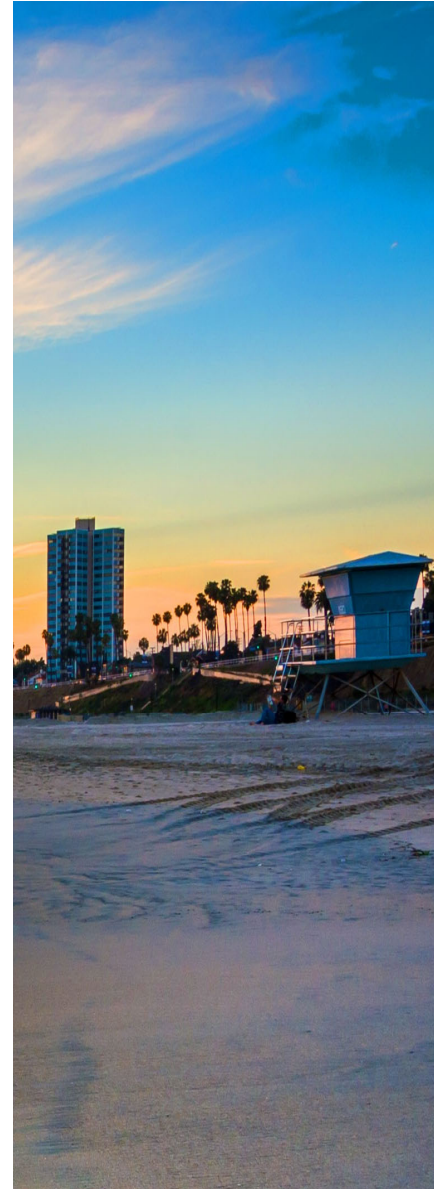


Update on the Feasibility of Establishing a More Robust Local Infrastructure for Mental Health Services

City Council Meeting - May 2, 2023





Background and Approach



Background and Approach

NOVEMBER
2021

MAY
2022

JUNE
2022

JULY
2022

NOVEMBER
2022

DECEMBER
2022

JANUARY
2023

FEBRUARY
2023

Directive

DHHS received directive to explore the feasibility of establishing a more robust infrastructure for mental health services

Convening #1

Began convening with Advisory Group to identify current system's challenges and solutions

Convening #2

Service providers discussed their experience working with DMH

Convening #3

Detailed the user experience in accessing the mental health system in Long Beach

Convening #4

Mid-process review and introduction to consultant group's plan

Convening #5

Consultants provided presentation on behavioral health services in LA County

Survey

Consultants administered service provider survey

Convening #6

Identified and prioritized activities for final report

Vision Statement

In Long Beach, all community members have an open path to access and receive the mental health support they need to thrive.

Principles:

- The mental health workforce is sufficient to meet the need, healthy and supported through a foundation of sustainable funding, continuous professional development, and the implementation of trauma-informed and resiliency best practices.
- The mental health ecosystem is well coordinated and responsive to the needs of the community by providing a "no wrong door" entry into care, establishing a shared language, and unified data metrics across all providers.

Background and Approach

Mental Health Advisory Workgroup Central Themes



INCREASING COLLABORATION

Increasing collaboration within the group, establishing relationships and networking. Increasing knowledge of existing mental health resources in Long Beach.



BREAKING SILOES

Breaking down the siloes across the Long Beach mental health system. Building a collaborative system that encompasses all networks of care.



SHARED LANGUAGE

Developing a shared language that is used across organizations/ agencies/ departments so that all mental health professionals can understand each other's technology, data, and documentation.



MENTAL HEALTH TOUCHPOINTS

Ensuring that mental health education and supports are easy to access and available at all touchpoints (e.g., in schools and parks, for community members, and staff at various organizations).



CENTRALIZED HUB

Building a centralized hub in Long Beach that operates 24/7 as a resource center for ALL mental health services. This would serve as the hub of all information via phone, online platforms, in-person services.



