



# DBHIDS Executive Directors Meeting

February 5, 2020

City of Philadelphia

 **DBHIDS**  
DEPARTMENT of BEHAVIORAL HEALTH  
and INTELLECTUAL disABILITY SERVICES



# Welcome

David T. Jones, Commissioner

City of Philadelphia

 **DBHIDS**

DEPARTMENT of BEHAVIORAL HEALTH  
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# Commissioner's Announcements

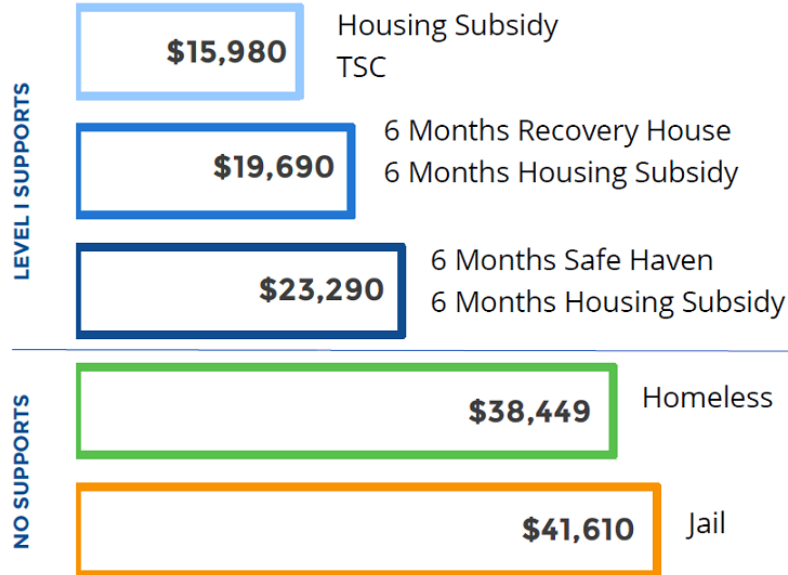


Uninsured Increase

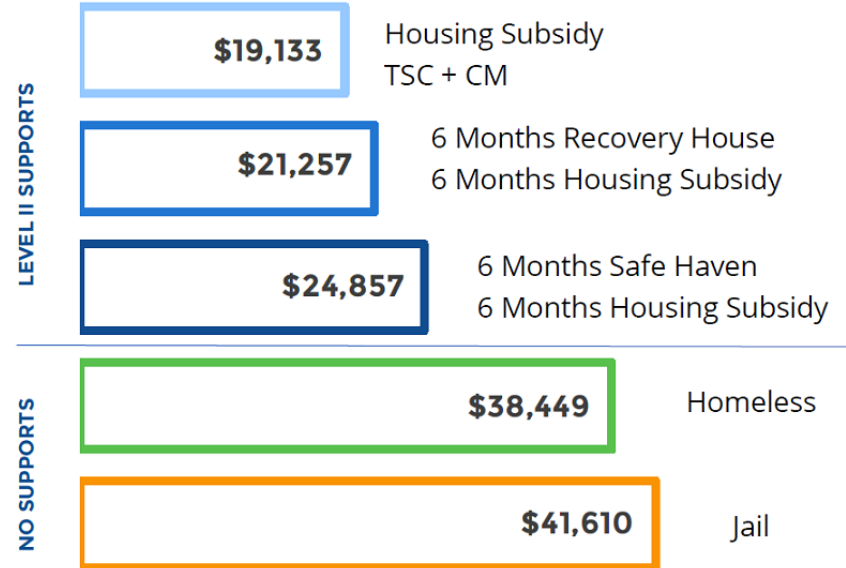


Housing Subsidy and Supports

## Cost Efficiencies for Level I Supports



## Cost Efficiencies for Level II Supports





# Community Behavioral Health (CBH) Updates

Donna Bailey, CEO

City of Philadelphia



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# Value-based Purchasing (VBP) Technical Assistance (TA)

CBH has awarded Health Management Associates (HMA) a contract to provide TA to our whole provider network around readiness for VBP. There is **no cost** to providers for any part of the TA.

- **Part 1** of the TA is completing an online assessment of their readiness to engage in VBP. CBH **will not** see individual providers' results.
- **Cohort 1** providers in TA: CIRC, adult TCM, ACT, and adult IP services have completed their assessments and will receive a detailed report of their results, which will be useful during the in-person workshops.
- **Cohort 2** will be providers of IBHS services (other LOCs TBD). The first workshop will be **May 15**.

To access assessment: <https://www.healthmanagement.com/vbp-tool-acceptance-form/>

Questions? Contact Suzanne Daub: [sdaub@healthmanagement.com](mailto:sdaub@healthmanagement.com)





# Value-based Purchasing (VBP) Technical Assistance (TA)

**Part 2** of TA are the in-person workshops:

All will be held from 1:00-5:00 in 1154A. Providers may bring up to 4 staff members to the workshops.

