

MARIN BEHAVIORAL HEALTH AND RECOVERY SERVICES

SUZANNE TAVANO, PHN ,PHD
DIRECTOR

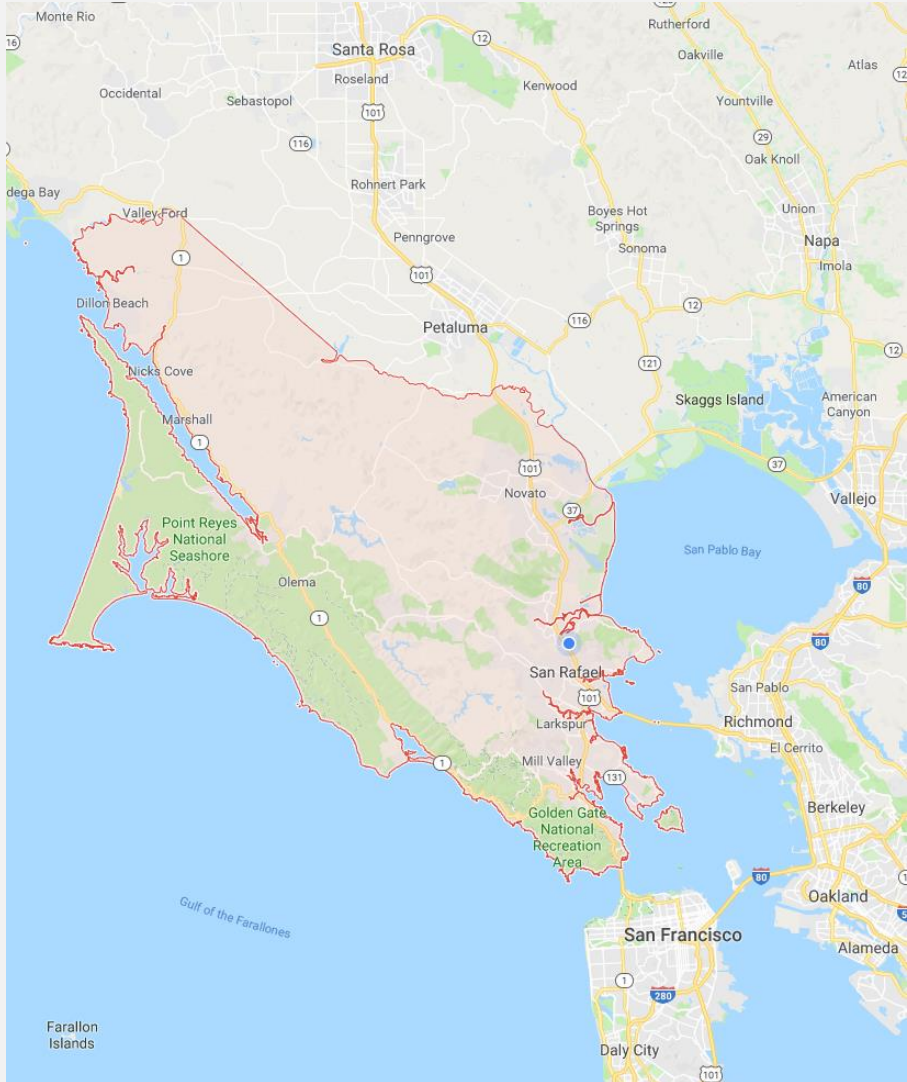
Photo Credit: Jeff Wong

Health and Human Services
20 North San Pedro Road, Ste 2028
San Rafael, CA 94903
415 473 3696 T / 415 473 3344 F
marinhhs.org



Marin County

County Characteristics

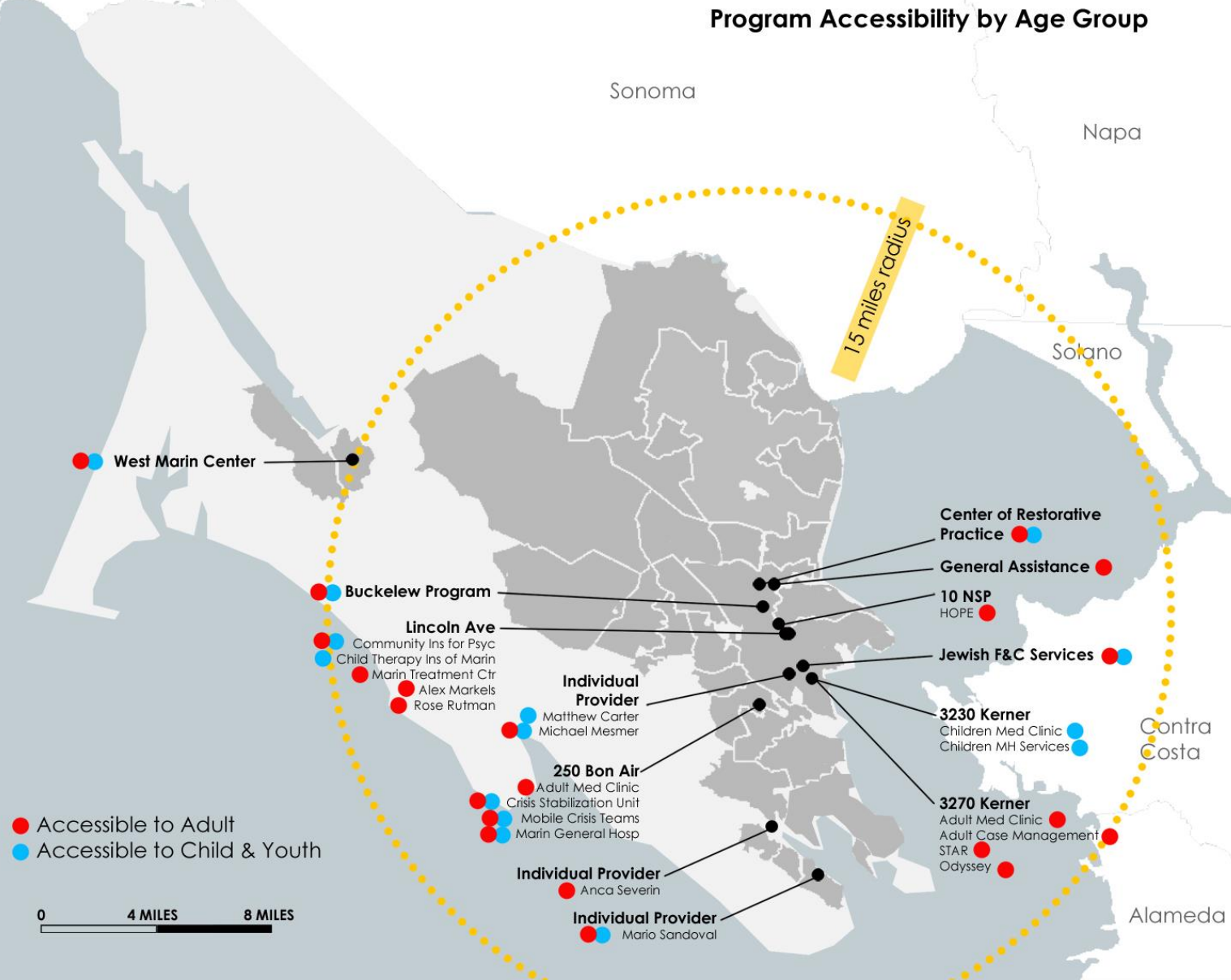
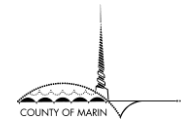


- 2016 Population estimate: 260,651 -- 26th largest California county.
- Population resides in cities along the 101 Freeway corridor. Majority of county is open space.
- Ranked among the healthiest counties, as well as one of the most expensive.
- Medi-Cal insures 17% of overall population, 34% of children aged 0 – 5.

