DMH and the Affordable Care Act (ACA)

Marvin J. Southard, D.S.W., Director
Los Angeles County Department of Mental Health
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LAC DMH and the ACA – Year 1

Our Goals

• Ensure service capacity and access
• Enroll clients in benefits to which they are entitled
• Develop Health Neighborhoods
• Enhance our workforce
• Use technology
Service Capacity & Access
FY 2014 New Clients by Month by Funding Type Outpatient Claims

“New clients” identified as no service in last 12 months
“Categorical Funding” includes CalWORKs, SAMHSA, etc.
“Medi-Cal (Non-MCE)” includes all Medi-Cal, including Medi-Medi, except for MCE
“MCHIP/EPSDT” includes former Healthy Families program and MCHIP-only
“Categorical Funding” includes CalWORKs, SAMHSA, etc.
“Medi-Cal (Non-MCE)” includes all Medi-Cal, including Medi-Medi, except for MCE
“MCHIP/EPSDT” includes former Healthy Families program and MCHIP-only
Service Capacity & Access: Medi-Cal Expansion (MCE) Demographics and Services

- As of July 2014, the total number of MCE-eligible in L.A. County was 462,000 (28.6% with a primary language other than English)
- DMH served 17,663 unique MCE clients from January to June 2014 (Approximately 95% were formerly enrolled under the HWLA/LIHP program)
Service Capacity & Access: Medi-Cal Expansion (MCE) Demographics and Services

Estimated Gross Costs and Funded Program, Fiscal Year 2013-14

Estimated DMH MCE Monthly Service Utilization (Jan. – June 2014)

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>DMH &amp; Legal Entities</td>
<td>$6,495,487</td>
<td>9,654</td>
<td>$673</td>
</tr>
<tr>
<td>FFS Medi-Cal Outpatient</td>
<td>$45,819</td>
<td>354</td>
<td>$129</td>
</tr>
<tr>
<td>FFS Medi-Cal Inpatient</td>
<td>$993,116</td>
<td>389</td>
<td>$2,553</td>
</tr>
</tbody>
</table>

Fig. 3 Percent of Avg. Monthly Gross Cost by Funded Program Category (MCE DMH Clients Only – non-FFS)

- MHSA - CSS, 57.7%
- MHSA - INN, 8.7%
- MHSA - PEI, 10.5%
- Non-MHSA, 23.1%
Service Capacity & Access: Urgent Appointments

Referrals from Medi-Cal Managed Care Plans for Urgent Appointments

Total Number of Urgent Referrals per Month

Number of Days from Referral to Initial Appointment

- 0 Days: 1%
- 1 Day: 9%
- 2 Days: 49%
- 3 Days: 26%
- 4 Days: 9%
- 5 Days: 5%
- 6 Days: 1%
- 7 Days: 0%

9/17/2014
Service Capacity & Access: Medi-Cal Expansion (MCE) Enrollment Strategies

• DHCS Outreach & Enrollment Grant
  – Five LA County Departments target hard-to-reach MCE-eligible populations
  – DMH contracted with two benefits establishment agencies each assigned to cover four of eight service areas
  – Strategies include
    • *In-reach* (clients in care)
    • *Outreach* (NAMI, faith-based organizations, homeless shelters, college Disabled Student Centers, and TAY Drop-in Centers)

• Hospital Presumptive Eligibility partnership with DHS to expedite enrollment for eligible DMH clients
Organizing Service Delivery: Health Neighborhoods

Los Angeles County Department of Mental Health
Health Neighborhood Conceptual Framework (04/29/2013)
Organizing Service Delivery: Health Neighborhoods

Contributing Factors to Healthy Communities

Organizing Service Delivery: Health Neighborhoods

Service Delivery Model

• Improve **access** to core health, mental health and substance use disorder services

• Improve **effectiveness** of services through enhanced care coordination

• Improve **client experience of care** through enhanced communication among providers
Organizing Service Delivery: Health Neighborhoods

