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# CCBHC-E National Training and Technical Assistance Center

*Vision for the Future of Mental Health and Substance Use Care Through  
CCBHCs*

***November 21, 2024***

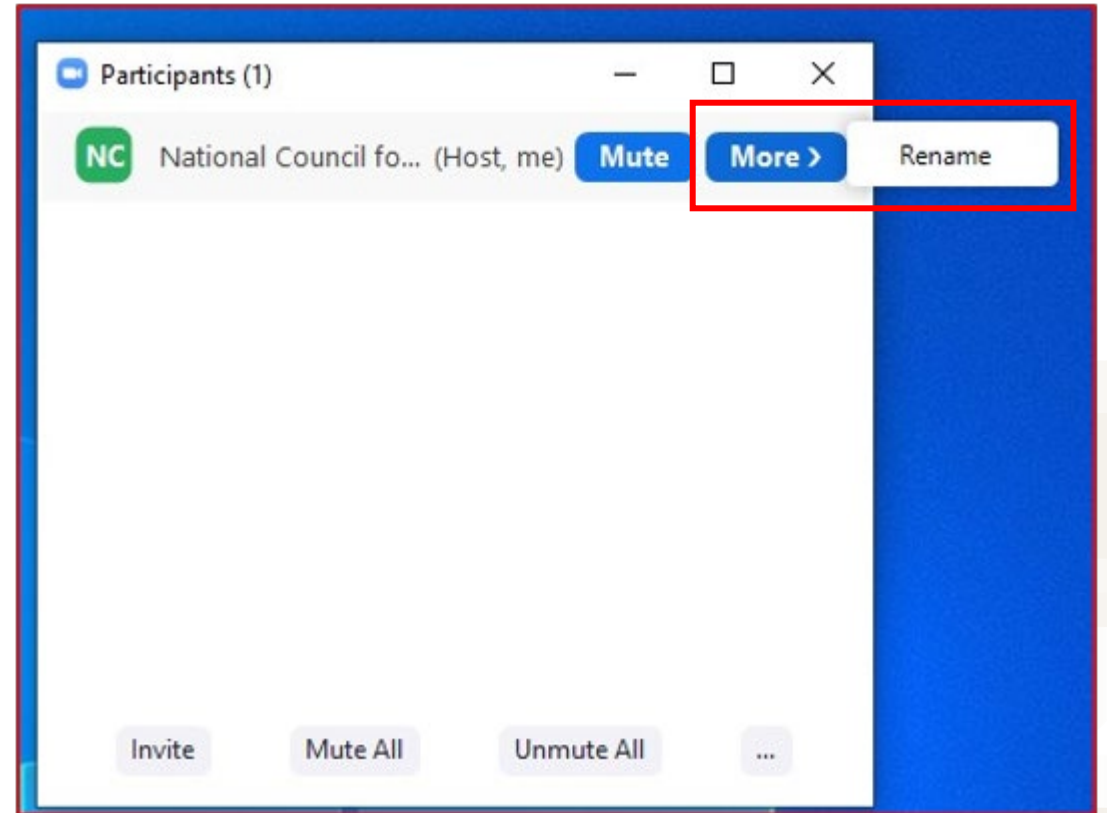
**CCBHC-E National Training and Technical Assistance Center**

*Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing*

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# Logistics

- Please rename yourself so your name includes your organization.
- *For example:*
  - **Roara Michael, National Council**
- *To rename yourself:*
  - Click on the **Participants** icon at the bottom of the screen
  - Find your name and hover your mouse over it
  - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Roara Michael, National Council**

