

BEHAVIORAL HEALTH

Quarterly news
and updates from
the Idaho
Department of
Health and Welfare



October 2014, Issue 5

Crisis Center Could Open Early Next Month

By Randy Rodriquez

Region 7 Program Manager

On June 26, 2014, Gov. C.L. "Butch" Otter announced Idaho Falls as the site for the behavioral health crisis center. The east Idaho community has been abuzz and frantically working since then to get the crisis center up and running so we can help fill this needed gap. Bonneville County agreed to be the recipient of the contract with the state. They were able to quickly identify a building to buy for the crisis center. The crisis center will be on the corner of Holmes Avenue and Anderson Street in Idaho Falls.

The building is currently under renovation in anticipation of opening in early November. Many community partners worked closely with Bonneville County to get things rolling with the crisis center. These partners include: Bonneville County Sheriff's Office, Idaho Falls Police Department, Eastern Idaho Regional Medical Center, the Department of Health and Welfare (DHW), Targhee Regional Public Transportation Authority, National Alliance on Mental Illness, Crisis Intervention Teams, public behavioral health providers and other interested community



Inside this issue

- Transformation: Where are we now? **Pg. 2**
- **Region 1:** Transformation a new beginning ... **Pg. 2**
- Idaho Awarded ATR IV Grant, **Pg. 3**
- Statute and Administrative Rule Changes, **Pg. 4**
- Underage Drinking Prevention Videos Win Award, **Pg. 4**
- Words from Our Partners, **Pg. 5**
- **Feature:** Providers Partner to Better Serve Clients, **Pg. 6**
- Data & Contacts, **Pg. 7**



IDAHO DEPARTMENT OF
HEALTH & WELFARE

members. This team helped create a logo and brochure for the crisis center, as well as established a bus stop at the crisis center. The community has offered a lot of in-kind and financial donations, including an industrial-sized washer and dryer. Bonneville County looked for a coordinator for the crisis center and successfully hired Brenda Price for

this position. With a coordinator and advisory board in place, the crisis center needs the building to be completed and staff to be hired and placed before they open. The communities of eastern Idaho are excited to have this resource to help those in a

behavioral health crisis to receive the help they need.



Logo for the Behavioral Health Crisis center in Idaho Falls

Transformation - Where Are We Now?

By Rosie Andueza

Operations Unit Program Manager

After 14 years of hard work by many individuals and agencies across the state, transformation legislation was finally passed during the last legislative session and became law July 1, 2014. This legislation provides for a coordinated, efficient state behavioral health infrastructure that will move Idaho toward a more accessible and effective system that serves individuals with both mental health issues and substance use disorders. Each region is currently in the process of forming consolidated Behavioral Health Boards,

appointing executive committees and deciding how to proceed in terms of structure. This could mean boards merging with an entity such as a health district or county; remaining in an advisory-only role; or considering other options. The State Behavioral Health Planning Council (BHPC) has posted many different tools to the [Transformation Toolkit](#) that are intended to assist regional boards as they move toward becoming self-governing bodies. The BHPC plans to issue the Regional Health Board Application soon. Regions will submit this application, including relevant supporting documents, to the BHPC

when they are ready to apply to become free-standing governmental entities and provide services at the regional level. The BHPC is also working on developing a gaps-and-needs tool for use by the regions to determine which services are most needed at the local level. Transformation has truly altered the way many of us think about the behavioral health needs of our communities and how to best meet those needs. This is indisputably an exciting time - one that is sure to change the way behavioral health services are provided in Idaho for generations to come.

Region 1 Spotlight: Transformation a new beginning...

By Holly Bonwell

Region 1 Program Manager

Region 1 now has all its members for the Behavioral Health Board and has held two meetings. We are looking to nominate an interim

chair and co-chair, as well as implement several committees until a decision is made to partner with another agency or remain independent. From my perspective, we have a

knowledgeable board with a wide diversity of members. We just completed a training of "What it means to be a board member," provided by Mike Baker, CEO of Heritage Health here in Coeur ➡

d'Alene. Our board members are excited about the future and what we can accomplish for the citizens of North Idaho.