Mental Health Data & Long Beach



The Data



42%

of adults reported recent **anxiety or depression** & only 67% of adults visited a doctor for a routine checkup



16%

of adults in Long Beach reported not having good mental health **for 14 days or more**, with the highest rate in ZIP Code 90813



9%

of Long Beach residents **are uninsured**, with the highest rates in 90805 and 90813



of youth ages 13-17 said they needed help for emotional or mental health problems

The Data



26% of youth ages 13-17 who said they needed emotional or mental health help **did not receive any counseling in the past year.**

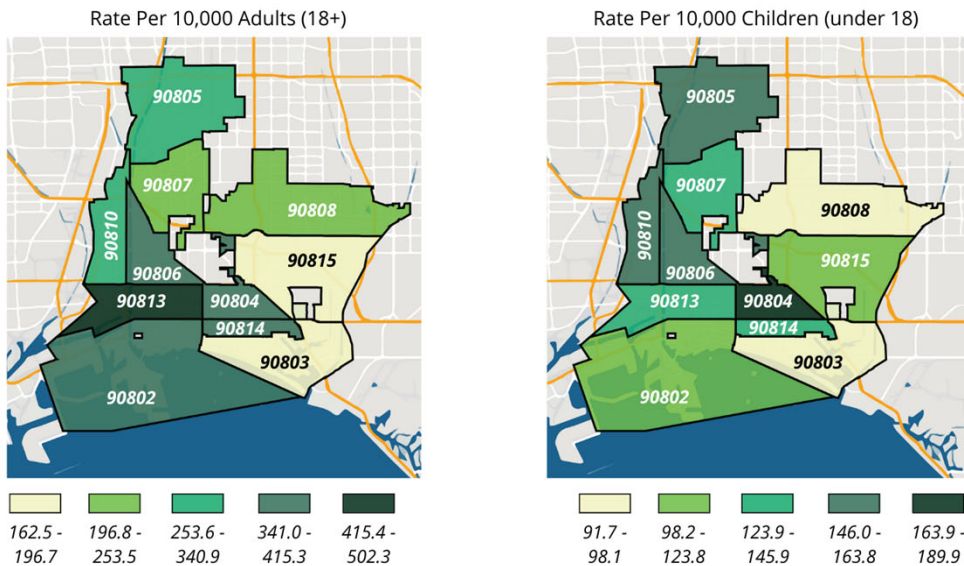


The number of 18-to-24-year-olds in California who reported having suicidal ideation at some point in their lives **increased to 31% in 2021** from 24% in 2020.

Those figures represent a dramatic increase from just five years ago. The Center's 2016 survey found that 14% of California's young adults said they had experienced thoughts of suicide at some point in their lives.

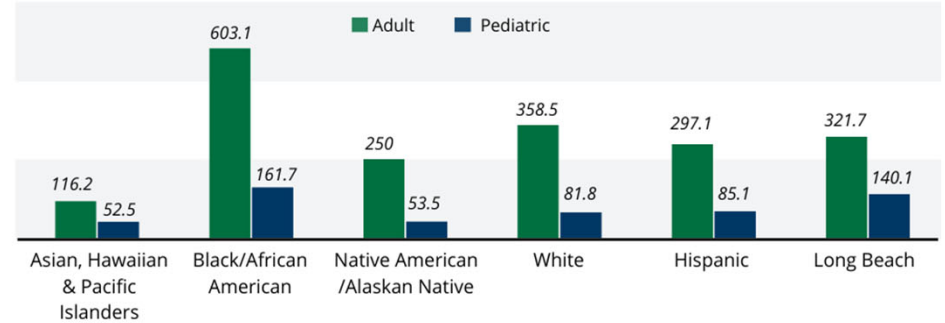
The Data

Emergency Room (ER) Visits by ZIP Code



Five ZIP Codes have higher ER visit rates for adults and children. These are **90804, 90805, 90806, 90813,** and **90815**. ZIP Code **90813** has the highest rate of adults visiting ER (502.3 visits/10,000 adults). On the other hand, **90804** has the highest rate of children visiting the ER (189.9 visits/10,000 children)

Emergency Room (ER) Visits by Race/Ethnicity



Between 2018 and 2020, in Long Beach, Black or African American residents, both adults and children, reported having the highest ER visit rate due to mental health reasons. The Black or African American adult ER visit rate is about twice the Long Beach rate.



