

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC



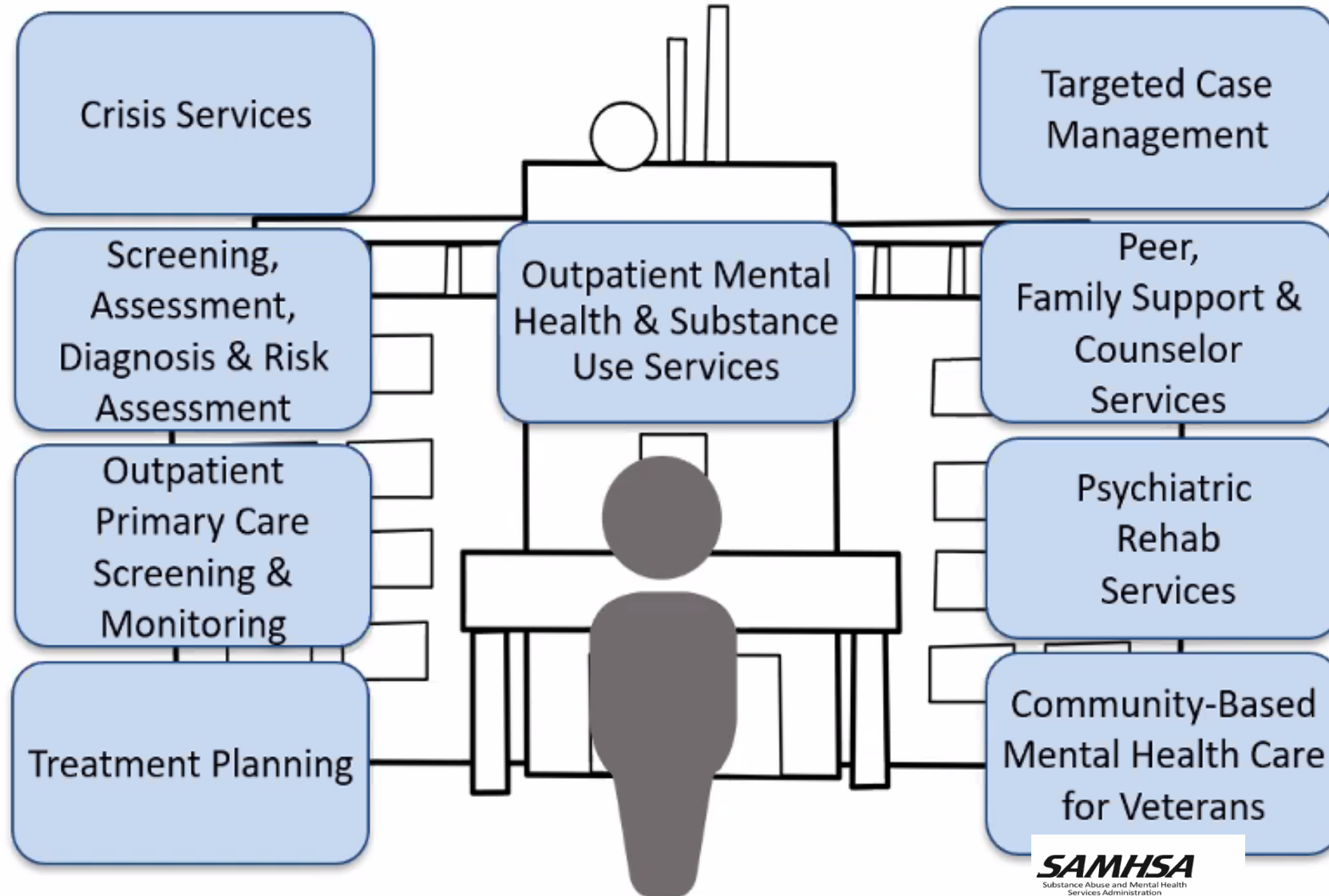
Community • Independence • Empowerment

WHAT IS A CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC?

CCBHCs Provide:

- Comprehensive, coordinated mental health, and substance use services appropriate for individuals across the life span
- Increased access to high-quality community mental health and substance use care, including crisis care
- Integrated person-and family-centered services, driven by the needs and preferences of individuals and their families
- A range of evidence-based practices, services, and supports to meet the needs of their communities
- Services to anyone seeking help for a mental health and substance use conditions, regardless of their diagnosis, place of residence or ability to pay

Nine Required Services



CHANGE IN FUNDING

Capitated
Payment/Medicaid
Eligible in
Kalamazoo County

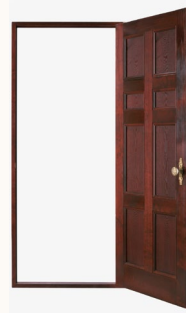


PPS-1 Payment
Per day of eligible
CCBHC Service





Improved access and outreach to families and children, early intervention and prevention for children and families.



