

NC ASSOCIATION OF COUNTY COMMISSIONERS ANNUAL MEETING

SERVICE GAPS: WHERE ARE THEY AND HOW DO WE CLOSE THEM?

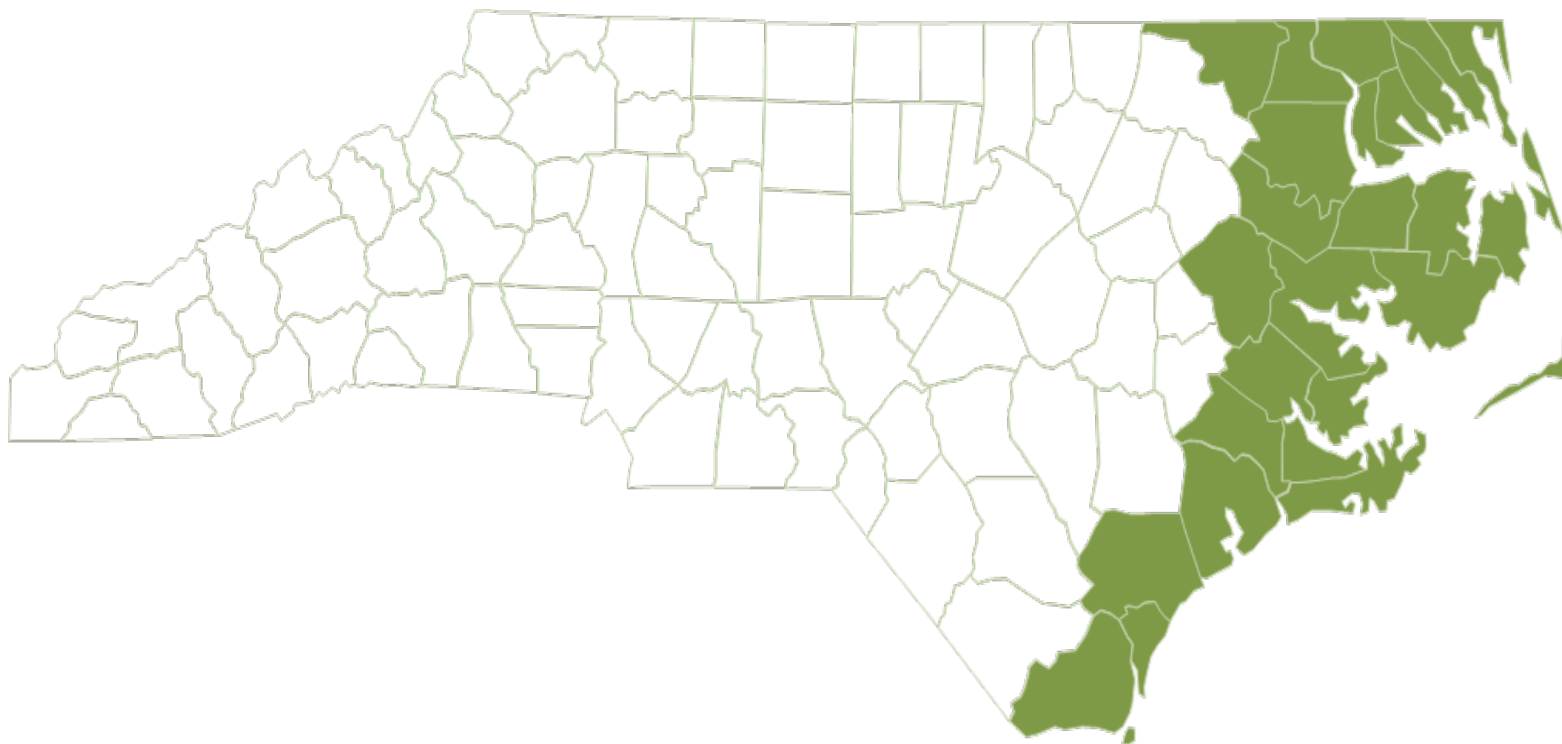
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Transforming Lives



Trillium Health Resources Area



Who we are

- 24 counties, stretching from Virginia to SC
 - Largest LME/MCO in terms of number of counties and geography
- Total population of 1,260,828; approximately 180K Medicaid eligible
- 13% of State's total population, 13% of Medicaid enrollees
- 11,451.3 square miles, roughly the size of Maryland, or bigger than 8 states!
- Widely varying population density
 - Wilmington and Greenville are 8th and 10th largest cities, respectively
 - Most of catchment area very rural - includes NC's 2 lowest populated counties, Hyde and Tyrell

Economic Challenges

- Most of catchment area is very economically challenged
 - 14 - Tier 1 counties
 - 6 - Tier 2
 - Only 4 - Tier 3: Brunswick, Carteret, New Hanover, Pender
- Only Greenville, Jacksonville and Wilmington offer regularly scheduled public transportation services
- Conversely, 7 regularly scheduled ferry routes operate in the catchment area
 - Several communities are only accessible by ferries, including all of Ocracoke Island