Behavioral Health Systems Serving Long Beach



Behavioral Health Systems Serving Long Beach

Mental Health

Choice is dictated by client's

- Financial & benefit status
- Severity & type of illness
- Medical necessity
- Age

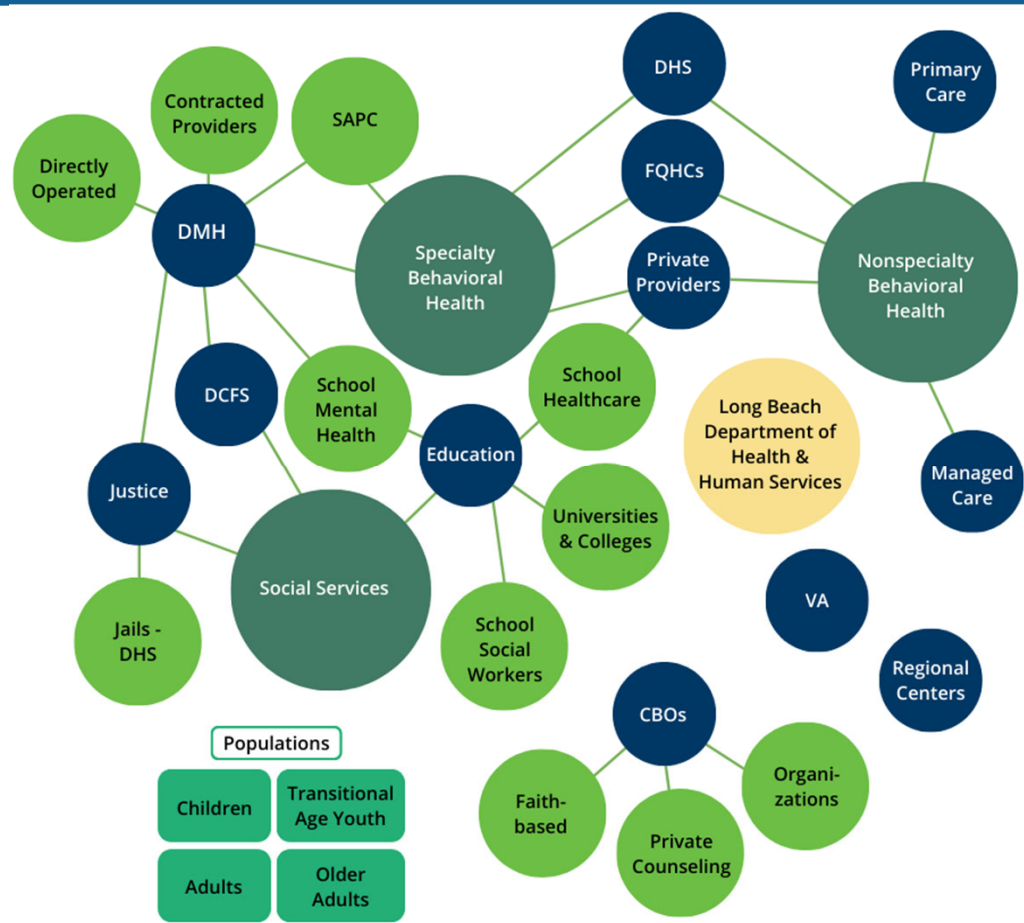
Systems of care are not integrated

- Medical systems
- Mental health systems
- Substance Use Disorder systems

Other systems that provide care for adults & children

- Criminal Justice systems
- Educational systems
- Child welfare systems

Behavioral Health Systems Serving Long Beach



Behavioral Health Systems Serving Long Beach

Types of Adult Mental Health Supportive Services

<p><i>Prevention, Early Intervention & Wellness Services</i></p>	<p><i>Outpatient Services</i></p>	<p><i>Peer & Recovery Services</i></p>	<p><i>Community Services & Supports</i></p>
<ul style="list-style-type: none"> • PEI time-limited evidence-based practices delivered in clinics, field settings, live and via tele-mental health. 	<ul style="list-style-type: none"> • Clinic & field-based services: individual, group, family 	<ul style="list-style-type: none"> • Wellness Centers • Self-help and recovery services 	<ul style="list-style-type: none"> • Case management • Flexible funding
<p><i>Intensive Outpatient Treatment Services</i></p>	<p><i>Crisis Services</i></p>	<p><i>Intensive Treatment Services/Residential</i></p>	