Race and Hispanic Origin	(%)
White alone	85.7%
Black or African American	2.8%
American Indian and Alaska Native	1.0%
Asian	6.3%
Native Hawaiian and Other Pacific Islander	0.2%
Two or More Races	3.9%
Hispanic or Latino	16.0%
White alone, not Hispanic or Latino	71.9%

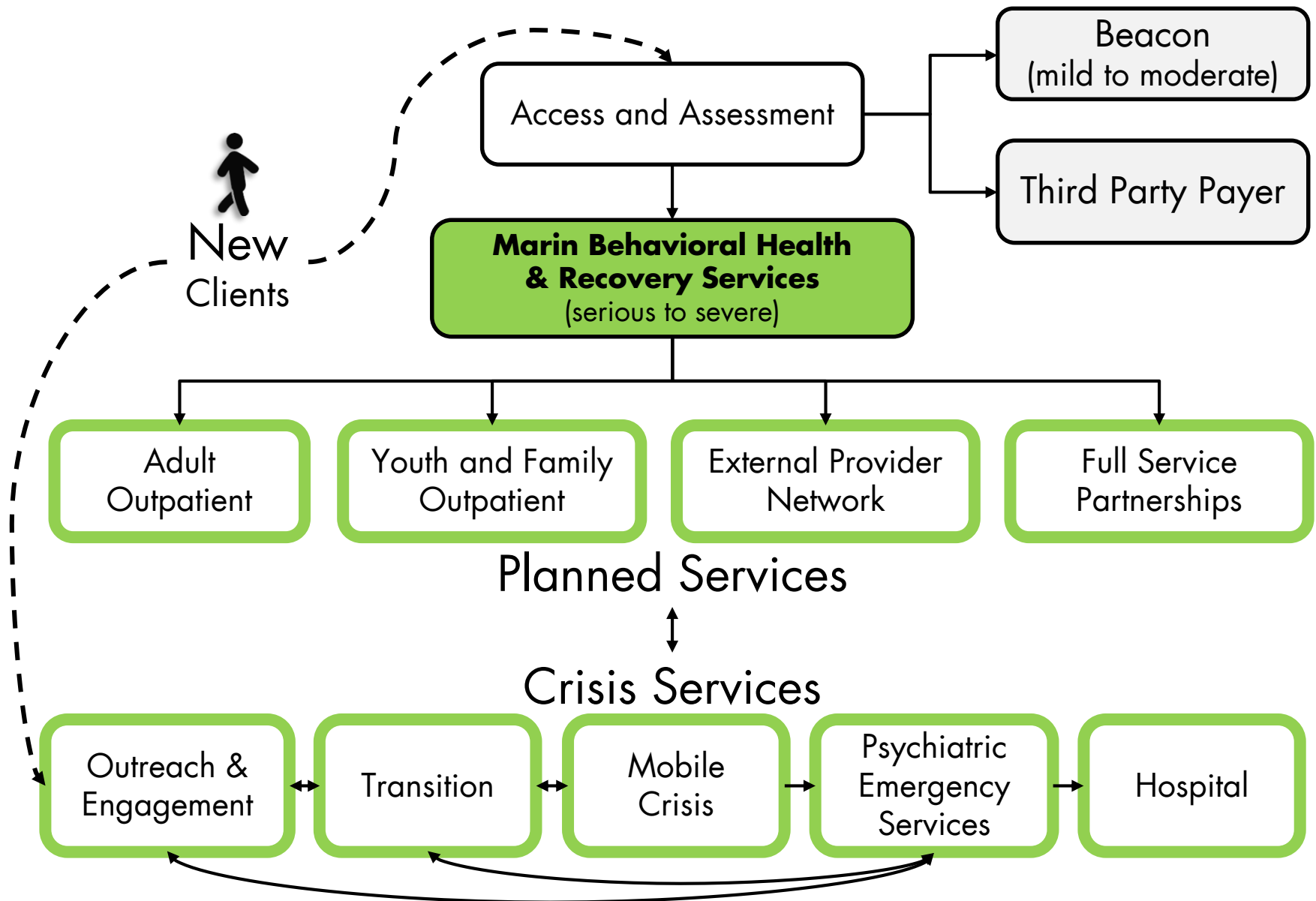
Behavioral Health & Recovery Services

Network Adequacy and Array of Services



Behavioral Health & Recovery Services

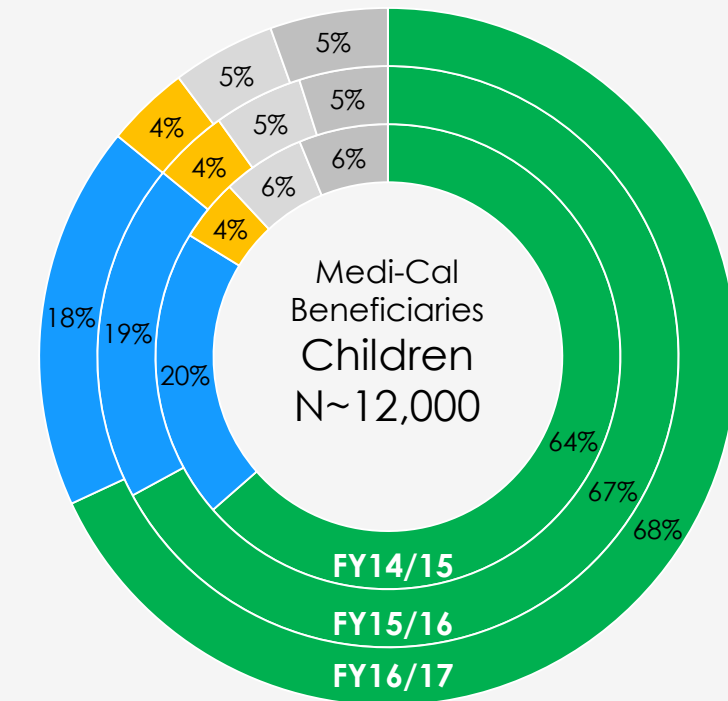
Service Flow



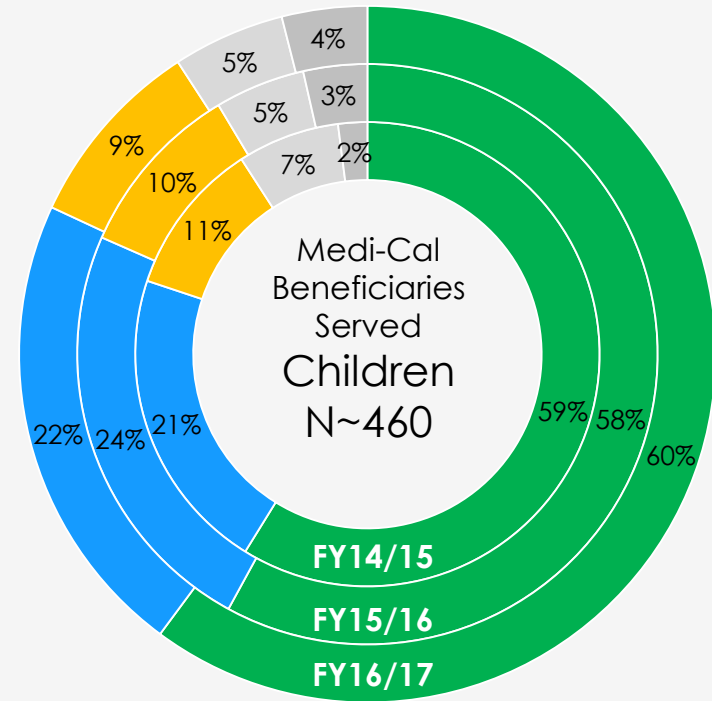
Medi-Cal Beneficiaries

MC Eligible vs MC Clients Served by Race/ Ethnicity: Under 18

Children and Youth



■ Hispanic
■ Black or African American
■ Unknown / Not Reported
■ Caucasian or White
■ Other