Current Statistics

- **Serve roughly 50,000 people each year**
 - 72% with mental health needs
 - 16% with substance use disorders
 - 12% with intellectual and developmental disabilities
- **Total Budget = \$428,205,391**
 - 1.6% county funds
 - 78% Medicaid
 - 5% fund balance - reinvestment funding
 - 15.4% State and non-Medicaid federal
 - 92% services
 - 8 % administration
- **Providers**

Gaps and Needs Process - ECBH

- **Like Sandhills, reviewed:**
 - Demographic and health information data
 - National prevalence data for MH/DD/SA issues
 - Survey participants and stakeholders
 - Complaints and grievances, Registry of Unmet Needs
 - Geo-mapping data
- **Process:**
 - Online surveys available August - October, 2014
 - On-site work with CFACs and Board
 - Compile and analyze data
 - Develop strategies to address gaps and needs
 - Present action plan to Board for adoption

Stakeholder Survey

Consumers and Families	278	34.24%
Provider Agencies and Staff	186	22.91%
DSS	62	7.64%
School System	31	3.82%
Public Health	24	2.96%
Juvenile Justice	10	1.23%
Hospital Emergency Departments	7	0.86%
Guardian Ad Litem	7	0.86%
Law Enforcement	4	0.49%
Other Professionals*	79	9.73%
Community Agencies	67	8.25%
Board of Directors	24	2.96%
LME/MCO Staff	33	4.06%
Total	812	100.00%
* Includes CCNC, Physicians, etc.		

Stakeholder Identified Needs

- Stakeholders - # 1 need across all disabilities was for residential services
 - Important to note that for all but Innovations Waiver participants (I/DD), and children with mental health or substance use issues, residential services are not covered by Medicaid. Makes addressing this identified need challenging.
- Other Stakeholder identified needs:
 - Strengthening natural supports/Peer services
 - Early intervention/prevention services for children
 - Overnight and recreational respite
 - Inpatient community hospital

Access Mapping Identified Gaps

- Mobile Crisis Services available within required timeframes in all 19 counties.
- Outpatient services available within required timeframes and provider choice requirements in all but far northwestern corner of Northampton County, Hatteras and Ocracoke Islands.
- Team-based services available for MH/SA within required timeframes and provider choice requirements for all but Hyde County and Outer Banks
- I/DD services available within required timeframes and provider choice requirements for all but Outer Banks.

Strategies Already Implemented

- **Access to services, removing prior authorization requirements, technology**
 - Outpatient visits for 24 visits
 - All substance abuse services
 - Peer Support services
 - Wellness Recovery Action Planning (WRAP) classes in all counties
 - myStrength - online wellness and recovery
 - Tele-psychiatry
- **Rate Increases:**
 - Psychiatrists and Psychologists
 - Assertive Community Treatment Team
 - Facility Based Crisis
 - Mobile Crisis
 - Multi-Systemic Therapy

Board-Approved Strategies in Process

- **Healing Transitions of Eastern NC**
 - 200 bed male substance abuse detox and long-term residential recovery program
 - Will be located in Greenville
 - Anticipate opening early 2017
 - Costs less than \$40/day; more than 70% of graduates remain in recovery one year post graduation
- **Child First**
 - Early childhood, home visiting model for children ages birth -5 and their caregivers
 - Evidence-based model; NC chosen over 25 other states
 - 4 provider agencies currently in training
 - Available early 2016
 - Better outcomes for children, families, communities; long-term goal of lower cost for MCO

More strategies

- **Tanglewood**
 - Summer camps, after school programs, and overnight respite for children with I/DD
 - Location for parents of children with I/DD to have support groups
 - 5 locations throughout 19 catchment area
- **Accessible playgrounds**
 - Only 2 accessible playgrounds currently in all 24 counties
 - Grants to local governments to build; application period currently open

How can you help us?

- County funding - though a small piece of budget, does provide lots of flexibility
 - ABC funding for substance use services
 - Recovery services
- Help people know how to access services
 - 24/7/365 Access: **877-685-2415**
 - Link on county web page?
- Non-treatment services that predict the greatest likelihood of recovery from MH/SA: housing and employment
 - Transportation and affordable housing
 - Interlocal agreements partnering with other counties to increase affordability?

How we can help each other?

- **CIT**
 - Encourage law enforcement to take Crisis Intervention Training
 - Offered free throughout area
 - Available as a week-long course or one day per week for smaller forces
- **Jail Diversion activities**
 - Share data so we can better respond
- **Community Collaboratives**
 - Encourage DSS and schools to participate actively
- **Respond to Gaps and Needs Surveys**
 - Make sure we know what your constituents think is needed

How can we help you?

QUESTIONS?

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