

PROGRAM INFORMATION:

Program Title:	Clinical Team	Provider:	Department of Behavioral Health	
Program Description:	<p>The Department of Behavioral Health Adult Outpatient Clinical Team program provides culturally- competent, strength-based, wellness & recovery focused treatment services. This includes a mental health assessment, case management, crisis intervention, psychiatric evaluation, medication management, individual and group rehabilitation interventions, peer-to-peer support groups, and individual and group therapy. The program staff members work with clients to help increase their level of functioning while reducing mental health symptoms. The services are geared toward reducing psychiatric hospitalization, improving support systems, increasing and improving socialization skills, developing and improving coping skills, linking clients to services within our department and the community, and teaching and promoting Wellness & Recovery. The outpatient programs serve adults who have been diagnosed with a serious and persistent mental health condition.</p> <p>Staffing for the program consists of 8 Mental Health Clinicians, 4 Community Mental Health Specialists and 1 Peer Support Specialist.</p>		MHP Work Plan:	4-Behavioral health clinical care
Age Group Served 1:	OLDER ADULT	Dates Of Operation:	September 2008 - Current	
Age Group Served 2:	ADULT, TAY	Reporting Period:	July 1, 2016 - June 30, 2017	
Funding Source 1:	Realignment	Funding Source 3:	Choose an item.	

Funding Source 2: Medical FFP

Other Funding: Click here to enter text.

FISCAL INFORMATION:

Program Actual Amount: \$1,223,019
 Number of Unique Clients Served During Time Period: 1,019
 Number of Services Rendered During Time Period: 7,565
 Actual Cost Per Client: \$1,200

TARGET POPULATION INFORMATION:

Target Population: Adults (English-Speaking) age 18-89 diagnosed with chronic mental health disorders. This includes, but not limited to: Schizophrenia, Bipolar Disorder, and other diagnosis that include psychotic features, as well clients with co-occurring disorders.

CORE CONCEPTS:

- **Community collaboration:** Individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** Adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** Adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** Services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

[Integrated service experiences](#)

Please describe how the selected concept (s) embedded :

Integrated services are achieved and maintained through the implementation and consistent application of the following evidence based practices, Cognitive Behavioral Therapy for psychosis (CBTp), Dialectical Behavioral Therapy (DBT), Eye Movement Desensitization & Reprocessing (EMDR), Wellness Recovery Action Planning (WRAP), Seeking Safety, Shared Decision Making and the mobilization of clients’ strengths in the service of their recovery goals. Implementation and consistent application of these

practices is monitored and encouraged by means of individual and team consultations and trainings in the office, on-site (in the field) monitored practice and coaching, and the pairing of clinicians with case management staff to provide on-going consultation and training.

Community collaboration

The Clinical Team staff strive to link clients with appropriate community resources in a collaborative effort to meet client needs, such as housing, food, clothing, substance use programs, primary care medical providers, spiritual resources, and other specialty mental health services for adult clients and their children via case managers, clinicians, and medical staff.

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

The Clinical Team staff are utilizing a Recovery/Resiliency approach after having been trained in the ‘Reaching Recovery’ model and are currently incorporating this into mental health assessments and treatment planning by utilizing the ‘Recovery Needs Level’ and ‘Client Strengths Assessment’ tools to focus on client’s recovery and wellness.

PROGRAM OUTCOME & GOALS

- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

1. Effectiveness-

a. Hospitalizations

Hospitalization data for all adult programs is reported in aggregate in the report titled, Outcomes Report-Adult System of Care.

b. Inpatient Crisis Stabilization Services

Data on inpatient crisis stabilization services is reported in aggregate in the report titled, Outcomes Report-Adult System of Care.

c. Hospitalizations and Crisis Services by Follow-Up Status

Data on follow up for hospitalizations and crisis services is reported in aggregate in the report titled, Outcomes Report-Adult System of Care.

d. Reaching Recovery: Consumer Recovery Measure and Recovery Marker Inventory

The Department implemented Reaching Recovery in July 2016 for county operated programs. Reaching Recovery is a tool that was developed by Mental Health Center of Denver; its major focus is tracking change across multiple domains of wellness. With Reaching Recovery in place, the Department began to utilize several tools designed to measure recovery for individuals: the Recovery Needs Level Marker, Consumer Recovery Measure and Recovery Marker Inventory.