**Cohort 1** dates for the workshops:

**February 13**: VBP Foundations and Clinical Care Delivery Readiness

**March 12**: Forming Strategic Partnerships

**April 9**: Financial Modeling for Success Under VBP

**May 14**: Partnering with CBH

Next TA Webinar: **February 20, 2020 from 12-1pm**. Link will be posted on CBH News.





## Provider Satisfaction Survey

- CBH is requesting your feedback regarding the interactions we have had with your agency over the past year.
- This survey is used as one of the primary means by which we gauge our performance and your feedback is very important to us.

Survey will close on **February 14, 2020.**





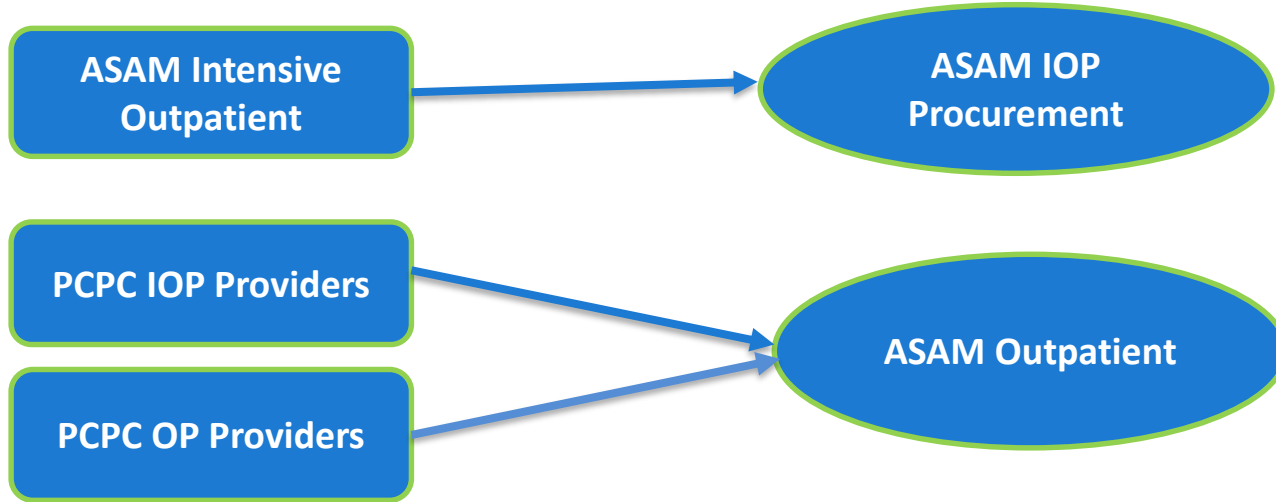
# **Community Behavioral Health**

## **ASAM Implementation**



# ASAM Outpatient Transition

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# ASAM Outpatient Transition Timeline

ASAM  
IOP

ASAM IOP Implementation

ASAM  
IOP

PCPC IOP

APA Development

ASAM Outpatient APA  
Shadow Period

ASAM  
OP

Provider Technical Assistance

PCPC OP

Development of OP Standards

Jan 2020

Mar 2020

May 2020

Jul 2020

Sept 2020

Nov 2020

Jan 2021


Mar 2021

Jul 2021



# Preparing for Value Based Payments


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- The fee for service reimbursement model is transforming across the managed care industry.
  - This change will impact many CBH/ BHSI providers.
  - A new payment strategy is being developed for the ASAM Outpatient LOC providers.
- 



# Preparing for Value Based Payments

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- Providers will receive technical assistance throughout the implementation period.
  - Providers that have not taken advantage of the free assessment offered by Health Management Associates (HMA) are strongly encouraged to do so as soon as possible.
  - Please contact your organization's provider representative for additional information.
- 



# Behavioral Health Training & Education Network (BHTEN)

Abigail M. Pol, LSW  
Program Director

City of Philadelphia



**BHTEN**



# The Behavioral Health Training Network

Abigail M. Pol, LSW- Program Director

# Our Mission

The Behavioral Health Training & Education Network is committed to supporting DBHIDS and other human service systems by planning, coordinating, and providing quality learning experiences in behavioral health and related topics. Our training audiences include providers and administrators of services, individuals engaged in services, family members, and other interested community members.



