

The Certified Community Behavioral Health Clinic (CCBHC) Model

Vermont Policy Academy

August 19, 2022

Agenda

- Welcome and Questions from Workforce, 1115 Waiver or PPS-2 Deep Dive(10 minutes)
- Overview of Access and Availability (30 minutes)
- Open Discussion (15 minutes)
- Next Steps and Follow-up (5 minutes)

Poll and Discussion Question #1

Which services do you feel have the longest waitlists for people in VT?

- Psychiatry
- Substance Use services
- Mental Health services
- Care Coordination
- Peers
- Psychiatric Rehabilitation
- Targeted Case Management

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Goal of CCBHC

- The CCBHCs represent an opportunity for states to improve the behavioral health of their citizens by: providing community-based mental and substance use disorder services; advancing integration of behavioral health with physical health care; assimilating and utilizing evidence-based practices on a more consistent basis; and **promoting improved access to high quality care.**

- Page 1 of CCBHC Criteria

[CCBHC-Criteria-Updated-May-2016 \(samhsa.gov\)](http://samhsa.gov)

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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Improving Access to Care

CCBHCs are, on average, serving **17% more people** than prior to CCBHC implementation.

CCBHCs have improved access to treatment by sharply reducing wait times for services, which reach an average of 48 days nationwide.

- **50%** of responding CCBHCs provide **same-day access** to care.
- **84%** see clients for their first appointment **within one week**.
- **93%** see clients **within 10 days**.

State Snapshot

Nevada: **250%** increase in individuals served from Y1-Y3

New York: **21%** increase in individuals served in first year

Oregon: **17%** increase in number of individuals with serious mental illness served

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Availability and Accessibility 2.a.1 – 2.a.8: Access and Availability Generally

- Measures taken to ensure provision of a safe, functional, clean, and **welcoming environment** for consumers and staff
- Compliance with all relevant federal, state, and local laws and regulations regarding **client and staff safety, cleanliness, and accessibility**
- Clinic hours include some **evening and weekend hours** and meet the needs of the population served
- **Location is accessible** to the consumer population being served
- Provision of **transportation** or transportation vouchers for consumers as resources allow



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Availability and Accessibility 2.a.1 – 2.a.8: Access and Availability Generally (cont.)

- Plans to use mobile in-home, **telehealth**/telemedicine, and/or online treatment services
- Engages in **outreach and engagement** activities to assist consumers and families to access benefits and services
- Services are aligned with state or county/municipal court standards for the provision of **court-ordered services**
- Adequate **continuity of operations**/disaster plans in place
- **Provision of available and accessible services that will accommodate the needs of the population**



Availability and Accessibility 2.b.1: Timing of Screening, Evaluation, & Provision of Service to New CCBHC Consumers

- New CCBHC consumers with **urgent need**, receive clinical services and initial evaluation within one **(1) business day** of the time the request is made, or, if applicable, under a more stringent state standard of less than one day
- New CCBHC consumers with an initial screening identifying **routine needs**, receive clinical services and initial evaluation within **10 business days**, or, if applicable, under a more stringent state standard of less than 10 business days.
- New CCBHC consumers receive a **comprehensive person-centered and family-centered diagnostic and treatment planning evaluation** within **60 calendar days** of the first request for services, or, if applicable, under more stringent time standard if dictated by the state

Availability and Accessibility 2.b.1: Timing of Screening, Evaluation, & Provision of Service to New CCBHC Consumers (cont.)

- Policies and/or procedures for new consumers that include administration of a **preliminary screening and risk assessment**
- Policies and/or procedures for conducting an **initial evaluation** and a **comprehensive person-centered and family-centered diagnostic and treatment planning evaluation**
- Policies and/or procedures to ensure immediate action if the screening or other evaluation identifies an emergency or crisis need
- Policies and/or procedures for initial evaluations that are conducted telephonically that require the initial evaluation to be reviewed and the consumer to be seen in person at the next encounter, once the emergency is resolved



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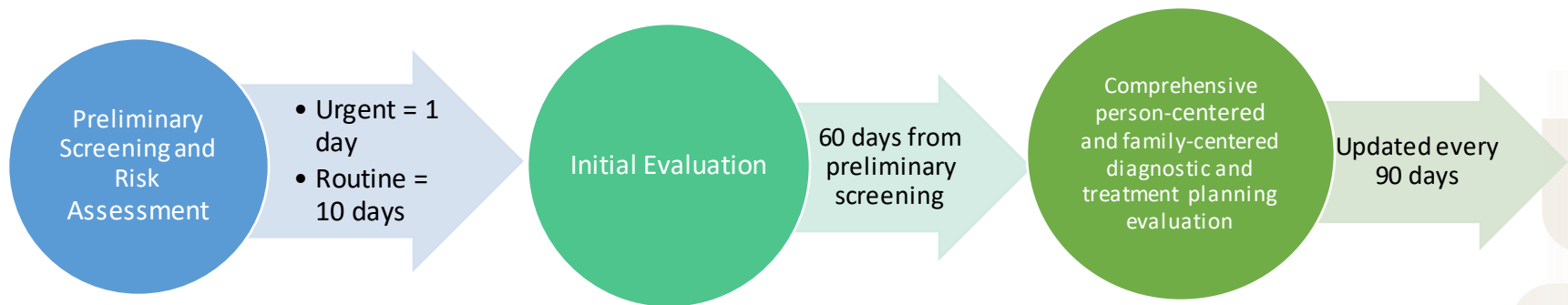
Availability and Accessibility 2.b.2: Updating Comprehensive Person-Centered & Family Centered Diagnostic and Treatment Planning Evaluation

- Treatment team updates the person-centered and family-centered treatment planning evaluation with the consumer and in consultation with the primary care provider (if any)
- Assessment must be updated no less frequently than **every 90 calendar days**, unless the state has a more stringent timeline



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Progressive Evaluation



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Availability and Accessibility 2.c: Access to Crisis Management Services

- Provides crisis management services 24 hours a day and within 3 hours
- Policies or procedures requiring communication to the public of the availability of these services, as well as to consumers at intake
- Policies or procedures addressing:
 - Coordination of services with local emergency departments (EDs)
 - Involvement of law enforcement when in psychiatric crisis
 - Reducing delays in initiating services during and after a psychiatric crisis
- Works with consumers at intake and after a psychiatric crisis to create, maintain and follow a crisis plan



Availability and Accessibility 2.d: No Refusal of Services Due to Inability to Pay

- Policy that **services cannot be refused because of inability to pay**
- The CCBHC has policies or procedures that ensure:
 - Provision of services regardless of ability to pay
 - Waiver or reduction of fees for those unable to pay
 - Equitable use of a **sliding fee discount schedule**
 - Provision of information to consumers related to the sliding fee discount schedule, available on the website and posted in the waiting room



Availability and Accessibility 2.e: Provision of Services Regardless of Residence

- Policy that states that **services cannot be refused due to place of residence**
- Policies or protocols that address services for those living out of state
- The CCBHC has policies or procedures ensuring:
 - Services will not be denied to those who do not live in the catchment area (if there is one), including provision of crisis services
 - Services will be available for consumers living in the CCBHC catchment area but who are distant from the CCBHC





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Questions?

Poll and Discussion Question #2

Which CCBHC services are the most important for increasing access (reducing wait times) first?

- Psychiatry
- Substance Use services
- Mental Health services
- Care Coordination
- Peers
- Psychiatric Rehabilitation
- Targeted Case Management