

Alameda County Behavioral Health Care Services

Departmental Review 2021 Mental Health Advisory Board Presentation

November 15, 2021
ACBH Director's Annual Report

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ACBH Annual Departmental Review (2021)

Mental Health Advisory Board (MHAB) Presentation

Contents Summary:

- A. Departmental Overview & Update**
- B. Overview of Significant Changes**
- C. Highlights of ACBH Key Initiatives**
- D. New Year Goals (2022)**

Departmental Overview & Update

Systems, Budget, and Infrastructure



Mission, Vision, & Values

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 or drug issues are remnants of the past.

- ▶ Contracting Organizations deliver approximately 86% - 87% of all Mental Health and 100% of all Substance Use Services for the Department.
- ▶ **Fiscal Year (FY 2020-21) Budget:**
 - ▶ \$563 Million Dollars
 - ▶ 713.67 FTE County Civil Service Positions
 - ▶ 19,252 individuals served in Outpatient Mental Health Programs
 - ▶ 5,949 Individuals served in Substance Use Programs.
- ▶ **CURRENT Fiscal Year (FY) 21-22 Budget:**
 - ▶ \$572 Million Dollars
 - ▶ 742.00 FTE+ County Civil Service Positions
 - ▶ *Final Client-level encounter data pending*

County Behavioral Health Department Overview:

- ▶ Behavioral Health Department (Mental Health & Substance Use)
- ▶ Mental Health Plan (MHP)
 - ▶ *Managed Care Plan*
 - ▶ *“Specialty Mental Health Services”*
- ▶ Drug Medi-Cal Organized Delivery System (DMC – ODS)
 - ▶ *Substance Use System of Care*
- ▶ Early and Periodic Screening, Diagnostic, and Treatment Services
 - ▶ *Full-Scope Medi-Cal & Services for children up to 21 Years)*
- ▶ Medi-Cal Beneficiaries & Uninsured Individuals (**Medi-Cal**/Medicare)
- ▶ Funding Sources: County General Fund; State & Federal; Tax Revenue; Local Measures; Mental Health Services Act (MHSA); Grants, etc.