<ul style="list-style-type: none"> • Full-Service Partnerships 	<ul style="list-style-type: none"> • 988 Call Center • Urgent Care Centers • Crisis Mobile Response • Crisis-oriented treatment • Crisis Residential Facilities 	<ul style="list-style-type: none"> • State Hospital • Acute Inpatient Services • Specialized/General Sub-Acute Facilities • Crisis Residential Treatment Programs • Enriched Residential Services 	

Behavioral Health Systems Serving Long Beach

Types of Youth Mental Health Supportive Services

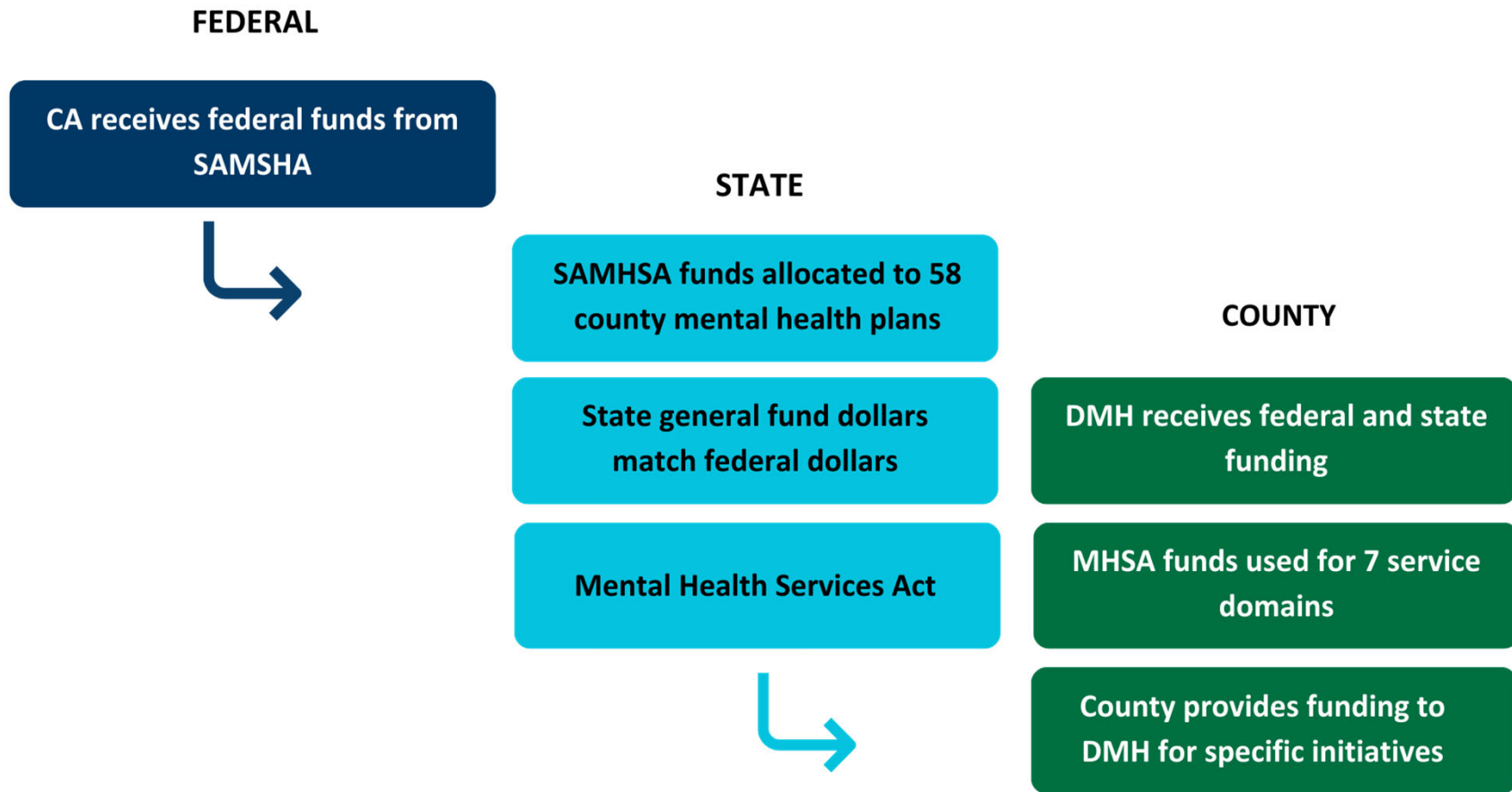
<p>Prevention, Early Intervention & Wellness Services</p>	<p>Outpatient Services</p>	<p>Peer & Recovery Services</p>	<p>Community Services & Supports</p>
<ul style="list-style-type: none"> • PEI for children & families delivered in various settings • School-based mental health programs 	<ul style="list-style-type: none"> • Clinic & field-based services: individual, group, family • School-based/school linked mental health services 	<ul style="list-style-type: none"> • Drop-in services for TAY • TeenLine 	<ul style="list-style-type: none"> • Case management • Flexible funding
<p>Intensive Outpatient Treatment Services</p>		<p>Crisis Services</p>	<p>Intensive Treatment Services/Residential</p>
<ul style="list-style-type: none"> • Full-Service Partnerships • IFCCS • TBS • Wraparound 		<ul style="list-style-type: none"> • Hotlines (Teenline) • Crisis-oriented treatment (CORS) • Urgent Care walk-in (TAY) • Crisis mobile response 	<ul style="list-style-type: none"> • Level 14 Group Home • Adolescent Psychiatric Health Facility (PFH) • Inpatient Hospitals • STRTPs

