

Streamlining The Behavioral Health Intake Process: How An Online Screening Project Improved Access and Lowered Costs

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WellScreen Monterey



MONTEREY COUNTY
 BEHAVIORAL HEALTH
 SALUD MENTAL

Avanzando Juntos Forward Together

June 2024 – Private and Confidential



Monterey County Behavioral Health (MCBH)

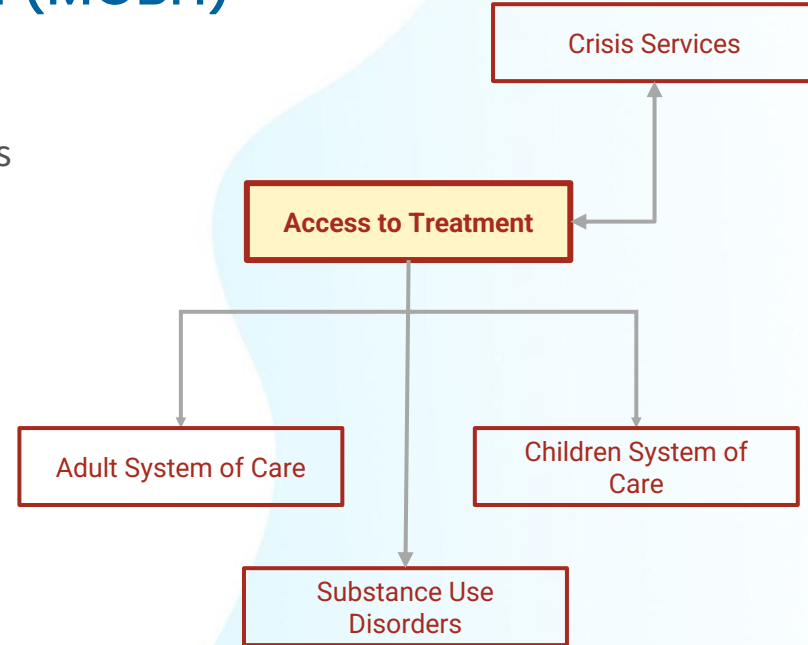
Safety-net provider for Monterey County, CA

- Serves Medi-Cal recipients and uninsured individuals
- Moderate to severe mental health acuity

In 2022-2023:

- Number of clients served: 12,861
- Average service value per client: ~\$8,991
- Number of new clients: ~4,071

Access to Treatment is the front door



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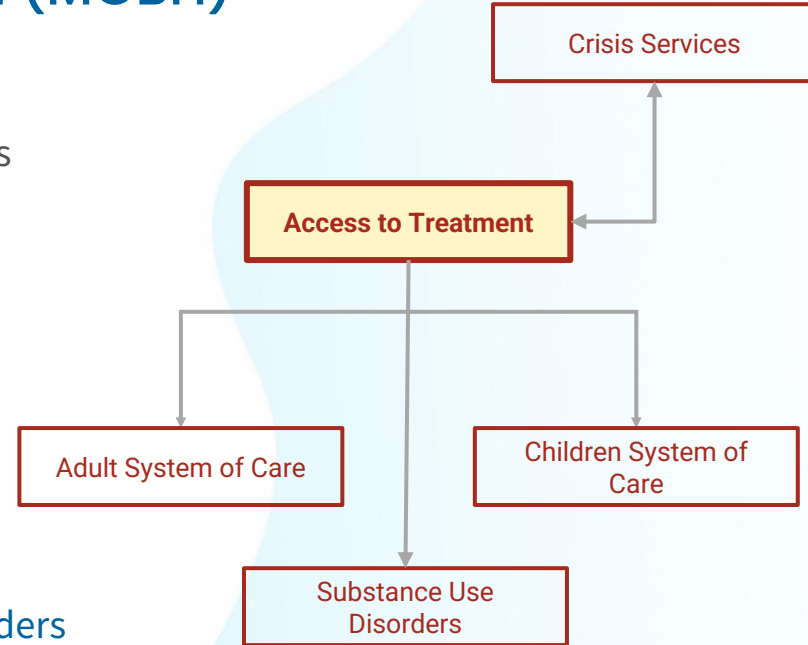
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Access to Treatment is the front door

