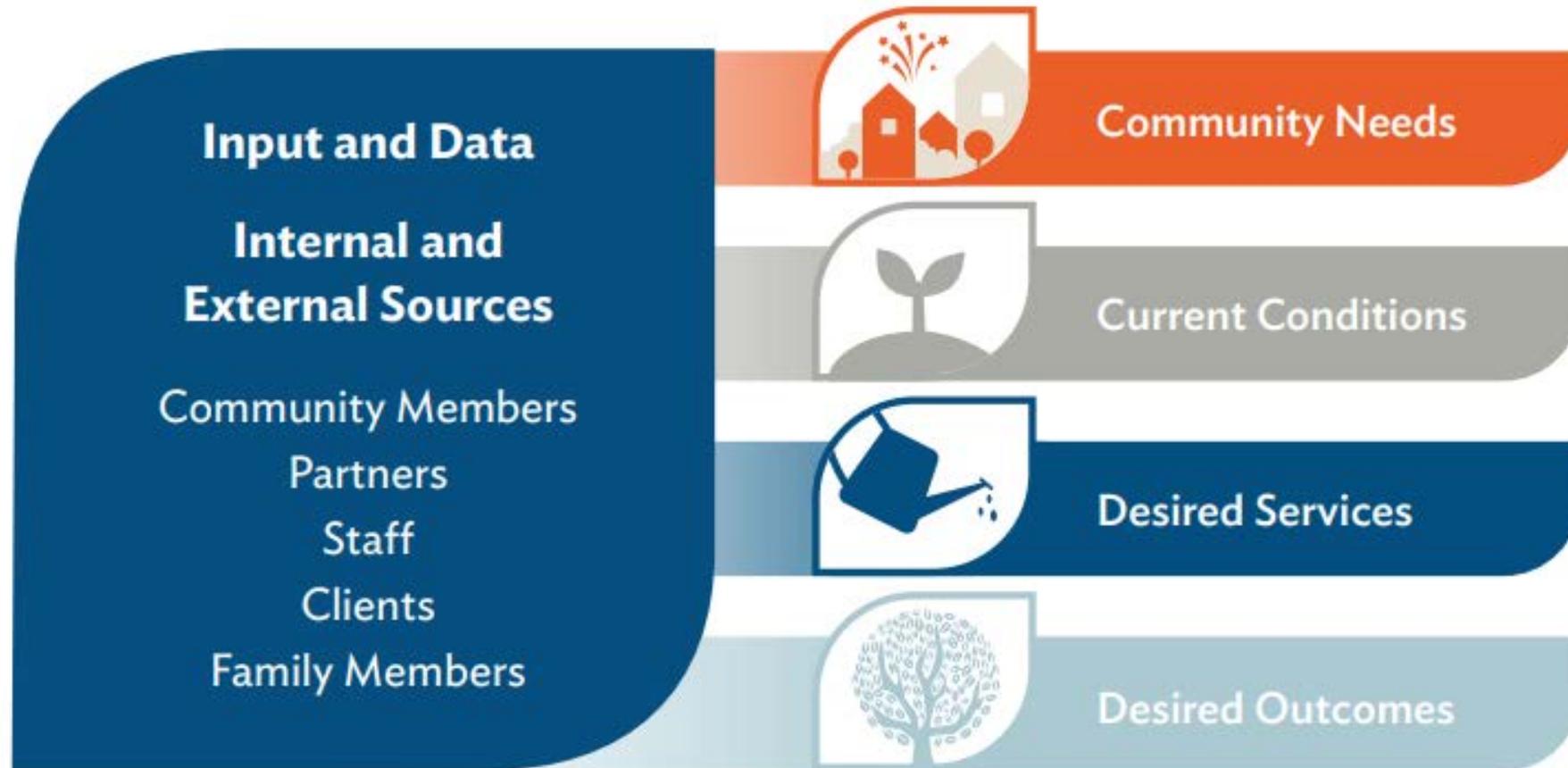
CCBHC Needs Assessment Toolkit

Toolkit Includes:

- SAMHSA requirements

- Best practices for needs assessment planning and implementation

- Concrete examples of how a CCBHC can use the needs assessment to guide improvements in services, staffing, and operations