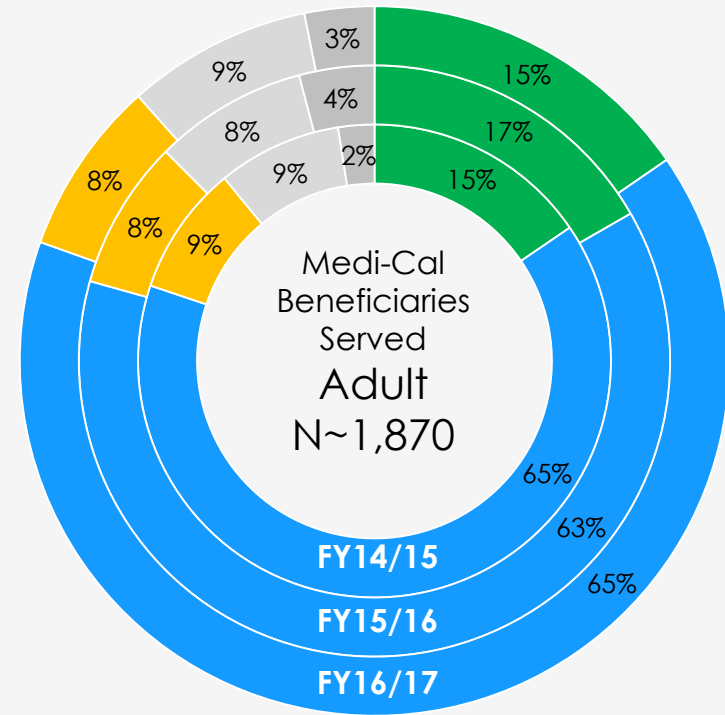
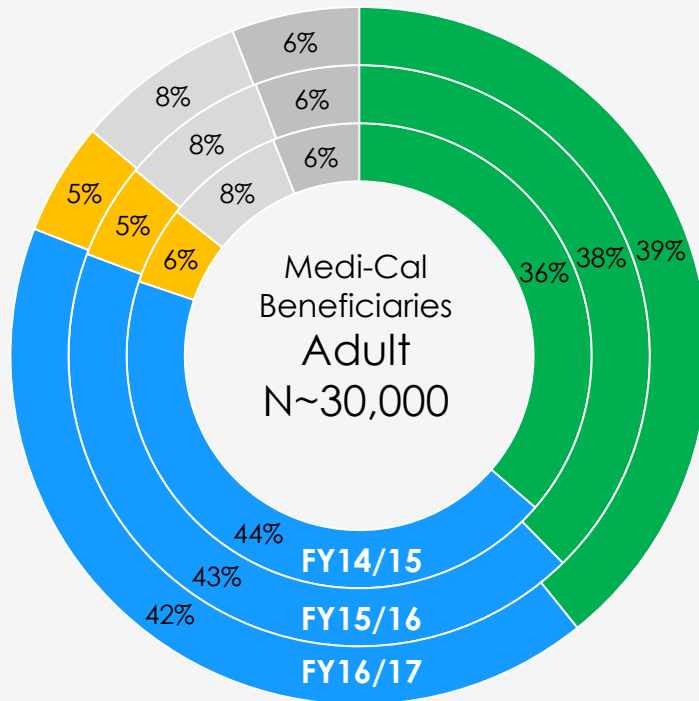


■ Hispanic
■ Black or African American
■ Unknown / Not Reported
■ Caucasian or White
■ Other

Medi-Cal Beneficiaries

MC Eligible vs MC Clients Served by Race/ Ethnicity: 18 and Older

Adult



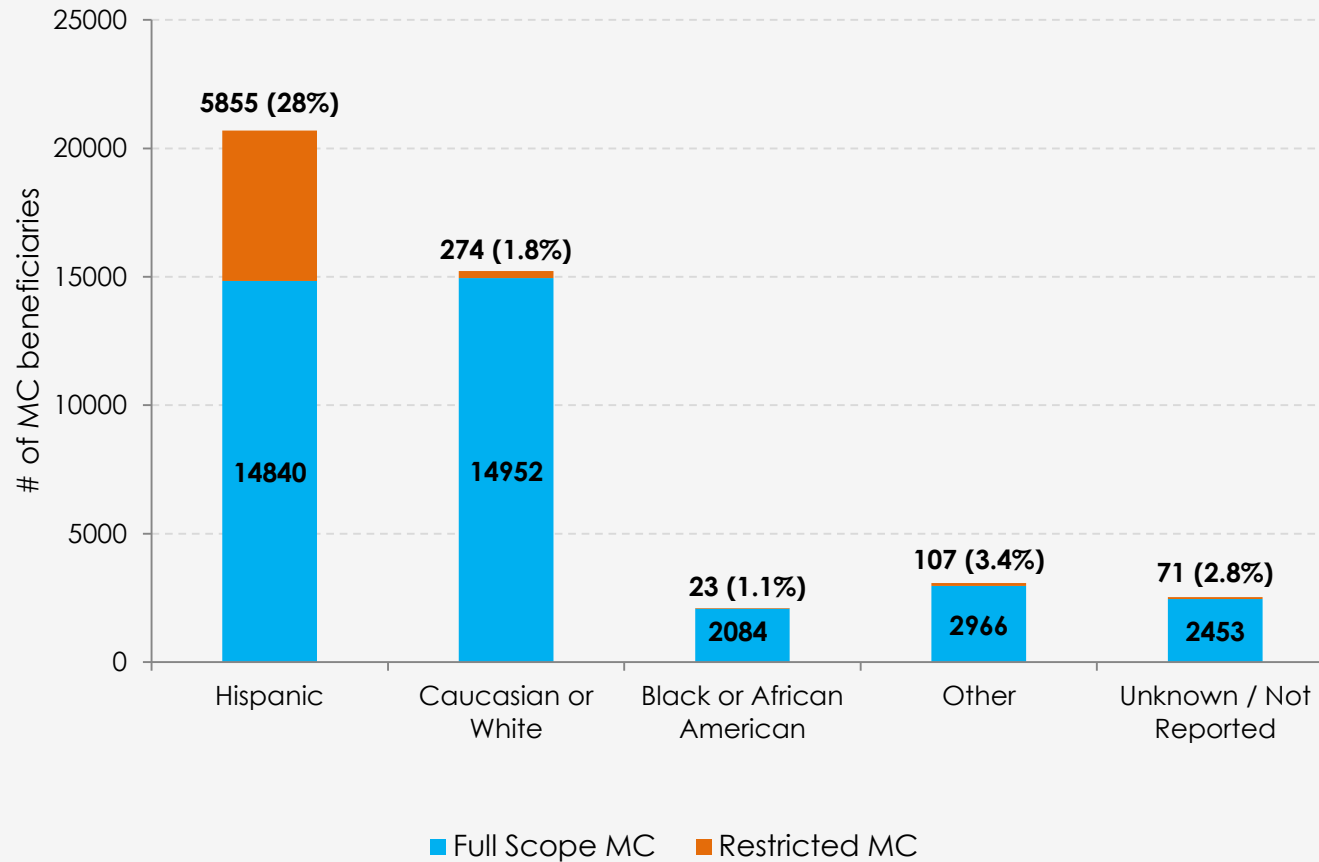
■ Hispanic
■ Caucasian or White
■ Black or African American
■ Other
■ Unknown / Not Reported

■ Hispanic
■ Caucasian or White
■ Black or African American
■ Other
■ Unknown / Not Reported

Medi-Cal Beneficiaries

Full Scope MediCal vs Restricted MC by Race/ Ethnicity

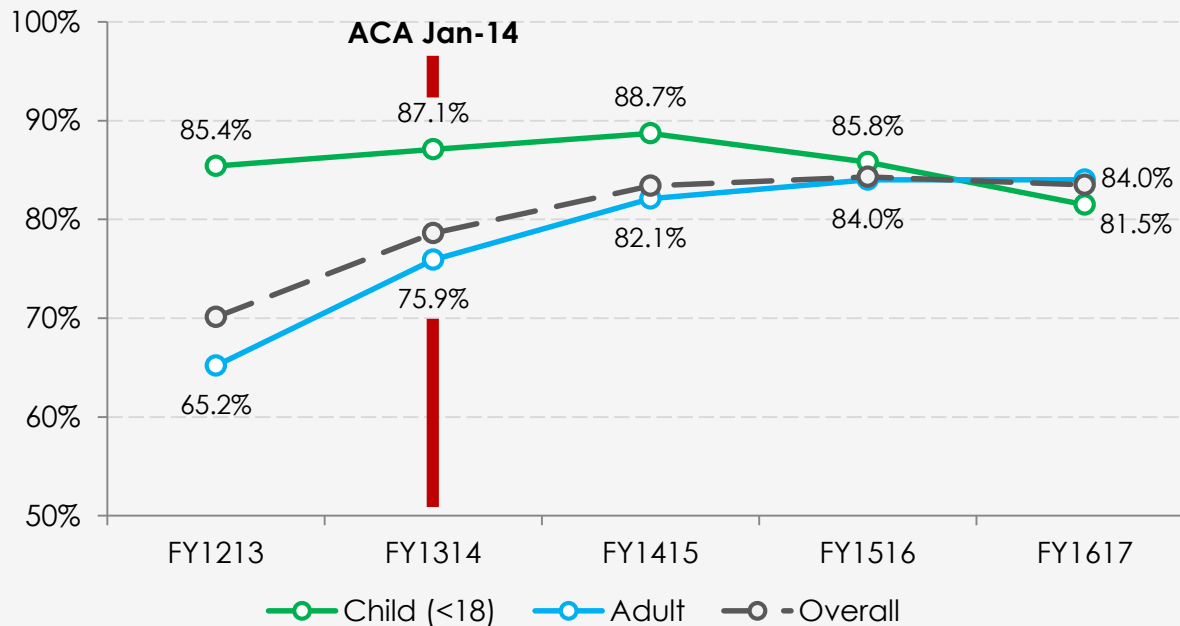
Medi-Cal Beneficiaries - April 2017
Race & Ethnicity



