

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Staff Presentation Worksheet

Presentation Date: January 10, 2012 Time: 1:30 p.m. Length: 60 minutes

Presentation Title: Behavioral Health Redesign Update

Department: Health, Housing and Human Services/Behavioral Health Division

Presenters: Cindy Becker-H3S Director, Teri Beemer-Behavioral Health Division Director, Tom Brady-Executive Director of Folktime, Derald Walker-President of Cascadia, Mary Monnat-President of Lifeworks NW.

POLICY QUESTION

This is an update on the Behavioral Health Division Redesign. No policy question will be presented at this time.

ISSUE & BACKGROUND

In 2009, Cindy Becker in her role as the Community Health Division Director initiated a redesign of Behavioral Health Services. Historically, the majority of direct mental health and addictions services were provided by the Clackamas County Behavioral Health outpatient clinic, which had limited access and hindered county resident's ability to choose their provider within the community where they lived. In order to figure out what changes were needed, a significant community engagement process was conducted with the help of The Public Strategies Group.

Over the course of several months, interviews were conducted with many private mental health/addictions providers, county staff, residents who were receiving mental health/addictions services, local public safety entities, the National Alliance of Mentally Ill (NAMI), County human service advisory councils, State mental health and addictions representatives, local hospitals, housing providers, the Hispanic Interagency Network and Disability Rights Oregon. In addition to the targeted interviews, two large community forums were scheduled as well as a web based feedback system, to provide input into the desired outcomes for mental health and addictions services in the County.

The following service outcomes were consistently identified:

- Increase resident choice of service provider, and system capacity.
- Expand specialty mental health services throughout the service continuum.
- Increase availability of crisis services.
- Outreach to special populations.
- Public awareness/stigma reduction campaign.
- Utilize medical technology tools for symptom management.

This input was provided to a Design Lab comprised of people with expertise in mental health and addictions who did not have a vested interest in the outcome (e.g., they weren't looking for a job). The participants took the input - what people wanted - along with background about services in the county and state, and came up with a set of recommendations to achieve the outcomes as follows:

- Consumer Focused
- Expanded Service Options
- Increased Availability of Crisis
- Outreach to Specialty Populations
- Launch Anti-Stigma Campaign
- Research Technology Tools to Enhance Engagement

All of this information was presented for approval to the Clackamas County Board of County Commissioners in June, 2010.

Since that time, the following activities and service outcomes have been achieved:

- The Medicaid mental health/addictions provider network has been expanded by four new providers. Two of these providers are opening new clinics within County borders. In addition, 2 addictions providers are in process of opening new clinics.
- Specialty mental health services have expanded to include Peer Services, Supported Employment, Assertive Community Treatment and older adult outreach.
- The new crisis walk-in center, named "Center Stone" is projected to open February 2012 with expanded service hours.
- Outreach efforts to the Latino and Older Adult communities are underway.
- Increased and strengthened partnerships with Clackamas County Sheriff's office, District Attorney, NAMI, private mental health/addictions providers, hospitals and health plans.
- Development of a Department wide health promotion/prevention plan.
- Launched public awareness/anti-stigma campaigns.
- A mobile health technology (symptom management) pilot is underway with a final date of February 2012.
- Mental Health and Primary Care service integration planning has begun to create a Person Centered Health Home, in line with State and Federal HealthCare Transformation.

During the course of the Redesign, there were many questions about the future of the County's clinics. The clinics continue to be an important component in the delivery of services. Over the past year, staffing has been stabilized (reduced in some areas and increased in others) and processes have been initiated to enhance efficiency and effectiveness. Staff are also currently researching electronic health records options to determine whether to replace the existing system.

The 2009 Behavioral Health Redesign provided us with a community based input process on how services are to be provided to our residents. In addition, we have increased our

partnerships with law enforcement, public safety, hospitals, health plans and private providers. Over the past two years the Department has worked tirelessly to introduce the above named services to our community. While the formal redesign process has ended, our work to continuously evaluate the needs of our residents, while facing Healthcare transformation on a State and National levels has just begun.

Several community priorities have been developed in order to measure the effectiveness of our services. We are beginning to collect data on these priorities with plans to evaluate our progress over the next several years. Examples of these priorities are:

- Reduce by 50%, the use of emergency room visits, hospitalizations, arrests and jail commitments to which mental health/addictions are a factor.
- Ensure that mental health/addictions services are within 30 minutes or 30 miles of a resident's community.
- Increase by 30%, residents who are engaged in mental health/addictions services are in stable housing (i.e. more than one year in the same location).
- Increase by 30%, residents who are engaged in mental health/addictions services who are in competitive employment.

QUESTION(S) PRESENTED FOR CONSIDERATION

No questions are presented for consideration at this time.

OPTIONS AVAILABLE

N/A

RECOMMENDATIONS

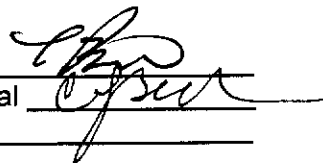
N/A

SUBMITTED BY:

Division Director/Head Approval _____

Department Director/Head Approval _____

County Administrator Approval _____



For information on this issue or copies of attachments, please contact Teri Beemer@ 503-655-8356.