Behavioral Health Systems Serving Long Beach

Substance Use Disorders Treatment System



Funding



The Role of DHHS

What is in our control	What is in outside our axis of control
Increasing awareness	State funding or investments
Maintaining partnerships and increasing collaboration of local network of providers	Reimbursement rates
Supporting trauma- and resiliency-informed systems of service	Reimagining Department of Mental Health service operations
Investing in local mental health prevention and intervention projects	Hospital expansions or investments



Focus Areas & Recommendations

Section 1: Mental Health Treatment Capacity

Section 2: Prevention

Section 3: Access to Treatment

Section 4: Focus Populations





Section 1: Mental Health Treatment Capacity



Mental Health Treatment Capacity

Goal 1: Build Workforce's Capacity

Accomplished by DHHS:

- Hired a Workforce Officer
- Expanded mental health student practicum placements

Short-Term Strategies:

- Work with County Departments to grow the workforce.
- Encourage local mental health organizations to host ongoing continuing education and professional development.
- Partner with local universities to develop affordable professional development opportunities.
- Track state initiatives to expand workforce

Long-Term Strategies:

- Encourage the expansion of technology within mental health providers.
- Update hiring practices to provide more employment opportunities for those with lived experience.
- Create employment opportunities that allow for salary increases, student loan repayment or tuition reimbursements.
- Support further development of the workforce pipeline by helping to train community mental health providers as preceptors.
- Partner with local colleges and Workforce Development to develop and support educational and experiential pathways.

Mental Health Treatment Capacity

Goal 2: Increase Funding

Accomplished by DHHS:

- Received \$1.35 million in grant funding from the Hilton Foundation to support a mobile mental health and substance use treatment program for people experiencing homelessness.

Short-Term Strategies:

- Provide information to existing service providers to connect them with state and county mental health grant opportunities.
- Partner with LBUSD to expand school-based services through new funding opportunities.
- Explore opportunities for drawing down Medi-Cal and CalAIM funding to support direct service models.