# Overview of Training Catalog

## Annual Training Series

- Case Management Orientation
- Recovery House Series
- Residential Series
- Mobile Psychiatric Rehabilitation Series
- Student Assistance Program (SAP)
- Trauma Initiative
- DDAP

## Conference and Symposia Coordination

- Faith-Based
- Hoarding
- Zero Suicide

# Overview of Training Catalog



## Specialized Training Topics

- MHFA
- Bullying
- CPI
- Trauma Informed Care
- Resilience
- LGBTQIA+
- Co-Occurring
- Supervision



## Coordination of New Educational Initiatives

- Forensic Sub-Specialty
- Root Cause
- Trauma Informed Care in Prisons
- Domestic Violence/Intimate Partner Violence
- ASAM
- Suicide Prevention
- DHS Cross Training
- Fieldworker Safety and Awareness
- Intimacy and Sexuality for Residential Settings

# CEUs



# Connect with BHTEN

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@BHTEN\_Philly



@BHTEN\_Philly



@Behavioral Health Training and Education Network



## Our Next Upcoming Trainings are:

- SELF: 2.20.20 - 2.21.20
- ASIST: 2.25.20 - 2.26.20
- CRAFT: 3.3.20
- Motivational Interviewing: 3.4.20
- Intimacy & Sexuality: 3.13.20
- Cyberbullying Series: 4.9.20

Sign up at: [www.bhten.com](http://www.bhten.com)



# Questions

## Community Events, Use of Training Facilities, Special Needs

- Elizabeth Harrison, Associate Director, [eharrison@bhten.com](mailto:eharrison@bhten.com)

## New Training Requests & Partnerships

- Abigail Pol, Program Director, [apol@bhten.com](mailto:apol@bhten.com)

## Registration, Website, Marketing

- Akim Cooper, Data Operations Manager, [acooper@bhten.com](mailto:acooper@bhten.com)





# Chief Medical Officer Updates

Dr. Sosunmolu Shoyinka  
Chief Medical Officer, DBHIDS

[Sosunmolu.shoyinka@phila.gov](mailto:Sosunmolu.shoyinka@phila.gov)

City of Philadelphia






# Medical Director's Meeting Agenda:


1. CBH updates
2. Feedback on the system
3. Strategic Priorities
4. Physician engagement

2019 Survey Report

5. Process updates
  6. Wrap up
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# CMO Division Strategic Priorities

- Crisis System 2.0
  - Suicide Prevention
  - Linkage across levels of care (especially high utilizers).
  - OUD; increasing buprenorphine prescribing capacity by psychiatrists.
  - Trauma-responsive care
  - Co-occurring Behavioral Health and Intellectual disAbility.
  - Population Health: DBHIDS Policy Lab
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# Accelerated Misdemeanor Program (AMP)