- Partner child MH & primary care providers
- Partner adult MH & primary care providers
- Map existing neighborhood initiatives
- Partner SUD with primary care & MH Providers
- Introduce public health officers, other health consortia, L.A. Care PPGs, etc.
- Pilot tools that support Health Neighborhoods
- Integrate small group home providers, WIC centers, school-based health centers, etc.
- Finalize MOUs, OHCAs, etc., for referral, care coordination
Organizing Service Delivery: Health Neighborhoods

Five Pilot Health Neighborhoods

• Service Area 1 – Lancaster
• Service Area 2 – Pacoima
• Service Area 4 – Boyle Heights
• Service Area 6 – MLK/Watts/Willowbrook
• Service Area 8 – Central Long Beach
Enhancing Technological Capabilities

- Electronic Health Record
- eConsult
- Telepsychiatry
- Tele-Mental Health
# Workforce Development

## Enhance and Expand Skills of Existing Workforce

### Health 101 (Directly-operated programs only)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs completed training</td>
<td>57</td>
</tr>
<tr>
<td>Percent of programs</td>
<td>88%</td>
</tr>
<tr>
<td>Staff completed training</td>
<td>1,689</td>
</tr>
</tbody>
</table>

### Mental Health Integration Program (MHIP)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directly-operated staff</td>
<td>68</td>
</tr>
<tr>
<td>Contracted staff</td>
<td>310</td>
</tr>
<tr>
<td>Total trained</td>
<td>378</td>
</tr>
</tbody>
</table>

### Individual CBT (Directly-operated & contracted staff)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Commitment to train 20 cohorts</td>
<td>2,000</td>
</tr>
<tr>
<td>of 100 clinicians</td>
<td></td>
</tr>
<tr>
<td>FY 13/14 – FY 16/17</td>
<td></td>
</tr>
<tr>
<td>Staff trained since</td>
<td>184</td>
</tr>
<tr>
<td>November 2013</td>
<td></td>
</tr>
<tr>
<td>Staff who successfully completed</td>
<td>154</td>
</tr>
<tr>
<td>6-month program and are moving to certification</td>
<td></td>
</tr>
<tr>
<td>3 more cohorts to be trained by March 2015</td>
<td>300</td>
</tr>
</tbody>
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Workforce Development
Expand the Workforce

Peer Career Ladder

1. Identify Classifications
2. Request positions
3. Recruitment
4. Training
5. Service delivery
6. Collect outcomes

Health Navigation Training
(Directly-operated & contracted staff)

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>USC Health Navigator Training</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>Active Health Navigators</td>
<td>59</td>
<td>(78%)</td>
</tr>
<tr>
<td>WERC Health Care Worker Model</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>Total trained</td>
<td>146</td>
<td></td>
</tr>
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Educating the Community

### Mental Health First Aid (MHFA)

<table>
<thead>
<tr>
<th>Category</th>
<th>Trained</th>
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</thead>
<tbody>
<tr>
<td>Directly-operated &amp; contracted staff</td>
<td>415</td>
</tr>
<tr>
<td>Other county departments</td>
<td>147</td>
</tr>
<tr>
<td>Community members¹</td>
<td>918</td>
</tr>
<tr>
<td><strong>Total trained</strong></td>
<td><strong>1,480</strong></td>
</tr>
</tbody>
</table>

¹Includes community residents, faith-based organizations, community-based organizations, health services, probation and law enforcement.

### Emotional CPR

<table>
<thead>
<tr>
<th>Category</th>
<th>Trained</th>
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<tbody>
<tr>
<td>Train-the-trainer</td>
<td>15</td>
</tr>
<tr>
<td>Cohort 1 (Spanish)</td>
<td>24</td>
</tr>
<tr>
<td>Cohort 2 (English)</td>
<td>19</td>
</tr>
<tr>
<td><strong>Total trained</strong></td>
<td><strong>57</strong></td>
</tr>
</tbody>
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### Faith-based Organizations