Medi-Cal Beneficiaries

Medi-Cal Beneficiaries Trend Line: FY 12/13 to FY 16/17

Marin's Medi-Cal Beneficiaries: Impact of ACA on Insurance Status



Medi-Cal Beneficiaries Served FY 2012-2017

	FY1213	FY1314	FY1415	FY1516	FY1617
Child (<18)	85.4%	87.1%	88.7%	85.8%	81.5%
Adult	65.2%	75.9%	82.1%	84.0%	84.0%
Overall	70.1%	78.6%	83.4%	84.3%	83.5%

2017 Triennial Review Results Summary

System Review



Total Number of Requirements Reviewed: 216 (with 5 Attestation Items)

Total Number of SURVEY ONLY Requirements: 16

Total Number of Requirements Partial or OOC: 10 out of 200 (16 survey only items not included in calculation)

Overall Percentage of Compliance: 95%

REVIEW SECTION	IN COMPLIANCE %	# COMPLIANT ITEMS/TOTAL ITEMS REVIEWED
Attestation	100%	5/5
Network Adequacy and Array of Services	100%	14/14
Access	88%	42/48
Authorization	92%	24/26
Beneficiary Protection	96%	24/25
Interface with Physical Health Care	100%	6/6
Provider Relations	100%	6/6
Program Integrity	100%	19/19
Quality Improvement	100%	30/30
Mental Health Services Act	96%	20/21

2017 Triennial Review Results Summary

Chart Review

Total Number of Claims Reviewed: 487

Total Number of Claims Allowed: 451

Total Number of Claims Disallowed: 36

Overall Percentage of Compliance: 92.6%

REVIEW SECTION	IN COMPLIANCE %	# COMPLIANT ITEMS/TOTAL ITEMS REVIEWED
Medical Necessity	90%	18/20
Assessment	100%	250/250
Medication Consent	68.8%	132/192
Client Plan	94.6%	246/260
Progress Notes	95.5%	3269/3409
Cultural Competency/ Alternative Format	80%	4/5

Increased Data Quality

Marin

2017 CSI Data Quality Report

Fiscal Year 1998/99 through Fiscal Year 2016/17

REPORT OF CURRENT DATA
QUALITY IN THE CLIENT SERVICES
AND INFORMATION SYSTEM

Prepared by Mental Health Data Alliance, LLC on behalf of
the California Department of Health Care Services

Contract 16-93414 - Deliverable 1



Marin

2017 DCR Data Quality Report

Fiscal Year 1998/99 through Fiscal Year 2015/16

REPORT OF CURRENT DATA
QUALITY IN THE DATA
COLLECTION AND REPORTING
(DCR) SYSTEM

Prepared by Mental Health Data Alliance, LLC on behalf of
the California Department of Health Care Services

Contract 16-93414 - Deliverable 1

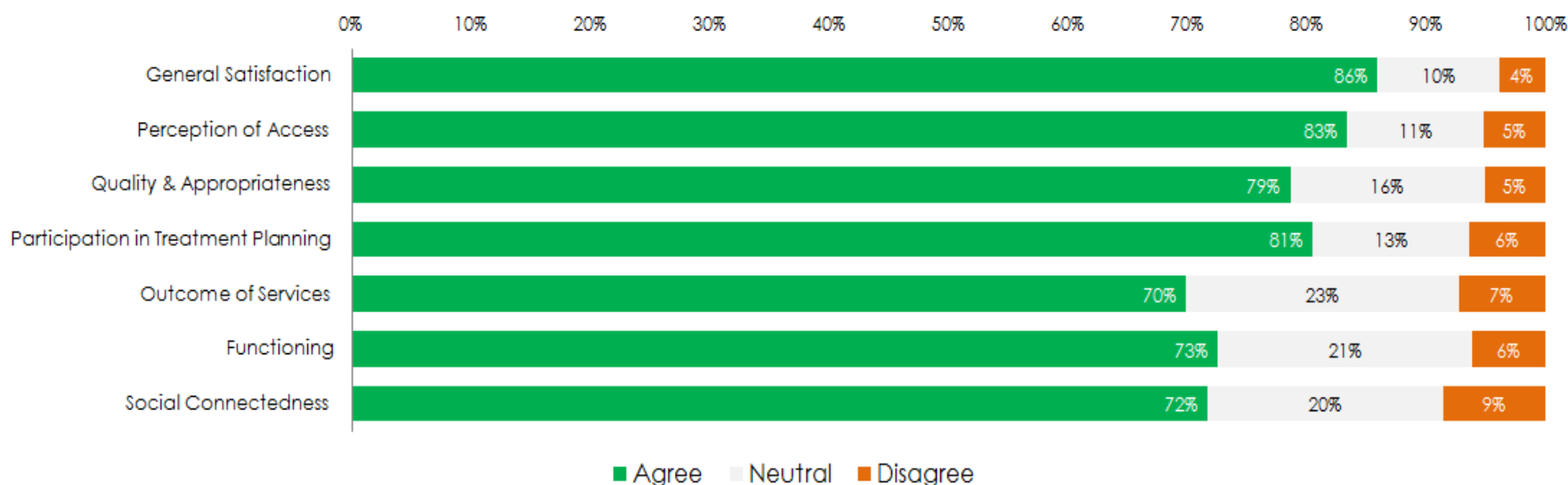
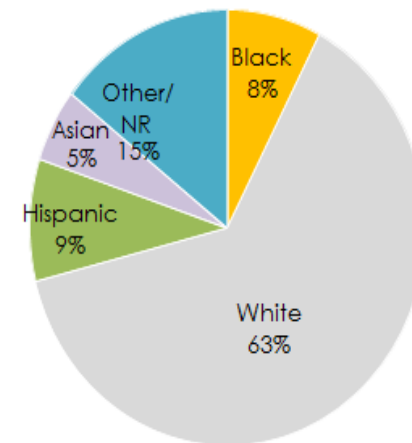
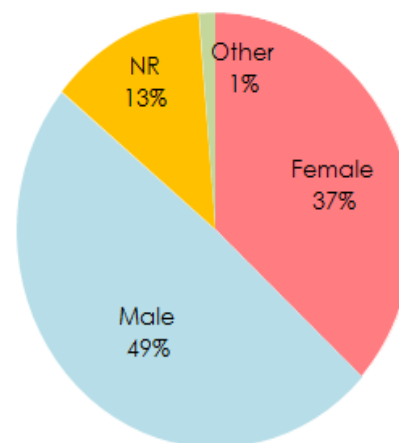


POQI (Adults)