Our Crisis Team has been working with Children's Mental Health to address the crisis of completed suicides in Shoshone County. This county has one of the highest rates of suicide in the state. A taskforce has been developed using the Idaho Suicide Prevention goals as a framework for how to address this problem. Department staff are offering training to community providers on risk assessment and how to deal with individuals who are suicidal. They are also linking with schools, churches, and local businesses to bring awareness to this issue. In addition, Region 1 Children's Mental Health has continued to work closely with the Kootenai County juvenile justice system and

local treatment providers to increase the capacity of the Juvenile Mental Health Docket. A central goal of this effort has been to provide support to an increased number of youths and their families. Part of this process has included applying to become a federally recognized specialty court. Children's Mental Health has also partnered with the Kootenai County Juvenile Probation Department and a local ranch to support a 10-week equine therapy program. Through this program, youths learn critical thinking, application, and analysis skills along with gaining increased self-worth, motivation and work ethic.

The Region 1 ACT Team is starting a new socialization group that helps participants get to know each other and learn from their shared experiences in managing symptoms of different mental illnesses. It is a

group that encourages participants to get out of their homes and into the community, which can be very therapeutic in managing depression, paranoia, and other debilitating symptoms.

In closing, Region 1 will be hosting its 7th annual CIT Academy March 2, 2015. Our host agency is the Bonner County Sheriff's Office. Sheriff Daryl Wheeler also serves on the Region 1 Behavioral Health Board. Region 1 also provided training to Code Enforcement Officers statewide on October 8, 2014, here in Coeur d'Alene, along with the Area Aging Adult Protection Agency. In addition, Region 1 is working proactively with the Panhandle Health District Healthcare Coalition in preparation to respond to community needs in the event of a disaster.

Idaho Awarded Access to Recovery IV (ATR IV) Grant

By Rosie Andueza

Operation Unit Program Manager

Idaho was one of only five states in the country to be awarded the Access to Recovery IV (ATR IV) grant. This grant gives our state the opportunity to provide more substance use disorder treatment and supports to more Idahoans. ATR IV is a three-year grant that will provide services to the homeless, families who are served by Child



Protection through a court order, and veterans involved in problem-solving court. The Division of Behavioral Health is in the process of laying the foundation needed to get these new services going.

The division will run a few simple pilots in December 2014 to ensure that our training, processes and the WITS system are functioning smoothly before expanding ATR IV services statewide in January. →

We have hired a new ATR IV grant coordinator, Crystal Campbell. Many of you may know Crystal because she has served on the WITS

Help Desk for the past year. Crystal has previous experience working with the homeless population and

developing community partnerships. Crystal will be a great addition to our team!

Upcoming Statute and Administrative Rule Changes

By Casey Moyer

Policy Unit Program Manager

Last year's legislative session featured a plethora of Behavioral Health-related activity. As fall arrives, we are in the process of finalizing our proposed statute and administrative rule changes for the upcoming session.

1. The Division of Behavioral Health is seeking to repeal the Alcohol and Intoxication Treatment Act (I.C. 39-301). This act was created in 1975 with a variety of revisions made over the years. With the passage and implementation of the Regional Behavioral Health Services Act (I.C. 39-3122), Regional Action Committees on Substance Abuse (RACs) were combined with

Regional Mental Health Boards to create Behavioral Health Boards. The Alcohol and Intoxication Treatment Act no longer reflects the statewide policy and current direction of the behavioral health system.

2. Only one section of administrative rule (IDAPA) revision is being proposed by the Division of Behavioral Health this year. Proposed changes to the Adult Mental Health rule (IDAPA 16.07.33) are related to the switch to the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5) and enhancements to the intake and eligibility process. The proposed rule change language

can be found at adminrules.idaho.gov.

3. Budget requests have been submitted to the governor's office and will be made public upon publication of the Legislative Budget Book SFY15, which should be available soon.



Idaho Underage Drinking Prevention Videos Win Award



Three underage drinking prevention videos written by and featuring Idahoans have won a Hermes Creative Platinum Award in the Video/Educational Category. These awards are administered and judged by the international Association of Marketing and Communication Professionals. Each video had a specific message to

parents. The messages to parents were: 1) talk to your children about underage drinking; 2) be willing to be an excuse your teen can use when they feel pressured to drink; and 3) drinking can start at a young age, talk to your children early and often.

You can view the videos by clicking [here](#).