Care Delivery System

Adult & Older Adult System of Care

Serving Adults 18 Years & Older



Child & Young Adult System of Care

Serving Children & Youth from Birth – 24 years



Substance Use Treatment

Continuum of Care with Gender and Age-Specific Programs



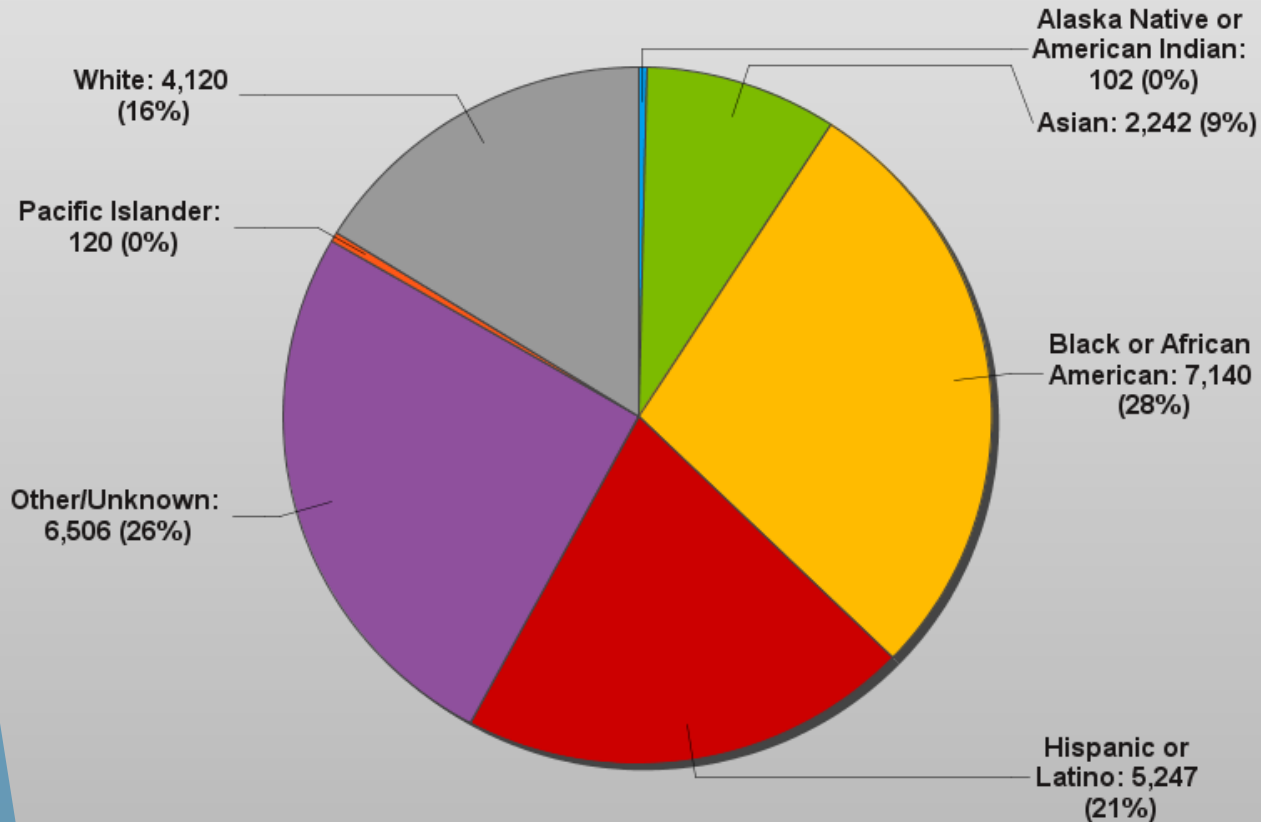
Forensic, Diversion, & Re-Entry System of Care

Supporting Youth & Adults in Custody and within the Community



FY 20/21 Demographic Information: Who we served*?

(*NOTE: Includes both Mental Health & Substance Use beneficiaries, primarily Medi-Cal or Medi-Cal eligibility; may exclude MHSa prevention & early intervention program services.)



▶ Majority of clients served were between the ages of **0-17 Years** & **25-40 Years**

▶ Followed by clients **ages 41-59, 18-24, and clients 60+ Years**

▶ Gender:

- ▶ 54% Male (13,828)
- ▶ 46% Female (11,639)
- ▶ 9% Unknown/Missing
- ▶ 1% Other

ACBH Departmental Priority Framework & “True North” Metrics:

▶ **The Framework** *(The “How”)*:

- ▶ *Alignment; Communication; & Organizational Structure*

▶ **Our True North Metrics** *(The “What”)*:

- ▶ *Quality; Investment in Excellence; Accountability; Financial Sustainability; & Outcome-Driven Goals*

▶ **The Process** *(Our Path)*:

- ▶ *ACBH System Goals; Results Based Accountability (RBA); and Stakeholder Engagement*

Our priority Framework...

The *“HOW”*

- ▶ Alignment
- ▶ Communication
- ▶ Organizational Structure

Our TRUE NORTH...

The *“What”*

- ▶ **Quality**
- ▶ **Investment in Excellence**
- ▶ **Accountability**
- ▶ **Financial Sustainability**
- ▶ **Outcome-Driven Goals**

THE PROCESS...