- Practical tools

  - Linked list of quantitative data sources and data comparison tool

  - Model scripts for qualitative interviews and focus groups

  - Needs assessment outline

TheNationalCouncil.org

NATIONAL
COUNCIL
for Mental
Wellbeing

Define Your Guiding Questions

Create Your Assessment Plan

| CORE ELEMENTS OF THE ASSESSMENT PLAN	
Guiding Questions	What does the needs assessment seek to answer?
Indicators	What information is needed to answer your guiding questions?
Data Sources	Where will the data specific to your guiding questions be sourced from?
Data Collection	How will the data be collected and compiled?
Time Frame	What is the time frame to complete activities?
Data Analysis	How will the data be analyzed?
Communicating Results	How will findings be documented and communicated?
Responsible Person	Who is responsible for completing each activity?

Adapted from Marquez, et al (2022). Step-by-Step Guide to Community-Based Participatory Research. Nevada Minority Health and Equity Coalition. University of Nevada, Las Vegas.

NATIONAL COUNCIL *for* Mental Wellbeing

Community Engagement is Essential

Community engagement in the needs assessment process is necessary:

- For your CCBHC services to reflect the needs and population of the service area
- To reach people your organization has **not** engaged
- To build partnerships that will help you better serve your clients
- To meet SAMHSA's requirements for community input into the community needs assessment

NATIONAL
COUNCIL
for Mental
Wellbeing

Who Should Provide Input?

- Inpatient and Outpatient Providers
- Health Departments
- Veterans Affairs
- Health Centers
- Schools
- Clients + People with Lived Experience
- Crisis System Partners

Needs
Services
Access to Care
Barriers to Care
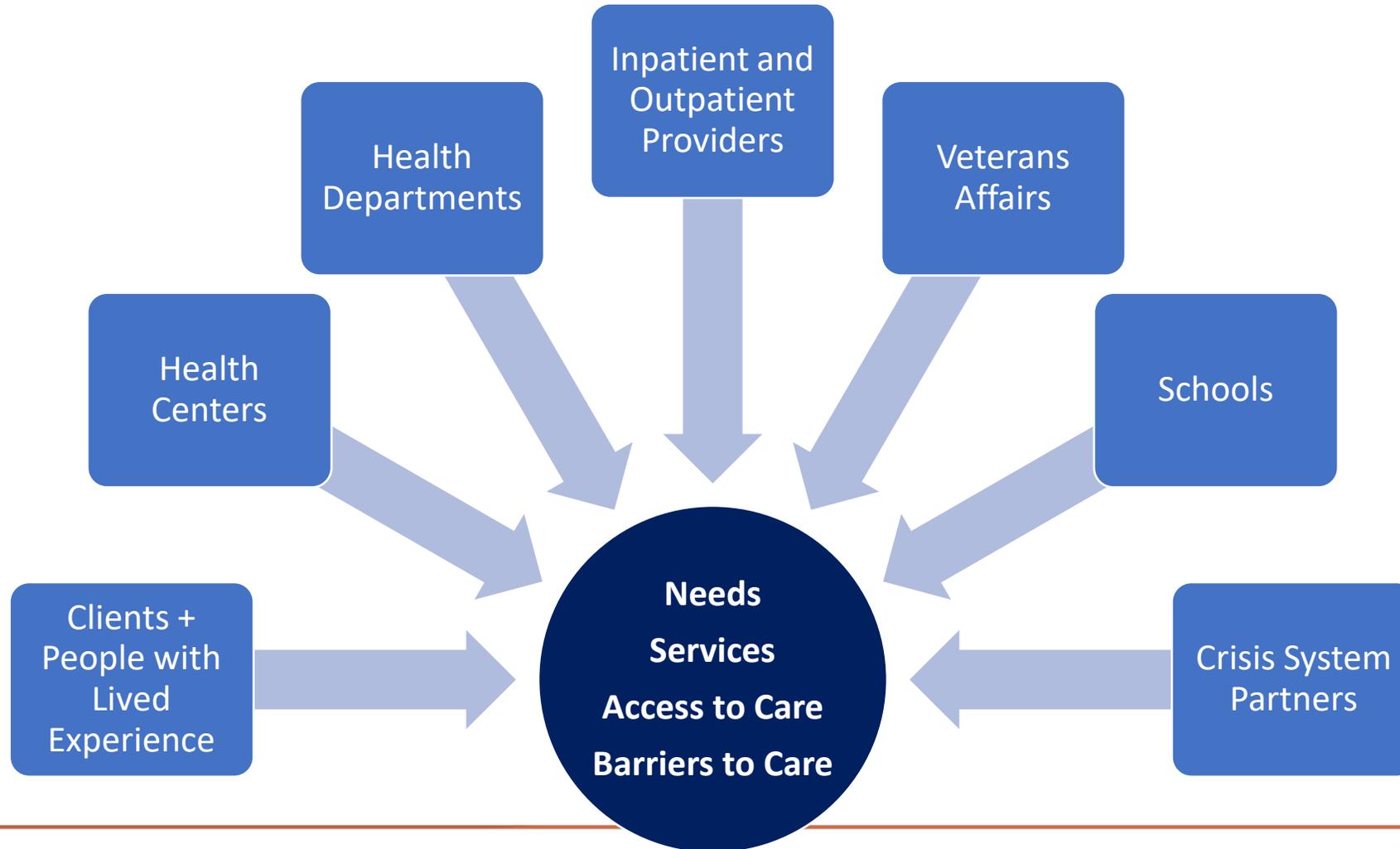
NATIONAL COUNCIL *for* Mental Wellbeing

