

# Behavioral Health and Crisis Services

## FUNCTION

The mission of Behavioral Health and Crisis Services (BHCS) is to foster the development of, and to ensure access to a comprehensive system of services for children, youth and families, adults, and seniors in crisis or with behavioral health needs. BHCS is committed to providing culturally and linguistically competent care and to the use of evidence based or best practices along a continuum of care. BHCS works with the State's public mental health and substance abuse system, other HHS service areas, county agencies and the community to provide strength-based and integrated services to persons in need.

## PROGRAM CONTACTS

Contact Raymond L. Crowel of the HHS - Behavioral Health and Crisis Services at 240.777.1488 or Trudy-Ann Durace of the Office of Management and Budget at 240.777.2778 for more information regarding this service area's operating budget.

## PROGRAM DESCRIPTIONS

### Behavioral Health Planning and Management

As the State mandated local mental health authority, this program is responsible for the planning, management, and monitoring of Public Mental Health Services for children with serious, emotional impairments (SEI), and adults with a serious and persistent mental illness (SPMI). This include persons with co-occurring mental illness and substance abuse disorders, homeless persons with SPMI, and persons with SPMI who have been incarcerated and/or are on conditional release. This program is responsible for the ongoing development of a resiliency and recovery oriented continuum of quality mental health services that provide for consumer choice and empowerment, while assuring consumers have access to clinically appropriate and cost effective behavioral health services. In addition, Behavioral Health Planning and Management partners with the Mental Hygiene Administration in the provision and authorization of hospital diversion services aimed at providing diversion to the most clinically appropriate least restrictive setting for the individuals it serves. This program area also now includes Juvenile Justice Services and the Conservation Corps (both programs shifted from Children Youth and Family Services). Juvenile Justice Services (JJS) supports the County's comprehensive approach by integrating screening, assessment, case management, community services, treatment with the juvenile justice legal process, and substance abuse prevention, which provide support and education to promote healthy behaviors and lifestyles. The Conservation Corps is now administered through a contract that seeks to increase the employability of out-of-school, at-risk 17 to 24 year old youth by providing opportunities for personal growth, education, and training. The Services provided through these programs, in particular Screening and Assessment Services for Children and Adolescents (SASCA), are closely aligned with the substance abuse and mental health services provided in Behavioral Health and Crisis Services.

Program Performance Measures	Actual FY09	Actual FY10	Estimated FY11	Target FY12	Target FY13
Percentage of adult clients receiving services who demonstrate a higher degree of Social Connectedness and Emotional Wellness <sup>1</sup>	82.8	NA	82.3	82.3	82.3
Percentage of child and adolescent clients receiving services who demonstrate a higher degree of Social Connectedness and Emotional Wellness <sup>2</sup>	94	NA	93.5	93.5	93.5
Percentage of offenders under age 18 who are diverted to substance abuse education or mental health treatment programs who do not re-enter the correction system within 12 months of being assessed compliant with requirements <sup>3</sup>	90	92	90	90	90

<sup>1</sup> Results are calculated using Outcome Measurement System (OMS) data released by DHMH. OMS data release for FY10 will be delayed until March 2011.

<sup>2</sup> Results are calculated using Outcome Measurement System (OMS) data released by DHMH. OMS data release for FY10 will be delayed until March 2011.

<sup>3</sup> The correction system refers to the juvenile justice or adult correction systems. Assessment is done to determine compliance with requirements. This measure is by definition a 12 month follow-up of clients, so actual FY10 data reports recidivism rate of clients served in FY09.

FY12 Approved Changes	Expenditures	WYs
<b>FY11 Approved</b>	<b>7,897,830</b>	<b>18.8</b>
Add: Family Intervention Specialist - Intergovernmental Agreement (IGA)	145,000	1.0
Technical Adj: Shift Personnel Costs to Operating Expenses - Community Mental Health Grant	0	-0.1
Decrease Cost: Contract for Assisted Living Services for Mental Health Consumers	-9,020	0.0
Shift: Operating Expenses in Shelter Plus Care Program from General Fund to Grant Fund	-9,310	0.0
Shift: Funding for the Residential Rehabilitation Supplement to the Community Mental Health Grant	-12,280	0.0

