



# County of San Diego

**NICK MACCHIONE, FACHE**  
AGENCY DIRECTOR

**HEALTH AND HUMAN SERVICES AGENCY**  
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**LUKE BERGMANN, Ph.D.**  
DIRECTOR, BEHAVIORAL HEALTH SERVICES

May 28, 2020

TO: The Behavioral Health Advisory Board (BHAB)

FROM: Luke Bergmann, Ph.D., Director, Behavioral Health Services (BHS)

## **BEHAVIORAL HEALTH SERVICES DIRECTOR'S REPORT – June 2020**

**ACTION ITEM(S)**: None

### **LIVE WELL SAN DIEGO UPDATES/SPECIAL EVENTS**

#### **Behavioral Health Recognition Dinner Postponed**

The 34<sup>th</sup> annual Behavioral Health Recognition Dinner originally scheduled for Friday, May 29, 2020 has been postponed and a new date has not been set. The committee aims to schedule the event for a future date.

#### **Recovery Happens Annual Community Event**

The Recovery Happens Annual Community Event is scheduled for Saturday, September 12, 2020 and the location is to be determined. BHS staff and community partners on the planning committee are monitoring ongoing impacts of COVID-19 and physical distancing requirements. As the event date approaches, more information about any planned changes needed to accommodate current public health orders will be shared.

#### **UPDATE FROM THE CLINICAL DIRECTOR'S OFFICE (CDO)**

Due to the unforeseen and wide-ranging impacts of the COVID-19 situation on the County- and contracted-providers, long-term projects and planned improvements may face delays and obstacles while resources are stretched. However, progress continues and will evolve in order to meet the current needs of both clients and providers.

#### **Public Consulting Group Update**

The Public Consulting Group, Inc. (PCG), in collaboration with County staff, continues to advance the behavioral health continuum of care redesign by focusing on stakeholder engagement and

governance; reviewing the County's data landscape; and exploring the nexus between behavioral health services and the justice system. This includes the creation of shared metrics for prevention, integrated care delivery, and outcome evaluation for individuals with behavioral health needs. PCG has drafted a data request for psychiatric inpatient providers, revised the initial communication plan with such providers to accommodate ongoing COVID-19 response priorities, and reframed previously completed analyses under the general incentive payment model to support the full rate review effort. PCG has also provided research and analysis related to potential incentives and outcomes for crisis stabilization programs in the County, including a draft operational framework and decision tree to guide implementation. PCG continues to analyze available data sets to advise on future development of the Behavioral Health Data Dashboard, including a special focus on crisis program utilization data that will support the future dashboard, current program development efforts, and the future incentive payment model.

#### Expansion of Substance Use Disorder (SUD) services within SDCPH and NAMI Next Steps

Each month at the San Diego County Psychiatric Hospital (SDCPH) Emergency Psychiatric Unit (EPU), over 400 patients who have either a primary or secondary SUD are treated. Many of these patients need assistance with connecting to SUD services in our community to help them achieve recovery. To assist with this goal, the NAMI Next Steps contract has recently been amended to expand their collaborative services within SDCPH. With this expansion, the patients at the EPU will be assessed and provided a warm hand-off referral to medically necessary SUD services utilizing ASAM (American Society of Addiction Medicine) criteria. To help facilitate the coordination of care for these new SUD services, Next Steps will be hiring additional staff of four SUD counselors and one supervisor. In addition, SDCPH will provide withdrawal management services onsite, as needed, following ASAM guidelines. This will enable patients to safely withdraw from substances, prior to transitioning to a SUD program in the community, in order to work towards achieving their recovery goals.

#### Workforce, Education, and Training – Transitions to Distance Learning

As of April 30, 2020, Responsive, Integrated Health Solutions (RIHS) has provided in-person trainings to 1,222 BHS and BHS contract staff. Additionally, 13,705 eLearnings or webinars have been completed to date. In response to the COVID-19 guidance, RIHS has transitioned many of their scheduled in-person to virtual trainings beginning the first week of May 2020.

#### Drug Medi-Cal Organized Delivery System (DMC-ODS)

BHS continues to engage individuals in need of treatment and support services by enhancing the infrastructure of service delivery and ensuring that there is a robust provider network available to clients across the county. In its second year of implementation, the three key outcomes of the DMC-ODS are:

- **Volume (serving more):** The total number of clients admitted from 07/01/19 through 03/31/20 was 14,339. That number includes 2,069 client admissions through the Opioid Treatment Providers (OTP). The total number of unique clients with SUD served is 14,523 for the same period, and this number is inclusive of 4,331 unique OTP clients served.
- **Clinical Quality (providing better services):** Systems for tracking and reporting have been put into place within outpatient programs. For fiscal year 2018-19, 92% of clients were offered outpatient services within 10 days of the request. OTPs had previously established capacity for tracking timely access, and in our index year, 95% of individuals received their first

medication administration within three business days of initial contact. Additionally, in the first quarter of fiscal year 2019-20, 32% of individuals discharged from residential services were connected to ongoing services within 30 days.

- Financial Investments (investing in health): As of 3/31/2020, 90% of the DMC-ODS facilities are DMC certified, of which over 80% are billing. Contract expenditures were \$80 million in budgeted contracts as of 3/31/20, fiscal year 2019-20.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Luke Bergmann', with a stylized flourish at the end.

Dr. Luke Bergmann, Ph.D., Director  
Behavioral Health Services

cc: Dean Arabatzis, Acting Agency Director  
Aurora Kiviat Nudd, MPP, Assistant Director and Chief Operations Officer  
Cecily Thornton-Stearns, Assistant Director and Chief Program Officer