Problem: Demand for services outpaced capacity of providers

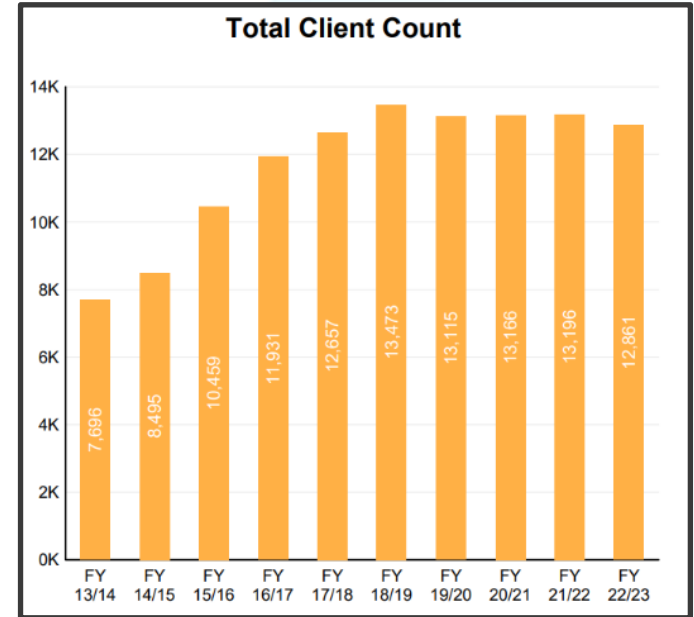
Solution: An online screening and referral tool that identifies potential mental health conditions and connects user to relevant local and online resources



Monterey Project Background | Problem

Increase in demand; limited capacity

- Number of clients across all programs increased annually from 2012-2019
- Number of behavioral health providers did not increase to meet the demand
- COVID made it worse—countrywide, many behavioral health providers left the field due to burnout and exhaustion
- Some towns in Monterey County have zero behavioral health providers

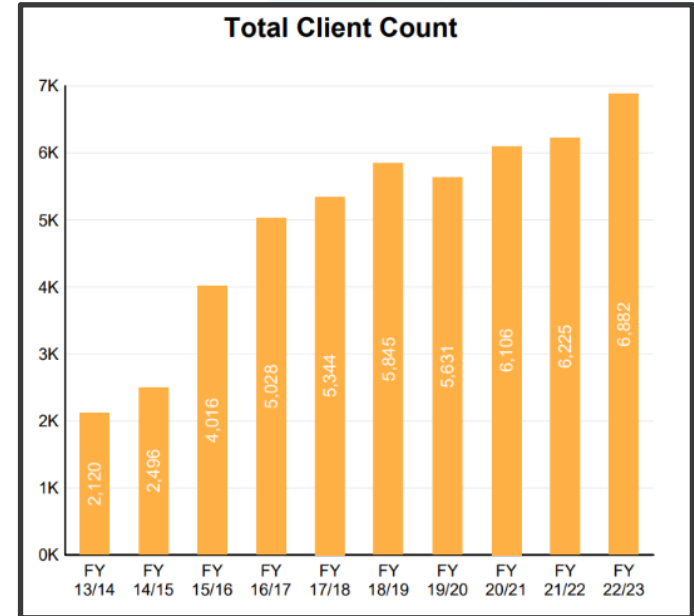


Annual volume of clients across all M.C.B.H. programs

Monterey Project Background | Problem

More time spent referring people out of County services vs. treating eligible clients

- 53% of service minutes in "Access to Treatment" programs were for assessment/evaluation and linkage/brokerage vs. 26% for treatment (i.e., medication support, counseling, and telemedicine)
- Community not aware of other available local behavioral health services



Annual volume of clients seen in ACCESS programs

Monterey Project Background | Solution

An online screening and referral tool that:

- Identifies potential behavioral health challenges of residents
- Connects users to relevant local and online resources

Goals:

- Increase community engagement, awareness, and access to local behavioral health services and resources
- Improve efficiency of referral to local behavioral health services for County residents
- Promote early detection of mental health symptoms, especially among community members who are traditionally underserved and/or geographically isolated from service locations

WellScreen Monterey

- Launched November 15, 2022
- Funded by Mental Health Services Act and facilitated through CalMHSAs Help@Hand program
- Partners: CalMHSAs, Monterey County Behavioral Health, CredibleMind, UC Berkeley School of Public Health
- Screener built using validated scales for: Anxiety, Depression, Postpartum Depression, PTSD, Bipolar, Psychosis, Eating Disorders, Substance Use
- Available in English and Spanish
- Anonymous and confidential

The screenshot shows the homepage of the WellScreen Monterey website. At the top, there are logos for CredibleMind and Monterey County Behavioral Health, along with the tagline "Avanzando Juntos Forward Together". A search bar is located in the top right corner. Below the navigation bar, there are two main sections: "Welcome!" in English and "¡Bienvenidos!" in Spanish. Each section features a "15 MINS" icon and a "START" or "COMENZAR" button. Below these sections, there are two options for users: "Already completed WellScreen?" with a "User View" button and "Are you a mental health professional?" with a "Clinical View" button. A "Enter Results Code Here" field is also present, with a placeholder "e.g. 456XYZ".

WellScreen Monterey Results


- Summary of Results
- "What To Do Next"







Summary of Your Results


Select an area to jump to details

Areas you're doing well	Anxiety symptoms	Depression symptoms	Bipolar symptoms
	Psychosis symptoms	Substance use risk - General	
Areas of some concern	PTSD symptoms		
Areas of greater concern	Postpartum depression symptoms	Eating disorders symptoms	

What To Do Next

 Share Your Results Securely

 Call Monterey County Behavioral Health to speak with someone now	1-888-258-6029	<p>YOUR RESULTS CODE</p> <h2>BK4ILB</h2> <p> Copy Results Code</p> <p> Copy Results Link</p> <p> Text Me My Link</p>
 Walk-in to your nearest ACCESS location to meet with someone	LOCATIONS AND HOURS	
 How to share your results using the Results Code	LEARN MORE	



Try Self-Care Approaches


If you are not ready to receive clinical or professional support, explore these CredibleMind resources instead.

VIEW RESOURCES

WellScreen Monterey Results

Psychoeducation on screening topics and linkages to local resources and CredibleMind self-help resources where appropriate

Your PTSD symptom level








Based on your answers, it seems that in the past month, your mood has been somewhat affected by a traumatic experience that you faced.



- Post Traumatic Stress Disorder (PTSD) sometimes looks like:
 - Having flashbacks or nightmares of the experience
 - Feeling scared, on guard, or alert all the time
 - Avoiding people, places and things related to the event
 - Being irritable or having angry outbursts
 - Feeling detached from people, activities, or your surroundings



Experiencing these symptoms does not necessarily mean that you have PTSD. PTSD is a mental health condition that can develop after a stressful life event. You may have experienced the event yourself or only witnessed it. No matter how much time has passed, trauma symptoms can still come up.



We recommend speaking with a professional. They can help you understand and treat these symptoms. Find information at the top of the page on how to get in touch with someone from Monterey County Behavioral Health. Some other things that can help include writing or journaling, connecting with your spiritual beliefs, and mindfulness or breathing exercises.

 **Local Trauma Support**  **Online Trauma Help**  **Abuse & Neglect Hotlines**


Service 
Family Service Agency of the Central Coast Survivors Healing Center & Support...


Service 
YWCA Monterey County Mental Health Services


Service 
NAMI Monterey Homefront


Service 
Community Human Services Domestic Violence Offender & Anger Management...

