

Behavioral Health Services Update

December 15, 2022

Tying it all together...

Overview & Considerations

- Our Values of Accountability and Service & Outcome Excellence
- Leading the Way in Public/Private Behavioral Health Services Partnerships
- Impact of State Policies and Initiatives
- Context on Timelines & Implementation Plans
- Return on Investment (ROI)
- Special Populations & Intentionality
- Moving Forward



Our Partners...





SANDHILLS CENTER

Anthony Ward, MBA, MSW
Deputy Director / Chief Operating Officer

Sandhills Center



1,402,773 population

80,000 Medicaid eligible population

26 Member Board of Directors

Guilford County members include:

- Commissioner Alan Perdue
- Dr. Alvin Keyes
- Dr. Walter Salinger
- Jim Summey

LME/MCO Name	
	Alliance Health
	Eastpointe
	Partners Health Management
	Sandhills Center
	Trillium Health Resources
	Vaya Health



Sandhills Center

Local Management Entity – Managed Care Organization

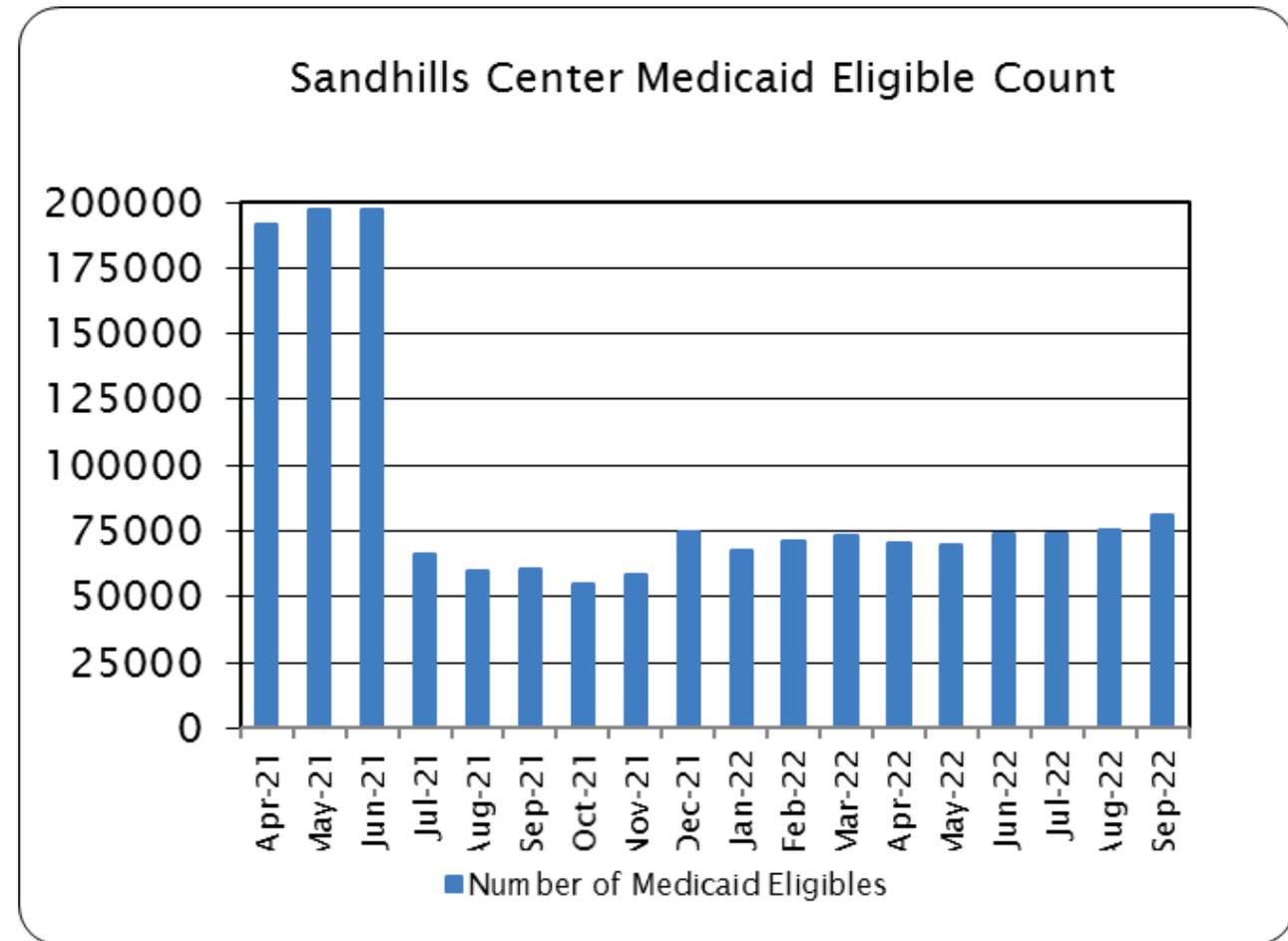
- Manages public funded (Medicaid, State and local) behavioral health services for individuals with a non-mild to moderate need
- Do not offer direct behavioral health services but contract with a network of local community providers to offer services
- Work includes 24/7 Call Center, Utilization Management, Provider Network, Finance/Reimbursement, Care Coordination, Community Relations/Training, Quality Management, etc.