N=221 May 2017

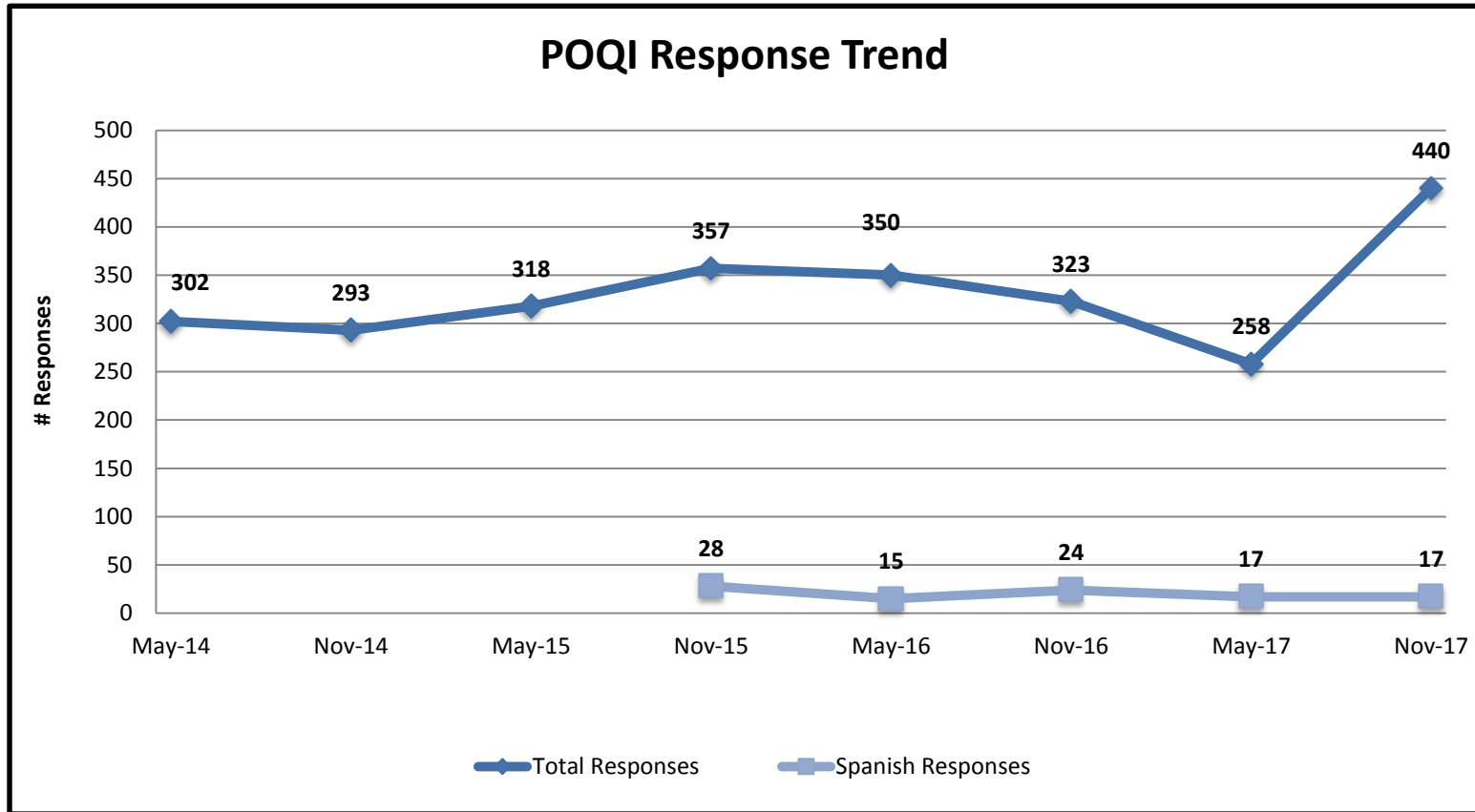
Satisfaction by Domain

	Agree	Neutral	Disagree
General Satisfaction	86%	10%	4%
Perception of Access	83%	11%	5%
Quality & Appropriateness	79%	16%	5%
Participation in Treatment Planning	81%	13%	6%
Outcome of Services	70%	23%	7%
Functioning	73%	21%	6%
Social Connectedness	72%	20%	9%



POQI Survey

Response Trend



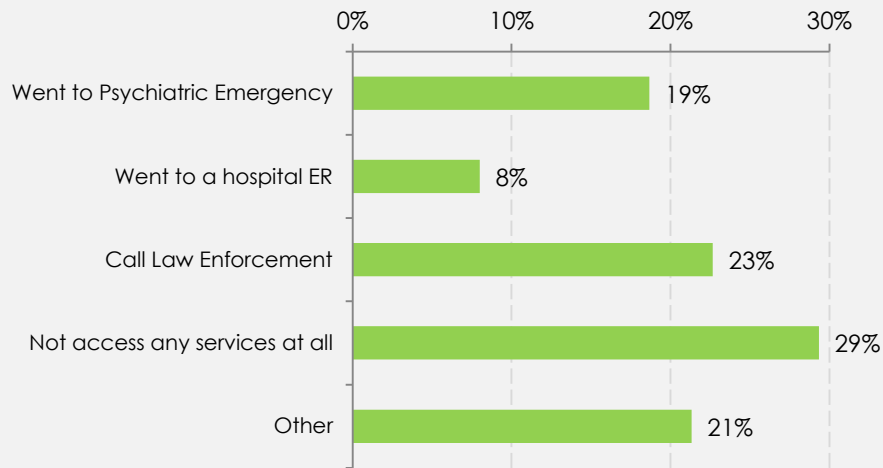
Note: During the POQI week of May 2017, the number of responses was lower than usual because many staff was participating on mandatory trainings during the same week as POQI.

Customer Satisfaction Survey

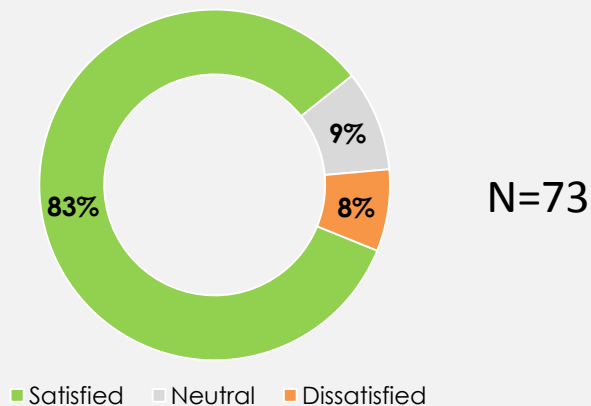
Crisis Continuum & Access Team

Crisis Continuum - Mobile Crisis Response & Transition teams

Q10: If these services were not available at the time you used them, would you:

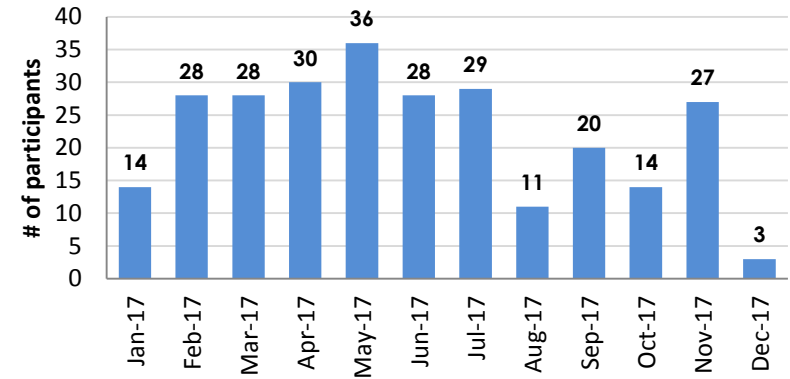


Overall Satisfaction

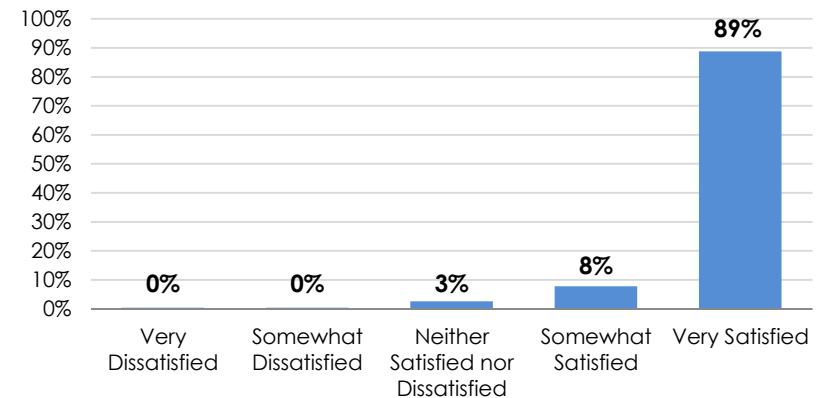


Access Team

Client Satisfaction Survey Total Responses (N=268)



Overall, how satisfied are you with your assessment/services today?



