

MEMORANDUM

Date: February 7, 2012
To: NTBHA Board of Directors
From: Redesign Committee
Ron Stretcher, Janis Burdette, Dr. Bret Baldwin, Dr. Elba Garcia
Re: Progress Report and Recommendations

The NTBHA Redesign Committee met on January 11, 2012 following the regular NTBHA Board Meeting. Present at this meeting were:

- Ron Stretcher, NTBHA Board
- Janis Burdette, NTBHA Board
- Dr. Elba Garcia, NTBHA Board
- Felicia Spaulding, Value Options
- Eric Hunter, Value Options
- Dr. Margie Balfour, BHLT Performance Improvement Coordinator
- Brandy Ruckdeschel, NTBHA Clinical Director
- Alex Smith, NTBHA Executive Director

Recommendations to the NTBHA Board

Utilization of Incentive Payments

The committee recommends that incentive funds available from DSHS be distributed among outpatient providers based on the proportion of NorthSTAR consumers served. In order to access the incentive funds, providers must first submit to staff a detailed plan on how they will use their incentive funds to address one of the following priorities:

- Reduce the percentage of consumers served by the SPN who access acute services while in care with the SPN
- Increase the percentage of consumers receiving follow-up care at the SPN after discharge from community or state hospitals
- Improve access to service and quality of care for persons in the following priority populations: homeless consumers, formerly homeless consumers in permanent supportive housing, consumers discharged from acute services, consumers discharged from community or state hospitals
- Improve access to chemical dependency services.

NTBHA expects to receive \$617,220. The committee recommends that 80%, \$493,776, of the funds be allocated proportionately to the outpatient SPN providers and that 20%, \$123,444, be allocated to special projects that are consistent with current priorities.

As part of the discussions about incentive payments, Mike Faenza with Metro Dallas Homeless Alliance and Liam Mulvaney with Lifenet shared concerns about the impact of the new indigent case rate on permanent supportive housing projects. Those projects where the Dallas Housing Authority provides rental subsidy vouchers and providers are expected to provide appropriate support services are of particular concern. This issue was also discussed as a priority by the

Greater Dallas Homeless Policy Alliance. Dr. Garcia, Dallas City Councilmember Jerry Allen, Dallas Housing Authority Executive Director Mary Ann Russ, and the Hon. John Creuzot are members of the Alliance.

There has also been significant discussions at recent Board Meetings about the need for increased access to chemical dependency (CD) services in our rural counties. The committee recommends that the above listed portion of the incentive funds be allocated to help improve services in Ellis, Rockwall, Hunt, Kaufman and Navarro Counties.

NTBHA staff are asked to develop a formal plan for incentive funds to submit to DSHS based upon this recommended process and priorities. Staff are also asked to develop the necessary process to review and approve the plans submitted by the SPN's in order to access their incentive funds.

Federal Poverty Level

The committee reviewed the attached analysis of the potential impact on consumers of reducing the NorthSTAR indigence eligibility from 200% of the FPL to either 150% or 133% of the FPL. The committee recommends that there be no change to the 200% income eligibility level at this time. There was a general consensus that the funding reductions of this and prior years has reduced access to services already. Removing more consumers from NorthSTAR due to income will only place more stress throughout the overall behavioral health care delivery system.

Developing a "warm handoff" process for persons moving to and from acute services

Diane Partin of Lifenet and Angie Byrd of Transicare presented recommendations from the "Crisis Thingy" workgroup of the Dallas County BHLT. The recommendations from that group are attached. This committee recommends that NTBHA endorse these recommendations and begin working towards their implementation. The first priority should be formalizing a "warm handoff" process for consumers moving to and from acute services.

Next Steps

The next meeting of the Redesign Committee is being scheduled. The following issues will be discussed.

- Law enforcement is a primary driver of crisis services and need to be included in problem solving. Appropriate law enforcement representatives will be invited to the next meeting.
- Representatives from mobile crisis will be invited to the next meeting to begin a more in-depth review of those services and how they can support efforts to reduce utilization of crisis services. There will also be discussion of the potential to collaborate with the City of Dallas' 911 system.
- The committee will continue to review data from Value Options on its utilization management activities around ACT services to determine if lengths of stay in the service are appropriate and if changes in the ACT model are warranted.
- There will be additional review and discussion of potential ways to reduce the administrative burden on providers