Guilford County Behavioral Health Funding

- **\$9,697,701** allocation for Fiscal Year 2023
- Guilford County funded programs include:
 - \$3,800,000 – Cone Health
 - \$ 750,000 – Alexander Youth Network
 - \$2,783,887 – RHA Health Services
 - \$2,108,751 – Daymark Recovery Services
 - \$ 255,063 - ARCA

Recent Significant Changes

- **Implementation of Standard Plans:**
 - AmeriHealth Caritas NC
 - Healthy Blue of NC
 - UnitedHealthcare of NC
 - WellCare of NC
 - Carolina Complete Health, Inc. (Regions 3, 4 & 5)
- Realignment of Cardinal Innovations counties, including Davidson and Rockingham County joining Sandhills Center



Current Significant Changes

- **Tailored Care Management**

- Soft launch on December 1, 2022
- Offered by LME-MCOs and community providers

- **Tailored Plan**

- Set to begin April 1, 2023
- Addition of physical health management for integrated care
- Currently adding physical health contracts in preparation for launch



ALEXANDER YOUTH NETWORK

Ashley Sparks, MSW, LCSW-A

Director, Child/Adolescent Facility Based Crisis

Date Range

10/18/2021  11/30/2022 

Agency

All 

Line of Service

Facility Based Crisis 

Program

Facility Based Crisis 

EnrollmentStatus

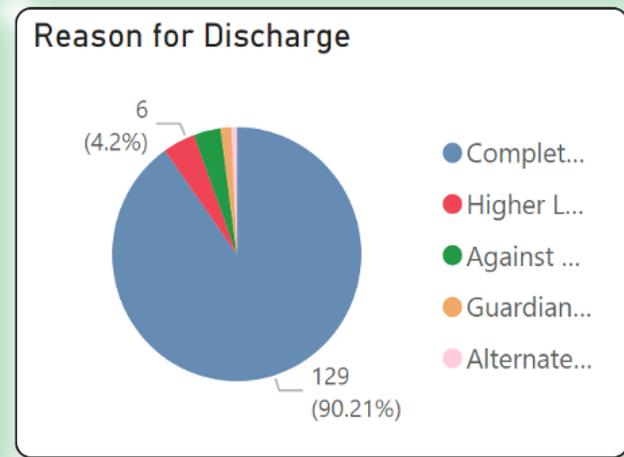
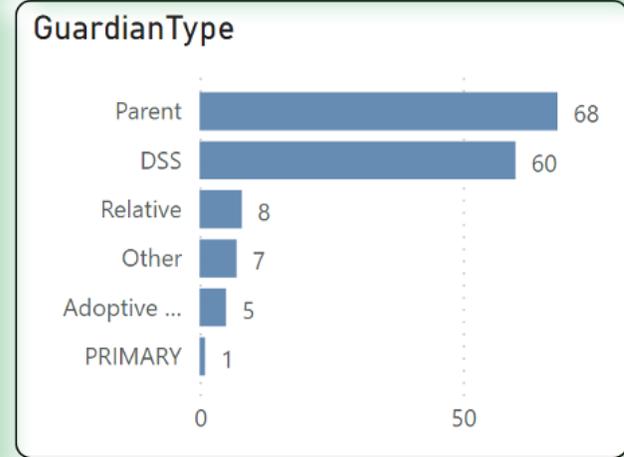
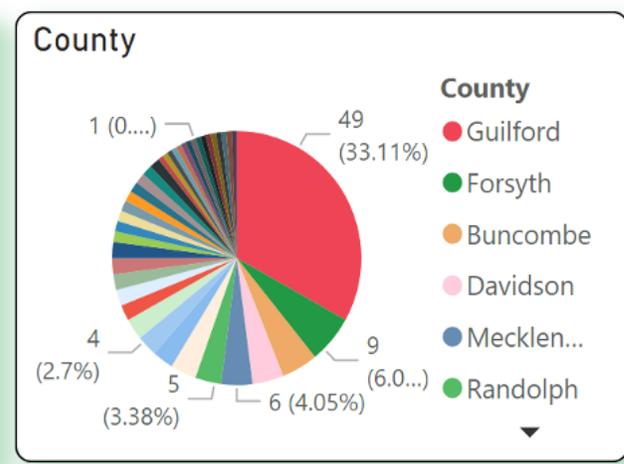
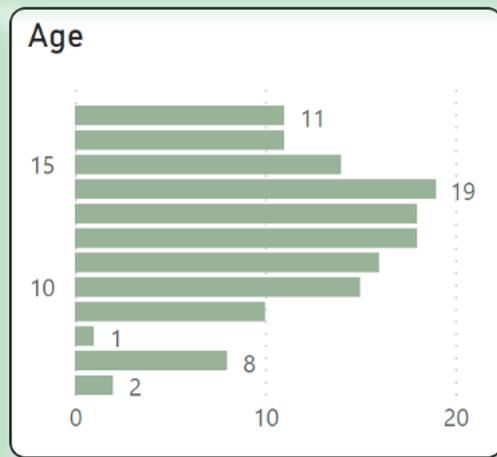
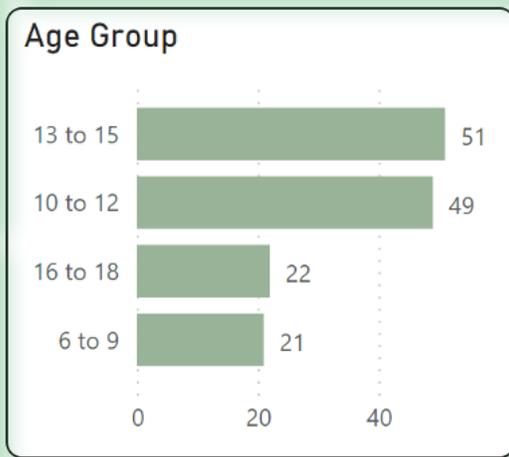
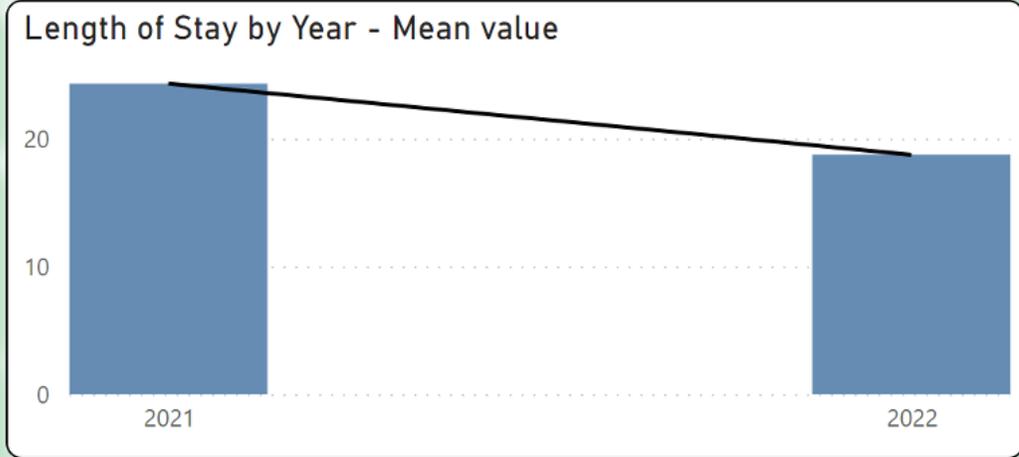
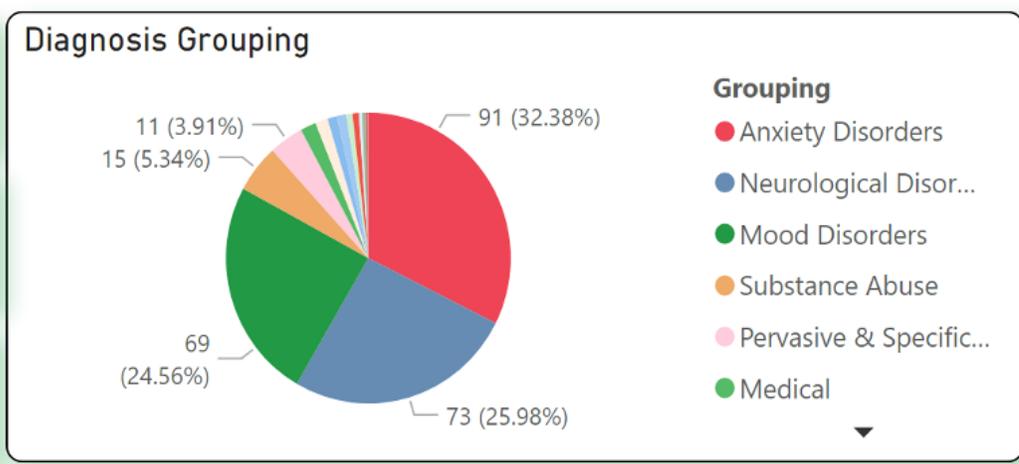
Discharged