- ▶ **ACBH System Goals**
- ▶ **Results Based Accountability (RBA)**
- ▶ **Stakeholder Engagement**

Our Path

Overview of Significant Changes

COVID-19 Update, Organizational Changes, & Important Developments/Updates

Novel Coronavirus (COVID-19) Impacts:

- ▶ Departmental & Interagency Coordination
- ▶ Employee Deployment
- ▶ Employee Vaccinations & Remote Work
- ▶ Clinical Services Delivery
- ▶ Budget Stakeholder & Strategy Planning
- ▶ Resumption of Normal Operations Planning (County)

Overview of Significant Changes:

- ▶ New ACBH Website Re-Design
- ▶ New Leadership & Departmental Restructuring
- ▶ Development of the Forensic, Diversion, & Re-Entry Services System
- ▶ Designation of Professionals for LPS Holds & Continued Expansion
- ▶ Development of the Health Equity Division, Health Equity Officer
- ▶ Daily Huddles, Town Halls, Community Outreach/Communication
- ▶ Name Change: Office of Peer Support Services, Peers Organizing Community Change (POCC)
- ▶ Workforce, Education, & Training Unit (WET) Reassignment

Important Updates:

- ▶ Babu Litigation & Consent Decree
- ▶ Disability Rights California (DRC)
- ▶ Department of Justice (DOJ)

Highlights & Key Initiatives

Projects, System Change Initiatives, and Strategic Planning

Highlights of ACBH Current Key Initiatives:

- ▶ System Coordination in support to the Afghanistan Community
- ▶ CalAIM Planning & Coordination
- ▶ Integrated Services (Hospitals, FQHC Pilot Projects)
- ▶ Community Services Planning & Forensic Services System Re-Design
- ▶ CATT Pilot & Analysis
- ▶ SmartCare Billing Implementation

Highlights of ACBH Current Key Initiatives (continued):

- ▶ Child & Youth Related Changes (Foster Care, Coordination, Crisis, & STRTPs)
- ▶ Peer Certification (SB 803)
- ▶ Health Equity Division & Departmental Planning
- ▶ “ACCESS” Division Planning & Staff Engagement
- ▶ African American Wellness Hub Facility Planning
- ▶ Departmental Strategic Planning (Launch Pending November 2021)

2022 Calendar Year Goals

Next Steps & Goals for 2022

Next Steps & Departmental Goals for Calendar Year 2022:

- ▶ CalAIM Enhanced Care Management (ECM) Program (Launch June 2022)
- ▶ Service Delivery System Quality Improvement, Re-Design, & Expansion
- ▶ Health Equity & Departmental Initiatives Alignment
- ▶ LPS (5150 & 5585) Pilot Programs Analysis Completed
- ▶ Community Access Initiative Launched
- ▶ SmartCare Billing System Configuration & Data Migration Completed
- ▶ Departmental Workforce, Education, & Training Plan Developed
- ▶ Strategic Planning Completed

Next Steps & Departmental Goals for Calendar Year 2022:

Strategy ↓

- ▶ **HOW:** Alignment, Communication, & Organizational Structure
- ▶ **WHAT:** *True North Metrics* →
- ▶ **OUR PATH:** System Goals, Results Based Accountability (RBA), & Stakeholder Engagement

Departmental Goals ↓

- ❑ CalAIM Enhanced Care Management (ECM) Program (Launch June 2022) – *(Quality & Outcome-Driven Goals)*
- ❑ Service Delivery System Quality Improvement, Re-Design, & Expansion *(Quality, Outcome-Driven Goals, & Accountability)*
- ❑ Health Equity & Departmental Initiatives Alignment *(Quality)*
- ❑ LPS (5150 & 5585) Pilot Programs Analysis Completed *(Quality & Outcome-Driven Goals)*
- ❑ Community Access Initiative Launched *(Quality)*
- ❑ SmartCare Billing System Configuration & Data Migration Completed *(Financial Sustainability & Accountability)*
- ❑ Departmental Workforce, Education, & Training Plan Developed *(Investment in Excellence)*
- ❑ Strategic Planning Completed *(Quality & Accountability)*



Alameda County ^{ac} ^{bh} Behavioral HealthCare Services

MENTAL HEALTH & SUBSTANCE USE SERVICES

Thank you!

An aerial photograph of Alameda County, California, showing a mix of residential and commercial buildings, a large body of water (Alameda Lake), and a city skyline in the distance. The sky is blue with scattered white clouds. Overlaid on the right side of the image is the text 'Thank you!' in a large, blue, 3D, cursive font. The text is positioned over the water and the city skyline.