Improved access for adults and youth with mild to moderate care needs.



Expanded crisis services, 24-hour mobile crisis, coordination with 988



Enhanced coordination of care = less duplication of service, warm transfers across services, and improved outcomes.



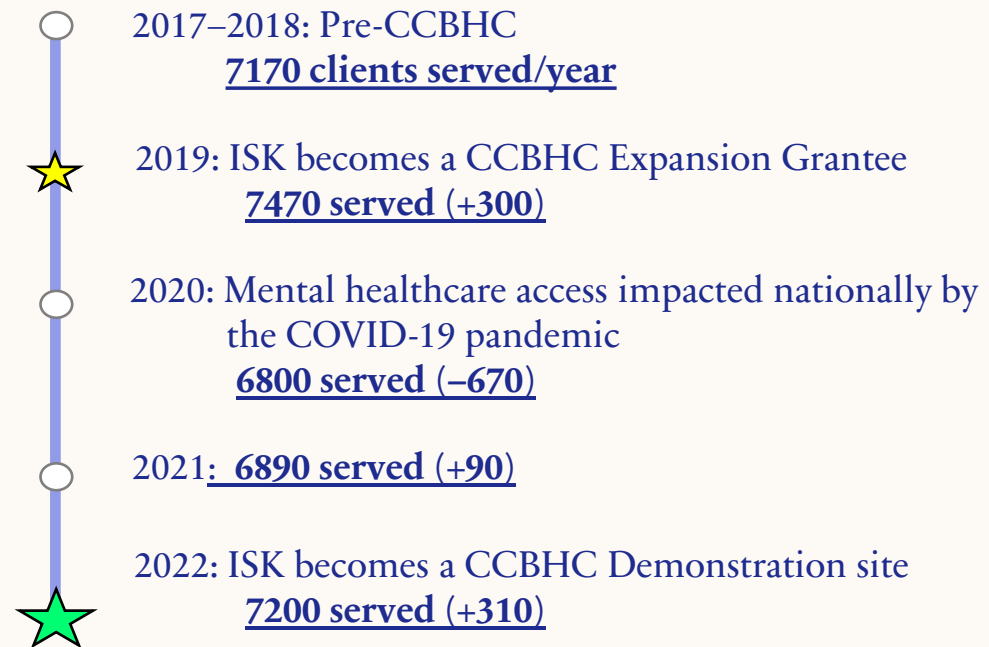
Improved responsiveness to law enforcement and judicial system, early diversion services, warm transfer across systems