In Services

12
Median Length of Stay

20
Mean Length of Stay

143
Clients



Date Range

10/18/2021 11/30/2022

Agency

All

Line of Service

Facility Based Crisis

Program

Facility Based Crisis

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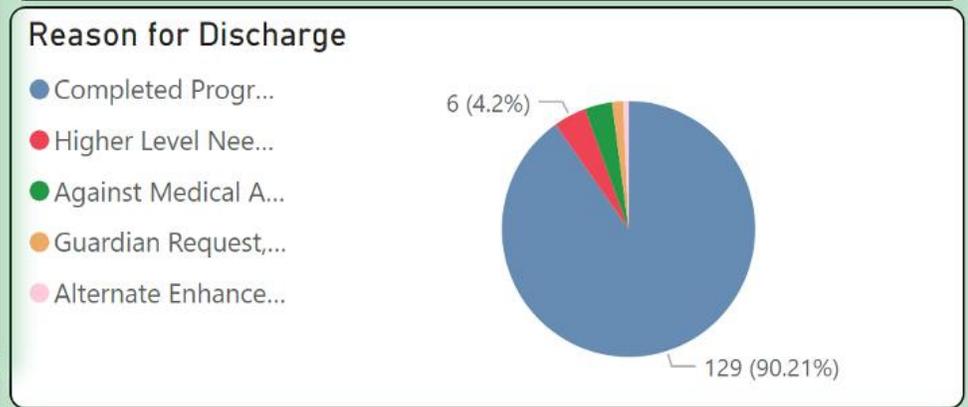
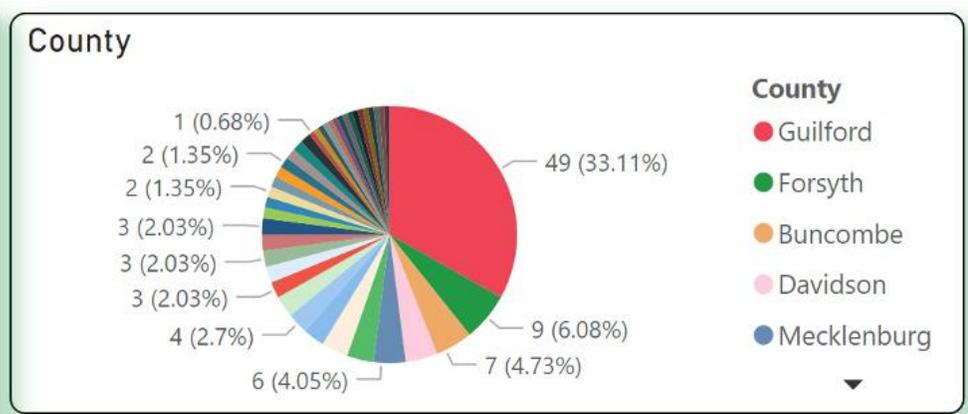
89 %
Improved

