



# Mental Health – Status Report To the Board of Supervisors May 8, 2018



# TODAY'S PRESENTATION

- **Review Scope of County's Mental Health obligation**
- **Provide Status Update to the Board**
  - Current Services
  - Accomplishments from FY16-17
- **Clarify Contract Expectations**





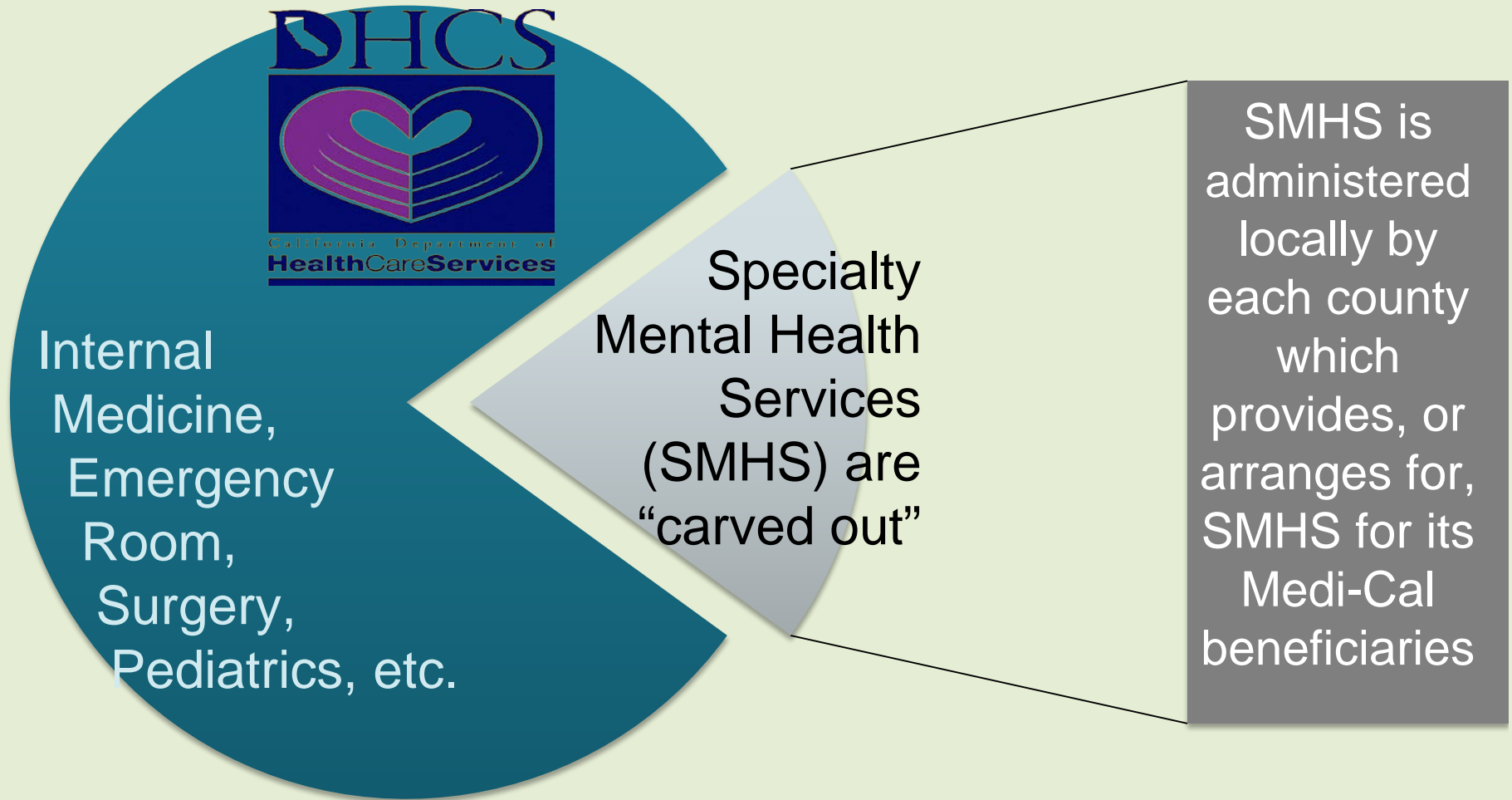
# COUNTY OBLIGATION: SPECIALTY MENTAL HEALTH SERVICES