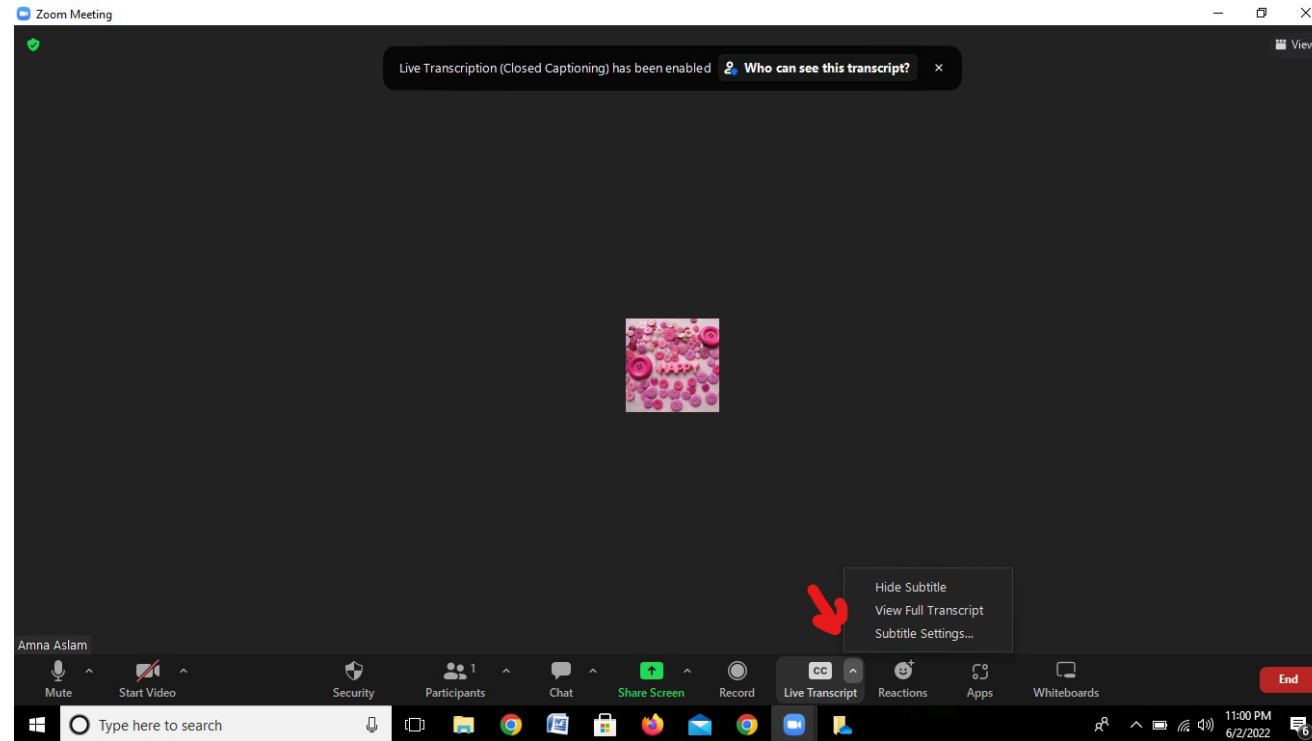


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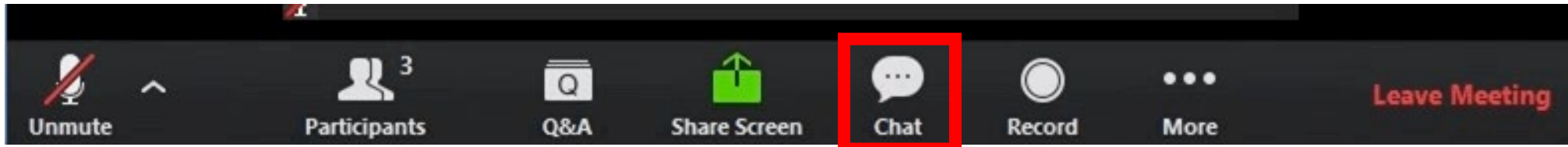


# How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.

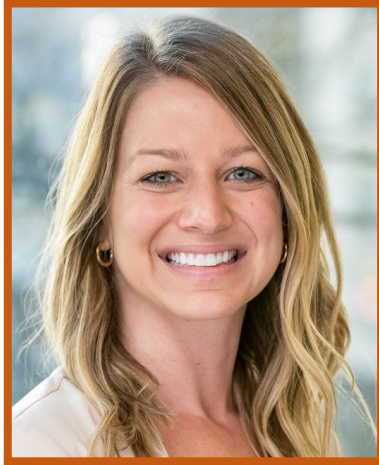


# How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar.  
We'll answer as many questions as we can throughout today's session.

