

MHSOAC
Mental Health Services
Oversight & Accountability Commission

SAN MATEO COUNTY INNOVATION PLANS



July 28, 2016



WELLNESS • RECOVERY • RESILIENCE

Outline

- Summary
- OAC Process
- San Mateo County Presentation
- Proposed Motion

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Summary

- San Mateo County seeks approval for three Innovation plans. Total INN amount sought: \$3,214,000.
 1. LGBTQ Behavioral Health Coordinated Services Center. Primary purpose is to promote interagency and community collaboration by implementing a coordinated approach across behavioral health clinical services and psycho-educational and community/social events and activities.
 - Amount: \$2,200,000. Project Duration: 3 Years.
 2. Neurosequential Model of Therapeutics (NMT) Within an Adult Service System. Primary purpose is the increase the quality of services including measurable outcomes, by training 12-18 staff to apply NMT techniques within the Adult System of Care.
 - Amount: \$264,000. Project Duration: 3 years.
 3. Health Ambassador Program—Youth (HAP-Y). Primary purpose is to increase access to mental health services by adapting the County's existing PEI-funded Health Ambassador Program to train youth to be health ambassadors.
 - Amount: \$750,000. Project duration: 3 years.
- Staff recommends that there are some deficiencies in San Mateo County's submitted materials relating to the project budgets, which the County will address in its presentation.

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Regulatory Criteria

- **Funds exploration of new and/or locally adapted mental health approach/practices**
 - Adaptation of an existing mental health program
 - Promising approach from another system adapted to mental health
- **One of four allowable primary purposes:**
 - Increase access to services
 - Increase access to services to underserved groups
 - Increase the quality of services, including measurable outcomes
 - Promote interagency and community collaboration
- **Addresses a barrier other than not enough money**
- **Cannot merely replicate programs in other similar jurisdictions**
- **Must align with core MHSA principles (e.g. client-driven, culturally competent, recovery-oriented)**
- **Promotes learning**
 - Learning ≠ program success
 - Emphasis on extracting information that can contribute to systems change

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What OAC Staff Look For

- **Specific requirements regarding:**
 - Community planning process
 - Stakeholder involvement
 - Clear connection to mental health system or mental illness
 - Learning goals and evaluation plan
- **What is the unmet need the county is trying to address?**
 - Cannot be purely lack of funding!
- **Does the proposed project address the need(s)?**
- **Clear learning objectives that link to the need(s)?**
- **Evaluation plan that allows the county to meet its learning objective(s)?**
 - May include process as well as outcomes components

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Materials

- The following materials were included in the meeting packets and are posted on our website:
 - Staff Innovation Summary—San Mateo County
 - County Innovation Brief—San Mateo County

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San Mateo County Presentation

- Doris Y. Estremera, Manager of Strategic Operations, Behavioral Health and Recovery Services, San Mateo County Department of Health and Human Services Office of Diversity and Equity.



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San Mateo County MHSA Innovation Project Plans

- Project #1: Health Ambassador Program - Youth (HAP-Y)
- Project #2: LGBTQ Behavioral Health Coordinated Services Center (The Center)
- Project #3: Neurosequential Model of Therapeutics (NMT) within an Adult System of Care



San Mateo County Profile

- ▶ Between San Francisco and Santa Clara
- ▶ 455 square miles
- ▶ 758,581 estimated population (2014)



- ⇒ 41.1% White ⇒ 26.9% Asian ⇒ 25.4 % Latino
- ⇒ 4.4% two or more races ⇒ 3% African American
- ⇒ 1.6% Native Hawaiian or Pacific Islander
- ⇒ .9% American Indian



Community Program Planning (CPP) Process



CPP – Community Program Planning
 BoS – Board of Supervisors
 LOI – Letter of Interest

RFP – Request for Proposal
 MHSARC – Mental Health Substance Abuse and Recovery Commission
 MHSOAC – Mental Health Services Oversight and Accountability Commission

CPP Process (cont'd)

- ▶ Request for Proposal Process (RFP)
 - Program Administration
 - HAP-Y: StarVista selected pending final approval
 - The Center: TBD (RFP released 7/20)
 - NMT: in-house
 - Evaluation Plan
 - Independent evaluator to develop evaluation plan, conduct data analysis and reporting with meaningful diverse stakeholder participation
 - Learning objectives and ideas for evaluation design have been identified for each project
 - 5% of total budget for each project used to determine amount available for evaluation = Up to \$160, 700

Evaluation Budget

- ▶ Evaluation planning has been a part of the CPP process
- ▶ Evaluation budgeting was not included in the individual projects as a line item of the total budget
- ▶ Current request:
 - Conditional approval of the evaluation plan and budget (see previous slide)
 - Will return to the OAC to request an amendment to the current program budget request(s)

Project #1: Health Ambassador Program – Youth (HAP-Y)

- ▶ The need:
 - Build the capacity of communities to engage in decreasing stigma and improving access to mental health services.

Informed youth can take a proactive role in their communities and bring awareness, reduce stigma and help create pathways to treatment and recovery.