Mark O'Dwyer  
Policy, Planning and Development  
Manager


Joy Walters  
Forensic Supervisor

City of Philadelphia






# Accelerated Misdemeanor Program (AMP)

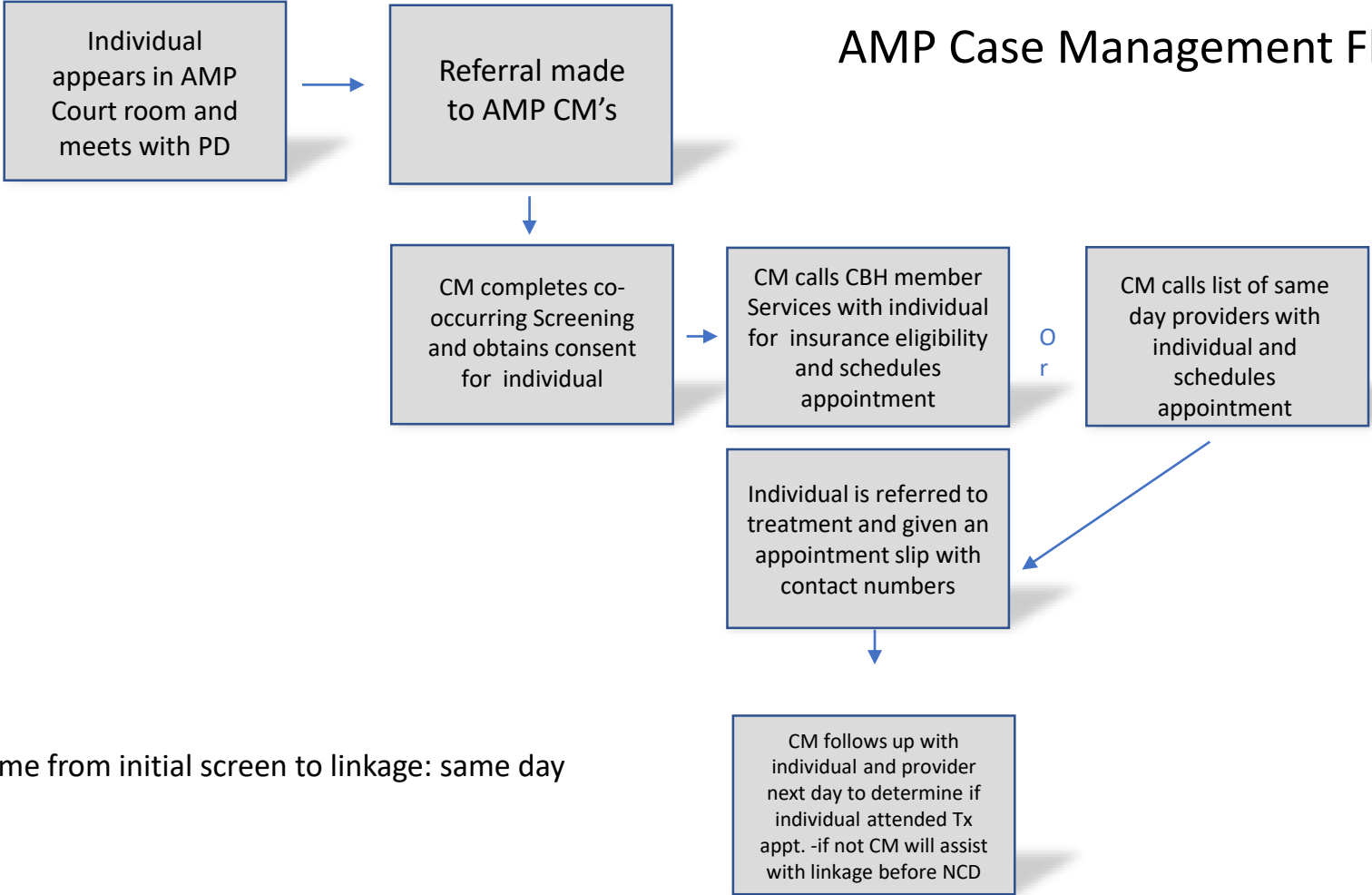
- The Philadelphia Municipal Court created the Accelerated Misdemeanor Program (AMP) in 2010 in partnership with DBHIDS & District Attorney's Office
    - Neighborhood-focused court designed to divert lower level offenders from a standard trial track into:
      - Appropriate community service and/or
      - Behavioral health treatment
    - AMP operates five days per week (Monday –Friday) at various locations
    - Treatment Access is offered to both tiers of AMP – AMP 1 & AMP 2
- 



# Accelerated Misdemeanor Program (AMP)

- Goals of AMP
    - Accelerated access to behavioral health treatment and other supports
    - Individuals will be screened for mental health and co-occurring substance use disorders
    - Individuals will be screened by AMP Case Managers (AMP CM) in court and referred to providers for appointment that same day or next day
    - Have individual engaged in treatment that day or the next day
  - The new AMP process will ensure an expedited behavioral health response for an accelerated court program
- 


# AMP Case Management Flow



Time from initial screen to linkage: same day




# Provider Network and AMP

- Quick access to treatment
    - Same day or next day appointments
    - Transportation
  - Partnership
    - Working with us to troubleshoot any barriers to treatment access
    - Educating front desk and intake staff about AMP program
    - Indicating if this is an AMP Referral
    - Fielding follow-up phone calls from AMP CM to confirm intake appointment attendance and ongoing treatment participation
- 



# Contact Information

- **David Ayers**  
Criminal Justice Program Manager  
215-546-0300 ext. 3322 | [Dave.Ayers@phila.gov](mailto:Dave.Ayers@phila.gov)
  - **Joy Walters, MSW**  
Forensic Supervisor  
215-546-0300 ext. 3438 | [Joy.Walters@phila.gov](mailto:Joy.Walters@phila.gov)
  - If any providers are interested in receiving referrals, please reach out to us!
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# Innovation: Kiosk at Community Council Health Systems