31 %
Transitioning In AYN

Discharge Recommendations	#
PRTF	36
Level III Group Home	10
Medication Management	10
Individual Therapy	
Intensive In-Home	8
Intensive In-Home	7
Medication Management	
FCT	6
Individual Therapy	6
PRTF	5
Medication Management	
Therapeutic Foster Care	5
In-Home Therapy	4
Level III Group Home	4
Medication Management	
	3
High Fidelity Wrap	2
Crisis Shelter	1
Day Treatment	1
FCT	
Medication Management	
Day Treatment	1
Intensive In-Home	
Day Treatment	1
Intensive In-Home	
Medication Management	
Day Treatment	1
Intensive In-Home	
Medication Management	
High Fidelity Wrap	
FCT	1
Intensive In-Home	
FCT	
Total	142

D/C Living Arrangement	#
Unknown	2
Therapeutic Foster Care	15
Specialized Foster Care	1
PRTF	28
Locked Facility	1
Living with Relative	12
Level III Group Home	10
Level II Group Home	1
Inpatient MH/DD/SAS	2
Locked Facility	
Inpatient MH/DD/SAS	1
IAFT	2
Home with Parents	1
Living with Relative	
Home with Parents	53
Total	142

GuardianType	#
Parent	68
DSS	60
Relative	8
Other	7
Adoptiv...	5
Primary	1





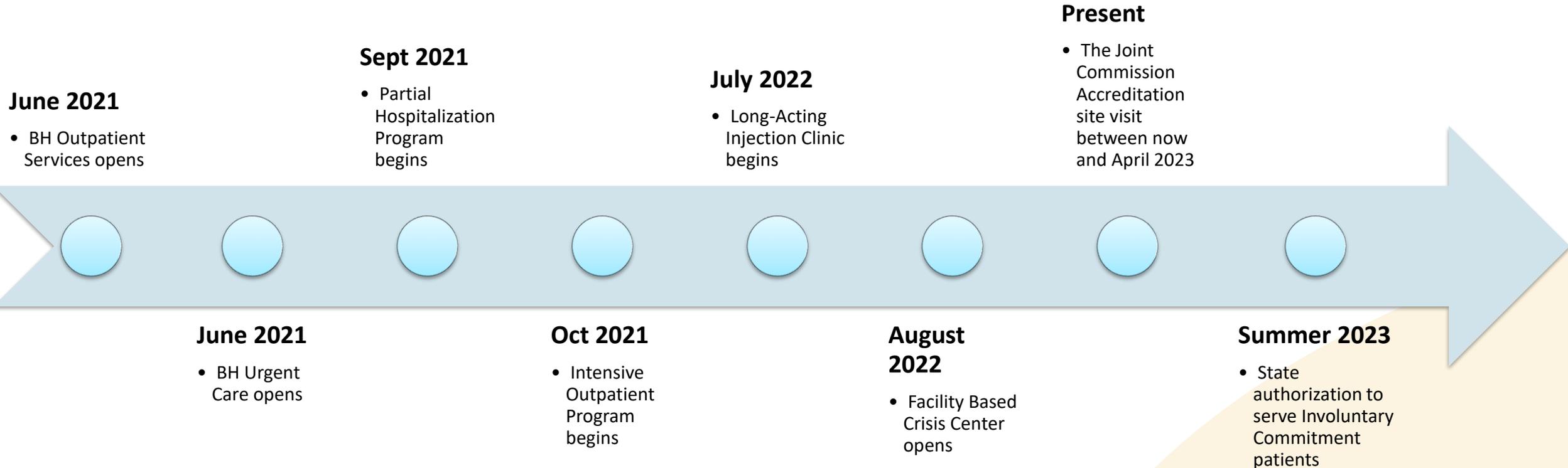
Behavioral Health Services

Guilford County Updates and Key Initiatives

Overview of Key Services

- **BH Outpatient Services:**
 - Medication Management
 - Individual Therapy Management
 - Partial Hospitalization Program
 - Chemical Dependency Outpatient Program (adult)
- **BH Urgent Care (24/7 Services):**
 - Quick Screen
 - Assessments
 - Medical Screening Exam
 - Medical Clearance
 - Psychiatric Evaluations
 - Continuous Assessment (23 hr chairs)
 - Adult
 - Child/Adolescent
 - On-Site Pharmacy Operation
- **BH Facility Based Crisis:**
 - Multi-day therapeutic environment for lower acuity crisis
 - Detoxification for alcohol use disorder and opioid use disorder

Operational Chronology



June 2021

- BH Outpatient Services opens

Sept 2021

- Partial Hospitalization Program begins

July 2022

- Long-Acting Injection Clinic begins

Present