- ▶ The challenge:
 - The value of peer education/advocacy is well documented in physical health and wellness vs. mental health
 - Evidence-based models for training of peer educators in mental health are limited

Project #1: HAP-Y

- ▶ The proposed project:
 - Adapt, pilot and evaluate a psycho-educational process for training youth (aged 16-25) as ambassadors in mental health.
- ▶ Key activities:
 - Adapt the adult HAP training process for a youth audience
 - Recruit diverse youth from throughout San Mateo County
 - Train HAP-Y participants (WRAP, MHFA, ASIST, etc.)
 - Establish opportunities for engagement (presentations, outreach, advisory roles) post-graduation
 - Provide ongoing groups for youth to process and troubleshoot
 - Conduct evaluation activities, pre and post-tests, participant surveys, and data analysis.



3 year pilot project, \$750,000 total

Project #1: HAP-Y

▶ Expected Outcomes

- Increase youth capacity and engagement in serving as leaders and change agents in their communities
- Increase youth ambassadors positive perceptions of mental health
- Improve mental health outcomes for ambassadors with lived experience
- Increase community awareness of mental health services and positive perceptions of mental health
- Increase youth interest in pursuing a career in mental health

Project #1: HAP- Y

▶ Target population

- Recruit at minimum 30 youth ages 16-25 annually
- 30% of graduates will be youth with lived experience
- Youth will represent diverse ethnic backgrounds, gender identity and sexual orientation and geographic areas of the county

Project #1: HAP-Y

▶ The Innovation

- **MHSA Project Category:** Makes a change to an existing mental health practice that has not yet been demonstrated to be effective.
- **MHSA Primary Purpose:** Increase access to mental health services
 1. The psycho-educational process to graduate as ambassadors has **not been evaluated** .
 2. The current process for graduating HAP adults and the program will **need to be adapted** for youth ambassadors.
 3. There is **limited research** demonstrating the effectiveness of youth ambassadors in making systemic changes, decreasing stigma and increasing access to mental health services.

Project #1: HAP-Y

▶ Learning Goals

- **Learning Goal #1:** Is the HAP-Y psycho-educational process an effective method for building youth capacity and engagement in reducing stigma in their communities?
- **Learning Goal #2:** Are youth ambassadors effective in increasing access to mental health services for other youth, families and in their communities?

Project #1: HAP-Y

- ▶ Learning Goal #1 (building youth capacity)
 - Youth Ambassadors:
 - Pre/post surveys to measure mental health knowledge and perceptions (awareness of services, stigma)
 - Community:
 - Pre/post surveys at events and workshops to measure knowledge, perceptions and how to access mental health services

Project #1: HAP-Y

- ▶ Learning Goal #2 (access to services)
 - Pre/post survey at workshops, presentations, outreach activities to measure
 - Knowledge of how to access services, where the closest relevant services are, etc.
 - Likelihood that they would seek services if needed



Project #2: LGBTQ Behavioral Health Coordinated Services Center “The Center”

Project #2: The Center

- ▶ The need
 - Develop culturally specific services and supports including outreach and coordination of services for the LGBTQ community.
- ▶ The challenge
 - High risk of mental health disorders – LGBTQ youth, older adults, transgender and gender non-conforming
 - No evaluated model of coordination across services for the LGBTQ community (specifically)

Project #2: The Center

- ▶ **The proposed project:**
Implement and evaluate a coordinated approach across mental health treatment, recovery and supports and social and psycho-educational services for the LGBTQ community.
- ▶ **Three components:**
 - Social, educational and community engagement
 - Clinical services and professional training center
 - Resource hub and online presence

3 year pilot project, \$2.2 million total

Project #2: The Center

- ▶ **Implementation phases – focused on setting a strong foundation for The Center and data-driven decisions regarding annual implementation activities:**
 - Phase 1
 - Identify a central location for The Center
 - Conduct outreach, education and community engagement activities.
 - Phase 2
 - Create referral protocols for individuals with serious mental illness to the appropriate level of care.
 - Develop behavioral health and ancillary services for participants
 - Implement a training program for clinicians
 - Phase 3
 - Develop online and social media platforms
 - Provide technical assistance to partner agencies in relation to LGBTQ issues

Project #2: The Center

▶ Expected Outcomes

- Provide a single place for a range of services for the LGBTQ community
 - Supports wellness and recovery
- Enhance collaboration of multiple agencies that can provide a broad range of services (such as counseling and crisis intervention, case management, vocational and peer support services) to LGBTQ communities.
- Increase access to mental health treatment and services
- Improve the mental health quality of life

Project #2: The Center

▶ Target population

- Transgender and gender non-conforming/variant community members, LGBTQ youth, seniors and ethnic minorities.
 - Marginalized and high risk groups with high rates of trauma, suicide ideation, bullied, etc.
- Will provide 5,000 mental health outreach encounters, 300–400 unduplicated mental health referrals, and serve a minimum of 80 in the clinical component, the first year.