Expanded partnerships with primary care

OUTCOMES

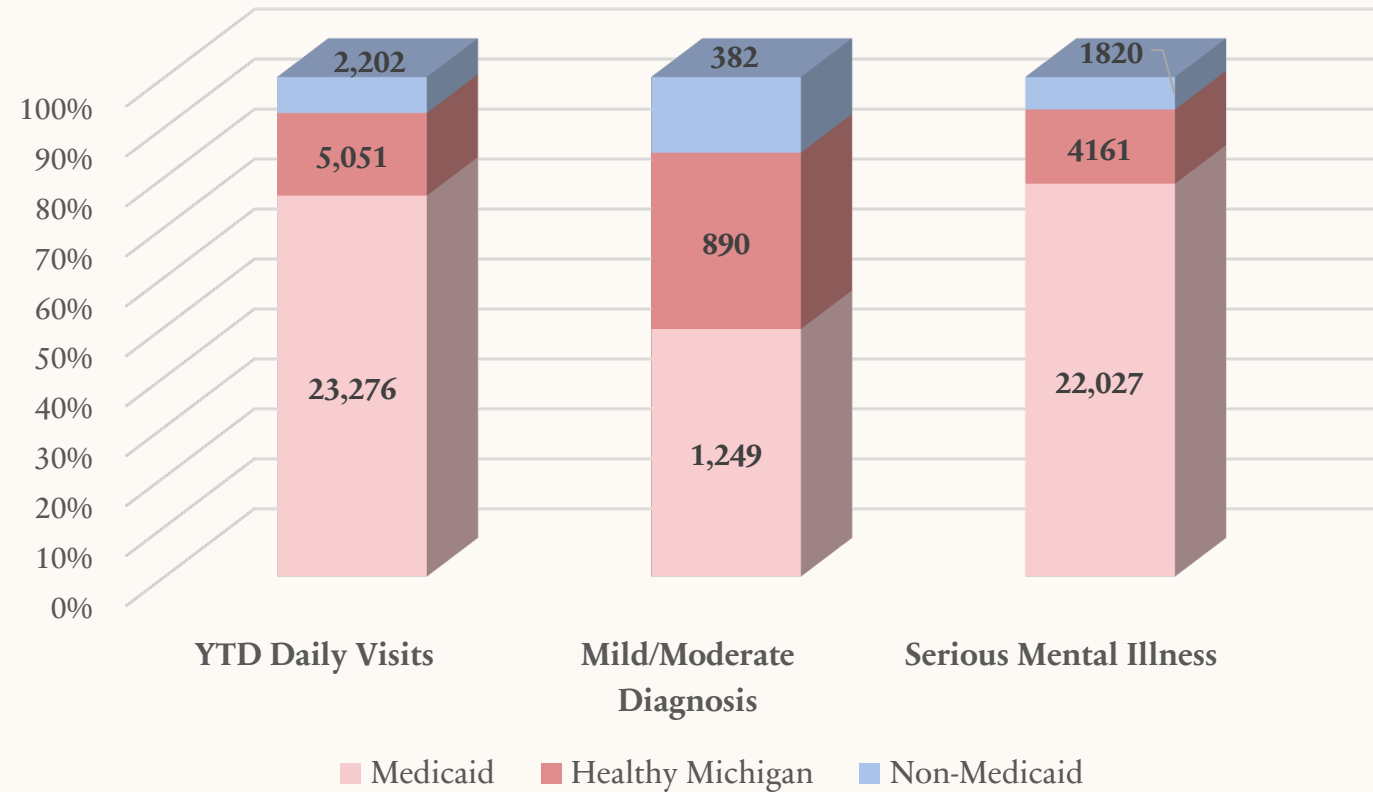
With 5,762 active CCBHC enrollees, and over 100,000 distinct days of CCBHC services rendered, ISK is the second-largest Michigan site by service volume and the third-largest by enrolled population.



PROSPECTIVE PAYMENT SYSTEM (PPS) DAYS FY23

October 2022-January 2023 YTD Daily Visits

N=30,529 Visits



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.

2023 UPDATE: CCBHC AT A GLANCE

Expanding Access to Mental Health Care

- 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%).



2023 UPDATE: CCBHC AT A GLANCE

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.

2023 UPDATE: CCBHC AT A GLANCE

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- **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.

REQUIREMENTS

Timelines, Standards, and Reporting...

- MMBPIS Standards and CCBHC Standards – “New” and “Established”
- Person/Family Centered Planning and Reviews
- Financial Determination – Ability to Pay and Sliding Fee Scales
- Performance Metrics and Quality Measures

REQUIREMENTS

Board Representation

CCBHC's board members are representative of the individuals being served in terms of demographic factors such as geographic area, race, ethnicity, sex, gender identity, disability, age, and sexual orientation, and in terms of types of disorders.

The CCBHC Board membership will be composed of either 51 percent of the board being families, consumers or people in recovery from behavioral health conditions, OR through a substantial portion of the governing board members meeting this criteria and other specifically described methods for consumers, people in recovery and family members to provide meaningful input to the board about the CCBHC's policies, processes, and services.