Recovery Needs Level (RNL): Assigns the right level of service intensity to a client at the right time.

Consumer Recovery Measure (CRM): A quarterly client rating of his/her perception of recovery. It is a 16-question tool that explores the client's perception of their recovery across 5 dimensions:

1. Hope
2. Symptom Management
3. Personal Sense of Safety
4. Active Growth Orientation
5. Satisfaction with Social Networks

Recovery Marker Inventory (RMI): A quarterly practitioner rating of client's progress in recovery in areas that tend to correlate with an individual's recovery. It provides practitioner's rating of the client's on 8 objective factors associate with recovery:

1. Employment
2. Education
3. Active/Growth
4. Level of Symptom Management
5. Participation of Services
6. Housing
7. Substance Abuse
8. Stage of Change

Together the tools measure recovery from multiple perspectives. These tools measure changes in recovery across multiple domains and provide a structure for holistic care. The Department has begun to gather and analyze preliminary data from the CRM and RMI. The goal is to continue to gather data, establish baseline measurements and standards of measure.

2. Efficiency

a. Cost per Client

Costs include all staffing and overhead costs associated with operation of the program.

- i. Objective: To maximize the use of resources allocated to the program.
- ii. Indicator: Total program costs compared to number of unique clients served.
- iii. Who Applied: Clients served by the program. Clients served represents clients who received any specialty mental health service in FY 16-17.
- iv. Time of Measure: FY 16-17
- v. Data Source: Avatar and Financial Records
- vi. Target Goal Expectancy: To keep within departmental budgeted costs for the program.
- vii. Outcome: Compared to prior year, the cost per client for FY 16-17 decreased by 27%. The number of unique clients served increased by 35%. Through continuing of stabilization of caseload sizes, clients are served more efficiently and effectively, allowing program to focus on program intent and design. Client flow has increased, as clients are moving through the program to their next appropriate level of care.

Cost per Client

	FY 15-16	FY 16-17
Unique Clients	755	1,019
Program Actual Amount	\$1,236,416	\$1,223,019
Cost per Client	\$1,638	\$1,200

3. Access:

a. Urgent and Non-Urgent Timeliness

Data for timeliness of access was collected and combined for all programs within the Adult System of Care and can be found on the Outcomes Report-Adult System of Care.

4. Satisfaction & Feedback of Persons Served & Stakeholders

Consumer Perception Surveys (CPS) are conducted every six (6) months over a one-week period. Beneficiaries of the MHP are encouraged to participate in filling out the CPS surveys that are available to consumers and family members at County and contracted provider organizations. The data is provided in arrears and the most current data available is from November 2016.

a. Consumer Perception Survey

- i. Objective: To gauge satisfaction of clients and collect data for service planning and quality improvement.
- ii. Indicator: Average percent of clients who complete the survey and response was ‘Agree’ or ‘Strongly Agree’ for the following domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Treatment Participation, Perception of Outcomes of Services, Perception of Functioning and Perception of Social Connectedness.
- iii. Who Applied: Clients who completed the survey in November 2016 for the program.
- iv. Time of Measure: November 2016
- v. Data Source: Consumer Perception Survey data
- vi. Target Goal Expectancy: The Department would like to see a majority of clients satisfied for each domain. The Department will continue to develop target goals for the Consumer Perception Survey.
- vii. Outcome: Majority of clients were satisfied in seven of seven domains. General Satisfaction, Perception of Access, Perception of Quality, Appropriateness, and Perception of Participation in Treatment Planning indicates that more than 80% of clients surveyed were satisfied.

