











Wake County Behavioral Health Plan - Year 1 Report (July 2018 - June 2019)*

Access and Coordination			
<i>Individuals needing care can access it</i>			
Objective	Status	Progress	Notes
Develop contractual agreements between members of the system of care that comply with relevant privacy laws and facilitate appropriate sharing of health and case information.	●	➡	Initiating conversations with WakeMed, UNC, and Duke to establish IT sharing on Health side.
Identify technologies to improve case management and coordination across multiple agencies.	●	⬆	Progress has been made with NC Care 360 implementation and FF design process
Establish performance baseline and measures of crisis system/all focus areas.	●	⬆	Uploaded word document that compiles all 10 measures onto a single page - with status of establishing baselines and regular reporting
Update County's BH website. Ensure content on wakegov.com is accessible, clear and comprehensive.	●	⬆	Initial update complete. County selecting vendor to redesign entire website...BH update will be part of this redesign.
Expand school-based coordination for children and families.	●	⬆	FY19 budget included funding for 4 new positions. Staff in place and supporting early childhood cases, children leaving facilities and IDD population.
Acquire and implement an informatics platform capable of supporting improved assessment and integrated case management across multiple services.	●	➡	Rolled into NC Care 360 and FF Design
Coordinate efforts with Wake County Human Services, NC DHHS and other entities addressing assessment, referral, case management, social determinants of health and anticipated changes in the NC Medicaid Program.	●	⬆	Initial conversations beginning regarding opportunities around Health Opportunities Pilot programs
Criminal Justice			
<i>Reduced incarceration of individuals with behavioral health condition</i>			
Objective	Status	Progress	Notes
Assess opportunities for expanding existing or creating new diversion and re-entry programs.	●	➡	Recovery Court to continue to pursue grant funding where available. DA, Judge Rader and Board Public Safety Committee engaged in discussion on October 8 regarding current diversion programs.
Develop the capacity to ensure that people leaving county detention have their ongoing physical and behavioral health needs addressed, including but not limited to a routine care provider, a medical home, medications and community living needs.	●	➡	County will contract with Fellowship Health Resources to provide case management to Wake detention inmates - 3 case managers funded in FY19 budget. Post-release program funded in FY19 part of larger RFP that was ended when new sheriff administration changed approach to services. Alliance selected vendor for post-release program and now establishing operational relationships with Sheriff's Office and Fellowship.
Advocate to suspend rather than terminate Medicaid for those incarcerated in the county detention center. Advocate for other policy changes to lessen disruption in services and public benefits.	●	➡	Discussions underway with NCDHHS- Division of Medical Assistance
Crisis Services			
<i>Increase capacity for crisis response</i>			
Objective	Status	Progress	Notes
Evaluate partnership opportunities for additional crisis facility beds in FY 2019	●	➡	Partners determined no new adult crisis beds would be established in next few years. Focus is on establishing child crisis facility.
Implement expanded mobile crisis pilot	●	⬆	Program is operational. Evaluation and modify program as needed to achieve goals. Consider for on-going funding in budget process.
Make the business case to increase Partial Hospitalization funding to reduce length of stay in inpatient facilities	●	⬇	Demonstration of impact evaluated - despite program modifications in FY19, program did not achieve goals. Program removed from FY20 budget agreement. Evaluating alternative programs to reduce inpatient readmissions.
Quantify need for additional psychiatric hospital beds and crisis centers	●	➡	Discussions underway

Update Crisis Intervention Team Training and expand training			CIT material updated to include BHUC and mobile crisis program. Aggressively working with Sheriff's Office to train new recruits, school resource officers, detention officers and LEOs. All SROs trained (29); deputies (148); detention (119); telecom (12); veteran CIP (13)
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Familiar Faces

Stabilize frequent users of crisis services

Objective	Status	Progress	Notes
Appoint a Wake County Familiar Faces workgroup.			Coordinate creation of this workgroup with PHTF implementation and follow-up to AHRQ submission. Follow-up team has been appointed and is meeting. Lorin Freeman and Brian Klausner chair. Tied into PHTF process.
Ensure that information sharing and case management efforts include methods for identifying Familiar Faces.			Working with Brian Klausner and Peter Morris regarding NC CARE 360 and EPIC Tie-in; Working with SAS on FF design for identification and integrated case management support.
Develop a financial model to analyze the return on investment for new initiatives.			Incorporated in FF Design process; business plan component
Collaborate with Wake County Human Services and NC DHHS to standardize social determinants of health screening protocols.			Rolled into NC Care 360 implementation





Housing

Increase housing stability for individuals with behavioral health conditions




Objective	Status	Progress	Notes
Conduct a community design session for a permanent supportive housing model with set-aside units for the Familiar Faces population and access to onsite services.			Session held September 6, 2018. Approximately 65 attendees. Developed "Community Considerations" criteria in PSH RFP.
Conduct educational sessions with developers, property managers, hospital systems and service providers to develop Housing First strategies with a focus on harm reduction and tenant support.			Complete.
Work with the Corporation for Supportive Housing, the NC Housing Finance Agency and Wake County Housing Department to create new housing through partnerships with developers and service providers.			146 units of permanent supportive housing funded through tax credit process (6 projects). Additional project in progress that would create approx. 44 units of PSH for familiar faces.
Ensure that information sharing and case management efforts outlined under Access & Coordination objectives 3, 5 and 6 include housing efforts.			Housing Department is part of NCCare 360 and HOP conversations. Partnerships to End Homelessness part of Familiar Faces initiative
Support the ongoing operation and the establishment of a permanent location for the Oak City Outreach Center			Facility opened April 8, 2019. Behavioral health professionals available on Monday and Wednesday
Research the Los Angeles Flexible Subsidy Pool – a rental subsidy paired with support services for vulnerable populations.			No additional progress made to date.
Work with Wake County Housing Department to develop a plan for engagement of supportive services for units allocated to permanent supportive housing through the tax credit process.			New supportive housing director hired by Housing Department. Engaging CSH to evaluate current program. Support design changes that improve integration of services.

* Includes updates for 26 of 40 Behavioral Health Plan Initiatives selected to begin in first year of plan implementation. The remaining initiatives are moving forward in future reports.

Status

Complete	
85% or >	
50% to 85%	
< 50%	

Progress

Progressing Well	
Progressing Steady	
Progressing Slowly	
Stalled/Ended	