Long-Term Strategies:

- Pursue opportunities for direct mental health funding to the City.
- Identify and engage in legislative opportunities that would provide opportunities for more localized mental health funding.
- Partner with LA County to ensure that providers have sustainable and sufficient funding throughout the entire year.



Section 2: Prevention



Prevention

Goal 1: Increase Access to Mental Health Prevention in the City

Accomplished by DHHS:

- Launched the city-wide “Mental Health Matters” awareness campaign.

MENTAL HEALTH MATTERS.
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MENTAL HEALTH MATTERS.

I AM NOT ALONE.

Short-Term Strategies:

- Identify programs within Long Beach currently receiving DMH prevention efforts and work to leverage these efforts within the City’s underserved communities.
- Identify DMH Prevention funding opportunities to support community-focused mental health prevention activities.
- Identify avenues to participate in the DMH Prevention Mental Health Promoters Network.
- Support the growth of trainings such as Mental Health First Aid.

Long-Term Strategies:

- Prioritize reducing community exposure to risk factors that lead to mental health conditions and increase opportunities for social and emotional well-being.



Section 3: Access to Treatment



Access to Treatment

Goal 1: Increase Knowledge About the System

Accomplished by DHHS

- Updated the Mental Health Resource Guide on DHHS' website that includes newly identified mental health agencies who are providing services in Long Beach.

Short-Term Strategies:

- Conduct training for providers and policymakers on the complexity of the mental health system and how they can best support their clients or constituents.
- Create and update a repository of information and support tools to stay up to date on the mental health system.
- Develop culturally appropriate educational materials for clients and their family on how to access the system.
- Develop a system-wide training on generational trauma and trauma-informed best practices.

Long-Term Strategies:

- Continue to provide trauma-informed trainings for City Departments and community partners.
- Continue to routinely update the Mental Health Resource Guide.

Access to Treatment

Goal 2: Simplify Access Through Coordinated Efforts

Accomplished by DHHS:

- LBDHHS convened the Mental Health Advisory Group to examine the local mental health system who will continue to meet to inform the workplan related to this report.
- Streamlined access to available mental health treatment with DMH. Providers are encouraged to contact the Service Area 8 navigators at (562) 256-7717 during business hours.

Short-Term Strategies:

- Establish a structure within DHHS to serve as a local coordinating body for the local behavioral health system of care.
- Meet with County representatives to gain additional understanding of the residential treatment programs, eligibility and access.
- Share the resources for ombudsmen offices.

Long-Term Strategies:

- Encourage the simplification of enrollment processes among service providers and DMH.
- Collaborate with managed care organizations to remove barriers to referrals.
- Partner with existing service providers to establish a “no wrong door” for behavioral health care services.
- Establish a community-focused, language-accessible Mental Health Resource Hub.
- Partner with the DMH to identify solutions for patient data sharing.
- Explore information sharing through the existing Health Information Exchange.
- Participate in State rollout of the California Data Exchange Framework.

Access to Treatment

Goal 3: Increase Services

Accomplished by DHHS:

- DHHS provided \$300,000 in funding to contract with six Black mental health providers to increase access to mental health care by connecting uninsured and underinsured Black residents to culturally affirming, quality mental health services at no cost.
- Developed a current list of DMH Intensive Care Division (ICD) programs.
- Toured the MLK behavioral health campus to understand service provision and coordination of services across systems.
- Conducted a survey completed by 23 Mental Health Advisory Group partners to identify existing capacity to treat more clients and/or what would be required to increase capacity

Access to Treatment

Goal 3: Increase Services - [Outpatient Care](#)

Short-Term Strategies:

- Partner with non-traditional providers that offer counseling provided by mental health professionals.
- Engage DMH to determine the potential for a Clergy Academy in Long Beach.
- Partner with City departments, community organizations, and faith-based organizations to allow for mental health assessments and referrals on site.
- Partner with service organizations to locate mental health providers in non-traditional locations.