- The Joint Commission Accreditation site visit between now and April 2023

June 2021

- BH Urgent Care opens

Oct 2021

- Intensive Outpatient Program begins

August 2022

- Facility Based Crisis Center opens

Summer 2023

- State authorization to serve Involuntary Commitment patients

Overview of Key Statistics

- **BH Outpatient Clinic** (as of Nov. 1)
 - **12,301** visits since opening May 2021
 - Partial Hospitalization Program – **154** participant enrollments
- **BH Urgent Care**
 - **8,936** visits since opening June 2021
 - 91% of facility patients have been Guilford County residents
- **BH Facility Based Crisis**
 - Opened August 1st, 2022
 - **126** patients served with an average duration of 3 days

Successes & Lessons Learned

- **BH Outpatient Services**
 - Long-acting injectable for schizophrenia; 78 patients enrolled and followed
 - 30-day ED/UC recidivism rate of 8%
- **BH Urgent Care**
 - Cone Health Emergency Departments in Guilford County have seen a 20% reduction in psych visits since the opening of BHUC in July 2021
 - 79% of patients are stabilized and discharged without hospitalization
 - Transfers to Cone Health ED's only 12%
- **BH Facility Based Crisis**
 - Soft opening August 1st, fully staffed by mid-September
 - IVC designation is necessary for effective service delivery

Ongoing Projects & Future Initiatives

- **BH Outpatient Clinic**
 - Group Therapy (FY23)
 - Increased open-access hours
 - Medication Assisted Treatment Program (FY23)
 - Chemical Dependency Outpatient Program (child/adolescent)
- **BH Urgent Care:**
 - Transferred care turn-around time project with Police Departments & EMS
 - Additional facility security enhancements underway
- **BH Facility Based Crisis**
 - The Joint Commission survey for hospital accreditation (scheduled for unannounced visit before April 2023)
 - Involuntary Commitment (to follow The Joint Commission designation)
 - Increased accessibility of up to 10 detoxification beds



