

Certified Community Behavioral Health Center



2023 Update: CCBHC at a Glance

Expanding Access to Mental Health Care

- Our CCBHC served **7,200 people** in 2022, including 2,050 **new** clients who had no services from ISK during the previous five years.
- Our **Same-Day Access** structure allowed **1,966** individuals to enter or re-enter regular services **on their schedule**: receiving a comprehensive assessment and referrals to programs the same day they walk in, no appointment required.
- Being a CCBHC also allows ISK to **serve anyone** with a mental health need — regardless of severity, insurance, or ability to pay. Last year, ISK served through our CCBHC:
 - 4,985 people with a severe and persistent mental illness, plus 2,209 with a mild to moderate level of severity
 - 6,381 Medicaid/Medicare recipients, 135 with other insurance, plus 678 who were uninsured
- ISK is **meeting people where they are**. CCBHC has let us expand and diversify our service array to better match community needs.
 - **26** Community Health Workers and Care Coordinators are employed by ISK to help connect any community member with resources for housing, food, transportation, and other **social drivers of health**.
 - Only 36% of our CCBHC service contacts took place at a clinic or office location. The remainder occurred by telehealth (20%), or in community settings like a client's home, school, or a hospital (44%).

Enhancing Our Crisis Response System

- One of the most important requirements for a CCBHC is the ability to provide robust and timely crisis response for the community. ISK has focused strongly on this, delivering **8600 crisis services** last year, with crisis contacts representing around 7% of all CCBHC services.
- CCBHC funding is also supporting ISK in constructing and launching Kalamazoo County's first and only **Behavioral Health Urgent Care and Access Center**, a new 24-hour facility that will open this July. The center will allow community members in crisis faster access to mental health professionals, while also helping divert people away from the ED when that is not the most effective option for them.

Building Strategic Community Partnerships

- To maximize customer choice, CCBHC allows for contracts with Designated Collaborating Organizations (DCOs) who can provide services on behalf of ISK and draw the same reimbursement amounts as ISK's direct-operated CCBHC services. With eight active DCOs who collectively deliver about **35%** of our CCBHC services, ISK has **one of the strongest DCO networks** in the state.
- Beyond our DCOs, ISK also maintains MOUs with over 40 local and regional organizations, helping us to coordinate care efficiently and improve the client experience across service touchpoints.

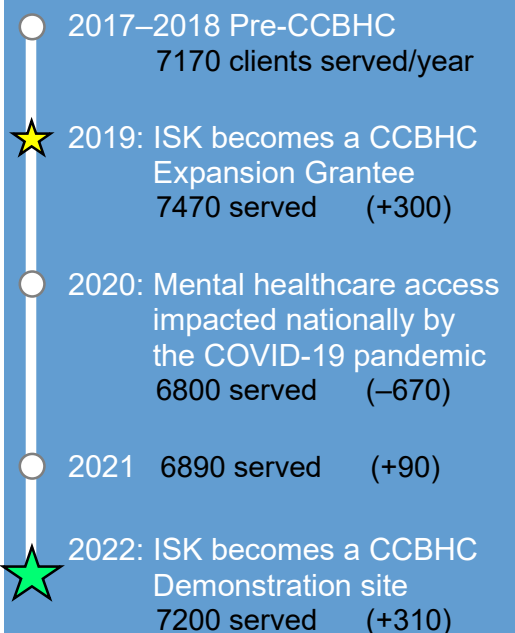
Community • Independence • Empowerment



ISK's CCBHC journey began in Fiscal Year 2019 with the launch of our first CCBHC Expansion Grant project supported by SAMHSA.

Since 2022 ISK is one of thirteen **Demonstration Sites** in Michigan. The state Demonstration allows ISK to be reimbursed by Medicaid for the full cost of CCBHC services, and offers a sustainable funding model to continue building on our original grant-funded initiatives.

With 5762 active CCBHC enrollees, and over 100,000 distinct days of CCBHC services rendered, ISK is the second-largest Michigan site by service volume and the third-largest by enrolled population.



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