Andrea Brooks  
Orfelina Payne  
James Paige

City of Philadelphia



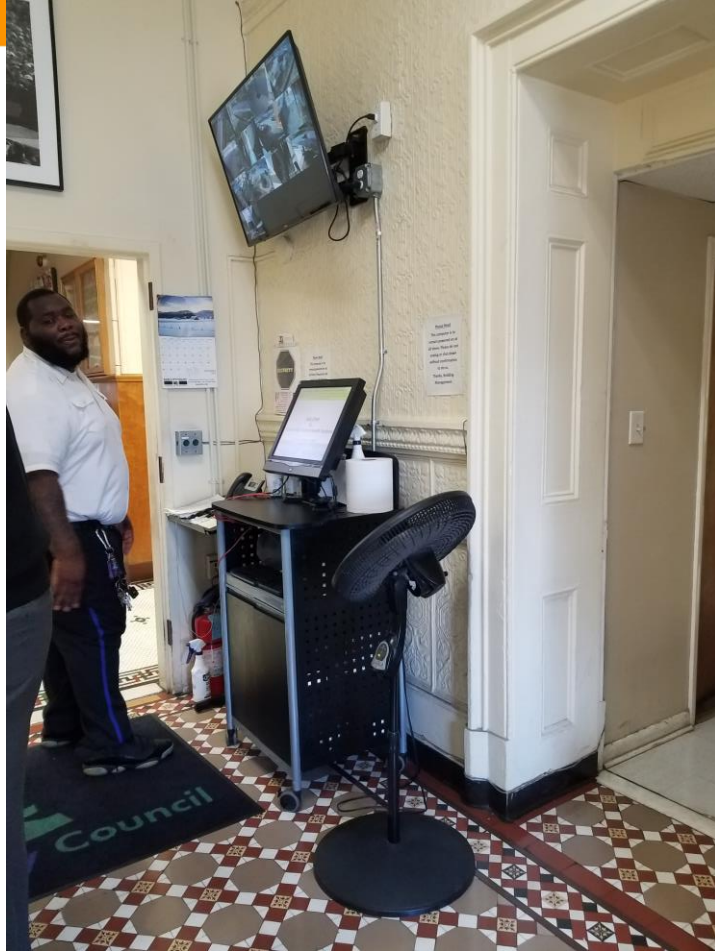
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## Kiosk Discussion – Strengths

- Relaxed Milieu
- Acknowledged Presence
- Protects Confidentiality
- Flexibility (Applicable to all programs, PA System for Smoking/Air Breaks)
- Removes Optics of Long Wait
- Empowering
- User Friendly Technology
- Repurpose security staff
- Anonymity/Privacy
- Flow
- Informed Engagements for Front Line Staff
- Continuity of Care
- Customer Service
- Updated Contact Information
- Increased Walk-Ins
- Increased Attendance Rate
- Data Tracking and Reports for Volume, Wait Times, Staffing





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The image will be stretched or shrunken as needed to fit into an area 1000 x 128 pixels.  
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to avoid excessive image distortion.

