

REVISED

▶▶ **DEPARTMENT OF MENTAL HEALTH  
DIRECTOR'S UPDATE:  
MENTAL HEALTH COMMISSION  
July 27, 2023**

Connie Draxler, Acting Chief Deputy Director  
Department of Mental Health



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
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# ▶▶ DMH OVERALL HIRING EFFORTS TO DATE

- Overall New Hires/Promotions in May/June 2023: 58 (42 new / 16 promotions)
  - SD1: 8
  - SD2: 24
  - SD3: 8
  - SD4: 6
  - SD5: 12
- Clinic Programs: (Adult Outpatient, Child / Family Outpatient, Full Service Partnership)
  - For the month of May/June 2023:
    - 36 positions filled (new hires and promotions)
    - 97 positions pending hiring transactions (candidates selected/pending/start dates pending)
    - 272 positions currently in stages of recruitment (actively interviewing)

# ▶▶ DMH HIRING EFFORTS: LEADERSHIP POSITIONS

## May/June 2023

- Chief of Peer Services
- Director of Communications
- Program Manager III, Outpatient Care Services Division
- Program Manager III, Specialized Foster Care North (Child Welfare Division)
- Program Manager III, Continuum of Care Reform (Child Welfare Division)
- Program Manager III, Prevention and Child Wellbeing Administration Division
- Program Manager II, Roybal Family Mental Health Center
- Program Manager III, Outpatient Care Services Division
- Program Manager III, Prevention and Child Wellbeing Administration Division
- Program Manager II, Antelope Valley Mental Health Clinic
- Program Manager II, Long Beach Child (Child Welfare Division)
- Program Manager III, Harbor UCLA

# ▶▶ DMH NEW HIRE FOR OPS DETAILS: MAY 2023

SERVICE AREA	SUPERVISORIAL DISTRICT	PROGRAM NAME	PAR TRANSACTION TYPE	Payroll Title	BILINGUAL BONUS / SSP -(If Applicable)	LANGUAGE
CW	2	CalWORKS	New Hire	ITC	No	
CW	2	TAY Navigation Team	Transfer (from Central Juv)	MHC I	No	
CW	2	OCS-FSP Admin	Promotion (from Public Guardian)	MGMT ANALYST	No	
CW	2	Genesis	Promotion	SA I	No	
1	5	Antelope Valley MHC	Promotion (from SFC Admin)	MHC I	No	
1	5	Antelope Valley MHC	New Hire	ITC	No	
1	5	AV Wellness & Enrichment	Promotion (from DHS)	ITC	No	
1	5	Palmdale MHC	New Hire	IC	No	
1	5	Palmdale MHC	New Hire	ITC	No	
2	5	Santa Clarita Valley MHC	Promotion	SR SEC III	No	
3	5	Arcadia MHC	New Hire	NP	No	
4	3	Hollywood MHC	New Hire	PSW I	Yes	Spanish
4	1	Northeast MHC	Transfer (from Public Works)	SEC III	Yes	Spanish
4	1	Hollywood MHC	Promotion (from HR)	STC	No	
5	3	Edelman Adult	Promotion (from DCFS)	MHC I	No	
5	2	SA 5 Admin	New Hire	ITC	No	
6	2	AFH 6864 - AOP -CalWORKS	New Hire	PSW I	Yes	Spanish
7	4	Rio Hondo Mental Health Clinic	Transfer (DPH)	SUB ABUSE CNSLR	Yes	Spanish
8	2	South Bay	NEW Hire	NP	Yes	Spanish
8	2	South Bay	Promotion (from DHS)	Asst MHC RN	No	
1	5	Antelope Valley	Promotion (from Santa Clarita-OCS)	SRMHCRN	No	
3	1	ESGV	Transfer ( from HOME)*	MHC II	No	
6	2	AFH 6864 - AOP	Promotion (from South Bay-OCS)	SUP PF I	No	
6	2	West Central Family MHC (New Critical Hire)	Promotion (from West Central-OCS)	CHW	Yes	Spanish
7	1	Roybal Coastal API	Promotion (from SA 7-ADMIN-OCS)	MHPM II	No	
8	2		Transfer (from SA 8 Admin-OCS)	PFSW	No	

HIRING BY SERVICE AREA	
1	6
2	1
3	2
4	3
5	2
6	3
7	2
8	3
CW	4
TOTAL	26

HIRING BY SUPERVISORIAL DISTRICT	
1	4
2	11
3	2
4	1
5	8
TOTAL	26

\*Employee encumbered HOME item, working at ESGV. Transaction returned HOME item only, staff remains at ESGV.

