

WELLNESS SERVICES IN LOS ANGELES COUNTY

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IMPLEMENTATION OF WELLNESS SERVICES

- Funded by the Mental Health Services Act (MHSA) in 2006
- Began small –
 - \$5 Million first three years
 - \$1,666,666 per year (serves roughly 555 individuals)
- Program details developed with stakeholder input
- Intended to provide client driven, recovery focused services to those in later recovery stages
- Peer services essential
- Light mental health services, lots of Peer Support

IMPLEMENTATION OF WELLNESS SERVICES CONT'

- Services focused on:
 - Client driven care plan development
 - Peer Support
 - Healthy Living
 - Community Integration
 - Minimal mental health services – if more intensive services are needed, refer to a higher level of care
 - Many in the planning groups hoped to see a broader transformation across the remaining outpatient system

WELLNESS SERVICES TODAY

As of FY 13-14

- More than 52,550 unique individuals served by Wellness programs
- More than \$40,000,000 in Wellness Services Countywide yearly
- Wellness Services available at more than 50 sites including Directly Operated and Contracted Providers

Why did Wellness grow so much?

- Growth of MHSA funds
- Cutbacks in CGF funds
- Opportunity to expand recovery focused services to more of the outpatient care system

WELLNESS SERVICE REVIEW

Growth, along with changes in LA County and the State prompted review of the Wellness Program structure-

- Healthcare reform
- Learning from early implementation
 - Access restricted to lower levels of care
 - Culture and Language
- Sustainable staffing patterns
- New 3-Year Programs: Wellness Adjunct and Field Based Housing Support

WELLNESS WORKGROUP

- Began work in Summer 2014 to create a new Service Exhibit for Wellness services reflective of today's programs
- Group members included representation/advocacy for:
 - SLT Representatives
 - Various provider groups
 - Underserved Populations
 - Consumer representation
 - Consumer leadership representation
 - Housing and Employment services
 - Co-Occurring Disorders services
 - Age Groups – TAY, Adult and Older Adult

WELLNESS WORKGROUP

Workgroup discussions focused heavily on:

- Expanding target population to include individuals from a broader spectrum of Recovery levels and age groups
- Reflecting cultural needs of clients and the local community
- Peer support and peer roles in Wellness Centers
- Emphasizing employment and education services
- Emphasizing housing support services
- Consideration of integration and healthcare access – Wellness as part of a Health Care Neighborhood

WELLNESS SERVICE EXHIBIT

Wellness Overview:

Wellness Centers offer a broad array of culturally congruent recovery-oriented outpatient Mental Health Services designed to support the individual recovery of mental health consumers. Services and activities offered at Wellness Centers are developed based on consumer-specific Care Plans that address the individualized needs and goals of the consumer seeking services. Wellness Centers emphasize activities geared toward helping individual consumers maintain wellness by enhancing culturally sensitive recovery, ensuring healthy living, and fostering community integration.

WELLNESS SERVICE EXHIBIT: PRINCIPLES

Wellness Center Services are provided based on the following Values and Principles:

- Services are designed to assist individuals in achieving their personal wellness and recovery/resiliency goals;
- Services are voluntary and focus on helping individuals integrate into the community of their choice;
- Services are provided in individuals' preferred language and in a culturally congruent manner;

WELLNESS SERVICE EXHIBIT PRINCIPLES CONT.'

- Services are consumer-centered and driven by consumers' personal goals and interests;
- Services are based on a holistic approach that may also include culturally congruent non-traditional approaches to assist individuals in improving their physical, mental, spiritual and emotional well-being; and
- Service goals seek to actively strengthen the natural support systems of specific communities to which consumers belong; these supports can become part of their recovery process.

WELLNESS SERVICE EXHIBIT: PERSONS TO BE SERVED

Wellness Centers are designed to provide culturally-competent, recovery-oriented outpatient mental health services for adults, 18 years or older, living in the community or in identified Health Neighborhoods. Participants of Wellness Centers are those who can benefit from recovery-oriented outpatient services. Individuals in need of intensive mental health services programs are usually better served in Full Service Partnership or Field Capable Clinical Services Programs. However, such individuals seeking services at Wellness Centers will be assessed, served as appropriate, and offered linkage, if necessary. Wellness Centers may also provide Wellness Adjunct Services, a subset of Wellness services, targeting individuals who have moved along the recovery continuum toward community reintegration and integration and require minimal support to maintain their recovery in the community.

