



Healthy Safety Net: How crisis services and certified community behavioral health clinics are changing lives

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September 5, 2024

Mental health prevalence and impact



Nearly **1 in 5** Americans lives with a mental illness²



Nearly **1 in 3** **multiracial** adult lives with a mental illness¹

Percentage of adults receiving mental health services¹

- 23% Asian
- 34% Hispanic
- 33% Black/ African
- 50% White

35



Michigan has **35** designated **mental health shortage** areas, covering **50** counties³

791.1K 

Michigan residents are underserved, or **7.9%** of the **state's population**³

2nd



Suicide is the **second-leading cause of death** among people ages **10-14** and the **third** among those ages **15-24** in the U.S.¹

31%



Increase in mental health-related **emergency department visits**¹

Sources: (1) NIMH; (2) Mental Health America; (3) [Iosco County](#)

Crisis services provide help when it's needed most

Blue Cross has partnered with Michigan community organizations to manage urgent and crisis needs for our members. A total of 363 commercial members were served in 2023.*



PSYCHIATRIC URGENT CARE

Urgent walk-in service to address immediate assessment and treatment needs for patients that cannot wait for routine outpatient treatment and care.

Somewhere for immediate help

188

Members served*



MOBILE CRISIS

Emergency mobile mental health assessment and intervention for adults and children in immediate crisis. Mobile unit can be deployed to home, office, or emergency department.

Someone to respond

85

Members served*



CRISIS STABILIZATION

24/7 recovery-oriented crisis center that offers emergency assessment, intervention and stabilization for urgent/emergency situations.

A place to go

42

Members served*



CRISIS RESIDENTIAL

Designed for short-term residential crisis treatment for adults ready to actively participate in recovery.

A place to recover

53

Members served*



Expanded from **four to 11 crisis providers**, as of June 2024 (three in process).



Commercial members **utilizing crisis services** were **2x less likely to have an inpatient hospitalization** within seven days, as compared to members who visited the ER while in crisis, in 2023.

*Includes data from first four crisis providers

What is a certified community behavioral health clinic?

Certified community behavioral health clinics (CCBHCs) are a **model of care that aims to improve service quality and accessibility**. CCBHCs are **required to serve anyone who requests care for mental health or substance use**, regardless of their ability to pay, place of residence or age, including developmentally appropriate care for children and youth.

01

Provide integrated, evidence-based, trauma-informed, recovery-oriented and person- and family-centered care.

02

Offer the full array of CCBHC-required mental health, substance use and primary care screening services.

03

Coordinate care with other behavioral health, physical health and social services systems in the community.



Certified community behavioral health clinic scope of services

There are nine required services to be delivered by the CCBHC directly or through Designated Collaborating Organizations (DCOs) in a person- and family-centered approach. Of those, the CCBHC must directly deliver the majority (51% or more) of encounters across the required services (excluding crisis services).

CCBHC

*The CCBHC organization will deliver most **services** under the CCBHC umbrella directly rather than through DCOs (i.e., most of the total service volume delivered across the nine required services).*



Crisis Services



Screening, Assessment and Diagnosis



Person-centered and Family-centered Treatment Planning



Outpatient Mental Health and Substance Use Services



Primary Care Screening and Monitoring



Targeted Case Management Services



Psychiatric Rehabilitation Services



Peer Supports and Family/Caregiver Supports



Community Care for Uniformed Service Members and Veterans

CCBHC solutions and outcomes

There are over **500 CCBHC providers in the US today**. Most of our major member concentration centers have access to at least one of these providers. [CCBHC Locator: List of CCBHCs by State \(thenationalcouncil.org\)](https://thenationalcouncil.org)



40.7%

Average reduction in homelessness



72%

Reduction in hospitalization



60.3%

Less time spent in jail



Thank you