

Background:

Coordinated Care Organizations (CCOs) are required to develop a Comprehensive Behavioral Health Plan (CBHP) pursuant to Exhibit M, Section 12 a. (2) of the 2021 CCO Contract. In 2020, CCOs requested to develop guidance for the CBHP through a collaborative process with the Oregon Health Authority (OHA). As a result, OHA extended the deadline for the CBHP to June 30, 2021. (OHA further extended the deadline to July 19, 2021, to provide 90 days from the delivery of this guidance document and the evaluation criteria to the due date.) Following this decision, CCOs submitted Progress Reports to OHA with updates on the CBHP development process undertaken by each CCO as well as other selected topics from the CCO Request for Applications in 2019 that resulted in the current CCO contracts. Based on highlights from the Progress Reports and recommendations from CCOs, OHA developed this guidance document and the evaluation criteria for the CBHP submission. Each CCO's development of its CBHP should occur in collaboration with community partners through the sequence of activities identified in this document.

Format Specifications:

- The CBHP must be written in 12-point Arial font with single spacing to meet readability and accessibility standards.
- The CBHP should not exceed a total of 50 pages, including supporting documentation.
- The CBHP and relevant supporting documentation must be submitted to CCO.MCOCDeliverableReports@dhsoha.state.or.us by the due date.
- All file names must clearly reflect the content (e.g., CCOxyz_LEP_Policy).
- In the narrative portion, include document names and page numbers where evidence of compliance can be found. Documents that are not mentioned in the narrative but are submitted will not be reviewed.

For CBHP questions, please contact: Rusha Grinstead at rusha.grinstead@dhsoha.state.or.us.

1: Environmental Scan

Conduct an Environmental Scan of the community. In addition to identifying new community needs, existing work and data, such as the Community Health Assessment, should be utilized to inform the Environmental Scan.

- 1.1 Describe the behavioral health needs and social determinants of health of the community. Please provide relevant data used to identify needs of the community. Specifically focus on:
 - Black, Indigenous, and Other People of Color (BIPOC) Communities and Tribes
 - Migrant farm workers
 - Non-Medicaid population
 - Justice involved population
 - Individuals with comorbidities and /or co-occurring disorders

- Older adults
- Pregnant women and families with children
- Individuals with Substance Use Disorder (SUD) and Serious Mental Illness (SMI)
- Children and youth including those with Serious Emotional Disturbances
- Families

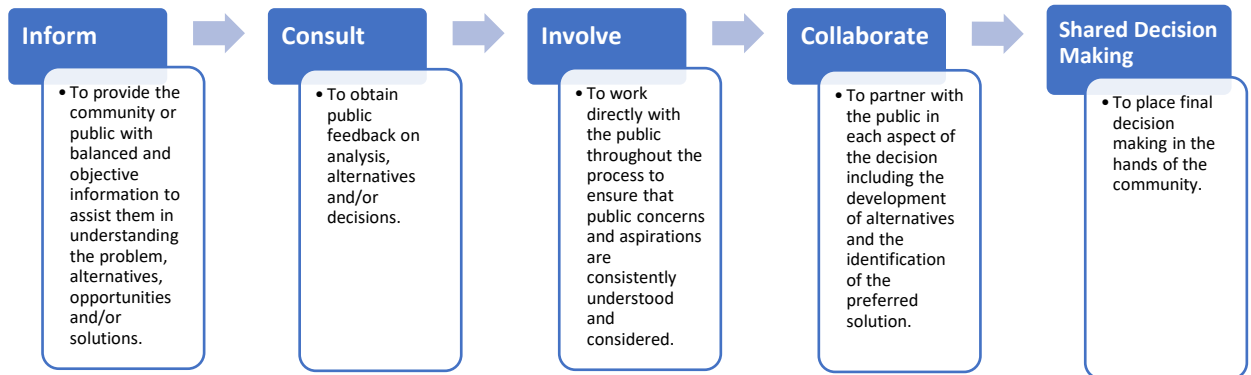
1.2 Describe the CCO's level of engagement with community partners during the Environmental Scan. Community partners may include but are not limited to the following:

- Local Mental Health Authority
- Community Mental Health Providers
- Public Health
- Education/schools
- Law Enforcement
- Hospitals
- Corrections
- First Responders
- Child Welfare
- Department of Human Services (DHS)
- Housing Authority
- Housing Providers
- Courts
- Others