WELLNESS SERVICE EXHIBIT PROGRAM ELEMENTS AND SERVICES

Culturally and Linguistically Appropriate Services –

Services shall be delivered by professional and paraprofessional staff who have cultural and linguistic backgrounds to meet the needs of consumer population(s) being served. Service providers shall understand and utilize the strengths of culture in service delivery and incorporate the languages and cultures of their consumers into the services expected to achieve the most effective outcomes....

WELLNESS SERVICE EXHIBIT PROGRAM ELEMENTS AND SERVICES

Evidence-Based, Promising Practice Models and/or Community-Defined Evidence Practices –

Evidence- Based Practices are interventions with consistent scientific evidence showing that they are effective in improving consumer outcomes.

Promising practices include those service delivery practice models that have the potential to become evidence-based practices over time as they are further documented and researched. Also included are services delivered within service practice guidelines that can be articulated and measured, whether or not they are currently found in the literature...

WELLNESS SERVICE EXHIBIT PROGRAM ELEMENTS AND SERVICES

Wellness Adjunct Services –

Wellness Adjunct Services are a level of care within the Wellness Program designed to meet the needs of individuals who have moved along the recovery continuum and need minimal support to live successfully in the community. Services are focused on community integration and/or reintegration. Wellness Adjunct Services will minimally include: Medication Support, including assessment, Provision of Prescriptions, and Consultation with a Collaborative Provider, if necessary. Programs will also include minimal Case Management and Assessment of mental health needs. If determined critical in the Recovery Process, additional services listed ... below will be made available to individuals at this level of care, though essentially services are expected to be minimal.

WELLNESS SERVICE EXHIBIT TYPES OF SERVICES TO BE OFFERED

- **Bio-Psychosocial/Spiritual Assessment**
- **Mental Health Services** - including therapy, mental health rehabilitation, individual and group clinical mental health services, and crisis services;
- **Medication Support Services**- including physical health screening and referrals as needed;
- **Case Management** – linkage and coordination where there is assessed need for services such as substance abuse, physical health, financial, alternative treatment options, or any other community resource needed to support recovery.
- **Mental Health Recovery Education** – information provided to the consumer on mental illness, the recovery model, and services available to assist with individual recovery;
- **Physical Health Care Access** – referrals to and assistance with accessing physical health care shall be made for both insured and uninsured consumers so their needs for treatment, including preventative care, are addressed in a timely manner;

WELLNESS SERVICE EXHIBIT TYPES OF SERVICES TO BE OFFERED CONT.'

- **Continuity and Coordination of Care** – Coordination of applicable services with all appropriate providers, including but not limited to mental health clinics, institutional providers, FSP, and Service Area Navigators to ensure continuity of care and coordination of services that support wellness and recovery;
- **Healthy Living Services** - including healthy living education groups and self-help activities;
- **Peer Support Services** - provided by Individuals with lived experience including self-help groups and one-on-one support

WELLNESS SERVICE EXHIBIT
TYPES OF SERVICES TO BE OFFERED
CONT.'

- **Self Help and Peer Support Groups** – Provision of and referrals to services for consumers and family members/caregivers/conservators to self-help support on a variety of topics shall be provided on a regular basis to develop an on-going support network and to provide information on recovery and wellness;
- **Housing Support** - Supports to find and maintain housing in the community, including– “field- capable” housing specialist support to assist individuals to locate and maintain independent living, or help an individual with skills needed to maintain housing at any level;

WELLNESS SERVICE EXHIBIT
TYPES OF SERVICES TO BE OFFERED
CONT.'

- **Education Support Services** - A continuum of services to support consumers' ability to pursue and achieve educational goals through assessment then direct service or linkage. Services shall be consumer-directed and culturally relevant.
- **Employment Services** -Assistance, ranging from pre-employment support to assistance with maintaining competitive employment and career development assessment as well as direct service or linkage. Services shall be consumer-directed and culturally relevant.