Partnership Development

Criminal Justice Involvement & Mental Illness

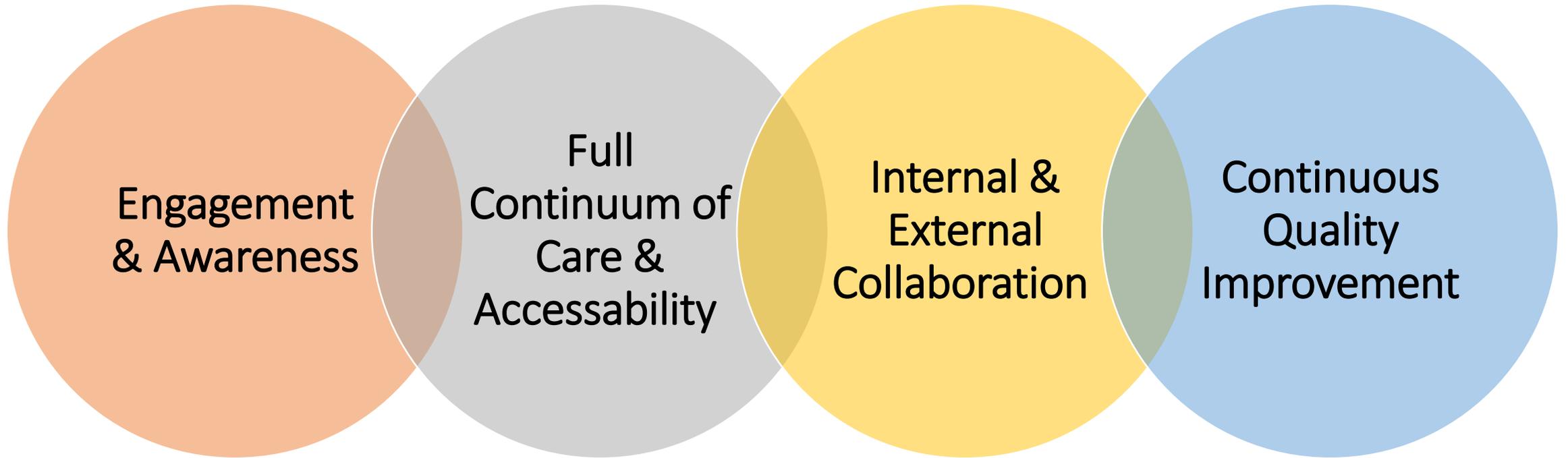
Did You Know

- Individuals that have severe and persistent mentally ill (SPMI) are incarcerated four to six times more than the general population.
- They are also 10 times more likely than the general population to be victims of violent crime.

This is Why:

- Play an active role with the CIT program(Crisis Intervention Training).
 - The Director of our Behavioral Health Services is a part of the monthly training program. This provides the opportunity for collaboration and resolving challenges at ground level.
- Partners with the STAR program and the BHRT team
- Reentry partnership planning
- Facilitate collaboration meetings to engage services providers, local emergency departments leadership, crisis providers, EMS, GCS, and GPD

Guilford County Behavioral Health Services



Defining Our Purpose

Engagement



Community Engagement

988 Roll Out

- In-person & Virtual Sessions held on 8/17/22
- More details on these events on *Community Engagement Update*





Engagement





Engagement

Providers Roundup

Engagement



-
- **Greensboro Television Network**
 - **Awareness of 988 and The Guilford County Behavior Health Center**
 - **Podcast partnership with National Alliance on Mental Illness Guilford**
 - **Episodes with the Gate City Insider**

Engagement

- Continue Collaboration between Guilford County and Cone Health for Marketing and Educational materials
- The Engagement Steering Committee is planning a Mental Health event for May 2023 Mental Health Awareness Month
- Continued collaboration with Sandhill's System of Care Coordination and provider community to explore
 - Guilford Centric
 - Provider Network Engagement & Digital Resource Directory
 - Community Collaboratives
 - Children & Families
 - SPMI
 - Addiction & Recovery

If you or someone you know needs support, there is someone to call and some place to go.

If you're experiencing an emergency visit our Behavioral Health Center.