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



# CA Dept of Health Care Services

# County's Mental Health Plan



# Status Update: Recent History—

- Today, the majority of services are contracted with an Administrative Service Organization
- Small amount delivered through County employees and contracts
- Request for Proposals 2012
- Initial Contracts May 2013
  - Adults: The Ortnier Management Group
  - Children and Youth: Redwood Quality Management Company
- Adult ASO contract from OMG to RQMC July 2016



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# KNITTING TOGETHER A SYSTEM OF CARE

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





# **CURRENT STATUS UPDATE:**

## **Redwood Quality Management Company (RQMC)**

- Overall coordination as Administrative Service Org'n
- Subcontracted: Outpatient, Crisis Response, Full Service Partnerships, Inpatient, and Residential Services
- Medication Management

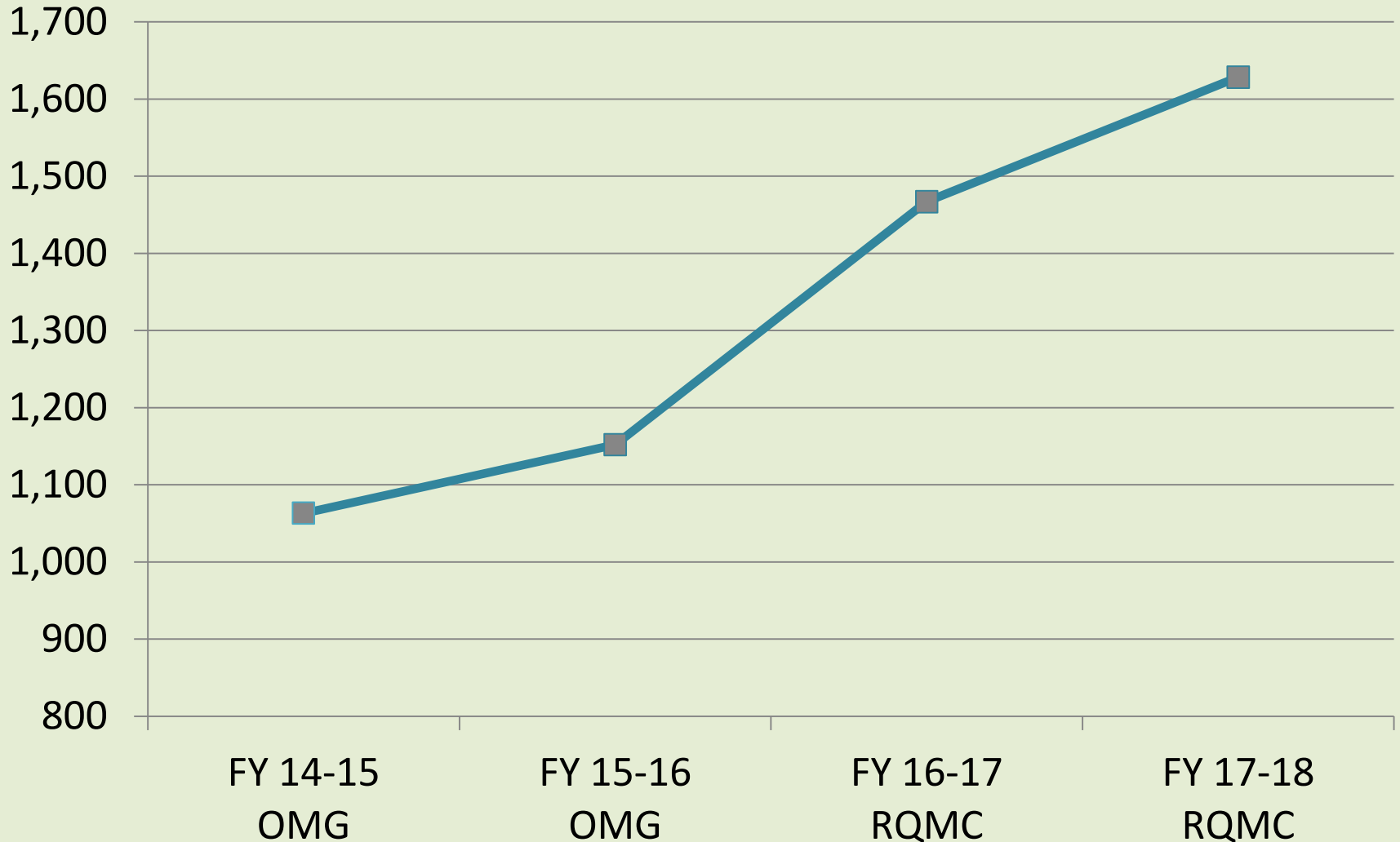
## **County Mental Health Services**

- Access Phone Line
- LPS Conservatorship and Residential Care
- Mobile Outreach and Prevention Services (MOPS)
- Assisted Outpatient Treatment
- Contract Oversight, Planning, State Contract, Quality Assurance, Quality Improvement, Billing/Reporting