Impact of the Three New Teams

Community Crisis Response Teams - (12/31/2017)



1,851

Individuals treated by the three teams

8,807

Services provided by the three teams

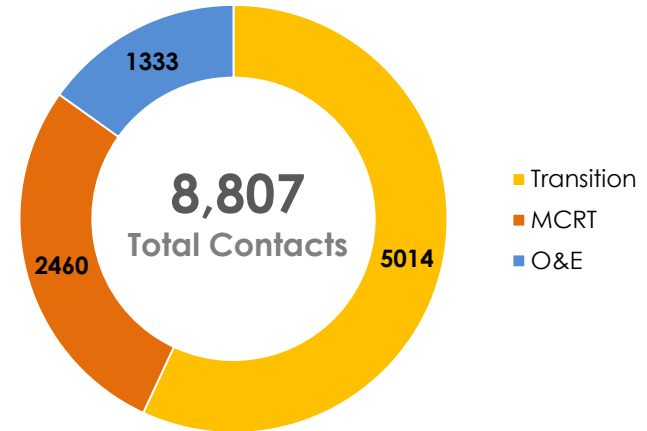
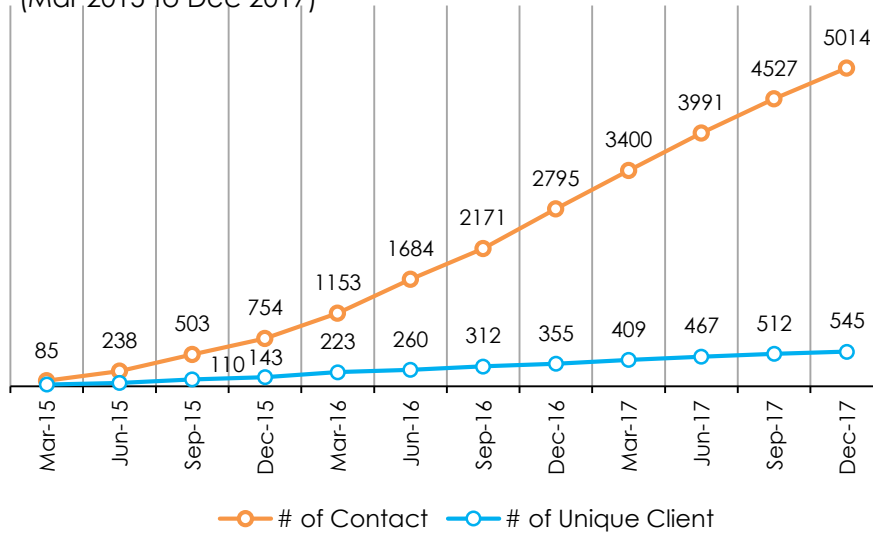
- Majority of contacts initiated by Family/ Friends and Law Enforcement
- Reduced use of acute and crisis services (hospital, CSU, detoxification) and increased use of planned services (medication support, case management and FSP)

Three New Mobile Teams

Service Counts - (12/31/2017)

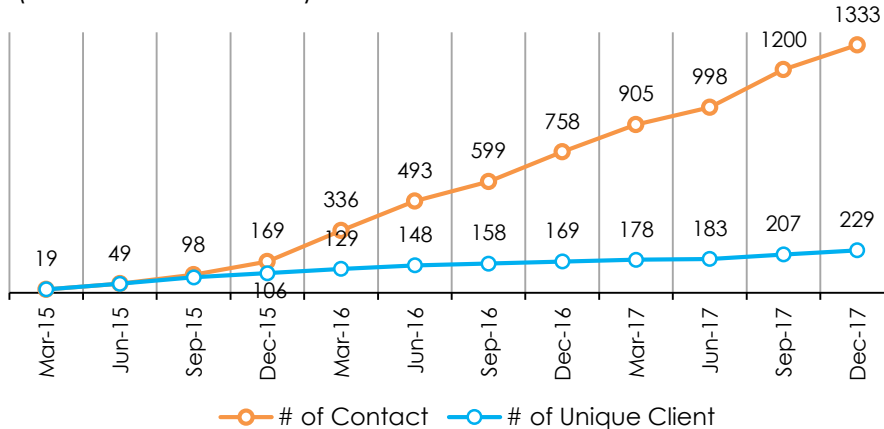
Transition Team: Count of Contact

(Mar 2015 to Dec 2017)



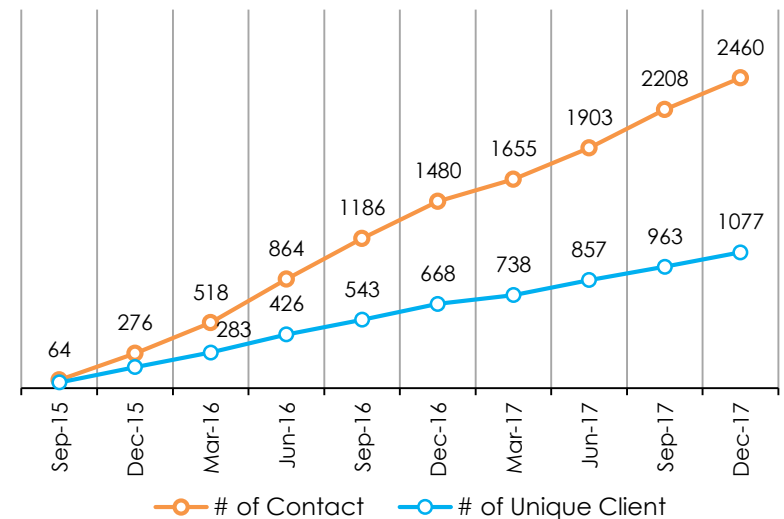
Outreach & Engagement: Count of Contact

(Feb 2015 to Dec 2017)



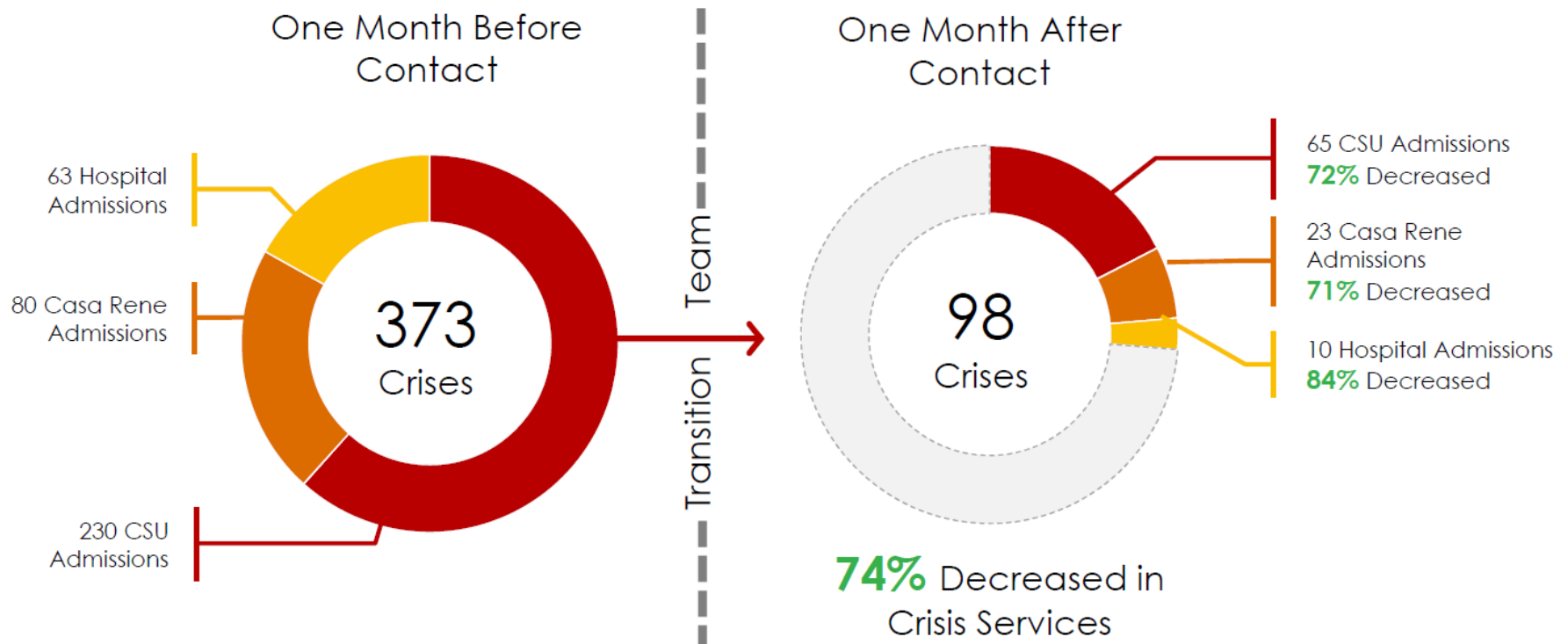
Mobile Crisis Response Team: Count of Contact

(July 2015 to Dec 2017)



Reducing Crises

Transition Team (n = 422) Mar 2015 – Dec 2017



Monthly Data Report

Access Line Analysis – October 2017



October 2017

Access Line - 10/2017

Incoming Calls	799
Outgoing Calls	367
Total	1166

BH Screening:

93

SU Screening:

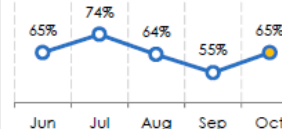
29

Avg. Minutes/ Call

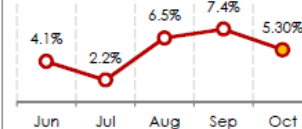
Incoming: 5.0 m

All Calls: 4.5 m

% of Calls answered < 20s
N=525 connected calls



% of Abandoned Calls
N= 525 connected calls

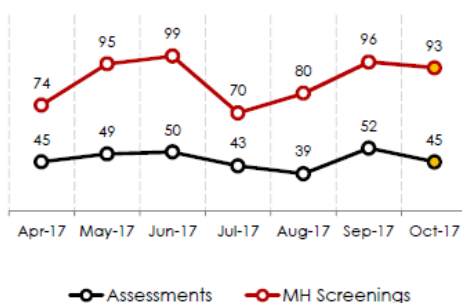


Avg. Time to Answer

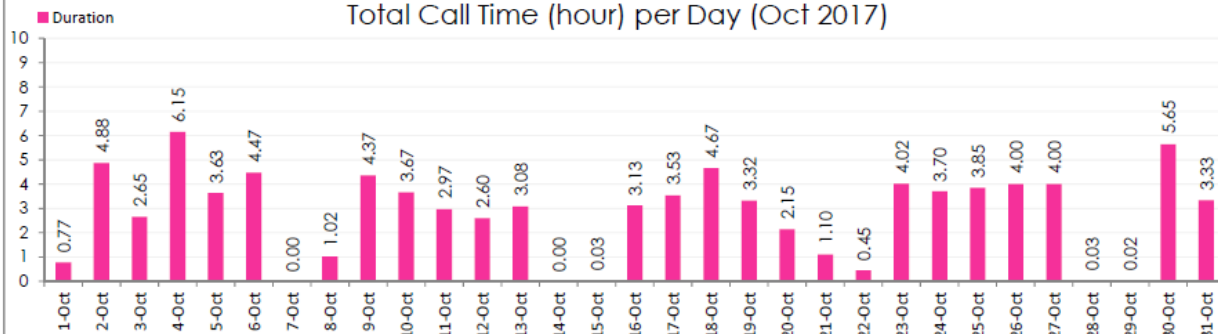
9 seconds

Current Acceptable Service Level: 20s

MH Screening VS Assessment



Total Call Time (hour) per Day (Oct 2017)



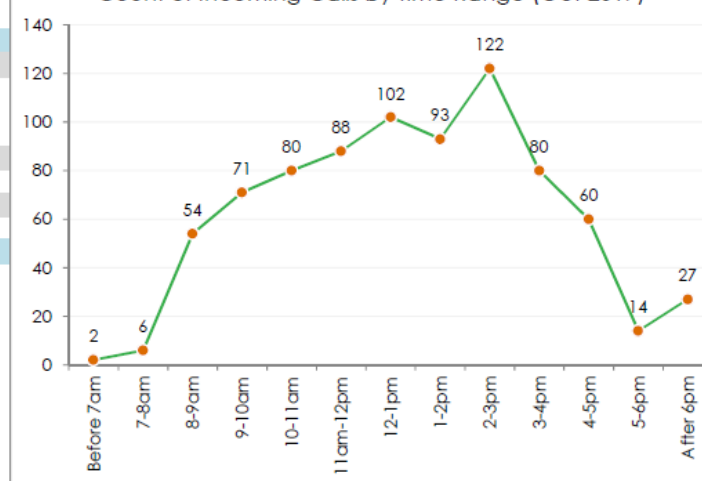
Assessment Referrals - 10/2017

Adult (N=30)*	Count (%)
Qualify for Special MH Services	15 (50%)
BHRS	
- Bridge Team	13
- Odyssey	2
- Buckelew Counseling	2
- HOPE	1
- Huckleberry Youth Programs	1
Managed Care	
- Jewish C&F Services	2
- Anca Serverin	1
SU Treatment Program	
- Road to Recovery program	3
- Center Point	1
- Helen Vine	1
Other	
- BHRS intern therapy program	6
- Golden Gate Regional Center	1
Not qualify for Special MH Services	15 (50%)
- Beacon	10
- Canal Alliance	2
- Marin Treatment Center	1
- Marin Community Clinic	2
- Center for Domestic Peace	2

Child (N=15)*	Count (%)
Qualify for Special MH Services	9 (60%)
BHRS	
- YFS	6
- Buckelew Counseling	1
- Huckleberry Youth Programs	1
Managed Care	
- Jewish Family and Children Svcs	1
Other	
- BHRS intern therapy program	1
Not qualify for Special MH Services	6 (40%)
- Beacon	4
- Jewish Family and Children Svcs	1

*Note finalized at the time report generated.

Count of Incoming Calls by Time Range (Oct 2017)



Monthly Data Report

Crisis Stabilization Unit – September 2017

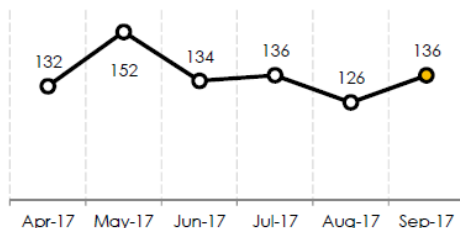
SEPTEMBER 2017

CSU Admissions

Total Admissions: 136

Total Clients: 125

Admissions



of Admissions by Shift (N=136)

Shift	Count
AM Shift	72 (53%)
PM Shift	52 (38%)
Over Night Shift	12 (9%)

Recidivism (N=136)

Clients return to CSU within 30 days	16 (13%)
Clients return to CSU within 7 days	6 (4.8%)

Referral Source (N=136)

Referral Source	Count
Police	63 (46%)
Self/ Family/ Friends	29 (21%)
CMHS	7 (5%)
Jail/ Probation	6 (4%)
Emergency Room	6 (4%)
Psych Hospital	2 (1%)
Other/ Unknown	23 (17%)

Discharged to (N=136)

Discharge Location	Count
Self Care/ Foster Care/ Shelter Care	79 (58%)
Psych Hospital	37 (27%)
Residential Facility	14 (10%)
General Hospital	2 (1.5%)
Jail	2 (1.5%)
Client withdrew AWOL	1 (0.7%)
Other	1 (0.7%)

Children Served:

14

Adults Served:

111

Admissions with WIC 5585 Hold

69%

11 out of 16
Child Admissions

Admissions with WIC 5150 Hold

55%

66 out of 120
Adult Admissions

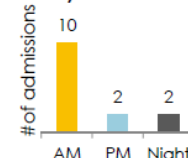
Seclusion and Restraint 10%

14 out of 136 admissions
Seclusion Only (13), Restraint Only (1)
Both Seclusion and Restraint (0)

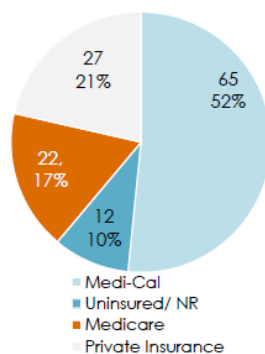
Length of Stay (average)

Seclusion: 4 hrs/ Adm
Restraint: 4 hrs/ Adm

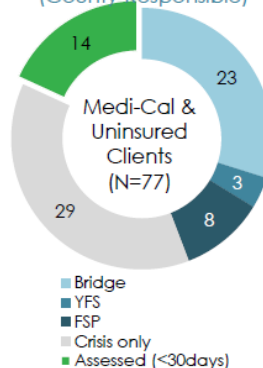
S/R Admissions by Work-Shift



by Payor Source



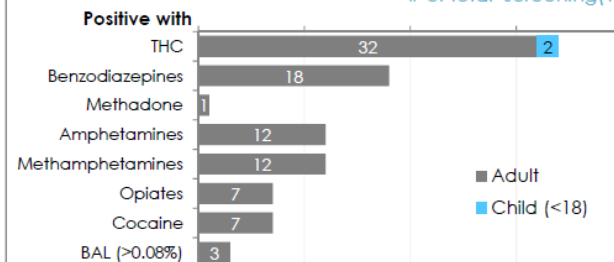
Receiving other Svcs (County Responsible)