	<b>Expenditures</b>	<b>WYs</b>
Decrease Cost: Outpatient Mental Health Clinic Administration Fee Across Seven Contracts	-14,260	0.0
Reduce: Foster Care Families Mental Health Services	-21,210	0.0
Reduce: Contract for Parenting Skills to 20 Families	-27,450	0.0
Decrease Cost: Abolish a Part-time Program Manager I Position in HHS Office of Consumer Affairs	-44,430	-0.5
Reduce: Community Mental Health Grant - Administration	-46,000	0.0
Decrease Cost: Conservation Corps Net Changes for Partial Year Contractual Services From FY11 Funding of \$250,000	-50,000	0.0
Eliminate: Attachment and Bonding Support Services for Child Welfare Services Clients	-57,630	0.0
Reduce: Substance Abuse Prevention Grant	-76,640	0.0
Decrease Cost: Abolish a Part-time Therapist II Position in Child and Adolescent Mental Health Clinic and a Full-time Supervisory Therapist Position	-222,550	-1.6
Reduce: Community Mental Health Grant	-271,510	0.0
Reduce: Eliminate the Hospital Diversion Program in SORT Grant	-989,220	-5.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	2,947,520	9.7
<b>FY12 Approved</b>	<b>9,138,840</b>	<b>22.3</b>

Notes: Miscellaneous adjustments includes the shift of the Juvenile Justice Program from Children, Youth, and Family Services to this program.

### **Behavioral Health Specialty Services**

Behavioral Health Specialty Services includes both the Adult Behavioral Health and the Access to Behavioral Health Services programs. The Adult Behavioral Health program provides a comprehensive range of mental health services including assessment, diagnostic evaluation, psychotropic medication evaluation, and medication monitoring. Individual, family, and group psychotherapy are available, as well as case management services. Eligibility is limited to Montgomery County residents who have a high level of acuity and are involved in multiple systems in the community. Many of these individuals are unable to receive Public Mental Health System services or the level of care necessary to effectively stabilize their illness. This program has expanded capacity to provide services to Limited English Proficiency (LEP) clients and those with specialized cultural and language needs. The Access to Behavioral Health Services program provides assessments for clinical necessity and financial eligibility for consumers needing outpatient mental health services including those with a co-occurring disorder, and linkages to those eligible for the Public Mental Health System or community resources. This program also provides for Montgomery County adult residents, walk-in substance abuse assessments including co-occurring disorders and linkages to the range of services in the Addiction Services continuum. Safety Net Services, a service within Access to Behavioral Health Services, provides immediate, brief psychiatric, and case coordination services (16 hours a week) for clients eligible for the Public Mental Health system who are discharged from a psychiatric hospital/jail who need immediate psychotropic medications until they can be linked to a community Outpatient Mental Health program.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of clients showing improvement in functioning and decreased symptoms – based on the symptoms list <sup>1</sup>	81	83	83	83	83

<sup>1</sup> Percentage is based on discharged clients.

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>2,502,260</b>	<b>17.6</b>
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-69,540	0.5
<b>FY12 Approved</b>	<b>2,432,720</b>	<b>18.1</b>

### **Behavioral Health Community Support Svcs**

Behavioral Health Community Support Services is composed of three sub-programs: Community Case Management Services, Urine Monitoring Program, and Program/Contract Monitoring Unit. These programs provide: 1) case management services to Temporary Cash Assistance (TCA) clients, women who are homeless, adults incarcerated at the Montgomery County Correctional Facility, and other clients who are “high-end” users of services and involved in multiple programs within HHS, 2) urine testing services to clients referred by the courts, child welfare, the criminal justice system and others required to submit to urine surveillance or who require or request urine screening and testing, and 3) the Program/Contract Monitoring Unit monitors contract compliance for addiction and co-occurring treatment with certified providers who contract with the Department to provide detoxification, outpatient, intensive outpatient, residential halfway house, combined care, and long-term residential treatment services to enhance the quality of care available to Montgomery County residents.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Number of persons served in Level 1 Outpatient Treatment <sup>1</sup>	571	763	450	450	450
Percentage of decrease in substance abuse for patients completing treatment (Level 1 Outpatient Treatment) <sup>2</sup>	86	78	75	75	75

<sup>1</sup> These measures are for the Adult Level I treatment programs only. The projected FY11-FY13 numbers of persons served reflects State and Local reductions for Level I Outpatient Substance Abuse Treatment Services and the trend for substance abuse treatment moving to Fee For Service system under PAC & MA.

<sup>2</sup> This is a new performance measure established by the Alcohol and Drug Abuse Administration.

