

## **Attachment 4 Behavioral Health Service Area Descriptions**

### ***Acute Inpatient and Short-Term Crisis Services***

Individuals in crisis may require a structured setting that provides 24-hour supervision and support. Acute inpatient psychiatric hospitals serve those clients who require a locked facility. Others are able to receive services in a residential setting in the community with intensive 24-hour support and supervision. The services in this category include costs related to in-county and out-of-county inpatient hospitalization (and associated professional fees), state hospital stays, the psychiatric health facility, and crisis residential units.

### ***Community Services & Supports***

The Department provides funds and consultation services to community-based health care and substance abuse organizations, enabling these organizations to work more effectively with their clients who have mental illness. These collaborations facilitate access to primary care for individuals with mental illness and assist the Behavioral Health Division to identify new clients needing services. In addition, these organizations are the providers of choice for many in the Latino and Native American populations.

### ***Consumer, Family Peer Support and Recovery Services***

Through contracts with several community-based organizations, clients and/or their families may access a variety of services designed to foster self-reliance and maximize overall quality of life. The services include provision of general health information and referral, assistance navigating the mental health systems of care, recreation and socialization, consumer and family support groups, peer counseling training, peer counseling, telephone support, advocacy training and consultation, benefits counseling, vocational training, community based informational events, and consumer-operated employment opportunities. The contracts also provide opportunities for individuals in recovery from mental illness and/or family members to be trained to take peer support positions in the system.

### ***Independent Specialty Mental Health Services Providers***

Independent Specialty Mental Health Providers are psychiatrists and other psychiatric professionals to provide services in the event the County is unable to recruit and retain staff within internally-based programs, to provide for the specialized needs of clients in the community, and to provide services to Mental Health Plan clients in Long Term Care and Residential Care facilities. Continued challenges with recruiting appropriate staff has resulted in an increased need for these services, as well as new federal and state regulations regarding beneficiary continuity of care.

### ***Long-Term Care Facilities***

Long-term care facilities provide services to improve the daily functioning of adults with serious and persistent mental illness. Facilities also serve clients who require short- to medium-term intensive treatment in a secure, highly structured therapeutic environment in order to return to the community.

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### ***Mental Health Services Act (MHSA) Innovation Projects***

The Innovation Component of the Mental Health Services Act (MHSA) requires counties to design, pilot, assess, refine, and evaluate a “new or changed application of a promising approach to solving persistent, seemingly intractable mental health challenges” (Welfare and Institutions Code Section 5830, subdivision [c]). The eventual goal is for counties to implement successful practices without Innovation Funds after a maximum of five years and to disseminate successful practices to other counties. Counties can expend Innovation Funds for a specific Innovative Project only after the Mental Health Services Oversight and Accountability Commission approves the funds for that Innovative Project.

In the fall of 2019, DHS conducted a community-based solicitation for several MHSA Innovation Projects. Since then, the Department has also conducted a competitive procurement process for another Innovation project (Crossroads to Hope).

### ***Prevention and Early Intervention***

Our community partners provide 1) prevention-based services to individuals prior to the development of serious mental illness or serious emotional disturbances and to alleviate the need for additional mental health services or extended mental health treatment; 2) build capacity for mental health prevention and early intervention services at sites where people access other services such as health providers, education facilities, and community organizations; and 3) ensure earlier access to mental health services in order to lower the incidence of mental illness and suicide, to enhance wellness and resilience, and to reduce stigma and discrimination in Sonoma County.

### ***Residential Care Facilities***

Support services provided to adults in licensed community care facilities fall into two broad categories. Contractors provide an organized treatment program with a daily schedule of activities designed to help clients learn daily living skills, understand their mental illness, and/or deal with substance use disorder issues in preparation for moving into a more independent living situation, if possible. The remaining contracts are with licensed board and care providers that offer limited supervision of clients, assistance with managing medications, and help with the activities of daily living.

### ***Specialty Mental Health Services for Adults***

Includes both residential and outpatient specialty mental health services to ensure that individuals' treatment, counseling, and case management needs are addressed. These community-based programs provide for the specialized needs of clients and many provide services to Mental Health Plan clients in residential care facilities. A portion of these services come from beneficiary requests for services (based on client need) with currently unidentified providers.

### ***Specialty Mental Health Services for Youth and Families***

Includes outpatient mental health youth and family services to ensure that individual/family counseling and case management needs are addressed. A majority of services in this category

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were competitively procured in early 2019 and four-year contracts with three providers began on July 1, 2019. A new competitive procurement is currently under way for these services.

Additional services may be required for specialized placements that the identified providers do not have the ability to serve, such as a very young child or a child with very specialized needs such as eating disorders.

#### ***Specialty Mental Health Services for Youth in Foster Care***

The Department partners with agencies that provide specialty mental health services to ensure that the mental health treatment needs of youth in foster care (or other placements) are appropriately met. Services are available to children who have been assessed and identified as requiring specific levels of mental health intervention and may also be eligible for services in Short-Term Residential Therapeutic Programs, Intensive Services Foster Care programs and Wraparound.