WELLNESS SERVICE EXHIBIT TYPES OF SERVICES TO BE OFFERED CONT.'

- **Volunteer Services** - Services and support to assist interested consumers to identify and secure volunteer positions;
- Services to address Co- Occurring Disorders - Specific "stage-based" services for individuals assessed as having a co-occurring substance abuse disorder;
- **Family/care-giver/significant Other Support** – Services include recovery oriented education and support for family members, care givers and significant others. Support may include referrals to family self-help support and advocacy services in the community;
- **Older Adults** - Services to meet the unique and diverse needs of participating older adults (Ages 60 and over) participating in Wellness programs;

WELLNESS SERVICE EXHIBIT TYPES OF SERVICES TO BE OFFERED

- **Transition Aged Youth** - Services to meet the unique and diverse needs of participating transition-aged youth participating in Wellness programs;
- **Mechanism for consumer and community feedback** (e.g., Consumer Advisory Board, quarterly forums, feedback surveys, etc.) – Agency shall establish a forum for consumers and community members to participate in service development and provide feedback to the agency.;
- **Benefits Establishment and Services to the Uninsured** – Referrals shall be made to those services that can assess consumers' financial status, identify benefits to which they may be entitled (e.g., Medicaid, Medicare) and perform all actions with or on behalf of a consumer to ensure entitlements are established;

WELLNESS SERVICE EXHIBIT TYPES OF COMMUNITY SERVICES

- **Culturally sensitive community engagement and education-** to identify potential Wellness Center consumers and agencies that could benefit from presentations and information on Wellness Center Services;
- **Interagency Collaboration** – Development and maintenance of relationships, whether formal or informal, with other community agencies and/or resources that serve Wellness Center consumers and share accountability for achieving mental health consumer outcomes within the same community; and
- **Community Partnerships** – Contractor shall develop and maintain formal or informal arrangements with the array of community-based organizations and collaborative, or as part of a Healthcare Neighborhood or other evolving collaborations

WELLNESS SERVICE EXHIBIT PERFORMANCE BASED TARGETS

PERFORMANCE- BASED CRITERIA	METHOD OF DATA COLLECTION	PERFORMANCE TARGETS
1. Services are provided in individuals' preferred language and in a culturally responsive manner.	Review of provider staffing pattern and Cultural Competency plan	Provider has a Cultural Competency Plan and staffing to meet the dominant language needs in the community served.
2. Agency hires individuals with lived experience who will provide Relation-Focused Recovery Oriented Services.	Consumer Satisfaction Survey, job descriptions, required trainings	100% of consumers will have access to Peer Support Services.
3. Agency provides consumers with Self-Help and Peer Support Services.	Sample review of records, list of referrals, and formalized partnerships	100% of consumers will have access to Self-help and Peer Support Services.
4. Agency provides housing services to assist with searching for, obtaining, and maintaining housing in the community.	Consumer Satisfaction Survey, staffing roster reviews, and job descriptions	Of those who request assistance with housing, 100% have access to services provided by a housing specialist. The housing specialist position will be visible and verifiable on the agency's staffing roster.

WELLNESS SERVICE EXHIBIT PERFORMANCE BASED TARGETS

PERFORMANCE- BASED CRITERIA	METHOD OF DATA COLLECTION	PERFORMANCE TARGETS
5. Agency provides employment and education services	Sample review of records and Consumer Satisfaction Survey	100% of consumers will be asked if they are interested in receiving assistance with employment and education services. New consumers will be assessed on intake. Of those who request assistance, 100% will have access to employment and education services within one (1) month of the request.
6. Agency provides linkage to health care services.	Sample review of records and Consumer Satisfaction Survey	100% of consumers not linked with a health care provider will be offered assistance to link with a health care provider within their benefit network and in their community.
7. Agency will provide Wellness Adjunct Services.	Review of staffing roster.	Provider has staffing present to provide Wellness Adjunct Services as identified in the Three (3)-Year Plan. Provider is able to identify the service flow at their Wellness site that includes Wellness Adjunct Services.

WELLNESS SERVICES

Next Steps:

County Counsel Review

Implementation into Wellness Provider Contracts

Questions –

After Provider Panel and at
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