# Unduplicated Adults Served Over Time



# RQMC FY16/17 Overview

- **Adult System of Care**

- Contractors: Manzanita, MCAVHN, Mendocino Coast Hospitality Center and Redwood Community Services
- Crisis Services and Hospitalizations

- **Mental Health Services Act: MHSA**

- Addresses a broad continuum of prevention, early intervention and service needs
- 17 contracted providers

- **FY16/17 Goals**

- Increased service capacity for Adult System of Care
- Expanded Crisis Continuum of Care
- Worked collaboratively to expand the housing continuum

# RQMC FY 16/17 Data

## Unduplicated Outpatient

	Youth	Adult	
	1,280	1,044	2,324

By location: Ukiah (1,288), Willits (307), North County (64), Anderson Valley (27), North Coast (49.), South Coast (39), OOC/OOS (106)

## Emergency Crisis Assessments

Youth	Adult	
593	1,102	1,695

## Inpatient Psychiatric Hospitalizations

Youth	Adult	
199	411	610

## Crisis Line Contacts

Youth	Adult	
1,131	4,119	5,250

*\*There were 848 calls where age was not disclosed. Those have been added to the total.*

# RQMC FY 16/17 Data: Mental Health Services Act

Area	Clients Served	Services Provided
Ukiah Area	696	36,656
Willits Area	424	735
North County	391	1927
Anderson Valley	80	306
North Coast	391	1865
South Coast	266	1,692
County Wide Programs	168	15,422
<b>Total</b>	<b>2,416</b>	<b>58,603</b>



# **RQMC FY 17/18**

## **Administration, Quality Assurance, and Utilization**

### **➡ Increased Service Delivery**

### **➡ Improved Contract Oversight**

- Electronic Health Record
- Increase of utilization review
- Reduced out of county placements
- Hospitalization
- Full Service Partnerships (FSP)
- Behavioral Health Court

# RQMC FY 17/18 New Programs

- **Whole Person Care**

- Pilot project working with the Adult Mental Health population who have co-occurring disorders using a holistic approach
- 150 enrollees
- Partners

- **Medication Management**

- Clinics: 4 days a week Ukiah, 3 days a week Coast
- 718 unduplicated clients; 1,232 services provided
- 3 Psychiatrists, 1 Physicians Assistant, 1 Nurse Practitioner, 3 Registered Nurses, 3 Medical Assistants



# RQMC FY 18/19 Goals

- Work with county to maximize services & supports by providing needed services for the medically necessary amount of time
- Maximize federal dollars
- Shift Administration Fee by \$150,000 to the adult system of care to maximize services and support
- Reduced crisis rate by 88 cents per minute allow for more services to more clients
- Grant exploration -- SB82 Crisis Triage Grant; SAMHSA Grant
- Expand mental health housing to include a second master lease
- Strengthening medication services
- Complex needs cohort



# EXPANDED 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, Anderson Valley, Laytonville, & Covelo areas
- Covelo Innovation Project approved and started





# EXPANDING HOUSING FOR MENTAL HEALTH CLIENTS

- **Haven House**
  - Opened to serve individuals on LPS Conservatorship or part of Assisted Outpatient Treatment
- **Willow Terrace**
  - Mental Health Services Act Housing Project approved. Projected opening May 2019



# 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
- 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



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# Clarify Contract Expectations

- **Recommendation regarding Next Request for Qualifications:**
  - Children and Adults (separately or together)
  - Gather Best Practices nationwide and gather updated community & client input
  - Publish RFP in November, 2019
  - Begin services July 1, 2020



# May is Mental Health Month

- **Cure Stigma**

- The theme for May 2018
- Each year we fight stigma and provide education about Mental Health conditions
- Stigma is toxic as it creates shame, fear, and silence that prevents people from seeking help and treatment





A scenic photograph of a rocky beach. In the foreground, a dense field of smooth, dark grey and black pebbles is scattered with numerous pieces of sea glass in various colors including clear, blue, green, red, and yellow. The middle ground shows the ocean with white-capped waves crashing against a large, dark, craggy rock formation on the left. The sky is a clear, pale blue.

QUESTIONS?

FOLLOW UP REQUESTS?