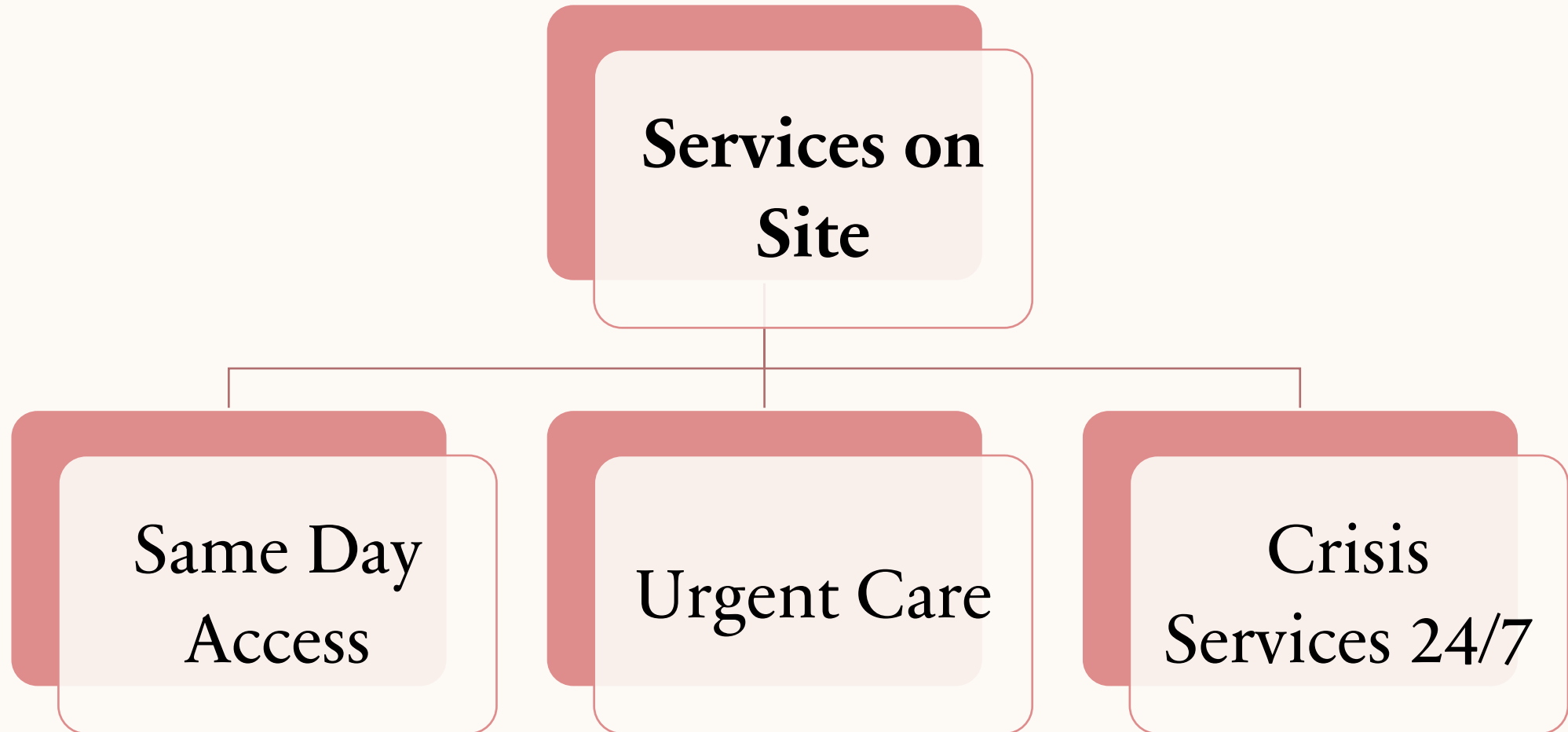
BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER

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Program Goals

- Increase access to behavioral health services for the populations of focus
- Deliver comprehensive coordinated care providing access to evidence-based interventions for individuals with complex needs
- Deliver integrated care for behavioral health and physical health risks and needs

BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER



BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER ¹⁶

Benefits

- Alternate drop off for emergency response and law enforcement
- Reduces use of more restrictive settings such as hospitals or jails
- Assessments same day as request for services
- Quicker connection to mental health services
- Reduction in no shows for appointments
- Increased consumer satisfaction
- All populations served in one location