Project #2: The Center

- ▶ The Innovation
 - **MHSA Project Category:** Introduces a new mental health practice or approach.
 - **MHSA Primary Purpose:**
 1. Promote interagency **collaboration** related to mental health services, supports, or outcomes;
 2. Increase **access** to mental health services to underserved groups.

Project #2: The Center

- ▶ Learning Goals
 - **Learning Goal #1 (Collaboration):** Does a coordinated service delivery approach improve outcomes for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?
 - **Learning Goal #2 (Access):** Does The Center improve access to mental health services for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?

Project #2: The Center

- ▶ Learning Goal #1 (coordinated approach improves service delivery)
 - **Baseline:** determine current status of coordination and collaboration
 - **Process measures:** increase in communication among providers, referrals, improved satisfaction with services from the participants
 - **Outcome measures:** improved mental health status
 - **Methods:**
 - **Provider** – assessment at beginning of project and at 1 and 2 yrs.
 - How well are services coordinated across service providers
 - What barriers exist, have been removed
 - **Participant** – survey at intake and after a period of time
 - Self reported mental health status as a result of treatment
 - Quality of life measures
 - Satisfaction with services

Project #2: The Center

- ▶ Learning Goal #2 (access to services)
 - **Methods**
 - **Participant** – at intake
 - How did you hear about The Center
 - Track whether the percentage of clients accessing The Center services increases due to outreach activities over time



Project #3: Neurosequential Model of Therapeutics (NMT) within an Adult Service System

Project #3: NMT – Adult System of Care

- ▶ The need:
 - Provide alternative therapy and treatment options to broaden and deepen the focus on trauma and provide better outcomes in recovery for BHRS clients.
- ▶ The challenge:
 - Trauma is frequently undiagnosed or misdiagnosed
 - Appropriate interventions are often overlooked

Project #3: NMT – Adult System of Care



- ▶ The Neurosequential Model of Therapeutics is a “trauma-informed,” developmentally-sensitive, approach to the clinical problem solving process.
- ▶ It is not – and does not specifically imply, endorse or require – any single therapeutic technique or method.

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Project #3: NMT – Adult System of Care

- ▶ The proposed project:
 - Adapt, pilot and evaluate the application of the NMT model to an adult population, within the BHRS Adult System of Care.
- ▶ Key activities:
 1. Adapt the training and NMT approach for adult clients
 2. Train 12-18 staff total from up to 6 different BHRS adult system of care programs on the NMT approach, core concepts and metrics.
 3. Implement and follow through on the NMT-derived interventions and services, which could include alternative therapy and treatment.
 4. Track improvement of the NMT metric domains for adult clients to inform whether the NMT approach can improve outcomes and recovery for adult clients.
 5. Ensure fidelity to the NMT model

3 year pilot project, \$264,000 total

Project #3:
NMT – Adult System of Care

- ▶ **Expected Outcomes**
 - Assess 75–100 adult consumers annually.
 - Match alternative therapy and treatment options specific to neurobiological assessment findings
 - Consumers will improve brain regulation functioning
 - Improve mental health outcomes for adult BHRs consumers

A STORY

Project #3:
NMT – Adult System of Care

Target population

- Adults receiving longer-term or residential-based services and with a history of trauma
- Current potential adult client demographics:
 - 76% Adults age 18–59
 - 23% Older Adults age 60+
 - 19% Hispanic/Latino
 - 38% White, 13% Filipino, 8% African American, 6% Chinese, 2% American Indian or Alaskan Native
 - Primarily English-speaking, 84%
 - 12% Spanish-speaking

Project #3: NMT – Adult System of Care

▶ The Innovation

- **Project Category:** Makes a change to an existing mental health practice that has not yet been demonstrated to be effective.
- **Primary Purpose:** Increase quality of mental health services, including measurable outcomes.
 1. **No outcome research** conducted in an adult setting.
 2. The current training curriculum will **need to be adapted and tailored** for adult clients.
 3. The Child Trauma Academy (CTA) is very supportive and will collaborate on the adaptation, implementation and evaluation.

Project #3: NMT – Adult System of Care

▶ Learning Goals

- **Learning Goal #1:** Can NMT, a neurobiology and trauma-informed approach, be adapted in a way that leads to ***better outcomes in recovery*** for BHRS adult consumers?
- **Learning Goal #2:** Are alternative therapeutic and treatment options, focused on changing the brain organization and functioning, ***effective in adult consumers?***

Project #3: NMT – Adult System of Care

- ▶ Evaluation Objectives and Methods
 - Decrease in psychiatric hospitalizations
 - At least 60% of adult NMT clients will show improvement in each of four NMT functional domains.
 - A minimum of 80% of consumers will agree that this approach was helpful as part of their recovery goals

Questions/Comments

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Proposed Motion

■ The MHSOAC approves San Mateo County's INN Projects:

- Name: LGBTQ Behavioral Health Coordinated Services Center
- Amount: \$2,200,000
- Project Duration: 3 Years

- Neurosequential Model of Therapeutics (NMT) within an Adult Service System
- Amount: \$264,000
- Project Duration: 3 Years

- Health Ambassador Program – Youth
- Amount: \$750,000
- Project Duration: 3 Years