Long-Term Strategies:

- Expand mental health services to adults with depression and anxiety by meeting with Managed Care Plans to explore expansion of mental health network and improve access to existing providers.
- Encourage employers to cover mental health care as part of their benefits to all employees.
- Investigate opportunities for DHHS to become a mental health provider.
- Partner with DMH to fund additional providers in the community.

Access to Treatment

Goal 3: Increase Services - Crisis Response

Accomplishments by DHHS:

- DHHS has hired and onboarded all staff on the CCR pilot and will launch in Spring 2023.

Short-Term Strategies:

- Build relationships with service providers to refer CCR clients to ongoing support.
- Implement a data and evaluation strategy to evaluate the program.

Long-Term Strategies:

- Expand CCR Team by exploring additional funding opportunities at the County, State and Federal levels.
- Expand response teams to 24/7 and city-wide operations.

Access to Treatment

Goal 3: Increase Services - Intensive Care

Short-Term Strategies:

- Meet with representatives of the SAPC to understand the residential treatment programs, including eligibility and access.
- Leverage SAPC expansion opportunities
- Engage with DMH ICD to better understand intensive services.
- Identify whether mental health providers with an interest in providing facilities and encourage them to apply for DMH funding.
- Convene meetings with providers interested in enhancing their programs by adding substance use treatment services for those with co-occurring disorders.

Long-Term Strategies:

- Identify locations within the City that could serve as an intensive treatment location, partner with DMH and support provider ability to utilize those spaces.
- Collaborate with DMH ICD and community agencies to implement programs in Long Beach that serve individuals with intensive care needs.
- Partner with DMH to identify sustainable funding, streamlined access, and coordination of services.



Section 4: Focus Populations



Focus Populations

People Experiencing Homelessness

Accomplishments by DHHS:

- Expanded mental health hours at the Multi-Service Center (MSC), with support from mental health clinicians through the Black Health Equity Fund.
- Established low-barrier mental health programming at the MSC.
- Expanded the REACH program.
- Implemented a mobile therapy van to provide therapy/treatment services for mental health and/or substance use.
- Increased the availability of the LA County Dept of Health Services (DHS) mobile medical clinic.
- Hired a part-time psychiatrist for the MSC.
- Worked to access the DHS charting system to improve coordination as well as the ability to refer to specialized beds.

Short-Term Strategies:

- Pursue opportunities to support the addition of specialized beds for recuperative care and step down after behavioral health hospitalization.
- Partner with the DHS and DMH to provide specialized staff that can support a wide range of both mental health and medical needs in shelter settings.
- Partner with DMH to reestablish co-location of DMH staffing at the MSC.

Long-Term Strategies:

- Work with DMH to create additional full-service partnership slots within Long Beach.
- Work to increase supportive housing units.
- Increase capacity of existing Board and Care beds to increase housing retention.
- Work to increase intensive service locations.

Focus Populations

Transition-Aged Youth (TAY)

Accomplishments by DHHS:

- Submitted for a multi-year DMH Innovations project to support mental health prevention and intervention services for TAY.
- Secured a location and funding to open a 12-bed shelter for youth experiencing homelessness which will include referrals to mental health services.

Short-Term Strategies:

- Further engage with the Long Beach Unified School District, California State University Long Beach and Long Beach City College to understand gaps in services for disproportionately impacted students and support the coordination of services.

Long-Term Strategies:

- Improve access to health, mental health and trauma services by coordinating with the Long Beach Youth Services Network to engage health and mental health agencies, streamline referral processes, address policy and systemic barriers, and increase knowledge of available services with a focus on improving mental health outcomes for Black youth.

Conclusion

- Given State regulation, funding, disparate systems, and scope existing services in Long Beach, the DHHS/City does not seek to open a local Department of Mental Health.
- The DHHS will focus its efforts on:
 - Partnering with LA County to leverage efforts to locate additional services in the City.
 - Convening local and regional partners to continue planning and to increase education and capacity.
 - Coordinating existing services and systems existing in the City
 - Advocating to grow and expand the local system as funding and capacity become available.





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