DMH and the Affordable Care Act (ACA)

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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
“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
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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)

Fig. 1 Ethnicity of MCE DMH Clients Served (Jan. - June 2014)

- Hispanic: 33.2%
- Amer. Ind./Native Amer.: 0.9%
- API: 4.8%
- Unk/Other: 4.1%
- African-Amer./African, 30.6%
- White: 26.4%

Fig. 2 Age Group of MCE Clients Served (Jan. - June 2014)

- Older Adults (60-64): 6.4%
- TAY (19-25): 11.0%
- Adults (26-59): 82.6%
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>
<th></th>
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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%

9/17/2014
Service Capacity & Access: Urgent Appointments

Referrals from Medi-Cal Managed Care Plans for Urgent Appointments

Total Number of Urgent Referrals per Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>24</td>
</tr>
<tr>
<td>Feb</td>
<td>28</td>
</tr>
<tr>
<td>Mar</td>
<td>31</td>
</tr>
<tr>
<td>Apr</td>
<td>34</td>
</tr>
<tr>
<td>May</td>
<td>52</td>
</tr>
<tr>
<td>Jun</td>
<td>43</td>
</tr>
<tr>
<td>Jul</td>
<td>61</td>
</tr>
</tbody>
</table>

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
- 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

9/17/2014
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

<table>
<thead>
<tr>
<th>Health 101</th>
<th>Individual CBT</th>
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<tbody>
<tr>
<td>(Directly-operated programs only)</td>
<td>(Directly-operated &amp; contracted staff)</td>
</tr>
<tr>
<td>Programs completed training</td>
<td>Commitment to train 20 cohorts of 100 clinicians FY 13/14 – FY 16/17</td>
</tr>
<tr>
<td>Percent of programs</td>
<td>2,000</td>
</tr>
<tr>
<td>Staff completed training</td>
<td>Staff trained since November 2013 184</td>
</tr>
<tr>
<td></td>
<td>Staff who successfully completed 6-month program and are moving to certification 154</td>
</tr>
<tr>
<td></td>
<td>3 more cohorts to be trained by March 2015 300</td>
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<table>
<thead>
<tr>
<th>Mental Health Integration Program (MHIP)</th>
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<tbody>
<tr>
<td>Directly-operated staff</td>
</tr>
<tr>
<td>Contracted staff</td>
</tr>
<tr>
<td>Total trained</td>
</tr>
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<table>
<thead>
<tr>
<th>Foundations of Behavioral Medicine</th>
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9/17/2014
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)

- USC Health Navigator Training: 76
- Active Health Navigators (78%): 59
- WERC Health Care Worker Model: 70
- Total trained: 146
# Educating the Community

## Mental Health First Aid (MHFA)

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</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 members(^1)</td>
<td>918</td>
</tr>
<tr>
<td><strong>Total trained</strong></td>
<td><strong>1,480</strong></td>
</tr>
</tbody>
</table>

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

## Emotional CPR

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
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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>
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## Faith-based Organizations