# ▶▶ DMH NEW HIRE FOR OPS DETAILS: June 2023

SERVICE AREA	SUPERVISORIAL DISTRICT	PROGRAM NAME	PAR TRANSACTION TYPE	Payroll Title	BILINGUAL BONUS / SSP -(If Applicable)	LANGUAGE
CW	2	CalWORKs	New Hire	ITC	No	
2	3	San Fernando MHC	Promotion (from DPH)	MHCRN	No	
2	3	WVMHC	Rehire (from DPH)	ITC	Yes	Farsi
3	5	Arcadia MHC	Promotion (from Register Recorder)	ITC	No	
3	1	ESGV	Promotion (from DPSS)	MCW II	Yes	Spanish
5	3	Edelman Adult	Rehire	ITC	No	
5	2	Edelman Child	New Hire	PSW II	No	
5	3	Edelman Outpatient Services - ADULT	New Hire	CHW	Yes	Spanish
5	2	Edelman Child	Transfer (from DCFS)	SAC	No	
6	2	CalWORKs/AFH 6864- AOP	New Hire	PSW I	Yes	Spanish
6	2	West Central Family MHC (New Critical Hire)	New Hire	PSW II	No	
6	2	West Central MHC	New Hire	STUDENT PROF WORKER 1	No	
7	4	San Antonio (New Critical Hire)	Rehire	ITC	Yes	Spanish
8	2	Coastal API	New Hire	PSW I	No	
8	4	Long Beach MHC	Promotion (from DHS)	PSW II	Yes	Spanish
8	2	South Bay MH	Promotion (from DCFS)	PSW I	Yes	Spanish
3	5	Arcadia MHC-FSP	Promotion (from SFC Admin)	MHCS	Yes	Spanish
3	5	Arcadia MHC-FSP	Internal Transfer (from Intensive Care Unit)	PSW I	Yes	Spanish
4	1	Northeast MHC	Promotion (from Northeast-OCS)	MHCS	Yes	Spanish
4	3	Hollywood MHC	Promotion (from Harbor Care)	SR CLERK	No	
6	2	West Central	Promotion (from HOME Team)	PFSW	No	
6	2	West Central	Promotion (from Jail Linkage)	PSW II	No	
7	4	San Antonio	Transfer (from Intensive Case)	PSW I	Yes	Spanish
8	3	Long Beach Adult	Transfer (from DMH-Collab-OCS)	ITC	Yes	Spanish
8	4	Long Beach API ( New Critical Hire)	Internal Transfer (from DMH/DHS Collab-OCS)	PSW II	Yes	Mandarin
8	4	Long Beach MHC	Promotion (from LB-OCS)	ITC	No	

HIRING BY SERVICE AREA	
1	0
2	2
3	4
4	2
5	4
6	5
7	2
8	6
CW	1
TOTAL	26

HIRING BY SUPERVISORIAL DISTRICT	
1	2
2	10
3	6
4	5
5	3
TOTAL	26

# ▶▶ HOMELESS EMERGENCY ORDER UPDATE

- Hiring Continued
  - Emergency Appointment – Civil Service Rule 13.04 Protocols established
    - Appointment without an initial exam
    - Emergency required and nexus to homelessness
    - No eligible hiring list specific to homelessness can exist
    - Exam required within 90 days of appointment
    - DMH has utilized for 6 classifications so far: Clinical Psychologist I, CHW and Sr. CHW, MH Clinician I, Substance Use Counselor, Psychiatric Social Worker I
  - Delegated authority to do Special Step Placements
  - Recruitment Strategies
    - Hiring Fairs with on-site Live Scan capability and Conditional Job Offers
    - Improved on boarding - usually within 30 days

# ▶▶ HOMELESS EMERGENCY ORDER UPDATE

- Contracting
  - 13 requests for expedited or sole source contracting authority
    - Extension of CAN contracts (multiple)
    - Hollywood 2.0 Clubhouse
    - Behavioral Health Bridge Housing (BHBH) Consultants
    - Expansion of Therapeutic Transport program with the City of Santa Monica

# ▶▶ BEHAVIORAL HEALTH BRIDGE HOUSING (BHBH) UPDATE

- BHBH Funds Awarded June 2023
- LA County Allocation: \$321 million (\$260M-DMH, \$62M-DPH/SAPC)
- BHBH Allowable Activities:
  - Bridge Housing Operations (75%/\$241M): Shelter/Interim Housing (90 days to 2 years), Rental Assistance, Auxiliary Funding and Housing Navigation
  - Flexible Funding Categories (25%/\$80M): County BHBH program implementation, outreach and engagement and bridge housing start-up infrastructure
- LA County BHBH Focus:
  - PEH with serious behavioral health conditions (SMI and/or SUD, prioritizing CARE Court participants, homeless emergency, encampment resolution efforts and overdose crisis)
- Next Steps: DMH will issue a Request for Applications (RFA)