Providing timely access to mental health services for children and adolescents (age 4 - 17) and adults presenting in a mental health crisis.

- Crisis/Risk Assessment • Medical Screenings • Clinical Evaluation
- Psychiatric services • Referrals and case management • Disposition & discharge planning • Inclusion of family or natural supports (as available, with consent)
- 16-bed adult Facility-Based Crisis (FBC) program, a short-term, medically supervised service available 24 hours a day, seven days a week, 365 days a year.

Outpatient Services:

- Partial Hospitalization Program (PHP) • Substance Abuse Intensive Outpatient Program (SAIOP) • Group Therapy • Medication Management • Peer Living Room.

988 SUICIDE & CRISIS LIFELINE

Call or Text **988**
or
Chat **988lifeline.org**

 **Guilford County Behavioral Health Center**
931 Third Street
Greensboro, NC 27405
(336) 890-2700

 **CONE HEALTH**

Performance Steering Committee Update

- Developed a data reporting form for quarterly tracking
- Partner discussions on data input – who provides what information, what data do we have so far, what are we working on obtaining.
- In final steps with Cone to confirm access to data dashboard (without patient information)
- Other possible metrics discussed for later development:
 - tracking unique patients (measuring high-use persons)
 - partnership metrics on Law Enforcement & EMS (how long to return to service)
 - FBC length of stays

Guilford County Behavioral Health Crisis Center

Quarterly Data Report with Contracted Partners

Patient Demographics:

Service	Behavioral Health Urgent Care	Facility Based Care		Outpatient Services
		Cone	AYN	
Quarterly Total Patient Count				
Number of Visits				
Insured				
Uninsured				
Resident: Guilford County				
Resident: Other				
Race				
Sex				
Age				

Discharge Callback:

Service	Behavioral Health Urgent Care	Facility Based Care
Percent (%) of patients that presented for follow-up within 7 days of service		

Efficiency Report:

Service	Behavioral Health Urgent Care	Facility Based Care	Outpatient Services
Wait Time (entry to service)		<i>Not applicable</i>	
BHUC recidivism rate within 30 days			
Emergency Room Access within 30 days of Service (Guilford County only)			<i>Not applicable</i>

Patient Destination after BHUC Discharge (Disposition):

(Bi) Weekly Total Patient Count	Disposition to Continuous Assessment	Disposition to Facility Based Care	Disposition to Outpatient Services	Disposition to Inpatient Psychiatric Care

Site tours



Daymark Residential Treatment Center (DRTC) is a 56-bed facility that services both men and women (over age 18) and provides high-intensity residential care and treatment for addiction recovery.

- Exclusive to Guilford County Residents

Site tours



WHERE HUMANS BLOOM

Broad array of Community Based Mental Health Services

High Point Centric ER Diversion Efforts

- Strong Partnership with Atrium and High Point Police Department

Long-acting Injectables

Site tours



Addiction recovery services

- Full continuum of recovery services to included detox and group living
- New facility opening soon

Guilford County Behavioral Oversight & Support...

- Internal and external education on regulatory compliance and best practices
- Provide mental health expertise to existing county programs, services, or supports that address mental health issues; and identify gaps or shortcomings.
- Attend and or facilitate various meetings with providers of human services, social services, and community mental health services.
- Communication with educators, such as representatives of K-12 schools, community colleges, and universities; to address mental health needs in their student population.
- Build upon or coordinate with prior or concurrent planning efforts that address addiction, drug misuse, and overdose in our community.
- Maintain a detailed budget, considering the needed strategy implementation with anticipated expenditures, and timelines for completion.
- Walk in agreement on a shared vision of the County values and empowering successful people, to thrive in a strong community, supported by quality government.

Moving Forward...

- Planning & consultation to enhance access to care and community collaboration
 - SPMI
 - Addiction & Recovery
 - Reentry
 - Children & Families
 - Provider Network
 - Awareness & Engagement
- Strengthening relationships with funded partners & initiatives
- Continuous Quality Improvement



There is no
standing still
because time
is Moving forward.

Q&A