

# **Optimize Your CCBHC Needs Assessment: Identifying Gaps and Enhancing Staff Development**

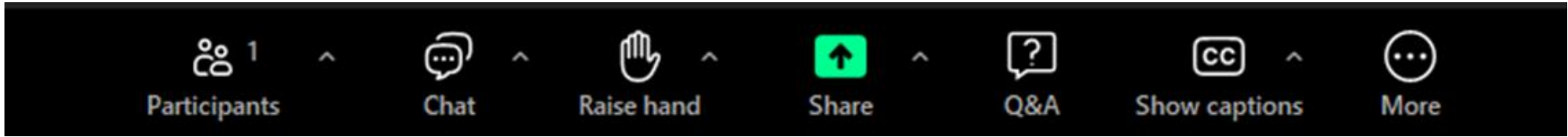
**October 8, 2024**

# How to Enable Closed Captions (Live Transcript)

On the function bar at the bottom of the screen, click the “Show Captions” button.



# How to Ask a Question



Please use the Chat feature for general comments.



Please use the Q&A feature for specific questions that you'd like answered during the event.

# Webinar Materials

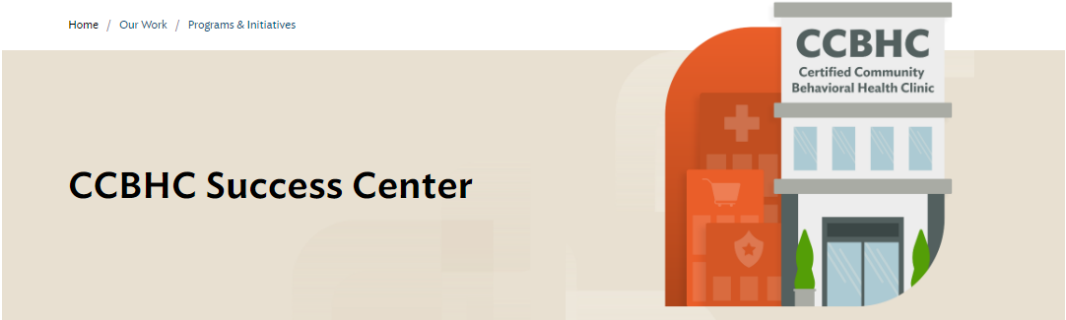


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## CCBHC Success Center

### CCBHC Success Center

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Welcome to the National Council for Mental Wellbeing's *Certified Community Behavioral Health Clinic (CCBHC) Success Center*, a hub for data, implementation support and advocacy to support the Certified Community Behavioral Health Clinic initiative. Start here with our CCBHC 101 video and our testimonial video, then use the menu bar on the left to navigate through more information and resources.



### CCBHCs: A Vision for the Future

Solving the nation's ongoing mental health and substance use crises takes innovation. That's precisely what the CCBHC model allows — the flexibility for participating community-based

Slides, recordings and session resources will be available on our Success Center webpage approximately 2 days following the event.



# Meet the Experts



**Renee Boak, MPH**  
National Council for Mental Wellbeing  
Consultant



**Brian Mallow, MSW**  
National Council for Mental Wellbeing  
Senior Advisor

# Community Needs Assessment (CNA)

**1.a.1:** As part of the process leading to certification and recertification, and before certification or attestation, a community needs assessment and a **staffing plan** that is responsive to the community needs assessment are completed and documented. The needs assessment and staffing plan will be updated regularly, but no less frequently than every three years.

**1.a.2:** **The staff (both clinical and non-clinical) is appropriate for the population receiving services**, as determined by the community needs assessment, in terms of size and composition and providing the types of services the CCBHC is required to and proposes to offer.

# Staff Training Plan

The CCBHC has a training plan for all CCBHC employed and contract staff who have direct contact with people receiving services or their families. The training plan satisfies and includes requirements of the state behavioral health authority and any accreditation standards on training required by the state.

At orientation and at reasonable intervals thereafter, the CCBHC must provide training on:

- Evidence-based practices
- Cultural competency
- Person-centered and family-centered, recovery-oriented planning and services
- Trauma-informed care
- Policy and procedures for continuity of operations/disasters
- Policy and procedures for integration and coordination with primary care
- Care for co-occurring mental health and substance use disorders



# Staff Training Plan

At orientation and annually thereafter, the CCBHC must provide training on risk assessment; suicide and overdose prevention and response; and the roles of family and peer staff. Trainings may be provided on-line.

Training shall be aligned with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) to advance health equity, improve quality of services, and eliminate disparities.

