Alameda County Behavioral Health Care Services

Providing mental health and substance abuse services for the people of Alameda County

An Overview of Alameda County’s Mental Health System
Board of Supervisors Health Committee
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About ACBHCS

We envision a community where all individuals and their families can successfully realize their potential and pursue their dreams and where stigma and discrimination against those with mental health and/or alcohol and drug issues are remnants of the past.

Current year budget of approximately $426 million
- 588 County Civil Service positions
- 3,094 Community Based Organization (CBO) staff positions

Contracting organizations (CBOs) deliver 88% of all mental health services
- 95 organizations operating 537 programs

Target Population for Specialty Mental Health Services
- Medi-Cal beneficiaries & other covered plans
- Meet Medical Necessity with moderate to severe impairment

2015 Client Statistics
- 35,500 served in mental health &/or substance abuse outpatient programs
- On a given day 12,772 clients open for outpatient mental health services
Trends in Mental Health Needs

Where is Mental Health Care Headed?

- More integration of care
- More focus on primary care through patient-centered medical homes and Federally Qualified Health Centers
- More accountability (pay for outcomes)
- Bundled Payments (Accountable Care Organizations)
- Electronic health records, health information exchanges
- Reduce stigma and discrimination by institutional, community, and individual level strategies
- Trauma Informed Care

What we know:

- In California, it’s estimated that one person dies by suicide every two hours\(^1\)
- Over 50% of students with a mental health condition age 14 and older who are served by special education drop out\(^2\)
- Serious mental illness costs America $193 billion in lost earnings per year\(^2\)

\(^1\)American Foundation for Suicide Prevention
\(^2\)NAMI, Mental Illness Facts and Figures
BHCS mental health clients served across Alameda County by BOS District

- **District 1**: 13%
- **District 2**: 12%
- **District 3**: 34%
- **District 4**: 17%
- **District 5**: 22%
- **Residence Unknown**: 2%

Total FY 14-15 Clients = 35,431
Annual Mental Health Clients Served

RACE/ETHNICITY:
- African American: 32%
- Hispanic: 18%
- Other/Unknown: 17%
- White: 22%
- Asian: 10%
- Native American: 1%

AGE:
- 0 - 17: 12,562
- 18 - 24: 3,458
- 25 - 59: 16,785
- 60+: 2,626

GENDER:
- Male: 18,531
- Female: 16,887

Demographic data from FY 14-15
Finance: Billing, Claiming, & Contracts

CLAIMING
- Maximize departmental revenue
- Manage claiming to 3rd party payors
- Ensure compliance with required regulations, reporting and revenue generation

BILLING
- Complete cost reports required by local, state or federal agencies
- Manage fiscal audit processes, including appeals and hearings
- Reconcile invoices & final service delivery, including disallowances

CONTRACTS
- Provide procurement services for BHCS
- Monitor contract deliverables and fiscal requirements
Four Mental Health Systems of Care

Our Core Values:
• Access
• Consumer & Family Empowerment
• Best Practices
• Health & Wellness
• Culturally Responsive
• Socially Inclusive
• **Peer & family support services**: advocacy & system navigation
• **Prevention**: education, early detection, information & referral
• **Outpatient treatment**: counseling, mobile teams, case management, & medication support
• **Crisis stabilization**: brief voluntary services for individuals in acute distress as a result of a mental health challenge
• **Hospitalization**: voluntary and involuntary inpatient psychiatric services
Programs designed for unique children’s population needs in place-based settings

- Adolescent Substance Use Treatment & Prevention
- Child Welfare
- Culturally & Linguistically Specific Programs
- Community Outpatient Services
- Educationally Related Mental Health Services
- Early Childhood (Birth – 8)
- Juvenile Justice
- School Based Behavioral Health
Transition Age Youth System of Care

Serves youth and young adults age 16-24

- Full Service Partnerships
- Psychiatric Emergency Services
- Intensive Case Management
- First Episode Psychosis
- Transitional Housing
- Juvenile Justice Center & Santa Rita Jail
- Vocational & Employment Support
- In-Home Outreach Team
Adult System of Care

Serving adults aged 25-59

- County and Non-profit service teams
- Full Service Partnerships
- Criminal Justice Mental Health
- Vocational support
- Supportive housing
- Medication clinics
- Wellness Centers
- Harm reduction skill building
- Network of other community based programs
• Mobile Teams
• Early Intervention Services
• Evidence Based Treatment Models
• Co-Occurring Mental health & Substance Use services
• Full Service Partnerships
## Substance Use Treatment