#### ***Substance Use Disorder (SUD) Treatment Services***

Consistent with State requirements for providing substance use disorder services through the Drug Medi-Cal program, the Department maintains an open provider network and any licensed provider may submit a request to contract to provide behavioral health services. Requests are reviewed on an ongoing basis and approved as needed.

- ***Narcotic Treatment Programs***

This program provides outpatient therapeutic substance use disorder treatment in the form of Narcotic Replacement Therapy (such as methadone) and draws down Drug Medi-Cal federal financial participation dollars.

- ***SUDS Outpatient***

Therapeutic outpatient substance use disorder treatment services may be provided in lieu of incarceration for inmates of the Main Detention Facility and North County Detention Facility, or to residents of the community in need of therapeutic outpatient substance use disorder treatment.

- ***SUDS Perinatal & Parenting Residential & Outpatient***

Perinatal substance use disorder treatment services are designed to support pregnant and parenting women through intensive outpatient treatment programs and residential treatment. These services can be accessed through community partner referrals, criminal justice system referrals, or self-referral. Both the residential and outpatient services include on-site childcare and transportation for clients.

- ***SUDS Residential Non-Medical Detoxification***

Non-medical detoxification provides short-term recuperative care services where adults under the influence of alcohol and/or drugs can safely withdraw from the ill effects of intoxication.

- ***SUDS Residential Treatment***

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Residential treatment services provide therapeutic inpatient substance use disorder treatment. Services may be provided in lieu of incarceration for inmates of the Main Detention Facility and North County Detention Facility. Services may be provided to residents of the community in need of therapeutic residential substance use disorder treatment.

#### ***Substance Use Disorder (SUD) Prevention and Other Services***

DHS contracts with a number of community-based organizations and individuals to provide a wide variety of substance use disorder prevention and other support services. Services promote and support overall community well-being through the prevention of alcohol and drug use/misuse. Prevention strategies aim to address the early stages of high-risk behavior and support healthy life decisions, ultimately preventing the need for more extensive services.

#### ***Support Services***

These are ancillary services that support the delivery of client and program-related services. The following is a description of some proposed support service contracts. A list of support service providers is presented in the attachments. Some providers are identified and some are determined as needed.

- ***Counties of Contra Costa, Marin and San Mateo*** - The County of Contra Costa contracts with Optum to provide after-hours phone coverage to the 1-800 numbers that are accessible to residents and Medi-Cal beneficiaries of San Mateo, Marin, Sonoma, and Contra Costa Counties seeking behavioral health services. This agreement funds Sonoma County's portion of the contract with Optum.
- ***Patients' Rights Advocate Services*** - Oversight of Patients' Rights and Certification hearing process, ensuring compliance with all Patients' Rights laws and regulations. Investigates all reports of rights violations as well as abuse and neglect in the system related to both inpatient and outpatient facilities where Mental Health Plan beneficiaries are receiving services. Conducts regular trainings with Behavioral Health Division staff related to 5150, patients' rights, 5270, rights denials, etc.
- ***California Mental Health Services Authority (CalMHSA)*** - The California Mental Health Services Authority (CalMHSA) is a Joint Powers of Authority (JPA), formed in 2009, for the purpose of creating a separate public entity to provide administrative and fiscal services in support of the Members' Mental/Behavioral Health Departments acting alone or in collaboration with other Departments. The Department plans on contracting with CalMHSA in Fiscal Year 2023-2024 for a number of projects including support for concurrent review for inpatient hospitalizations and implementation of a new Electronic Health Record.
- ***Behavioral Health Staff Training*** - The Department plans on contracting for division-wide and section-specific training for Behavioral Health staff. Providers will be determined as needed and will conduct critical trainings for staff (both clinical and non-clinical) to meet regulatory requirements and help create a more effective workforce.
- ***Netsmart Technologies Inc.*** - The Avatar application was selected and approved by the Board in January of 2012 based upon a statewide California Behavioral Health Systems

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coalition, comprised of 27 California counties which reviewed 44 software products. The Avatar system has been used to submit claims to Medi-Cal and Medicare for services from Fiscal Year 2013-2014 through Fiscal Year 2022-2023, and performed related clinical, accounting and reporting functions. The software developer, Netsmart, is the sole source for this maintenance agreement. While the Department is transitioning to a new Electronic Health Record in Fiscal Year 2023-2024, the maintenance of the Avatar Electronic Health Record will continue to be necessary for some time for a variety of purposes, including billing and claiming, cost settlement, auditing, and more.

#### ***Supportive Services to Adults in Independent Living Settings***

The treatment goal for all mental health clients is for them to live in the community as independently as possible. A variety of living arrangements are available to clients including single or shared apartments, and homes shared by a small number of individuals. Contract providers send staff to clients' homes to teach and assist them in accomplishing all the tasks necessary to live independently, including menu planning, grocery shopping, budgeting and paying bills, taking medications as prescribed, etc.

#### ***Temporary Specialty Mental Health Service Agency Providers***

Temporary staffing contracts support maintenance of a pool of psychiatrists and other psychiatric professionals to provide services in the event the County is unable to recruit and retain staff, or to provide for the specialized needs of Mental Health Plan clients.