

CCBHC Overview



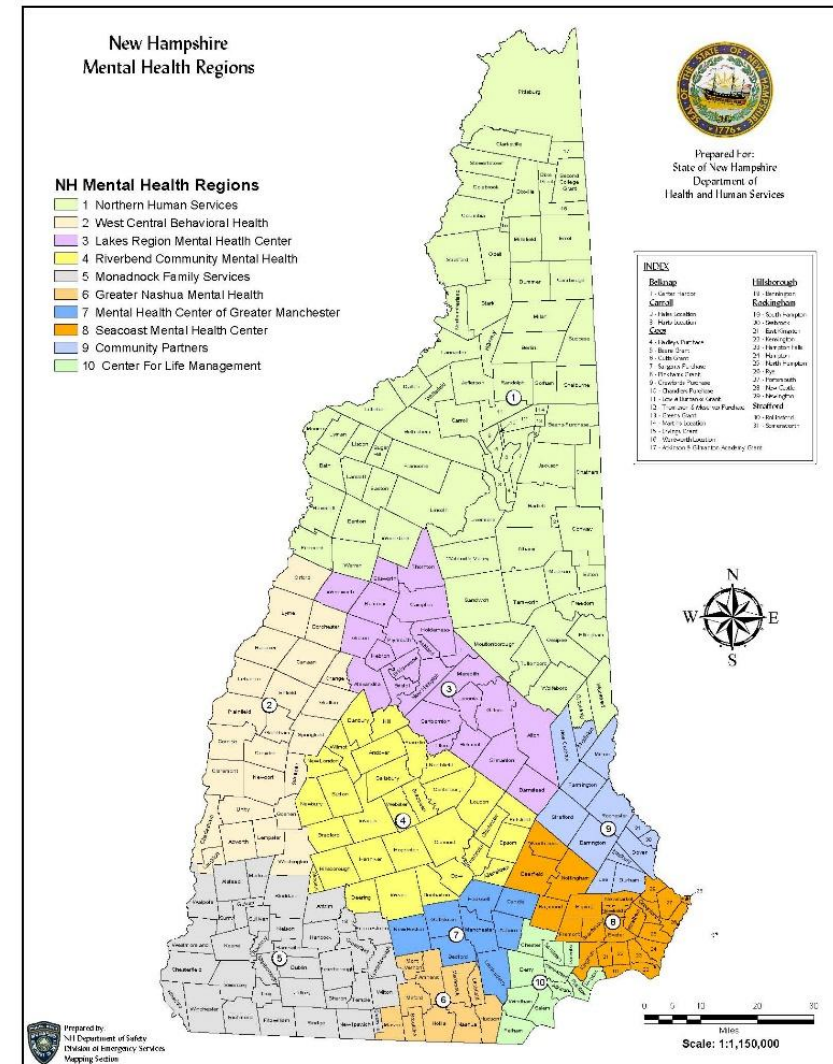
West Central Behavioral Health (West Central, WCBH) is one of ten Community Mental Health Center's serving New Hampshire. West Central services region II which includes Sullivan County and lower Grafton County

Region II includes: Acworth, Canaan, Charlestown, Claremont, Cornish, Croydon, Dorchester, Enfield, Goshen, Grafton, Grantham, Hanover, Langdon, Lebanon, Lempster, Lyme, Newport, Orange, Orford, Plainfield, Springfield, Sunapee, Unity, Washington, West Lebanon

West Central provides comprehensive outpatient behavioral health services for children, adolescents, families, adults and older adults across the lifespan in clinics located in Lebanon, Claremont and Newport and in the community. Residential services for older adults are available at Arbor View in Newport.

As a CMHC also certified as CCBHC (Certified Community Behavioral Health Clinic), we are committed to providing:

- Crisis services to be available 24 hours a day, 7 days a week.
- Comprehensive behavioral health services to be available so people who need care don't have to piece together the behavioral health support they need across multiple providers.
- Care coordination to be provided to help people navigate behavioral health care, physical health care, social services, and the other systems they are involved in.



Certified Community Behavioral Health Clinics (CCBHC) provide high-quality care for people with any mental health or substance use disorder. CCBHCs assess and help people by taking a "whole health" approach, considering individuals social and physical health needs while providing integrated behavioral health care regardless of their ability to pay, place of residence, or age - including developmentally appropriate care for children and youth.

SAMHSA Program Requirements

- 1. Staffing**
- 2. Availability and Accessibility of Services**
- 3. Care Coordination**
- 4. Scope of Services –**
- 5. Quality and Other Reporting**
- 6. Organizational Authority and Governance**

SAMHSA provides CCBHC grants to support organizations with implementation of the model. CCBHC planning and demonstration grants are available to states to support the development of a certification process which includes initiating a new payment model for centers (PPS).