To the extent active-duty military or veterans are being served, such training must also include information related to military culture. Examples of training and materials that further the ability of the clinic to provide tailored training for a diverse population include, but are not limited to, those available through the HHS website, the SAMHSA website,<sup>7</sup> the HHS Office of Minority Health, or through the website of the Health Resources and Services Administration.

*Note: See criteria 4.k relating to cultural competency requirements in services for veterans.*

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# Supporting Staff Training & Development

- Health and wellness
- Chronic disease management
- Health literacy
- Motivational interviewing
- EBPs
- Population/Culturally specific training
- Administering vitals (blood pressure, height, weight)
- Stages of change



# Access to Relias Learning Management System

The CCBHC-Expansion Grantee National Training and Technical Assistance Center (CCBHC-E NTTAC) has partnered with Relias to provide CCBHC-Expansion grantees with free access to a suite of online learning modules on topics critical to CCBHC implementation. These online modules are ideal for advancing your understanding and implementation of the CCBHC model.

# Relias Course List

The CCBHC-Expansion Grantee National Training and Technical Assistance Center (CCBHC-E NTTAC) has partnered with Relias to provide CCBHC-Expansion grantees with free access to a suite of online learning modules on topics critical to CCBHC implementation.

- Cultural Competence
- EBPs
- Integrated Care
- Person-Centered and Family-Centered Care
- Risk Assessment, Suicide Prevention, and Suicide Response
- Screening Tools and Assessments
- Veterans and Armed Forces

<https://www.thenationalcouncil.org/resources/relias-course-list-ccbhc-e-national-tta-center/>

# Strategies for Leveraging Relias

- Create a crosswalk that includes all required trainings (licensing/certification requirements, grant requirements, fidelity requirements) as well as trainings that support CCBHC goals (health and wellness, health literacy, stages of change)
- Align training and development with service delivery needs (ex: facilitating health and wellness groups)
- Monitoring compliance with training requirements
- On-demand webinars to orient and train staff



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# Meet the Experts



**Theresa Raines**  
Relias  
Senior Solutions Architect

# About Relias

- Relias has helped more than 120 CCBHCs train and onboard their staff to achieve compliance with CCBHC standards. Relias can help organizations map Relias courses directly to CCBHC certification criteria.
- Library Overview:
  - Behavioral health services
  - Compliance/safety
  - Crisis planning
  - Cultural competence
  - DEI and health equity
  - Governance
  - Risk assessment, suicide prevention, and suicide response
  - The roles of families and peers
  - Treatment planning



# Relias CCBHC Crosswalks Excerpt

Reference:  
<https://www.samhsa.gov/sites/default/files/ccbhc-criteria-2023>.

## Orientation - All Employees and Contract Staff

1.c.1

### Program Requirement 1: Staffing

#### Criteria 1.C: Cultural Competence and Other Training

At orientation, the CCBHC must provide training for all employees and staff who have direct contact with people receiving services or their families on the following topics:

Training must be aligned with the National Standards for Cultural Competence in Behavioral Health Services (CLAS)

**Note:** The topic of "person-centered and family-centered, recovery-oriented planning and services" has been broken into individual measures below to specify sample Recovery-Oriented Practice (ROP) sub-topics.

#### Evidence-based practices

Module Code	Module Name
REL-BHC-0-AADBT	Applications and Adaptations of Dialectical Behavior Therapy
REL-BHC-0-BMSRAD	Biopsychosocial Model of Substance Use and Addictive Disorders
REL-BHC-0-ABHNER	Cognitive Behavioral Therapy for

#### Cultural competency

Module Code	Module Name
REL-BHC-0-DEIAIMC	DEI: An Introduction to Multicultural Care
REL-ALL-0-DEIHE	Diversity, Equity, and Inclusion for the Healthcare Employee

#### Person-centered and family-centered planning and services

Module Code	Module Name
REL-BHC-0-APCPBH	Approaches to Person-Centered Planning in Behavioral Health
REL-BHC-0-ISUDFAT	Impact of Substance Use Disorders on Families and Approaches to Treatment
REL-BHC-0-OFP	Overview of Family Psychoeducation
REL-BHC-0-WCSFFP	Ways to Communicate and Support Families for Paraprofessionals

#### Recovery-oriented planning and services

Module Code	Module Name
REL-BHC-0-AMAROP	A Multicultural Approach to Recovery-Oriented Practice

# Sample Course - Simulation: Suicide Screening



IN SESSION –  
**Suicide Screening and  
Intervention for Adults**

**START**

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# Q&A



If you haven't already, please add any questions you have related to anything that you have heard today into the Q&A tab.

