

Behavioral Health Plan Follow-up

February 11, 2019



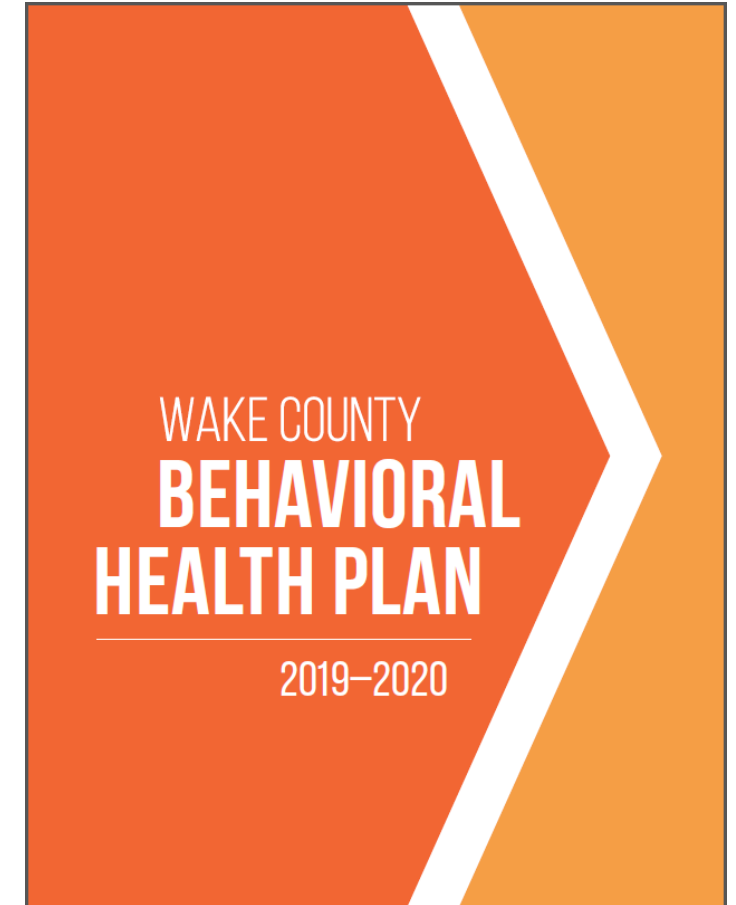
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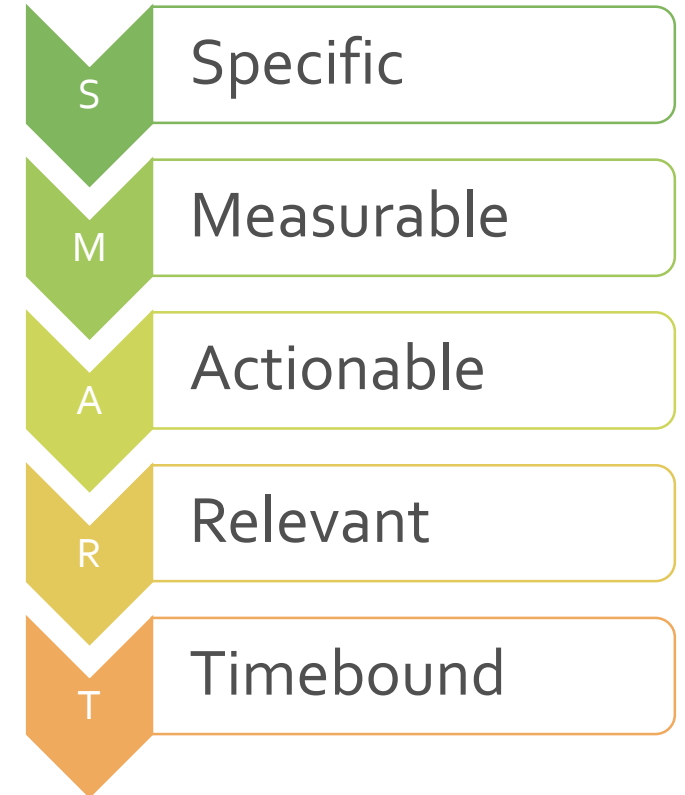
Today's Update

- Background on Plan development
- Update on efforts to use SMART principles
- Next steps



Background

- Two year Behavioral Health Plan -- FY 2019 - 2020
 - Completed Fall 2018
 - Developed by team of County staff and community representatives
 - Focuses on priorities identified at November 2017 Behavioral Health Summit
- Five Focus Areas:
 - Crisis services
 - Access and coordination
 - Housing
 - Criminal justice
 - Familiar faces
- Rethink Plan using SMART principles to bring structure and trackability to achievement of goals and objectives



Rethink the Plan using SMART principles

- Developed two specific high level measures for each focus area to capture “how” will we know if achieving overall goals of plan
 - Developing baseline and first six-months data
- Developed implementation plan for all 40 initiatives to serve as map for achieving goals
 - Assigned start dates, due dates, status tracking and description of success
 - Tracking status using Board goals approach

Project	Status	Focus Area	Team	Start Date	Due Date	How will we know if successful?
Update County's BH website. Ensure content on wakegov.com is accessible, clear and comprehensive.	●	Access and Coordination	Stand-alone	07/01/18	06/30/19	website is updated; reviewed every months
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.	●	Housing	Housing	07/01/18	12/31/18	session is held
+ Establish performance baseline and measures of crisis system/all focus areas.	●	Access and Coordination	Metrics-Business Case	11/12/18	12/31/19	metrics defined for five focus areas and baselines established
Develop contractual agreements between members of the system of care that comply with requirements	●	Access and Coordination	Case Management-Assessment-IT	01/01/19	12/31/19	Universal consent approved and implemented by at least 5 partner organizations

