

# Mental Health Services Act Annual Innovation and Evaluation Report Fiscal Year 2016-2017

**Submitted by:  
Merced County  
Behavioral Health and  
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**Note:** The innovation project is slated to begin in early 2018. There is no data submission for Fiscal Year 2016-2017.

### **Innovative Strategist Network (ISN)**

Fiscal Year	Number Served	Total Funding	Cost Per Client
<b>Actual for Fiscal Year 2016-2017</b>	<b>Program to start in 17/18</b>		
<b>Projection for Fiscal Year 2017-2018 (6 Months)</b>	<b>250 clients to be served</b>	<b>\$783,871 in funding</b>	<b>\$3,135 cost per client</b>
<b>Projection for Fiscal Year 2018-2019</b>	<b>500 clients to be served</b>	<b>\$1,318,991 in funding</b>	<b>\$2,638 cost per client</b>
<b>Projection for Fiscal Year 2019-2020</b>	<b>700 clients to be served</b>	<b>\$1,342,604 in funding</b>	<b>\$1,918 cost per client</b>
<b>Projection for Fiscal Year 2020-2021</b>	<b>900 clients to be served</b>	<b>\$1,363,905 in funding</b>	<b>\$1,515 cost per client</b>
<b>Projection for Fiscal Year 2021-2022</b>	<b>1100 clients to be served</b>	<b>\$1,385,752 in funding</b>	<b>\$1,260 cost per client</b>
<b>Projection for Fiscal Year 2022-2023 (6 Months)</b>	<b>600 clients to be served</b>	<b>\$667,165 in funding</b>	<b>\$1,112 cost per client</b>

#### **Description of Program**

The Innovative Strategist Network (ISN) is Merced County’s new Innovation Project. The ISN Plan was submitted to the MHSOAC in November 2016 and was approved by the MHSOAC Commission on February 23, 2017.

The ISN will be a network comprised of innovative thinkers and strategists who will utilize Appreciative inquiry, Building of community and program capacity and Care coordination to infuse wellness and recovery into the community and mental health services. This innovative plan will adopt and build on the principles from Appreciative Inquiry (A), Building Capacity (B) and Care Coordination (C), developing and utilizing a community model referred to as the “ABC Innovative Framework Model.”

The ABC Framework will provide a model to address barriers, closed pathways and the need for community wide innovation and support so that individuals in need can have their own voice, in their own form, and choose their own healthcare goals. This project is highlighting Innovation as a pulse for community change, mental health care and quality improvement. Presently, there are many agencies and programs making transactional steps to make improvements where the climate is just being managed. In order to address the requests of the community stakeholders there will be a focus on changing the culture with the goal of leading to a transformational change. The ABC Innovative Framework will open the lens wider to provide a pathway to needed care and to change the conversation in Merced to Hope. Merced County’s ISN will test out a different approach to mental health care, looking at alternatives that will build service

capacity and address mental health needs. Individuals in need will have the opportunity to select from seven (7) ISN strategists to improve their health outcomes. The goal is that the stigma and barriers to services will be reduced by offering more than one strategist.

Through the ISN, Merced County will apply to the mental health system a promising community-driven practice or approach that has been successful in non-mental health contexts or settings. The ISN will consist of a Lead Strategist, Integrated Care Strategist, Behavioral Health Strategist, Care Coordination Strategist, Family/Resource Strategist, Recovery Strategist, a contracted Youth-Specific Strategist and a Program Support/Evaluation Strategist. The ISN team will be trained in this ABC Innovative Framework Model to implement a model that has never been used in mental health settings.

### **ISN Program Overview**

The Innovative Strategist Network (ISN) is a short-term (30 days) intensive innovative program to reduce stigma, increase access to behavioral health services for underserved consumers, improve the quality of services, and promote inter- and intra-agency collaboration by ensuring that the ABC Innovative Framework minimizes all unnecessary barriers to treatment services for our SMI and Mild/Moderate consumers. One of the essential goals of the program is providing the flexibility to enroll quickly without the need to complete a full comprehensive assessment, and provide services in real time that are client driven with a strategist of choice. As an MHSA program, one of the barriers faced by many consumers is the lengthy assessment process necessary to establish medical necessity which will be eliminated initially by this program. ISN will allow consumers to have direct access to services within 30 minutes of initial contact as opposed to having to schedule a Point of Entry assessment to qualify for services based on meeting medical necessity. Staff will be able to provide quality work focusing on the immediate needs of the consumers without the barriers of Medi-Cal required paperwork and documentation. The consumers' needs drive the ABC model by the types and level of services needed by the consumer. The ABC model provides "no wrong entry" into our system, and services can be provided by any one of the ISN team members.