# Your Learning Community NTTAC Team



**Samantha Holcombe, MPH**  
Senior Director



**Blaire Thomas, MA**  
Senior Project  
Manager



**Roara Michael, MHA**  
Project Manager



# Today's Agenda

1

• CCBHC Vision Paper Overview

2

• Lessons from the Field: Newport Mental Health Center

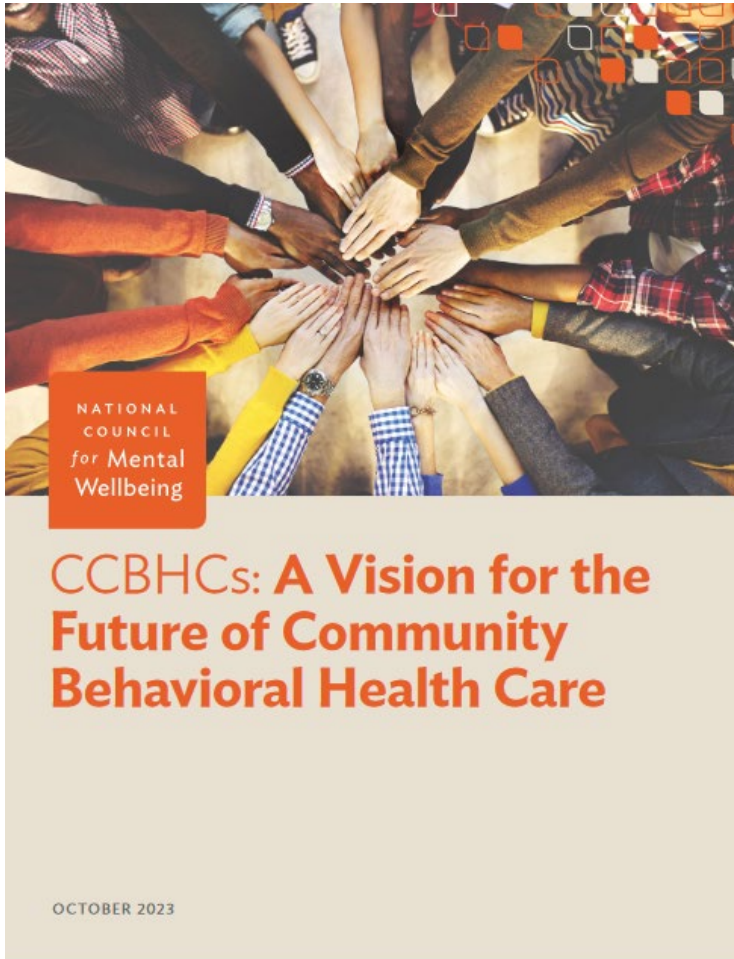
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• Lessons from the Field: Four County Mental Health Center

4

• Q&A

# CCBHC “Vision Paper”



- Purpose: to inspire clinics’ and states’ thinking about how the CCBHC model can take service delivery to the next level
- Informed by dozens of interviews with high-performing CCBHCs and key stakeholders
- Outlines 10 areas of focus (“themes”) and highlights effective strategies within each
- Provides recommendations for how states can support clinics in achieving the promise of the model



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# Using the Vision Paper as a Resource



## What It Is

- An inspiration guide
- A compilation of high-impact strategies used by effective CCBHCs
- A resource for clinics, states and other stakeholders



## What It Isn't

- An alternative version of the SAMHSA criteria
- A checklist of things every CCBHC must do

## How to Use It

- ✓ Browse the sections relevant to your state's or CCBHC's highest-priority gaps or goals
- ✓ Identify strategies most aligned with your needs
- ✓ Initiate discussions with state officials and/or CCBHC leaders about embedding strategies within CCBHC implementation and payment
- ✓ Align on expectations, support one another throughout implementation, and track impact!