Words From Our Partners

Peer Support Services Benefit Members

By Optum Idaho

Since beginning the contract, Optum has continued to partner with members, providers and community stakeholders to increase access to care for members.

One of these key initiatives was introducing peer support as a covered benefit under Medicaid. A peer support specialist is someone who has managed their own behavioral health issue and is now in recovery. The specialist helps people experiencing a behavioral health issue transition smoothly back to their community and connect with additional services after being discharged from a hospital or in-patient facility.

Here are examples of how Optum has

worked toward transitioning members to evidence-based care and how that can positively change the course of their recovery journey by accessing peer support services:

- Since I got the help from my Peer Support Specialist (PSS) it has changed my life. If I didn't have this service I would be right back where I was. I thank everyone for those who have helped me. In the last month I have come a long way. I can't dwell on the past I need to move forward. If I needed to talk to someone I knew I could call my PSS. It gives me hope. If I didn't have it I would be at the corner bar.

- Peer Support Specialists

understand with their hearts, not their brains. I like to talk to someone who has been there rather than reading it out of a book. I am by myself and the PSS is there when I am lost, alone, and empty. I know they are there for me to talk to. I want someone to be straight up with me and not beat around the bush.

To learn more about peer support services available through Medicaid, please contact Optum's Provider Services Line at **1-855-202-0983**.

NOTE: *Optum Idaho is Idaho's Medicaid managed care contractor for Behavioral Health services.*

BPA Launches Consumer Survey

By Business Psychology Associates

This October, BPA will launch a Consumer Survey as a part of the SUD Program's quality management efforts. The voluntary and confidential survey, distributed via email to all consumers who received a paid service in the last six months, will assess quality of services, effectiveness of care, and consumer satisfaction.

The survey includes questions on general satisfaction, access to care, communication, customer service, quality and appropriateness of services, client participation in treatment, client outcomes, client functioning, and client social

connectedness. The Consumer Survey is a modified version of the U.S. Department of Health & Human Services' Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The CAHPS survey was developed to support and promote the assessment of consumers' experiences with health care services.

Survey results will help BPA and our partners at the Idaho Department of Health and Welfare, Idaho Department of Correction, Idaho Department of Juvenile Corrections, and Idaho Supreme Court continually improve services to achieve greater satisfaction among the consumers we

serve with the services, administration, and operations of the delivery system. Results will be used to identify areas of success and areas of opportunity for quality improvement including employee training, provider training, operational improvements and/or policy changes. Questions about the Consumer Survey should be directed to Rochelle Kubinski, Quality Support Supervisor at Rochelle.Kubinski@bpahealth.com or **208-947-1302**.

NOTE: *BPA is the management services contractor for Idaho's Substance Use Disorder (SUD) treatment and Recovery Support Services (RSS) network.*

Provider Feature: Providers Partner to Better Serve Clients

By Jon Meyer

A desire to better serve behavioral health clients by providing both mental health and substance abuse services under one roof has brought two southwest Idaho treatment providers together in a unique partnership.

Until July, Recovery 4 Life and Human Supports of Idaho provided services separately. They both saw clients in the Treasure Valley. Recovery 4 Life worked with clients with substance use (SUD) and co-occurring disorders, while Human Supports of Idaho worked mostly with adults with a serious and persistent mental illness.

But for the past several months, the two agencies have also worked together in cooperation. Recovery 4 Life Executive Director Amy Jeppesen subleased space in Human Supports of Idaho's Caldwell office. With the new space, she can provide SUD group sessions and individual and family therapy, and perform GAINs and in-house assessments. And having the new resources available in the same office helps Human Supports of Idaho clients engage more with substance use disorder treatment.

"With our populations, there's a high co-morbidity of substance abuse," said Human Supports of Idaho Administrator Gregory

Dickerson "It's very difficult to engage adults with a serious and persistent mental illness in substance abuse treatment."

With everything available under the same roof, Greg and Amy are confident their partnership will lead to higher rates of success and reduced recidivism.

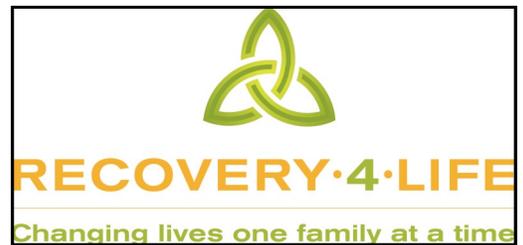
"This is a great way to really get the clients what they need," Amy said. "They don't have to go all over. They already know their service provider, they're still in a familiar building. ... I think that translates into better care."

