




Adult Mental Health Transition

First Quarter Update

November 14, 2016





FIRST QUARTER SERVICE OVERVIEW

JULY 1 – SEPTEMBER 30, 2016

Redwood Quality Management Company

- Crisis Response
- Subcontracted Outpatient, Inpatient and Residential Services
- Full Service Partnerships & other MHSA Services
- Coordination with County and Community Partners as the Administrative Service Organization

County Mental Health Services

- Access Phone Line
- Medication Management
- LPS Conservatorship/Residential Care
- Contract Oversight, Planning, & State Contract Billing/Reporting



SPECIALTY MENTAL HEALTH SERVICES

- The California Department of Health Care Services (DHCS) contracts with Counties to operate County Mental Health Plans for Specialty Mental Health Services
- The Mental Health Plan provides, arranges, and pays for all medically necessary covered Specialty Mental Health Services for Medical Beneficiaries who meet Medical Necessity Criteria



SPECIALTY MENTAL HEALTH SERVICES

- Specific Mental Health Diagnoses
- Impairment Criteria (must have one as a result of the identified diagnoses)
 - A significant impairment in an important area of life functioning; or
 - A probability of significant deterioration in an important area of life functioning; or
- Intervention Related Criteria (must have all)
 - The focus of the proposed intervention is to address the condition identified in the impairment criteria
 - It is expected the beneficiary will benefit from the proposed intervention by significantly diminishing the impairment or preventing significant deterioration in an important area of life functioning
 - The condition would not be responsive to physical healthcare based treatment



SPECIALTY MENTAL HEALTH SERVICES

Medi-Cal Billable Services Include:

- **Assessment**
- **Client Plan**
- **Rehabilitative Services**
- **Therapy**
- **Case Management**
- **Medication Management**
- **Intensive Home Based Services**
- **Intensive Care Coordination**
- **Day Treatment**

REDWOOD QUALITY MANAGEMENT COMPANY



ADULTS ACROSS THE LIFESPAN MENTAL HEALTH SERVICES

About Us

Redwood Quality Management Company (RQMC) ensures that mental health services are available, appropriate, and accessible to Mendocino County beneficiaries across the lifespan.

No Wrong Door

RQMC employs a “No Wrong Door Policy” when it comes to accessing the mental health continuum of care. Referrals can be initiated by calling, or walking in, to any one of the following providers:

- Manzanita Services
- Mendocino County AIDS/Viral Hepatitis Network
- Mendocino Coast Hospitality Center
- Mendocino County Behavioral Health & Recovery Services
- Redwood Community Crisis Center
- Redwood Community Services

Referrals can also be initiated through our community partners, such as family resource centers, law enforcement, health clinics, wellness centers and social services.

Services Offered

Once an initial assessment is complete, a friendly staff member will work with you to determine what services you or your loved one will receive.

Services offered may include therapy, rehabilitation, targeted case management, crisis intervention, medication management and more. All services are individualized to meet the consumer's need.

IF YOU OR YOUR LOVED ONE ARE EXPERIENCING A MENTAL HEALTH EMERGENCY, PLEASE CONTACT THE 24/7 CRISIS TEAM AT 1-855-838-0404.

Manzanita Services
707-463-0405

MCAVHN
707-462-1932

Hospitality Center
707-961-0172

Redwood Community Services
707-472-2922

Redwood Community Crisis Center
1-855-838-0404

Mendocino County Access Line
1-800-555-5906

REDWOOD QUALITY MANAGEMENT COMPANY
376 E. Gobbi St, Ste B
Ukiah Ca 95482
(707) 472-0350



ADULT SYSTEM MENTAL HEALTH SERVICE PROVIDERS

- 408 Clients Served July – Sept 2016
 - Manzanita Services (142 clients)
 - Mendocino Coast Hospitality Center (70 clients)
 - Mendocino AIDS/Viral Hepatitis Network (MCAVHN) (26 clients)
 - Redwood Community Services (170)



KNITTING TOGETHER A SYSTEM OF CARE

- Expanding the capacity within the contracted provider network
- Expanding outpatient services in the South Coast and Covelo
- Collaborating with primary care & cross referrals
- Streamlining access & referral processes
- No wrong door: removing barriers to treatment
- Supporting consumers as they move through the system



EXPAND THE CRISIS CONTINUUM OF CARE

- Dedicated crisis centers inland & coastal
- Expanded crisis services for adult aftercare and follow up
- Outreach of crisis services to Gualala, Point Arena, Laytonville, & Covelo areas
- Addition of a Crisis Residential Program



WORK COLLABORATIVELY TO EXPAND THE HOUSING CONTINUUM

- The high cost of residential services
- We need local supportive living environments
- Too many of our clients need housing: emergency, transitional and permanent living arrangements



OTHER COLLABORATIVE OPPORTUNITIES

- Charting new paths with local service providers
- MHSA plan development
- Leveraging federal funding
- New funding opportunities through Drug Medi-Cal Expansion and the Whole Person Care Pilot Program
- Participating in the National Stepping Up Initiative

QUESTIONS?