# WELCOME To Community Council Health Systems

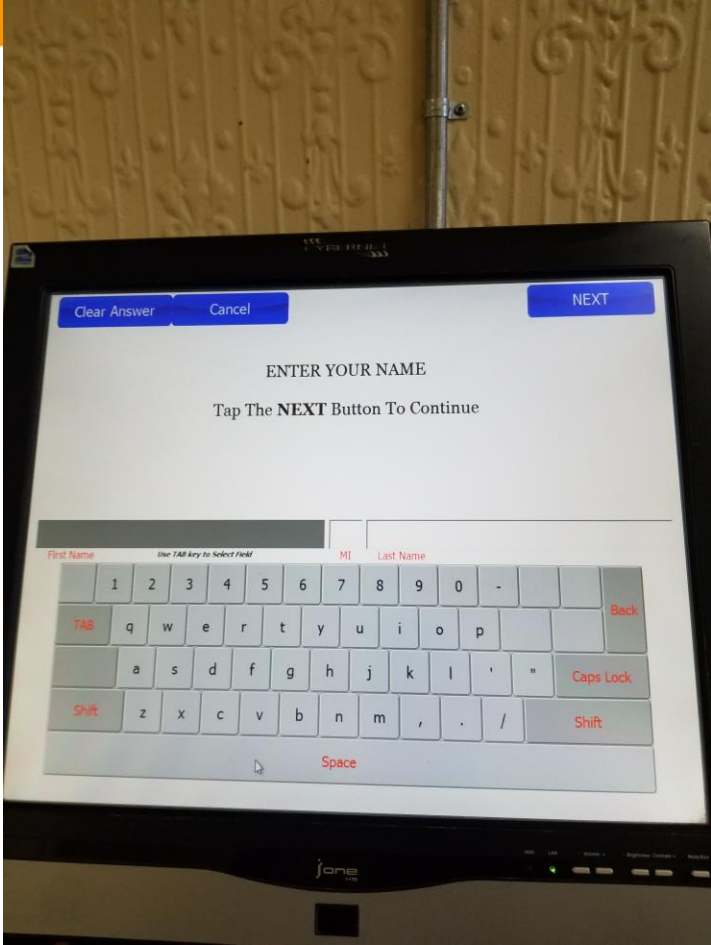
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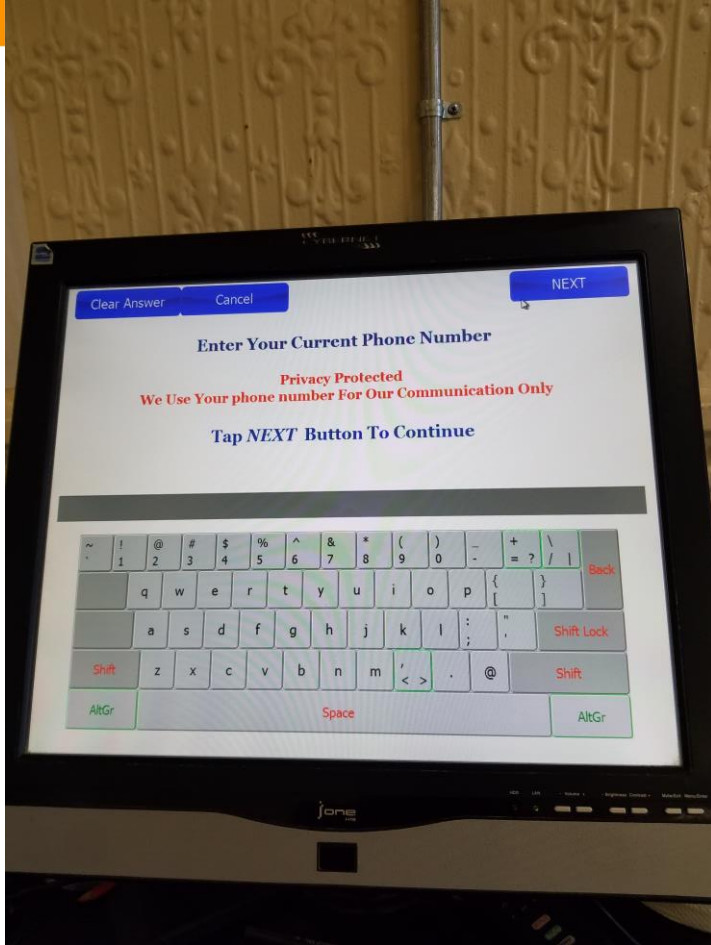
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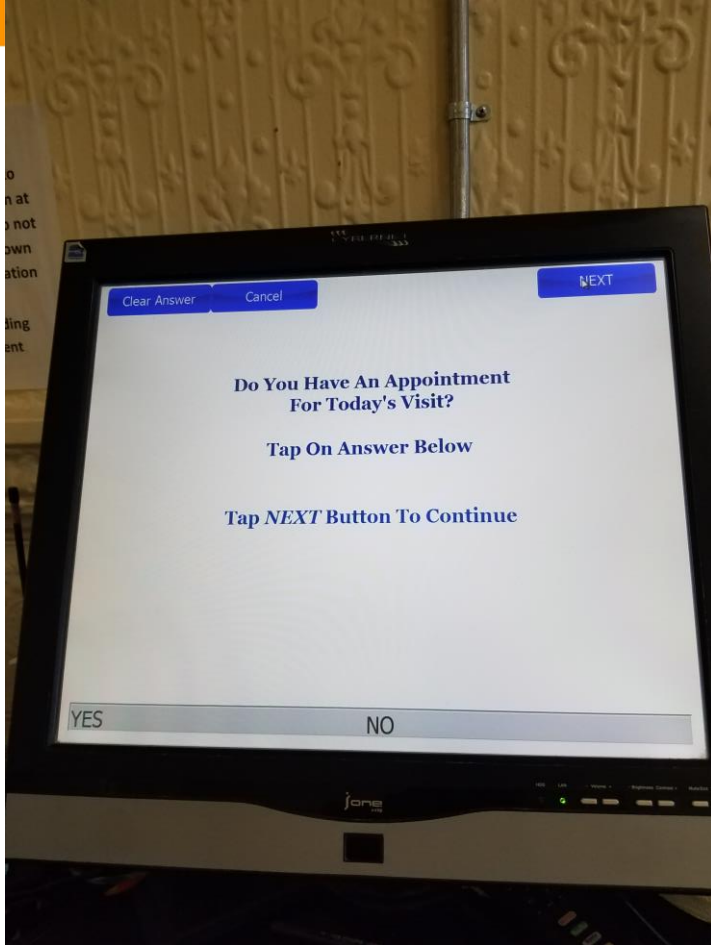