**Continuum of Care with gender and age-specific programs**

<table>
<thead>
<tr>
<th>Number</th>
<th>Program Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sobering Center and Social Model Detox</td>
<td>Receives people for less than 24 hours of safe sobering.</td>
</tr>
<tr>
<td>12</td>
<td>Residential Treatment</td>
<td>20+ hours of programming per week</td>
</tr>
<tr>
<td>5</td>
<td>Recovery Residence (Sober Living Environments)</td>
<td>Temporary housing in combination with outpatient treatment</td>
</tr>
<tr>
<td>17</td>
<td>Intensive Outpatient Treatment</td>
<td>More than 9 hours/week</td>
</tr>
<tr>
<td>32</td>
<td>Outpatient Treatment</td>
<td>9 hours or less/week</td>
</tr>
<tr>
<td>7</td>
<td>Narcotic Treatment Programs</td>
<td>Provides methadone and individual drug counseling</td>
</tr>
<tr>
<td>30</td>
<td>Screening, Brief Intervention, Referral to Treatment</td>
<td>Integrated in primary care teams across 30 FQHC sites</td>
</tr>
</tbody>
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Pharmacy Services

Integrated Patient Care: medication and disease management
- Prescribe and provide follow-up to behavioral health clients.
- Complex drug regimens, disease state management, evidence-based practices, drug safety, etc.
- Medication Monitoring via chart reviews to ensure safe prescribing and documentation practices.

Administrative Services
- Cost Containment: Medically Indigent Adult (MIA) program utilizes various drug manufacturers’ patient assistance programs to obtain free medication for clients. Additional jail pharmacy contract savings.
  - Saved nearly $8.6 million since program started in 1998.
- Manage a pharmacy benefit program for HPAC and uninsured clients & county jail inmates.

Alameda County Behavioral Health Care Services
Housing Services Office

Established in 2007 with Mental Health Services Act (MHSA) funding.

- Manage 151 supported MHSA funded housing units
- Subsidize 250 licensed board and care beds for individuals with serious mental illness
- Collaborate with Alameda County Health Care for the Homeless including the TRUST Clinic and Home Stretch efforts
- Homeless housing assistance fund for BHCS consumers
- Housing-related legal assistance for BHCS consumers
- Manage dedicated emergency housing beds for individuals with serious mental illness
- Support and participate in the EveryOne Home plan to end homelessness in Alameda County
- Improve the sharing of resources and other information related to housing for BHCS providers and consumers
Psychiatric Emergency Services (PES) provided 13,269 client visits to 5,894 unique Medi-Cal and uninsured consumers in FY 14/15.

- Serves adults experiencing severe and disabling mental illnesses, regardless of ability to pay
- Psychiatric evaluation, intervention and referral for voluntary and involuntary patients 24/7
- Staffed with a multidisciplinary team of mental health professionals
- Clinical staff provides crisis intervention and urgent medication assessments
- Individuals may stay in PES for up to 24 hours
Peer support services

- Pool Of Consumer Champions (1300 members)
- Wellness Recovery Action Plan groups - An evidence based practice
- Reach Out - Peers go into locked facilities and provide peer support and education about community resources
- Peer support offered at wellness centers and throughout our system.
Office of Family Empowerment

- Family Partners: 38 in Children’s System of Care
- Family Education and Resource Center (FERC)
- Prevention Programs e.g. - Gun buy-back and laptop exchange
- Community Services e.g. - Neighborhood Crime Prevention
- Crisis Assistance at Emergency Departments
- Training and Resource Development to assist families in being caregivers and advocates
Office of Ethnic Services

- Implementation of mandated State/Federal Cultural Competency Plan
- MHSA Underserved Ethnic and Language Population (UELP) program to address the mental health needs of traditionally underserved populations
- Increase access by reducing barriers and broadening the availability of ethnically- and culturally-sensitive services
- Application of Culturally & Linguistic Services (CLAS) Standards (CLAS) to improve cultural competence system-wide
- Promotion of more culturally responsive practices through the California Brief Multi-Cultural Competency Scale (CBMCS) training
In 2015 BHCS received a Zellerbach Foundation grant to hire a Trauma Informed Care Systems Coordinator, who serves all BHCS systems.

A Trauma Informed System Learning Collaborative re-started in 2015 consisting of county public agencies, school districts and CBO’s

Alameda County Trauma Informed Care Website

www.alamedacountytraumainformedcare.org

BHCS launched its Trauma Informed Workforce Trainings for staff serving across all HCSA departments, including contracted providers

- Staff currently trained: 200
- Planned additional staff to train in FY 16-17: 820 – 1,020
Adopted across Alameda County and across the Bay Area region

Principles of a Trauma Informed System

- Trauma Understanding
- Safety & Stability
- Cultural Humility & Responsiveness
- Compassion & Dependability
- Collaboration & Empowerment
- Resilience & Recovery
In 2014 BHCS Children’s System of Care joined with 6 other local county children’s behavioral health departments to create a regional trauma informed Bay Area system of care that:

- Trauma Transformed (T2) spans seven counties and over 6 million residents
- Improves the ways we understand, respond to and heal trauma.
- Fosters healthy, resilient and safe communities through trustworthy, compassionate and coordinated public systems.

- Alameda
- Contra Costa
- Marin
- Santa Clara
- San Francisco
- Santa Cruz
- San Mateo
Questions?

Pool of Consumer Champions