We will answer as many questions as possible!



# CCBHC-Expansion Grantee National Training and Technical Assistance Center

*We offer CCBHC grantees...*



## Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



## Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



## Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



## On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



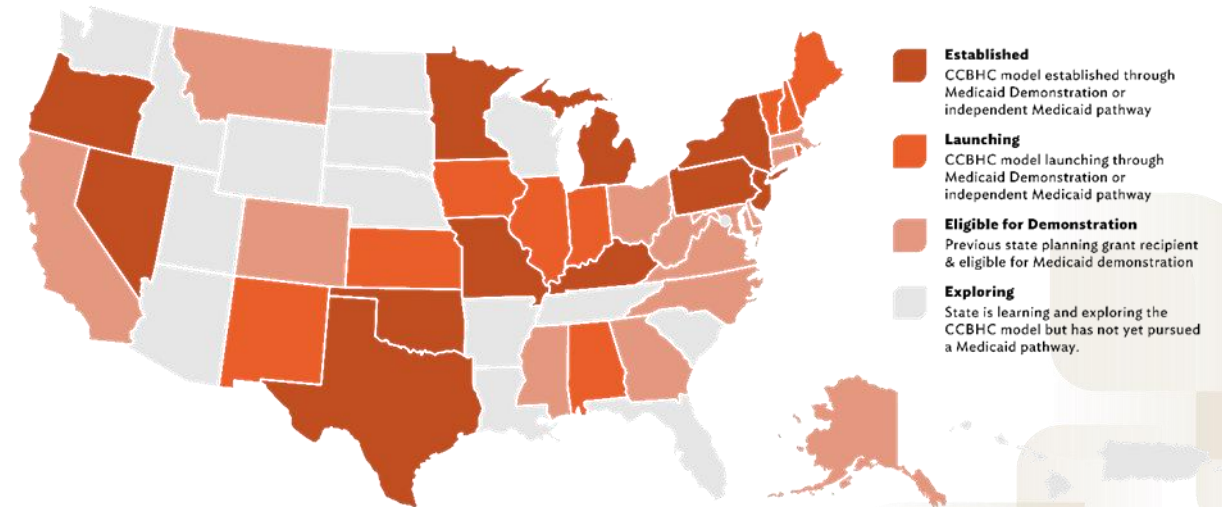
Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:  
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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# CCBHC State Technical Assistance Center

The S-TAC provides accessible, timely and evidence-based technical assistance designed to meet the needs of all states implementing the CCBHC model, as well as individualized consultation to support the unique needs of specific state to facilitate knowledge, capacity, and quality improvement for statewide CCBHC efforts.

**The CCBHC Model: State by State Actions**



*In addition to state-level actions for CCBHC planning and implementation, 46 states, D.C. and Puerto Rico also have organizations who have received SAMHSA-funded CCBHC Expansion Grants. These grants are awarded at the behavioral health provider-level and support development or advancement of CCBHC services.*

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# CCBHC Success Center



Provides **education and implementation support** for current and prospective CCBHCs, state behavioral health associations, policymakers and other key stakeholders.



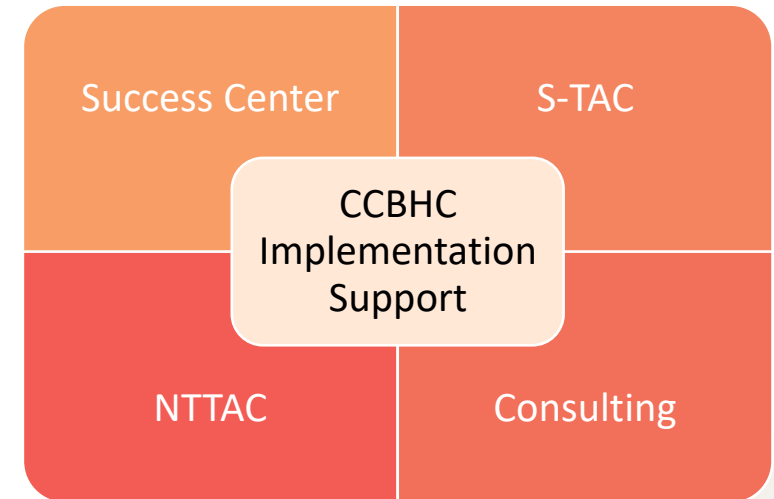
**Fills gaps in support for CCBHCs** not covered by other funding mechanisms



Email us at [CCBHC@TheNationalCouncil.org](mailto:CCBHC@TheNationalCouncil.org)



Contact us via the [CCBHC Success Center Form](#)



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**Thank You!**