Focus Area Goals

Crisis Services

Increase capacity for crisis response

1. Reduce avoidable community hospital bed days by 20% by July 2020

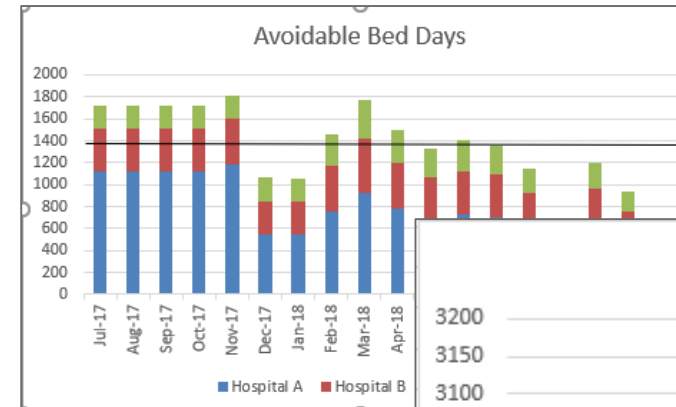
- FY18 Baseline = 885/month for 1 of 3 hospitals

Data source: WakeMed, UNC Rex, Duke Raleigh

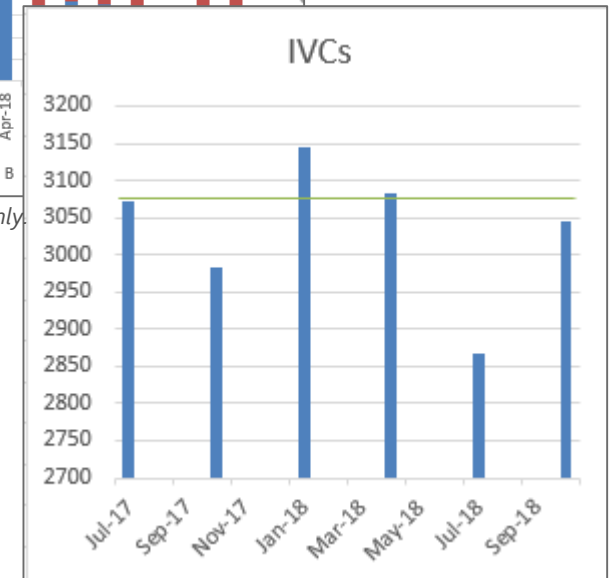
2. Reduce involuntary commitments by 10% by July 2020

- FY18 Baseline = 3,071/quarter

Data source: Clerk of Court



Sample data for illustration purposes only.



Sample data for illustration purposes only.

Focus Area Goals

Criminal Justice

Reduced incarceration of individuals with behavioral health condition

1. Increase participation in diversion programs by 15% by July 2020
 - FY18 Baseline = 330 for 2 of 3 programs
2. Reduce individuals in jail with behavioral health diagnosis by 10% by July 2020
 - FY18 Baseline = TBD

Data source: Wake County Human Services, Alliance, Public Defender

Data source: Alliance

Access & Coordination

Individuals needing care can access it.

1. Increase individuals receiving treatment within 7 days of referral by 10% by July 2020
 - FY18 Baseline = TBD
2. Increase individuals returning for treatment for 30 days by 10% by July 2020
 - FY18 Baseline = TBD

Data source: Alliance

Data source: Alliance

Focus Area Goals

Housing

Increase housing stability for individuals with behavioral health conditions.

1. Increase individuals exiting homelessness to permanent housing by 10% by July 2020

- FY17 Baseline = 24%

Data source: Partnership to End and Prevent Homelessness

2. Reduce length of stay of individuals in homelessness by 20% by July 2020

- FY17 Baseline = 48 nights in emergency shelter

Data source: Partnership to End and Prevent Homelessness

Familiar Faces

Stabilize frequent users of crisis services.

1. Reduce interactions of familiar faces with jail, EMS and shelters by 20% by July 2020

- FY18 Baseline = TBD

Data source: Wake County Sheriff, Wake EMS, Partnership to End and Prevent Homelessness







2. Improve health outcomes for familiar faces by 10%

- FY18 Baseline = TBD

Data source: WakeMed, UNC Health Care, Duke Raleigh

Plan Reporting – The First 6 Months

- 40 initiatives in Behavioral Health Plan divided into four intervals for implementation
- Attached report provides status of 12 initiatives identified for implementation in the first six months

Wake County Behavioral Health Plan - 1st Interval Report (July 2018 - Dec 2018)		
Access and Coordination <i>Individuals needing care can access it</i>		
Objective	Status	Notes
Expand school-based coordination for children and families.		FY19 budget included funding for 4 new positions and supporting early childhood cases, children with IDD population. Lag time on metrics will yield results.
Update County's BH website. Ensure content on wakegov.com is accessible, clear and comprehensive.		Initial update complete. County selecting vendor for website...BH update will be part of this redesign.
Establish performance baseline and measures of crisis system/all focus areas.		Created metrics team and established initial metrics for focus areas. Need to establish baselines based on report first six months of FY19.
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 others regarding IT sharing on Health side.
Identify technologies to improve case management and coordination across multiple agencies.		Wake County will be on of the initial sites for NCI Foundation for Healty Living leading effort in NC to develop public/private partnership. Launch targeted for FY19.
Crisis Services <i>Increase capacity for crisis response</i>		
Objective	Status	Notes
Make the business case to increase Partial Hospitalization Program (PHP) capacity.		Demonstration of impact evaluated. Develop business case for PHP expansion.

Plan Reporting and Next Steps

- Progress report on implementation of initiatives every six months.
Next report: mid July 2019
 - Next report will include finalized baseline and progress for FY19
- Updates to be published on Wake County Behavioral Health website