## ►► Overview of CalAIM

- CalAIM is a five-year, statewide initiative (2022-2027) by the CA Dept of Health Care Services (DHCS) and delivered by Medi-Cal managed care plans that contract with providers to deliver a range of services to their Medi-Cal beneficiaries
- The goal of CalAIM is to integrate delivery systems and meet beneficiaries' behavioral, developmental, physical and social needs in an integrated, patient-centered, whole person way
- There are multiple components to CalAIM, e.g. behavioral health payment reform, enhanced care coordination, administrative integration of behavioral health and substance use disorder services, increased pre-release services to incarcerated individuals to promote successful reentry into the community

# ▶▶ CaAIM UPDATE

- **CaAIM's Enhanced Care Management (ECM) update**
  - The ECM program provides comprehensive care coordination to vulnerable individuals in managed care plans to improve access to care and prevent frequent utilization of emergency room visits and other crises care
  - ECM has had a slow start across the State with low numbers of people being enrolled since its inception in January 2022. See State's data released in April 2023: [ECM and CS Fact Sheet-vF \(ca.gov\)](#).
  - The State has gone live with a new population that can be served, children and youth, as of July 1 2023. DMH is currently assessing whether ECM adds value to our existing comprehensive care coordination that we offer to children and youth.
  - DMH's ECM program is currently serving adults with serious mental illness, most of whom are experiencing homelessness



# ▶▶ CalAIM Update

- **CalAIM Reentry**

- DMH is planning to submit an application by July 31, 2023, for funding to DHCS to build capacity in the jails and youth correctional facilities for key services to take place 90 days pre-release
- These key services include the assessment of incarcerated individuals for behavioral health needs, the development of reentry care plan, and a “warm hand-off” to connect incarcerated individuals to a post-release care manager and to the agencies that will provide behavioral health services post-release
- DMH will collaborate with DHS and other County departments to put these 90-day pre-release processes in place
- The State is requiring that all counties have their 90-day pre-release services in place no sooner than April 2024 and no later than June 2026



# ▶▶ CalAIM Update

- **Update on bi-directional screening tool**

- On January 1, 2023, the State launched the Screening and Transitional Care of Tools. (Tools linked [here](#) for reference).
- The purpose of these tools is to ensure standardized, statewide referrals of Adult and Youth beneficiaries to the appropriate Medi-Cal mental health delivery system and ensure that beneficiaries requiring transition between delivery systems receive timely coordinated care.
- To implement these bi-directional tools, DMH has trained their providers on how to use and send the referrals to the health plans to step down care from specialty to non-specialty mental health services. Simultaneously, DMH also has partnered with the 6 LA County health plans and developed processes for the health plans to transition a shared member from non-specialty health services to specialty mental health services provided by DMH.
- DMH and the Health Plans meet regularly to discuss the impact of the screening and transition of care tools and are continue to refine the process to ensure timely and appropriate access to care



# ▶▶ CalAIM Update

- **Update on Behavioral Health Quality Improvement Program (BHQIP)**
  - A DHCS CalAIM is an incentive payment program to support MHP, DMC and DMC-ODS (also referred to as County Behavioral Health Plans) as they prepare for changes.
  - Counties can earn incentive payments by completing goals and associated milestones. Incentives are available from FY 2021-22 and FY 2023-24. The potential for the final incentive payment can be submitted no later than June 30, 2024.
    - Goal 1: Payment reform
    - Goal 2: Implementation of CalAIM Behavioral Health Policy Changes
    - Goal 3: Data Exchange
  - DMH/DPH convened a BHQIP Workgroup to collaborate on completion of the deliverables

# ▶▶ CalAIM Update

- **Update on Behavioral Health Administrative Integration**

- This DHCS CalAIM initiative creates the conditions to meaningfully improve and better integrate services for Medi-Cal beneficiaries and strengthen BH (MH and SUD) systems across the state
- It includes 11 deliverables including execution of a single State-County contract by 2027. Once the single State-County contract is signed, it triggers the other deliverables of BH Admin Integration.
- A DMH/DPH BH Admin Integration Workgroup was convened in April 2023 to begin work on the 11 deliverables and will report back on the Implementing CalAIM Behavioral Health Integration Initiative Board Motion

Streamline the Beneficiary Experience	Integrating County Structures and Processes	Integrating DHCS Oversight Functions
1. 24/7 Access Line	4. DHCS-County Contracts	8. External Quality Reviews
2. Screening, Assessment & Treatment Planning	5. Data Sharing & Privacy	9. DHCS Compliance Reviews
3. Beneficiary Materials, Appeals & Grievances	6. Cultural Competence Plans	10. Network Adequacy
	7. Quality Improvement	11. Provider Oversight