Results | Reaching the Most Vulnerable

November 15, 2022 to May 7, 2024:

- Visits to the site: Over 41,000
- WellScreen Monterey completions: About 12,000
 - High survey completion rate: 57%
- 27% fifteen and younger
- 55% Hispanic, Latine, or Spanish origin
- 94% never received behavioral health services from MCBH
- 86% not currently receiving behavioral health treatment or services from anywhere
- Physical health, job or employment, school, and family instability are most commonly selected significant challenges

Results | Mental Health and Substance Use Risk

- Anxiety: 56% moderate to severe (n=7,960)
- Depression: 58% moderate to severe (n=7,960)
- Postpartum depression: 84% moderate to severe (n=550)
- PTSD: 49% moderate to severe (n=4,045)
- Bipolar: 35% moderate to severe (n=7,960)
- Psychosis: 5% moderate to severe (n=7,960)
- Eating disorders: 46% moderate to severe (n=7,960)

21-years-old and older:

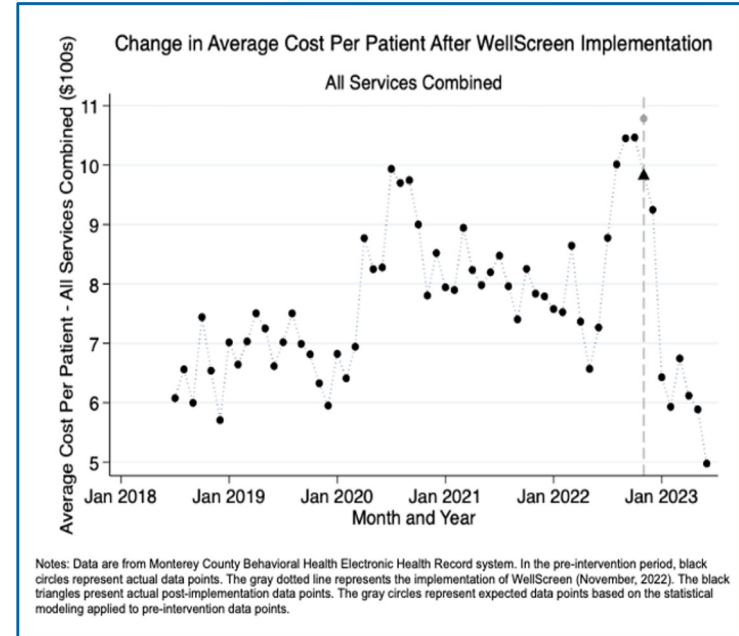
- Tobacco: 66% moderate to high (n=1,316)
- Alcohol: 70% moderate to high (n=2,092)
- Drugs: 64% moderate to high (n=1,452)
- Prescription medications: 63% moderate to high (n=261)

16-20-years-old:

- Overall substance use: 50% medium to high (n=3,167)
- Nicotine use: 17% some (n=3,164)

Impact of WellScreen Monterey on MCBH

- ★ **Increased community access** → MCBH tripled the number of overall people who accessed county mental health support
 - 13,150 clients in 2022-2023 to over 30,000 WellScreen users in same time period
- ★ **Increased access for "high-risk" clients** → People with more severe symptoms were using WellScreen
 - 61% of users displayed moderate to severe levels of concomitant mental health risk and substance misuse risk
- ★ **Increased engagement among TAY population** → Greater than 50% of users were **T**ransition **A**ge **Y**outh (ages 15-24)
 - 65+% of users were age 24 or younger
- ★ **Decreased costs** → MCBH observed lower overall system costs



Next Steps | How To Learn More

The Wellscreen Project in Monterey CA is now available to communities nationally:

- CredibleMind Smartscreen – is the screening system (you can customize the questions)
- CredibleMind Selfcare – is the evidence selfcare for mental health system
- CredibleMind Flourishing – is the online Flourishing Course for communities
- Population Mental Health – together these systems provide evidence-based early intervention and integration with clinical services
- Hard to reach populations – improve access to care for youth and more acute mental health candidates
- Languages – can be expanded to support over 25 different languages to address issues of health equity

Contact

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www.crediblemind.com