

**Communication from the Office of the ACBH Director -**

DATE: February 27, 2020

TO: All ACBH Team Members & Community Partners

FROM: Karyn L. Tribble, PsyD, LCSW, ACBH Director



SUBJECT: **ACBH Community Outreach Event (February 5, 2020) – Stakeholder Update**

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Dear ACBH Team Members & Community Partners:

On behalf of Alameda County Behavioral Health (ACBH), I wish to convey my sincerest appreciation to those who were able to attend our Community Outreach Event earlier this month.

For those who were unable to attend, the event served as an opportunity to both provide a departmental update from our Executive Leadership team and to formally introduce our newest leader, Mr. Imo Momoh, Deputy Director and Plan Administrator. We were very pleased to host the forum and to hear from many of our staff and partner organizations across the county. During the event it was important to our department to capture the feedback we received. In the weeks following the event, the feedback sparked conversation and additional areas for follow up amongst many of our leaders.

In light of our renewed departmental goal to enhance our communication with the community – we are providing the feedback, suggestions, and ideas posed during the Community Outreach Event for your consideration and review as well. Again we, thank you to those who were able to attend and engage our team in this manner. We hope that this continued exchange of ideas inspires you and/or your organization to look for additional opportunities to share your feedback with our Department in the future.

At the onset of the meeting, all participants were invited to provide any requests for discussion during the meeting, highlight their expectations for the event, and/or to provide feedback regarding any key issues they hoped to hear more about, understand, or to improve as a result of this forum/in the future.

The following represents a summary of the input provided by the attendees at the start of the event –

**Expectations:**

- Improved Communication
- Information Sharing on State requirements/changes
- Streamline processes in an effort to leverage resources
- Increase diversity/African American men in Management
- Recognize assets/expertise/leaders within the community



- Reduce/re-evaluate ACBH (documentation) requirements (one of the highest in Bay Area)
- Increase Asian Pacific Islander (API) penetration rates
- Latino Utilization Report needed in Alameda County
- Build stronger relationships with Managed Care Plans
- Modernize technology in partnership with Providers
- Advocacy at the State level for Early Childhood
- Explore opportunities w/ Regional Centers to promote integration of Mental Health and Substance Use services
- Improve programs through the lens of Results Based Accountability (RBA)
- Greater employee wellness support and services

## **DEPARTMENTAL PRIORITIES**

As the ACBH Director, the following departmental priorities were also shared: Alignment, Communications, and Structure. This new framework was introduced as a method by which the department will begin focusing its areas to better guide operations and administrative activities.

The input provided at the onset of the meeting, was also discussed in relation to departmental activities occurring at the state (California Advancing and Innovating Medi-Cal (CalAIM), local initiatives, and how the department will be focusing on the aforementioned stakeholder input areas.

Departmental Priority Framework –

- **Alignment:** Alignment with our county, agency and departmental mission, vision, values.
  - Who we are? What we do? (in the context of community, local, & State priorities)
  - Alameda County Vision 2026
  - Pending Departmental Restructuring to be launched by December 2020/Jan 2021
- **Communications:** Improve Bi-directional Communication with our internal and external stakeholders.
  - Communications Plan
  - Communications Officer/Public Information Officer (PIO)
  - New Electronic Health Records (RFP Planning in process)
  - Effective Communication of our mission (Website, Updates, Branding, etc.)
- **Structure:** Pending Departmental Re-structuring designed to focus on how our organization is supporting the broader community.
  - New Health Equity Officer – Pending
  - Compliance Officer (HCSA) – ACBH oversight and support
  - Organizational Restructuring Plan – In progress

## **ACBH SYSTEM OF CARE & DIVISION UPDATES AND PRIORITIES**

ACBH Executive Team members provided updates and key areas of focus regarding operations, clinical programming, or administrative planning. The following items below are notations recorded during the session -

### **Lisa Carlisle, Director, Child & Young Adult System of Care**

- County Operated Services update
- Currently evaluating Service needs and trends
- Increased Coordination with Child Welfare Department (Family Urgent Response)
- Currently reviewing Early Childhood trends
- System planning regarding Short term Residential Programs
- Juvenile Justice Redesign efforts (update)

### **Kate Jones, Director, Adult & Older Adult System of Care**

- Crisis Services Division to be reassigned to the ACBH Medical Director's Office (supporting Adult/Older Adult and Child/Youth Systems in a more integrated delivery model)
- Reviewed Adult/Older five areas of focus (2019 memo) – update to be sent in February
- Adult System Operational goals discussed related to Integrated Managed Care, Coordination of Care, and Treatment in the Least Restrictive Settings (Olmstead Legislation)
- Focus on improving Culturally responsive services; Quality Improvement (QI)/RBA; and provider Technical Assistance
- Operational Updates provided on efforts to improve care coordination and Access to subacute care

### **Cecilia Serrano, Finance Director, ACBH Financial Services**

- Discussed Program/Unit changes pending across ACBH finance (working titles and departments). Stakeholder updates pending finalization of ACBH Organization restructure.
- Updates provided on Value based purchasing, and fee for service/ versus cost based contracting
- Alignment with Medi-Cal for all initiatives discussed.
- General fund – 3% COLA pending for contractors with General Fund allocations
- Ensuring Contractors review current and future contract allocation amounts important for next finance season.

### **Dr. Aaron Chapman, Medical Director, Chief Medical Officer, Office of the Medical Director**

- Medication support intersects all areas (across the life span)
- Integrated care services – working with our partners (potential changes in CalAIM)
- Psychiatry and consultation services
- Crisis Services across department to serve in one division, serving the life span (child-older adult)

### **James Wagner, Deputy Director, Clinical Operations**

- Welcome and Recognition of previous interim Directors
- Welcome to Dr. Tribble and Imo Momoh as new members of the ACBH Executive Team
- Housing – HCSA taking the lead through the development of the new Housing Office
- Forensics – upcoming changes focused on system improvement and coordination

### **Imo Momoh – Deputy Director, Plan Administrator**

- Overview of Plan Administrator Role provided
- Discussed upcoming changes regarding Plan Administration provided; including approaches that will be considered (ACBH value feedback from providers).
- Guest feedback: Deputy Director “Asks”
  - Improve internet, web-based or general communication
  - Share information from today’s meeting
  - Progress report to community requested
  - Involvement in process (I.e., change initiatives not just at the end when a change/policy is to be implemented)

*In the coming months*, we hope to continue to provide updates as our system continues to strive towards the many goals associated with quality improvement and operational alignment. We sincerely appreciate the feedback we have received to date, and anticipate integrating much of this input into the work already underway. We do hope you and/or your organization will join us as we engage continued partnership across our community.

Thank you in advance for your collaboration and engagement.