While the partnership is still rather new, Greg said there has already been success with Human Supports of Idaho clients. "We have clients with long-term substance use issues who are engaging and are showing up to groups. They're been able to achieve footing in their recovery. That is going to improve our outcomes," he said.

Recovery 4 Life and Human Supports of Idaho are now looking into how to continue their partnership in the Boise area, where both providers maintain offices. They would also like to introduce a new and innovative approach to adolescent co-occurring disorder program.

In addition to outpatient services, Recovery 4 Life offers specialized

programming for adolescents and 18-25 year olds, as well as women's-specific and trauma-specific programs. They also provide recovery support services, including case management, drug testing and life skills. Amy started the business in Boise about four years ago.



Human Supports of Idaho primarily provides outpatient services for adults with a serious and persistent mental illness and also offers medication management, case management and community-based rehabilitation. Greg opened Human Supports of Idaho in 1996 in Boise, and opened a Caldwell office in 1999. Human Supports of Idaho achieved full CARF accreditation in 2006.

The idea for the agencies to partner came after Idaho's substance use disorder providers heard a presentation by Becky →

Vaughn, Vice President of Addictions for the National Council for Behavioral Health. Vaughn discussed the trends toward integration of healthcare and behavioral healthcare and the importance of providers utilizing all the resources available in their communities. Partnering is one way to offer a more comprehensive agency to address client needs.

“This is a great opportunity to bring these services together. Clients could receive substance use

services and move into mental health treatment, and have their medication management in the same place,” Amy said.

Recovery 4 Life and Human Supports of Idaho are careful to maintain client choice throughout their partnership. Clients can choose to receive a referral to another agency, and the client’s best interests are the priority.

“We want them to get the best treatment possible,” Greg said.

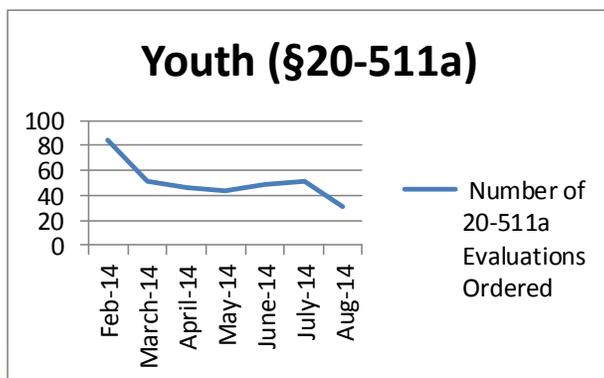
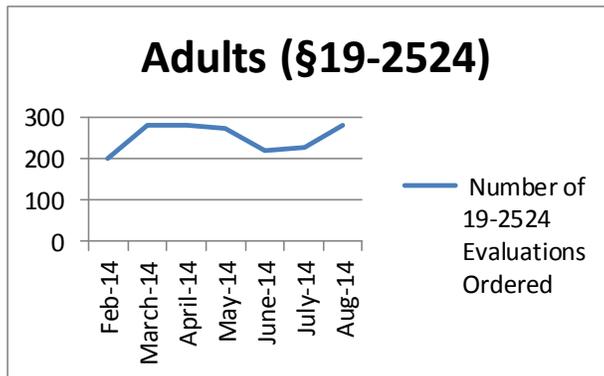
As the partnership continues,

Amy said they’ve learned a lot through innovation. One of their goals is to expand to address the needs of youths with mental illness. They also see possibilities for co-staffing in the future.

“We both want each other to succeed and we’re both committed to this in the long term. It is difficult to have another agency here, but that type of change is only going to help us evolve,” Greg said.

“Evolve into better agencies,” Amy finished.

Court Ordered Mental Health Assessments



Note: Data was obtained from the Mental Health Dashboard. To view more data on the Public Dashboard, [click here](#).

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Feedback

If you would like to learn more about these stories or Behavioral Health, visit mentalhealth.idaho.gov and SUD.dhw.idaho.gov. If you have any suggestions or feedback about this newsletter, email Jon Meyer at meyerj@dhw.idaho.gov.