# ▶▶ CalAIM Update

- **Update on Behavioral Health State Funding**

- BHCIP – DHCS released funds through six grant rounds targeting various gaps in the state’s behavioral health facility infrastructure to construct, acquire, and expand properties and invest in mobile crisis infrastructure related to behavioral health
  - County BHCIP Awards to date total \$145M (Rounds 1-5); DMH Awards total \$100.6M
  - Round 6 is delayed to 2024
- Community Care Expansion (CCE) - CA Dept. of Social Services (CDSS) provides funding for acquisition, construction, and rehabilitation projects to preserve and expand adult and senior care facilities that serve SSI/SSP and CAPI applicants and recipients, including those who are experiencing or at risk of homelessness through two opportunities – CCE Expansion Funds and CCE Preservation Funds
  - CCE Expansion Los Angeles regional allocation \$ 135M (CDSS awards are in process)
  - CCE Preservation County Award \$97.6M for capital projects and operating subsidy payments

# ▶▶ CalAIM Update

- Payment Reform was effective July 1<sup>st</sup> for DMH Directly Operated and Legal Entity providers
- To address the concerns of providers regarding field based programs and the time spent on travel, DMH provided a reimbursement process for eligible travel associated with specific field based programs. See Attached CBO Bulletin [https://file.lacounty.gov/SDSInter/dmh/1144650\\_NGACBOBulletin23-009-LegalEntityTravelTimeRate.pdf](https://file.lacounty.gov/SDSInter/dmh/1144650_NGACBOBulletin23-009-LegalEntityTravelTimeRate.pdf)
- Updates to electronic health record for easier documentation and claiming (CPT codes) were implemented
- DMH with Netsmart, EHR vendor, continue to update IBHIS to be compliant with new payment methodologies



# ▶▶ AMERICANS WITH DISABILITY ACT (ADA) ACCOMODATIONS PLAN

- DMH has identified an ADA Manager and an ADA Coordinator
- DMH is meeting with outside organizations to contract with DMH to do an assessment of all DMH facilities to evaluate ADA accessibility and compliance
- DMH is working with ISD to explore website modifications that are needed to bring the website into ADA compliance
- The Department has ordered Microsoft accessibility equipment, which is being piloted by DMH employees to evaluate the effectiveness of the equipment in meeting the needs of staff with specific accommodations

# ▶▶ AMERICANS WITH DISABILITY ACT (ADA) ACCOMODATIONS PLAN

- DMH provides American Sign Language (ASL) and Communication Access Realtime Translation (CART) services for all stakeholder meetings
- For MHSA stakeholder meetings, the Department is also providing English language materials in large print and in other languages as requested
- On June 1, 2023, DMH began monthly meetings with workgroup of members from the Access for All workgroup to discuss the critical need for ASL services
- The Access for All workgroup identified a nine-point plan:
  1. Clinical Services
  2. Emergency Services Full-Service Partnership (FSP)

# ▶▶ AMERICANS WITH DISABILITY ACT (ADA) ACCOMODATIONS PLAN

3. Outreach Services
4. Peer Counseling program
5. Clinical Training
6. Collaboration and Consultation
7. Interpreter Training
8. Care Court
9. Collaboration

# ▶▶ AMERICANS WITH DISABILITY ACT (ADA) ACCOMODATIONS PLAN

- In FY 2022-2023 and FY 2023-2024, the Department expanded its mental health services contract with Five Acres to expand services for Deaf/Hard-of-Hearing (D/HH) individuals throughout the county. As a result, there was a 210% increase in the number of D/HH individuals served through the Five Acres contract, across SAs 1, 2, 3, 5, 7, & 8.
- In January 2023, the DMH Cultural Competency Committee and Access for All UsCC subcommittee released a survey to gather feedback regarding clinic-based ASL services
  - The feedback was overwhelmingly positive
- For FY 2022 – 2023, DMH provided ASL services to 87 unique clients for a total of 446 service appointments
- For FY 2022-2023, DMH provided a total of 80 ASL and 26 CART services for meetings and events, a 340% increase from FY 2021-2022

# ▶▶ AMERICANS WITH DISABILITY ACT (ADA) ACCOMODATIONS PLAN

- DMH is in exploratory phase of evaluating Adobe and MS Word applications compatibility for modifying documents to ensure ADA compliance
- ADA Manager is convening an internal committee with DMH program and administration staff to identify ADA needs in real time, track the issues and prioritize resolutions, and report back regarding changes to bring DMH into compliance
- ADA Manager has developed procedures for filing an ADA grievance, including a workflow for ensuring resolution of complaint
- DMH will be providing quarterly written updates to the MH Commission

Thank you



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