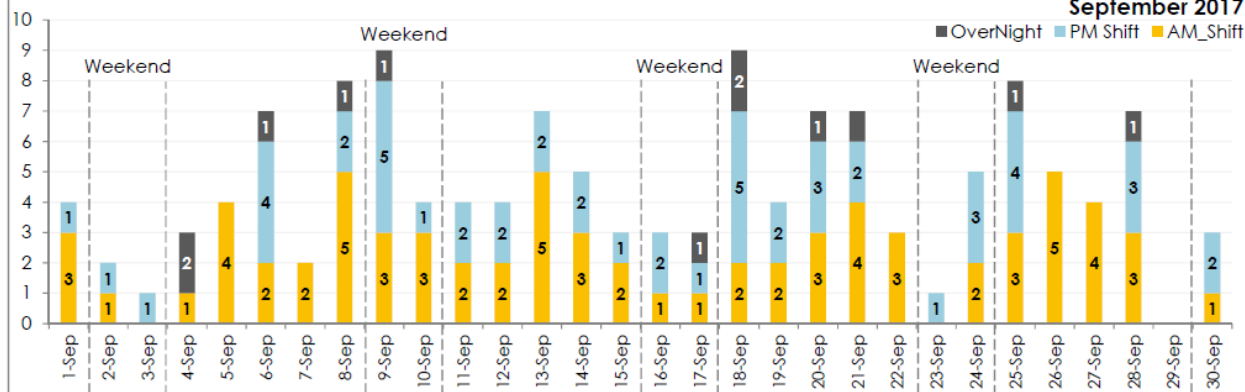
Substance Abuse Screening

47% U-TOX Positive

Positive(54), Negative(53), Refused(9)
of total screening(116)



of Admissions by Work-Shift September 2017



Behavioral Health & Recovery Services

Website Redesign



[Resources](#) [Events](#) [RFPs](#) [Government](#) [How Do I?](#) [Select Language](#)



Behavioral Health and Recovery Services

[Home](#) » [Government](#) » Behavioral Health and Recovery Services



Behavioral Health and Recovery Services (BHRS) is a Division of the Marin Health and Human Services Department. BHRS offers prevention and early intervention, suicide prevention and crisis services to all residents of Marin County. BHRS also provides outpatient, residential and hospital care addressing specialty mental health and substance use service needs of Marin Medi-Cal beneficiaries and uninsured residents. The BHRS Access Line is available to answer questions about services, arrange appointments and make referrals. It can be reached at (888) 818-1115 and is available 24 hours a day, 7 days a week.

In a Crisis?

If you or someone you know is experiencing a crisis, please click here for simple next steps.

For emergencies call 911

(X) Close This

Talk with

(888) 818-1115

Mental Health and
Substance Use Access
and Assessment

(415) 473-6666

Crisis Stabilization Unit

(800) 273-8255

National Suicide
Prevention Hotline

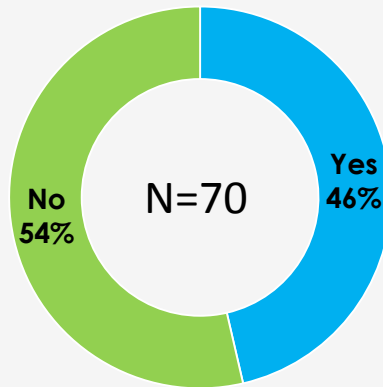
[Mental Health Services](#)

[Substance Use Services](#)

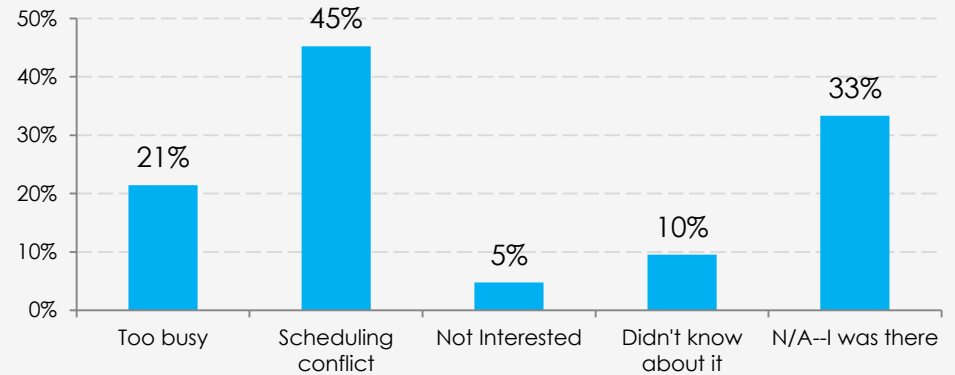
Staff Survey

BHRS Town Hall Follow Up – April 2017

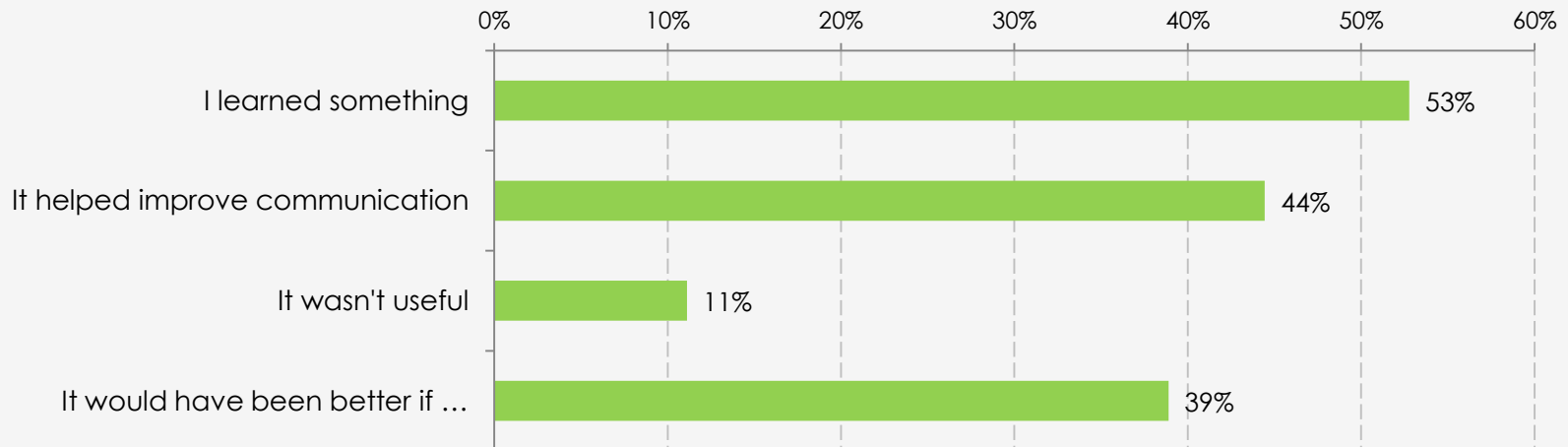
Q1: Did you attend the Monday 4/10 Town Hall?



Q2: If you did not attend, what caused you to miss it?



Q3: If you attended, what did you think of the Town Hall?



Increasing the Availability of Relevant Information

BHRS INTRAWEB - Soft launch in Jan 2018

BHRS Intraweb

Home

News

Organization ▾

Programs

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User login

Username *

Password *

- [Create new account](#)
- [Request new password](#)



Log in

BHRS Overview

 [BHRS Description of Services 2016-2017](#)

 [BHRS Org Charts - 12.8.17](#)

Quick Link

[Personnel Information Update](#)



Organization

Administration

Alcohol and Other Drug

Adult Mental Health

Children's Mental Health

Compliance

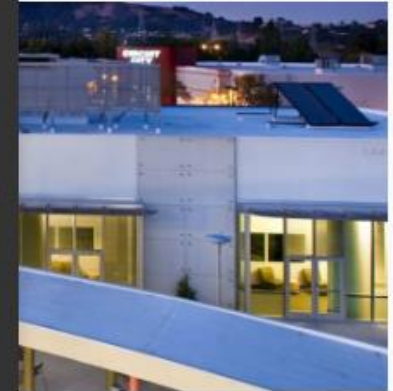
Finance

Medical Staff

MHSA (Prop. 63)

Quality Management

West Marin



Behavioral Health and Recovery Services (BHRS)

BHRS Info

Goals

Marin County Characteristics

One of three divisions within the Department of Health and Human Services, the Division of Behavioral Health and Recovery Services (BHRS) provides and oversees a range of mental health and substance use programs for children, adults, and older adults. The Division is administered by the Director of Behavioral Health and Recovery Services (BHRS) who reports to the Director of the Department of Health and Human Services. The Board of Supervisors appoints community volunteers to a Mental Health Board and a separate Alcohol and Drug Advisory Board. Both boards discuss policies and priorities and advise on client needs; the Mental Health Board is also required to approve certain public planning processes.