Characteristics of an Effective Needs Assessment

- Aligned with CCBHC Criteria

- Focused Inquiry

- Staff Involvement

- Partner Involvement

- Input from People with Lived Experience and Family Members

- Findings Tied to Practice

TheNationalCouncil.org

NATIONAL COUNCIL *for* Mental Wellbeing

Pitfalls to Avoid

- Lack of Connection to CCBHC Services and Operations

- Lack of Focus

- Insufficient Staffing/Resources

- Lack of Broader Community Engagement

- Too Much Content

NATIONAL COUNCIL *for* Mental Wellbeing

Needs Assessment Data Sources

Using Data in Your Needs Assessment

Purpose:

➢ Better understand your community's needs
➢ Understand your CCBHC's capacity to meet those needs

Primary role: Inform and answer your guiding questions

Quantitative Data

Can help you understand

- ➢ Community Demographics

- ➢ Community Behavioral Health Needs

- ➢ Community Social Needs

- ➢ Your organization's Current Services

- ➢ Your organization's Staffing

NATIONAL COUNCIL *for* Mental Wellbeing

Qualitative Data

➢ Adds shape and depth to quantitative findings

➢ Fills gaps where quantitative data does not exist

➢ May spur new questions and data searches

➢ Helps build community relationships for addressing needs and opportunities

GENERAL TIPS FOR THE COMMUNITY INPUT PROCESS

- Choose guiding questions to explore when engaging stakeholders. Stakeholder input may be especially helpful when:

  - Cultural barriers or gaps in knowledge exist.

  - Quantitative data does not drill down to the local level.

  - Data is limited and does not reflect the full service area.

  - Exploring the needs of special populations that the organization has not previously served.

  - Interviews or focus groups will provide a range of perspectives on the topic.

- Define your objective for speaking with each stakeholder group.

- Identify the stakeholder representative(s) who can best help you meet your objective.

- Determine the approach to speaking with the representatives: interview, focus group or informal conversation.

NATIONAL COUNCIL *for* Mental Wellbeing

Additional Data Topics in the Toolkit

- Addressing data collection, reporting and tracking requirements

- Using internal and external data

- Collecting and analyzing data

- Getting input from key stakeholders, including people with lived experience and community leaders

- Tips for outreach, stakeholder interviews & focus groups

- Appendices: Data Comparison Tool, List of Data Sources

NATIONAL COUNCIL *for* Mental Wellbeing
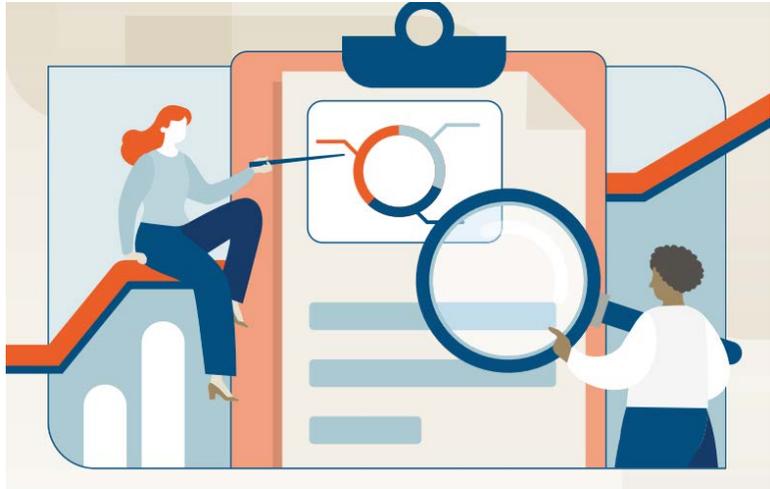
Together, qualitative and quantitative data can impart the full picture of the unique strengths and challenges of the community you serve and your CCBHC.

