

Certified Community Behavioral Health Clinic (CCBHC)

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Why Baltimore City?

Baltimore City is a community disproportionately impacted by the behavioral health crisis.

- While just 11 percent of the state's population, Baltimore City residents represent 33 percent of deaths due to alcohol and drugs and 55 percent of those with mental illness, in need of services.
- Of all of Mosaic's programs, the city's service infrastructure was in the best position to comply with all CCBHC criteria required by SAMHSA.
- The city has mental health and addiction treatment needs of nearly 120,000 individuals every year.
- The project has aggressive but feasible goals to increase access, primarily targeting outpatient mental health and substance use disorder treatment.

Those Impacted

Mosaic's CCBHC focuses on two primary populations:

- 1) Individuals with mental health and substance use disorders lacking access to services due to limited capacity or insurance coverage, and
- 2) Individuals currently served by Mosaic's outpatient mental health clinic and addiction treatment program who lack comprehensive care coordination—an approach we believe is essential for both improving individuals' health outcomes and reducing health care costs

Program Improvements

As a CCBHC, our clients benefit from:

- ✓ Expanded hours, including evening and weekend appointments
- ✓ Same day services for walk-in clients
- ✓ Coordinated care with other health care and social service providers
- ✓ Comprehensive access to a full range of medical, behavioral, and supportive services regardless of a client's ability to pay or their residency status

New Care Coordination Service Overview

- Offered to all program enrollees with the goal of connecting all participants to primary care.
- Services are provided through two Nurse Care Coordinators.
- Participants are provided with broad, comprehensive care coordination.
- Delivery of population-based care management.
- Facilitation of communication between all members of an individual's system of care.
- Identification of available community-based resources, facilitation of referrals, and assistance with accessing providers for identified unmet needs.

Outcomes

Mosaic's CCBHC intends to demonstrate improvement in all of the following areas of a person's life:

- Enhancement in overall quality of life
- Overall improvement in both physical and behavioral health
- Improvements in social determinants of health, including stability in housing, education, employment and social connectedness
- Decrease in substance use
- Reduction in avoidable emergency department utilization
- Increase in client's satisfaction in their care

Quarterly and Ongoing Performance Measures

The CCBHC submits quarterly project performance measures, required by all expansion grantees:

- # of unduplicated individuals served
- % of Project Advisory Committee members with behavioral health experience
- # of individuals contacted through program outreach efforts
- # of project partners as a result of grant

Ongoing National Outcome Measures (NOMs) client level data, including:

- Functioning
- Violence and Trauma
- Stability in Housing
- Education and Employment
- Perception of Care
- Social Connectedness
- Physical health measurements

Annual Performance Measures

The CCBHC will submit project performance measures specific to our project:

- # of additional individuals served, by program
- # of unique individuals receiving care coordination services
- # of care coordination clients connected to primary care
- # of Medicare beneficiaries receiving services funded through grant
- # of uninsured individuals receiving services funded through the grant

Quality measure data that is required by SAMHSA:

- # of consumer suicide attempts
- # of consumer deaths
- # of 30-day hospital readmissions
- # of new clients with initial evaluation provided within 10 business days
- Mean # of days until initial evaluation for new clients

Questions?

- ❖ To learn more about our CCBHC, please visit <https://www.sheppardpratt.org>
- ❖ For referrals, please contact 410-453-9553. You will be directed to an Intake Coordinator
- ❖ If you have specific questions about the CCBHC, please contact Katie Gilligan, Division Director of Integrated Care & CCBHC Services, at Katie.Gilligan@mosaicinc.org