## Scope of Services

### **BHRS Program Manager (Lead Strategist)**

- Plans, organizes, manages and directs the activities of the Innovative Strategist Network Program.
- Supervises ISN staff and oversees program implementation
- Develops strategies to:
  - Create and enhance ISN referral process
  - Connect individuals to the ISN
  - Provide quality ISN services
  - Grow the ISN Program
- Develop agreements for collaborative relationships with partner agencies to build the ISN
- Oversee collection of program data, reporting of outcomes and preparation of quarterly reports pursuant to Mental Health Services Act requirements
- Responsible for developing innovative strategies to enhance the program and improve services to clients
- Implement the “ABC Framework Model” in accordance with the ISN Plan
- Outreach to the community about the ISN Program and create linkages and coordination of services
- Develop and grow participation in the ISN Program over the 5-Year implementation period
- Report on and make presentations on the ISN Program’s successes and challenges
- Develop a plan of continued sustainability of the program once the Innovation funding period ends
- Responsible for the Administration of the ISN Program, including budget, justification of changes and expenditure controls.
- Assist with grant preparation, grant management, and compliance with reporting requirements.
- Directs the gathering of statistical information and the preparation of a variety of reports.
- Represents an assigned program with community organizations, government jurisdictions.
- Deals with the most sensitive public complaints and issues.
- Provides technical assistance to schools, courts, law enforcement and correctional agencies, social welfare and health agencies and related community groups.

- Identifies community mental health needs and objectives and provide information on services.
- Locates appropriate resources and assists with developing or modifying community resources to meet mental health goals.
- Writes and edits a variety of informational and educational brochures and other publications.
- Develops information for the news media to promote understanding of mental health activities.

**Psychiatric Staff Nurse (Integrated Care Strategist):**

- Plan and oversee client care in the ISN Program with a skilled approach to the integration of behavioral health and physical health
- Provide assessments and evaluations of clients to develop both medical and behavioral health strategies to ensure clients receive necessary treatments
- Provide services to the ISN client population, both in the office setting and in the client’s natural settings out in the community (e.g., home-visits, community center, faith-based center)
- Implement the “ABC Framework Model” in accordance with the ISN Plan
- Outreach to the community about the ISN Program and create linkages and coordination of services
- Implement client medical care plans as developed and prescribed within MCBHRS guidelines and policies.
- Provide direct care for regular and individual special treatments or procedures.
- Observe and evaluate clients’ signs, symptoms, and reactions to treatment in efforts to identify or interpret significant findings or changes requiring attention or notification of other professional staff.
- Assists with special treatments, tests, and administering prescribed medications, making constant adjustments in consultation with the physician and/or nurse practitioner commensurate with a client’s condition.
- Instruct and interact with clients and/or relatives concerning home care.
- Initiate appropriate emergency measures, requiring independent judgment to sustain life, as necessary.
- Assist with evaluating and improving services of the ISN Program.
- Provide linkages to appropriate avenues of care when client’s problems are not within the scope of the ISN Program
- Assists with the development of procedures and methods to improve ISN services

**Mental Health Clinician (Behavioral Health Strategist):**

- Provide assessments and evaluations of ISN clients to develop an ISN Plan with goals and strategies to meet their individual needs and build strengths
- Meet with ISN clients and groups, including families, to assist them with understanding complex mental and emotional problems and with developing realistic plans to resolve them.
- Develop and facilitate groups beneficial to ISN Program
- Modify care plans dependent upon appropriate and success-oriented strategies
- Advises ISN clients on the availability of community resources.
- Interprets ISN clients' needs and problems, assisting them with environmental adjustment.
- Works with ISN clients' relatives to secure cooperation in treatment programs.
- Implement the "ABC Framework Model" in accordance with the ISN Plan
- Outreach to the community about the ISN Program and create linkages and coordination of services
- Assists with training other ISN staff in diagnosis and treatment methods.
- Develop and conduct training and informational presentations on the ISN Program
- Serve as an ISN consultant for other community agencies.
- Develop and implement ISN based treatment plans; develops and prepares extensive records, complex reports, progress notes, and correspondence.
- Administer program measurement tools and surveys to track and report program data and outcomes