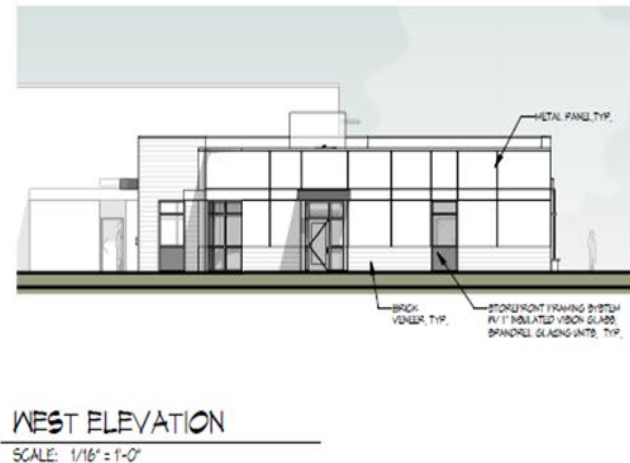
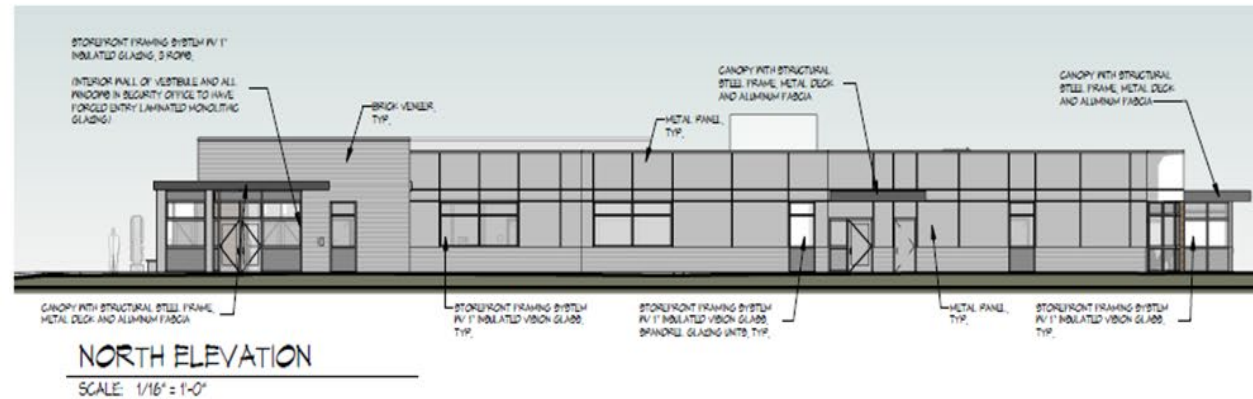
COMING SOON!



**COMING
SOON!**

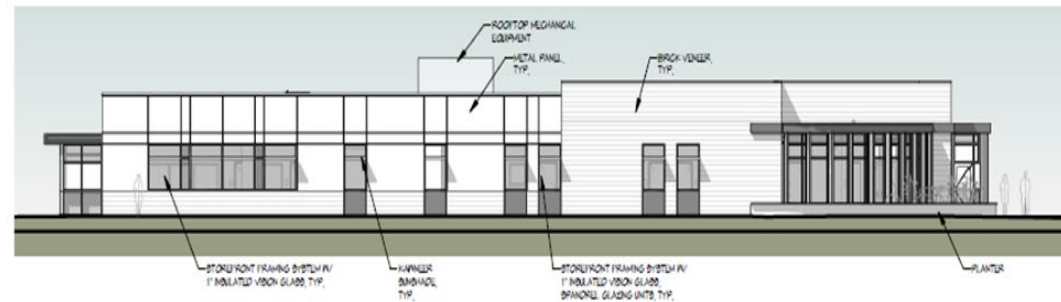
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BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER ¹⁸



BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER

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SOUTH ELEVATION

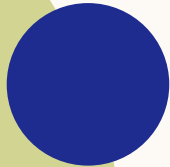
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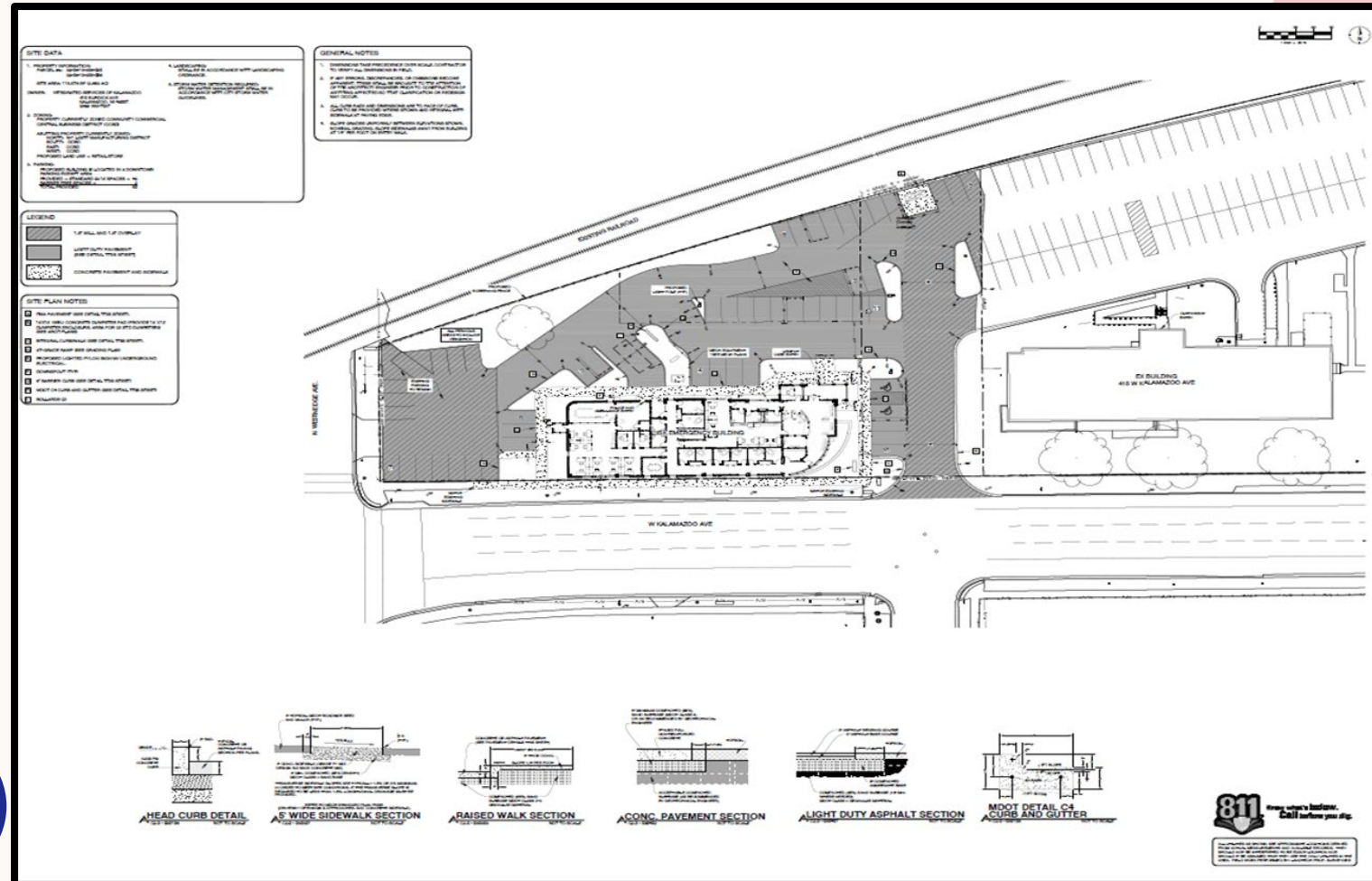
EAST ELEVATION

SCALE: 1/16" = 1'-0"

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BEHAVIORAL HEALTH URGENT CARE AND ACCESS CENTER ²¹



FACILITY GROWTH, RENOVATIONS & PLANNING

Facility Growth

Additional Site Location

MDHHS

120 E. Alcott Street

Kalamazoo MI 49001

Potential of 70
Workstations

Focus:
Youth and
Families
Department

Increase
partnership with
child Welfare
system

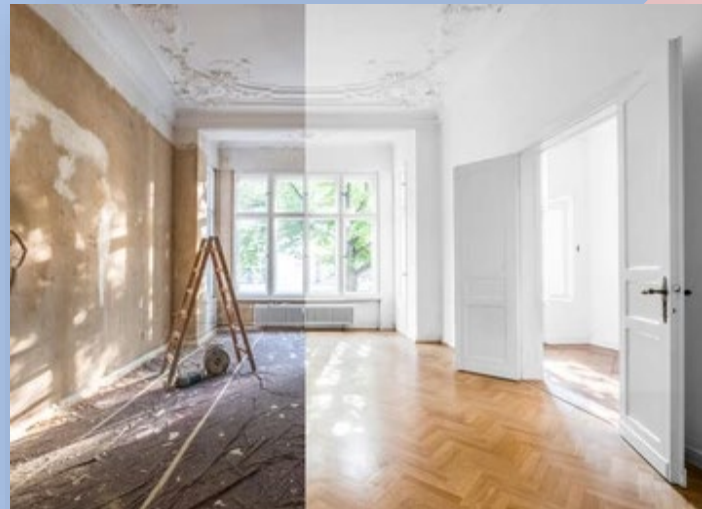
RENOVATIONS: CROSSTOWN & ALCOTT

Crosstown

- Front Reception Area
- Flow of individual receiving services
- Addressing safety concerns

Alcott

- Expand waiting room capacity on first floor
- Expand Therapy offices
- Building Cosmetic Improvements; surface upgrades that impact the appearance of the building





QUESTIONS



Thank
YOU