Community engagement is a process and may look different for each community/ group/ organization. The plan to meaningfully engage and thoughtfully connect with stakeholders to strengthen relationships in the community should be strategic and tailored to stakeholders and individual engagement efforts. When deciding how and when the CCO will engage the community, consideration needs to be given to determine the level of impact any decision may have on the community and stakeholders. Once the level of impact in the community has been identified, the CCO can determine the level of engagement required. Levels of impact and engagement:

- High Impact – project, program or decision can be controversial or have varying levels of acceptance within the community.
 - Levels of engagement: Shared Decision-Making, Collaborate, Involve, Consult and Inform. The level of community engagement should be aimed at the Collaborate level as a minimum.
- Medium impact – project, program or decision will be accepted by the majority of the community impacted, but there could be sections of the community where it may not, or it may be inconvenient.
 - Levels of engagement: Involve, Consult and Inform. It should normally aim at having public participation aimed at the Involve level, although in some circumstances Collaborate may be appropriate.
- Low impact – project, program or decision will be widely accepted by the community and will be seen as positive.

- Levels of engagement: Inform. It should aim at the “inform” level of engagement, however, some minor consultation activities may occur before making a final decision.



1.3 Describe the behavioral health system in the CCO’s Service Area. At a minimum, include the following in the description:

- Service map/chart
- Accessibility
- Social determinants of health services and supports
- Co-occurring treatment (health/behavioral health, mental health/behavioral health, other/behavioral health etc.)
- Capacity to serve in different levels of care (e.g., outpatient, inpatient, crisis, SUD, community-based services)
- Coordination of care transition between levels of care and referrals to community-based services and providers
- Provider needs assessment including but not limited to workforce, resources, and reimbursement
 - Include licensed, non-licensed, community based and other providers serving individuals with behavioral health needs

2: Identify gaps and critical areas of concern in collaboration with community partners and choose at least three priority areas of intervention

Based on the Environmental Scan, identify any gaps and/or critical areas of concern impacting the behavioral health system and/or members in the CCO’s service area.

2.1 Identify gaps and critical areas of concern in the CCO service area

- Describe the causes for each gap and/or critical area of concern.
- Explain how each gap and/or critical area of concern is hindering or preventing the provision of needed services.
- Identify any of the gaps and/or critical areas of concern that are shared at the state and local level and cannot be fully addressed by the CCO within its service area (e.g., systemic issues, require state level involvement).

2.2 Considering the gaps and/or critical areas of concern, identify the most critical community priority areas (three or more). Priority areas can be: (1) areas where there is already existing

effort/plan, (2) a plan for addressing part of an existing priority area, and/or (3) a completely new priority area.

- Describe each community priority area
- Identify which gaps and/or critical areas are a part of this priority area
- Explain why each priority area is critical for the community

2.3 Describe how each priority area was identified in collaboration with community partners. At a minimum, include the following:

- Description of roles and responsibilities of partners.
- Process to monitor accountability and deliverables from each partner.
- Specific challenges and barriers during collaboration process and proposed approach to overcome barriers for future engagement and collaboration. This may include but is not limited to barriers as a result of COVID precautions.

3: Plan for improvement in at least three (3) Priority Areas for intervention

Develop an intervention/improvement plan for the selected Priority Areas.

At a minimum, include the following in the improvement plan for each selected Priority Area:

- Role and responsibility of CCO and each collaborating partner.
- Measures to track improvement.
- Timeline for plan, including periodic progress goals.
- Plan for ongoing collaboration with community partners.
- Description of oversight and performance monitoring of the developed plan that ensures quality of services provided by the CCO.
- Anticipated technical assistance needed from OHA and the timeline for TA requests (if known).
- Description of how consumer voice will be prioritized, supported, and measured during the implementation of the plan.
- It is acknowledged that fully ameliorating a gap and/or critical area of concern may not be possible due to the size of the issue and/or ability to impact the issue. When addressing priority areas that can only be partially impacted or resolved by the CCO and its partners, identify what aspects of the priority area will not be addressed and what is necessary to address them in the future. If approaching a priority area in a non-traditional manner, explain why the CCO chose a non-traditional approach so the intention and logic is clear.