**Mental Health Worker (Care Coordination Strategist):**

- Interviews referred and walk-in clients and makes appropriate referrals to ISN specific services or to other services as appropriate.
- Gather intake data and completion of enrollment forms for further determination of service strategy by ISN team.
- Plans, develops, and evaluates activities for ISN clients under the guidance of ISN Clinical staff.
- Carries out socializing/rehabilitation activities in an innovative framework.
- Provides ISN client supervision and assistance as necessary, including transportation.
- Observes ISN client behavior, prepares reports and serves as a client advocate.

- Conducts and participates in ISN specific community meetings and conducts ISN related presentations.
- Conducts home visits and wellness checks for ISN clients.
- Conduct meetings with ISN client's family members to further support and improve the ISN care plan.
- Administer program measurement tools and surveys to track and report program data and outcomes
- Participates in planning, development, and evaluation sessions for ISN clients.
- May have assigned responsibility for development/implementation of a specific rehabilitation activity.
- Implement the "ABC Framework Model" in accordance with the ISN Plan
- Outreach to the community about the ISN Program and create linkages and coordination of services
- Performs a variety of ISN program support assignments.

**Family/Community Development Partner (Family/Resource Strategist):**

- Provide bi-lingual support to the ISN Program.
- Interview referred and walk-in clients and makes appropriate referrals to ISN specific services or to other services as appropriate.
- Gather intake data and completion of enrollment forms for further determination of service strategy by ISN team.
- Interview community members and participate in educational settings.
- Lead ISN related activity groups in a community setting.
- Identify and utilize appropriate community agencies for referral of ISN clients.
- Work in non-traditional settings such as community shelters, outreach programs, etc.
- Prepare routine reports and correspondence and maintain ISN client records.
- Participates in ISN in-service or other training courses and staff meetings.
- Assist in the development of a community consortium to help families and the community.
- Delivers education on mental health resources and healthy lifestyles in the community.
- Conducts follow-up phone calls and home visits to clients, families and community members, including collaboration with Marie Green and CSU Programs to assist with client care post-discharge.
- Provides social support and relationship-building for ISN clients.
- Assists in the documentation of ISN program and community activities
- Administer program measurement tools and surveys to track and report program data and outcomes

- Implement the “ABC Framework Model” in accordance with the ISN Plan
- Outreach and education to the community about the ISN Program and create linkages and coordination of services
- Performs a variety of ISN program support assignments.

**Consumer Assistance Worker or Peer Specialist (Recovery Strategist):**

- Interview referred and walk-in clients and make appropriate referrals to ISN specific services or to other services as appropriate.
- Assist ISN clients to complete forms.
- Learns to assist ISN staff in linking consumers with resources, distribution of flyers and brochures
- Learns to lead ISN activity groups while promoting ISN Program and the “ABC Framework Model”
- Learns to identify and utilize appropriate community agencies for referral of ISN clients.
- Administer program measurement tools and surveys to track and report program data and outcomes
- Prepare routine reports and correspondence and maintain ISN client records.
- May work in non-traditional settings such as community shelters, outreach programs, etc.
- Participates in in-service or other training courses and staff meetings.
- May assist consumers in various skills needed for craft activities and transport to various activities.
- Helps provide an Innovative climate for patients by listening and socializing with them.
- May link ISN clients to services/resources for personal care.
- Outreach to the community about the ISN Program and create linkages and coordination of services

**Rationale**

To provide barrier-free services and linkages to services, allowing clients to be given the services and supports they need through an open, whole person care, and more customizable version of mental health services delivery.

**Key Objectives**

- Increase access to underserved groups
- Increase the quality of services
- Promote interagency collaborations
- Increase access to services

### **Number of Individuals Served in 2016-2017**

- No data for 16/17
- Program to start in 17/18

### **Changes for 2017-2018**

Begin implementation of the ISN, develop program structure, referral process, flow chart, SMART Goals and data collection protocols for program outcomes. Prepare Request for Proposal (RFP) for evaluator and RFP for implementation of the ISN for youth.