Data can help you prioritize findings in your needs assessment.

NATIONAL COUNCIL *for* Mental Wellbeing

Practical Tool: Needs Assessment Outline

Required Elements of the Needs Assessment

TABLE 1: REQUIRED ELEMENTS OF THE CCBHC NEEDS ASSESSMENT

#	
1	Service area description and sites where CCBHC services are offered.
2	Prevalence of mental health and substance use conditions and related needs in the service area.
3	Economic factors and social determinants of health affecting access to care in the service area.
4	Cultures and languages of populations in the service area.
5	Identification of underserved populations.
6	Description of how the CCBHC's staffing plan will address needs assessment findings.
7	Plan to update the needs assessment at least every three years.
8	Input from people with lived experience and key community partners on community needs, CCBHC services, access to care and barriers to care.

Source: SAMHSA CCBHC Certification Criteria, Appendix A (March 2023)

NATIONAL COUNCIL *for* Mental Wellbeing

Putting Findings into Practice

Make a Plan: How Will You Use the Findings?

Prepare findings for sharing with a wide range of audiences:

➢ Organize the findings with review and discussion in mind
➢ Put it in user-friendly formats: slide decks, visuals, briefs

Share findings with:

➢ Staff
➢ Board and advisors
➢ Partners and leaders
➢ Stakeholders in the community

TheNationalCouncil.org

NATIONAL COUNCIL *for* Mental Wellbeing

Target Your Findings for Implementation

➢ Prioritize your findings by reviewing and discussing how to build on strengths and address gaps

➢ Make sure you are addressing requirements for staffing, accessibility, outreach, partnerships, and services

➢ Document them in an implementation plan with action steps and time frames

NATIONAL COUNCIL *for* Mental Wellbeing

Integrate Your Findings into Everyday Practice

Practical examples

➢ **Staffing:** Revise staff positions to reflect new workflows for care coordination and associated roles

➢ **Service Array:** Define population-specific care pathways

➢ **Language Access:** Train staff on how to support consumers with limited language proficiency

➢ **Operations:** Inform clinic hours of operation, including walk-in, evening, & weekend

➢ **Partnerships:** Partner with organizations that work with special populations to improve access and culturally competent care

NATIONAL COUNCIL *for* Mental Wellbeing

Focus Study: Addressing Housing Insecurity

NATIONAL
COUNCIL
for Mental
Wellbeing

Housing's Direct Impact on Health

➔ When housing costs exceed 30% of income, little is left over for food, clothes, utilities, transportation, and health care and prescriptions

➔ Substandard housing exposes people to health and safety risks (e.g., vermin, mold, water leaks, and inadequate heating and cooling systems)

➔ Homelessness precipitously deteriorates one's health

➔ Housing insecurity - a major adverse childhood experience - can lead to poor child development with long-term health impacts

NATIONAL
COUNCIL
for Mental
Wellbeing

How Can You Address This in the Needs Assessment?

➢ Include guiding questions
  ○ To what extent is our organization serving people who are housing insecure?
  ○ How can we address the needs of families and individuals who are housing insecure?
➢ Consider quantitative sources of data
➢ Include community engagement and qualitative sources of data
➢ Determine who are potential partner agencies
➢ Put findings into practice