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# Highlight – Rethinking Approaches to Care

**Approach CCBHCs as an opportunity for organizational change – including services, staffing, partnerships, culture, business operations and workflow – rather than as a single business line.**

”

*The sky is the limit with the CCBHC model. You’ve got this opportunity to meet needs that you’ve never thought of before and to start thinking about key components like prevention, outreach and engagement that most of us never got paid for before. That’s where you can get upstream; the earlier we can start and do early childhood work, in 20 years, hopefully you’ve impacted these families so they’re not in your SPMI [serious and persistent mental illness] population.*

SHAUNA REITMEIER, CHIEF EXECUTIVE OFFICER, ALLUMA (MINNESOTA)

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# Highlight – Partnering for Maximum Impact

**Focus on developing active partnerships that result in changed workflows, new access points, regular collaboration and a streamlined client experience of care.**

”

*We created ‘care coordination zones.’ At one o’clock every day we do interdisciplinary team meetings and treatment planning to discuss anyone who has been in crisis due for a treatment plan review or in need of additional support. We’re bringing in other community partner organizations to the huddles to help with treatment planning.*

**SHAUNA REITMEIER, CHIEF EXECUTIVE OFFICER, ALLUMA (MINNESOTA)**

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# Highlight – Services that Make a Difference

**Build on the nine core CCBHC services by adopting tailored and additional elements to increase community impact, address unmet needs and reduce health care disparities.**

”

*We have a continuum of services for youth and families, in schools and in the community. We have youth behavioral health liaisons who are working with school systems to provide more school-based therapy. A subset of our crisis staff make home visits to work with parents on how to de-escalate a crisis when it's happening. These staff go into clients' homes every day for up to eight weeks, which ultimately prevents hospitalizations. We have youth urgent care to ensure enough protective placements. Oftentimes, young people don't need an acute care setting or residential placement. They just need a safe, homelike environment to recover in.*

**LAUREN MOYER**, EXECUTIVE VICE PRESIDENT, CLINICAL INNOVATION,  
COMPASS HEALTH NETWORK (MISSOURI)

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# Highlight – Centering People with Lived/Living Experience

**Create a shared understanding among all staff of the unique value of peer support in promoting recovery, empowering peers to drive development of related training, policies, procedures and collaborative structures. Develop a comprehensive structure for the CCBHC’s peer workforce, including training and supervision that aligns with peer ethics and values.**

”

*We grew exponentially with our peer services. We changed the way peer services are delivered and created opportunities for advancement, as well as supervision and training. We have veteran peers, family peers, mental health peers, substance use peers and youth peers who we’ve hired through our CCBHC.*

**DEBBIAN FLETCHER, CHIEF EXECUTIVE OFFICER, VIP COMMUNITY SERVICES (NEW YORK)**

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# Lessons from the Field



**Deb Carlson**  
Coordinator of Peer Services and Peer  
Support Supervisor  
Newport Mental Health Center, RI



**Steve Denny**  
Deputy Director  
Four County Mental Health Center, KS



# Integrating Peers into Leadership and Management

## **The Peer Support Workforce today**

- Who we are and where we work
- Evidence-based outcomes of our work
- Current staffing and average salaries

## **What Peer Support workers want**

- A thriving wage
- Recognition that their role is a professional one on par with clinical roles
- Opportunities for advancement within the Peer role

# Integrating Peers into Leadership and Management

## **Creating a career ladder for Peer Support workers**

- Barriers to implementation
- Strategies for implementation

## **What's in it for organizations to provide a career ladder for Peer Support workers**

- Organizations benefit by having people with lived and living experience at all levels
- Opportunities for professional development increase retention
- A workforce with increased wellbeing translates into an increased effectiveness for the people we serve
- A happy and fulfilled workforce attracts referrals





# Vision Integration: Rethink Everything!

**CCBHC's must shift their mindset as they consider system transformation**

**Old question:** How do we survive for now?

**New question:** How can we use CCBHC to fulfill our organization's core mission and purpose over the long-term?

1. **What gaps might you fill through CCBHC to improve the wellness of your community?**
2. **How can we use CCBHC tools to clearly define need, strategies, and response?**



# Vision Integration: Define, execute, and demonstrate value

1. Determine outcomes
2. Identify which outcomes matter the most to **your community**
3. Articulate and memorialize what you already do to achieve these outcomes
4. Leverage training and workforce expansion opportunity
5. Start collecting and evaluating meaningful data
6. Tell your story over and over internally and externally
7. Continuous Quality Improvement (CQI)-Embrace the “C”

# Discussion



# 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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# Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)

Slides, recordings and session resources will be available on our [New Grantee Learning Community webpage](#) approximately 2 days following each session



[thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/](https://thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/)