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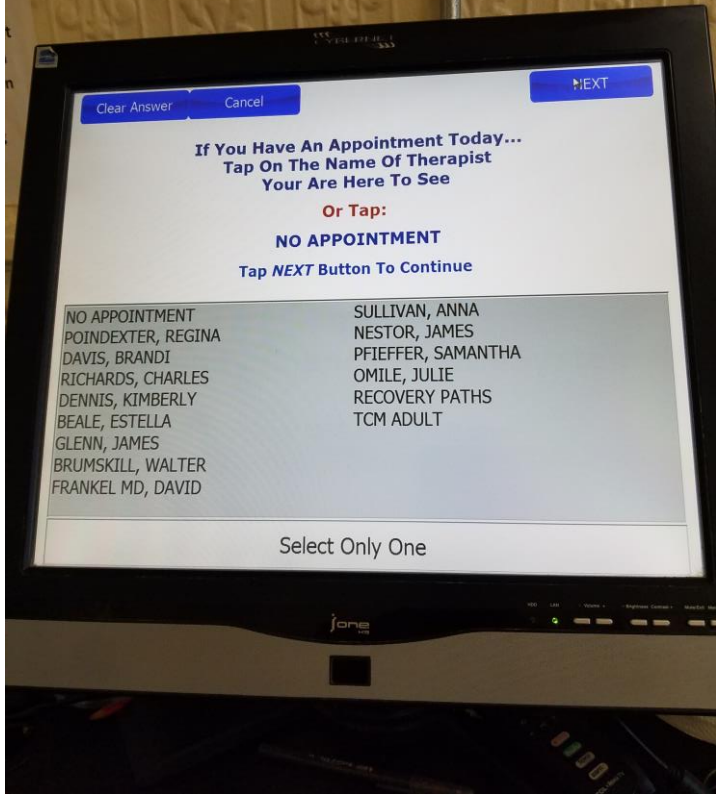
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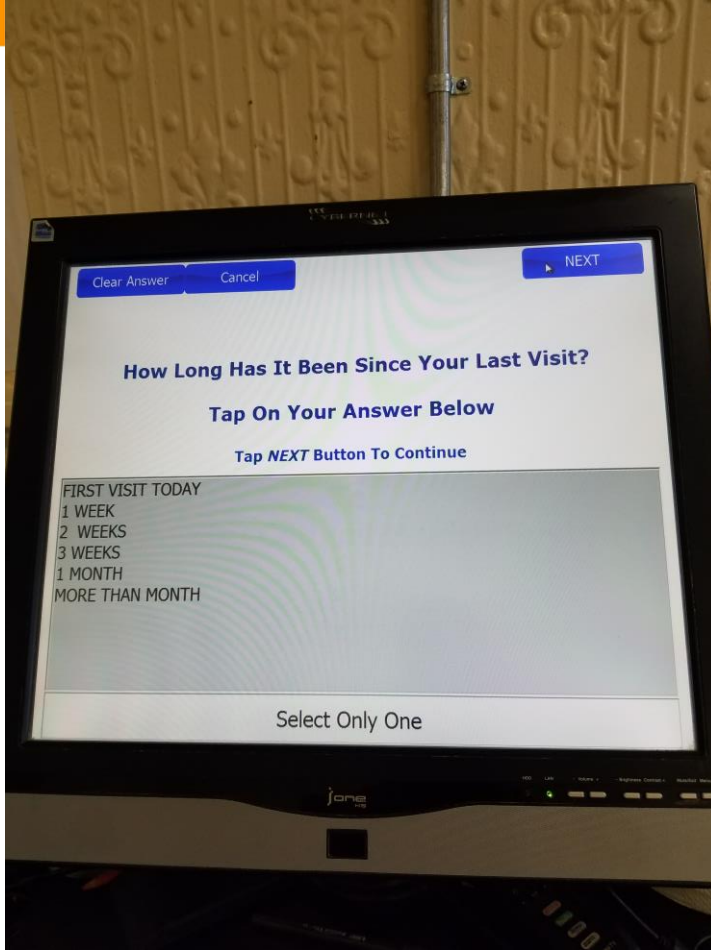
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Clear Answer Cancel