NATIONAL
COUNCIL
for Mental
Wellbeing

Questions?
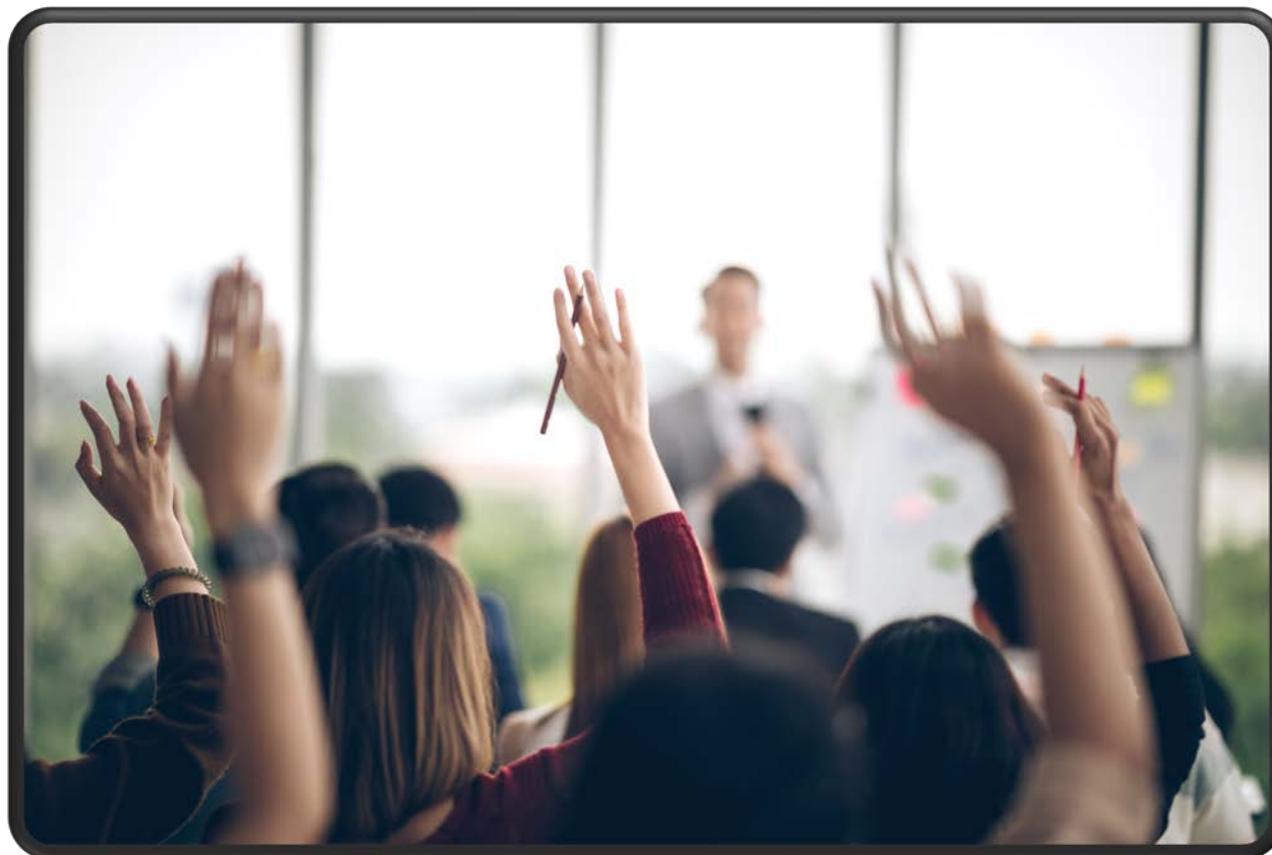
NATIONAL COUNCIL *for* Mental Wellbeing

Needs Assessment Resources

- Needs Assessment Toolkit

- Quality Improvement toolkit

- Toolkit for designing and implementing care pathways

- Health equity and racial justice toolkit

- On-Demand Webinar: Community Needs Assessment:
  - Recording

NATIONAL COUNCIL for Mental Wellbeing

CCBHC-Expansion Grantee National Training and Technical Assistance Center

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/

Upcoming Events

Event Type	Title	Date + Time	Registration Link
Webinar	This webinar will introduce the new *Developing Your Value Proposition: A Guide for CCBHCs*, a resource that highlights the importance of understanding and articulating your value as a CCBHC. This guide will help you educate your stakeholders about the comprehensiveness of CCBHC services and how the model improves population health. During this session we will walk through how to access and utilize this resource. Value Proposition Resource	February 15,2024 from 1:00-2:00pm E.T. Register	Register Here

NATIONAL COUNCIL *for* Mental Wellbeing

Questions or Looking for Support?

Visit our website
and complete the CCBHC-E NTTAC Request Form

Slides, recordings and session resources will be available on our New Grantee Learning Community webpage approximately 2 days following each session

thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/