<https://www.samhsa.gov/communities/certified-community-behavioral-health-clinics>

CCBHCs are responsible for providing all nine services listed below, which can be provided directly or through formal relationships community partners

- Crisis Services**
- Treatment Planning**
- Screening, Assessment, Diagnosis & Risk Assessment**
- Outpatient Mental Health & Substance Use Services**
- Targeted Case Management**
- Outpatient Primary Care Screening and Monitoring**
- Community-Based Mental Health Care for Veterans**
- Peer, Family Support & Counselor Services**
- Psychiatric Rehabilitation Services**

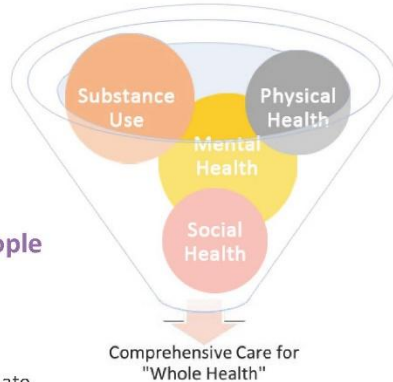
CCBHC in NH

What is a Certified Community Behavioral Health Clinic (CCBHC)?

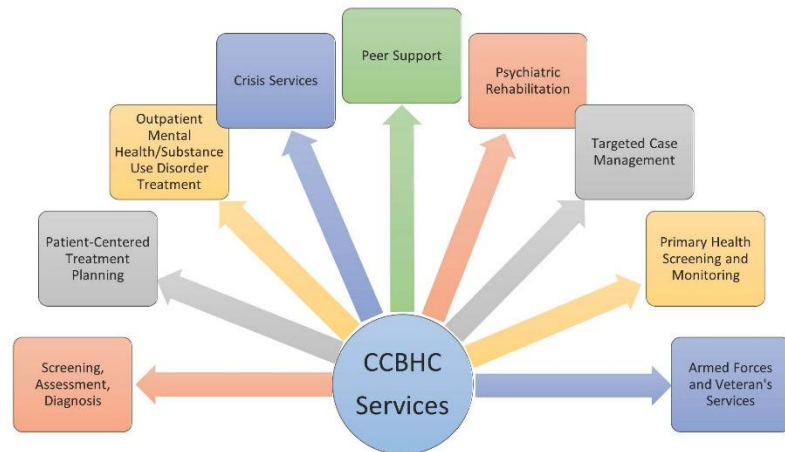
CCBHC is a model for clinics to provide high-quality care for people with any mental health or substance use disorder ("behavioral health"). CCBHCs assess and help people with their behavioral health by taking a "whole health" approach. This considers their social and physical health needs while providing integrated mental health and substance use treatment.

CCBHCs have been shown to improve care for people with behavioral health issues:

- Help people have easier access to care near where they live.
- Increase access to a variety of needed services.
- Ensure that health care providers talk to each other to coordinate people's care.



Access to 9 Required Services through CCBHCs



NH DHHS CCBHC Website

<https://www.dhhs.nh.gov/programs-services/health-care/behavioral-health/certified-community-behavioral-health-clinics>

Key Areas of Focus for WCBH as a CCBHC

Over the 4 year demonstration period, NH estimates that the proportion of the Medicaid population that will receive Behavioral Health services will gradually increase by 25% (from 8% of the population to 10%, 3,100 individuals) through the three CCBHCs. WCBH goes “live” as a CCBHC on 7/1.

Where we need your support

Access & Availability of Services

- Ensure services are reachable (seamless referrals, transportation, clear understanding of our services).

Care Coordination & Partnerships

- Strengthen collaboration among providers, communities, and systems for holistic support.



Questions?

Thank you

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Implementation Needs

1. Clarity on West Central's services→information to right people at right time
2. New and strengthened relationships with organizations that provide social support with two tiers of connection i.e. leadership and direct service/care coordinators
3. Documents for shared expectations and development of referral pathways, which set the stage for:
4. Use of a platform to communicate (such as UniteUs)

Discussion

Integration Incubation:

- How would you describe the current state?
- Without “working expectations” in place, what referrals or services fall through the cracks? How does that affect patients? What would it look like to have a perfectly streamlined system from WCBH and patient’s perspective?
- What are the characteristics of strong relationships you already have? i.e. written expectations/MOU, multiple levels of connection (leadership and direct service staff), job descriptions that include your partnership, referrals. What are other ways to strengthen that relationship?
- Who here serves patients that need West Central’s services? What would that referral pathway look like/how would it help?

Network development considerations:

- Identify who is already doing work around the issue and who should be involved
 - Clara Martin & HCRS are both Certified Community Behavioral Health Centers
 - Partners in Nashua and Manchester are certified, though the landscape differs from UV
- Consider which roles at an organization can do the work, not individual people
- Consider inviting atypical partners who might be outside your sector but can amplify impact i.e. non clinical social support, schools, nursing homes, jails, transportation partners