NEXT

### How Long Has It Been Since Your Last Visit?

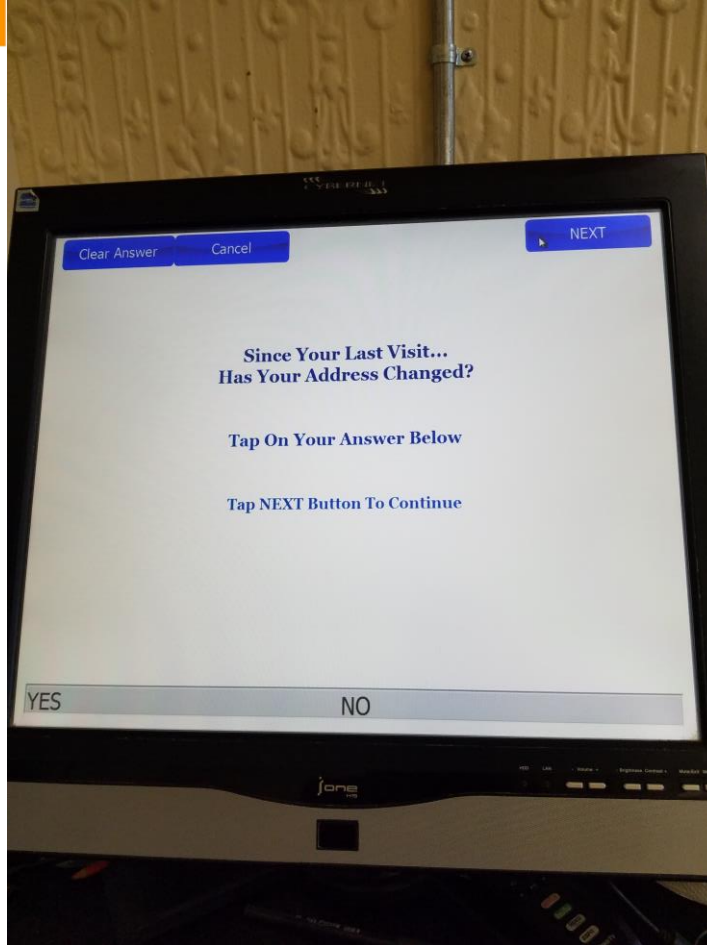
Tap On Your Answer Below

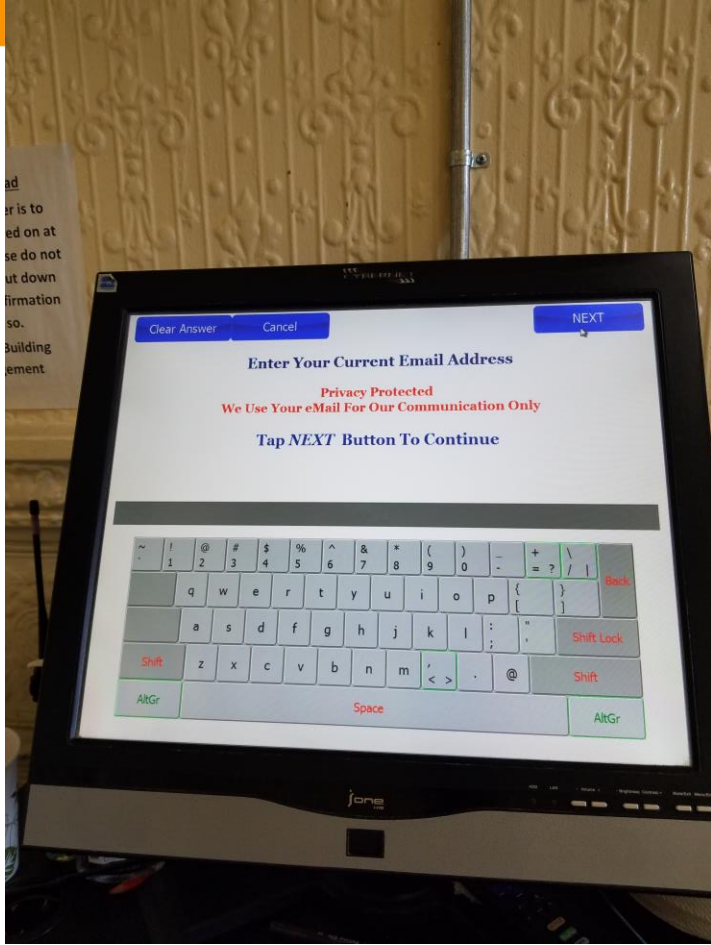
Tap *NEXT* Button To Continue

- FIRST VISIT TODAY
- 1 WEEK
- 2 WEEKS
- 3 WEEKS
- 1 MONTH
- MORE THAN MONTH

Select Only One







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**Thank You For Choosing  
Community Council**

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**Please see an Administrative Support Staff at the Front  
Desk to check-in for your scheduled appointment  
before being seated.**


**TAP DONE**

**DONE**



## WHY

- Reflection on what was tried
- Asked for feedback from clients
- Changed from a punitive approach to a customer service model
- Responding to behavior
- Asking why
- Bigger picture and context of poverty



“They take the first step to get here, we can take the next two steps.”



**Andrea Brooks, MSW**

Senior Advisor to the Commissioner

[Andrea.brooks@phila.gov](mailto:Andrea.brooks@phila.gov)

**Orfelina Payne, MS**

Director of Member Services

[Orfelina.payne@phila.gov](mailto:Orfelina.payne@phila.gov)

**James Paige**

Chief Operating Officer

Community Council Health Systems

[jpaige2@cchss.org](mailto:jpaige2@cchss.org)



# Thank You

**Next DBHIDS Executive Directors' Meeting:  
April 1, 2020 at 9:30 AM**

City of Philadelphia

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