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>6,941,700</b>	<b>20.9</b>
Replace: ADAA Grant - Restore Detoxification Service Beds from 10 to 14 and Residential Treatment Beds from 30 to 35	283,000	0.0
Reduce: Abolish a Full-time Social Worker IV Supervisor Position	-102,780	-1.0
Reduce: Substance Abuse Treatment Services for the Lawrence Court Half Way House Program	-130,600	0.0
Reduce: Alcohol and Drug Abuse Block Grant	-441,440	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-111,100	0.6
<b>FY12 Approved</b>	<b>6,438,780</b>	<b>20.5</b>

### **Criminal Justice/Behavioral Health Services**

Criminal Justice/Behavioral Health Services is composed of three programs: (1) Clinical Assessment and Triage Services (CATS), (2) Community Re-Entry Services (CRES), and (3) Jail Addiction Services (JAS). CATS provides assessment and post-booking diversion services within 24 hours of booking to inmates with behavioral health issues upon entry into the Montgomery County Detention Center. JAS is an intensive jail-based residential addiction treatment program for inmates who suffer with substance related disorders at the Montgomery County Correctional Facility. CRES provides court advocacy and release planning for inmates at the Montgomery Correctional Facility by assessing inmates' behavioral health needs and coordinating access to services in the Community.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of successful Jail Addiction Services (JAS) clients who were not reincarcerated in the MCCF within the next fiscal year following program completion	79	80	80	80	80

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>2,483,500</b>	<b>18.5</b>
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-79,950	0.6
<b>FY12 Approved</b>	<b>2,403,550</b>	<b>19.1</b>

### **Outpatient Addiction Services (OAS)**

OAS provides comprehensive and quality outpatient, intensive outpatient, drug court, and medication assisted treatment services to adult residents of Montgomery County, who are diagnosed with substance use disorders or co-occurring mental health and substance use disorders. Priority populations include people who are indigent, homeless, medically compromised, women who are pregnant or those with infants, individuals involved with the criminal justice system, and people with HIV/AIDS.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of clients who completed treatment plan upon discharge (% is based on discharged clients)	30	37	39	40	41

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>3,867,620</b>	<b>30.9</b>
Replace: SAMHSA Capacity Expansion Grant - Partial Year Funding for a Full-time Therapist II Position in the Adult Drug Court	59,100	0.6
Technical Adj: Shift Personnel Costs to Operating Expenses - Adult Drug Court Capacity Grant	0	-1.1
Reduce: Abolish a Full-time Supervisory Therapist Position in Drug Court Services and a Full-time Therapist II Position	-229,920	-2.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	138,200	0.8
<b>FY12 Approved</b>	<b>3,835,000</b>	<b>29.2</b>

### **Domestic Violence, Sexual Assault, and Trauma Services Program**

This new program is the result of the merger of the Victims Assistance and Sexual Assault Program (VASAP) and Abused Persons Program (APP). The Domestic Violence, Sexual Assault, and Trauma Services Program provide integrated clinical services to victims of domestic violence, sexual assault, and general crime. All victims may be assessed and receive short term counseling and

psychiatric care as well as a variety of specialty services geared to their particular need. Programming for domestic violence also includes information and referral, crisis intervention, safety planning, and placement in emergency shelter. Assessment and counseling are also provided to those who have been abusive towards their partners. Services are provided on-site at the Family Justice Center as well as at 1301 Piccard Drive. Also provided at 1301 Piccard Drive is programming for victims of sexual assault, which includes outreach twenty-four hours/day seven days/week through volunteer support to rape and sexual assault victims at hospitals and police stations, information and referral, and assistance with crime victim compensation.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of adult victims of sexual assault and general crime who show a decrease in symptoms after treatment (as measured by Post-traumatic Stress Disorder (PTSD) Checklist – Civilian (PCL-C) clinical scales)	86	88	85	85	85
Percentage of child victims of sexual assault and general crime who show a decrease in symptoms after treatment (as measured by the Child's Reaction to Traumatic Events Scale (CRTES) clinical scales)	78	79	78	78	78

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>2,594,560</b>	<b>18.4</b>
Increase Cost: Net Changes to the Victims Compensation Fund Match	1,890	0.0
Eliminate: American Recovery and Reinvestment Act (ARRA) - Silver Spring Courthouse	-21,610	-0.3
Reduce: Eliminate the Contract for Human Trafficking Outreach Education and Legal Services in Victim Assistance and Sexual Assault Services	-62,570	0.0
Reduce: Abolish a Part-time Therapist II Position in Victim Assistance and Sexual Assault Program	-107,330	-0.8
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	2,447,940	11.7
<b>FY12 Approved</b>	<b>4,852,880</b>	<b>29.0</b>

Notes: Miscellaneous adjustments include the shift of the Abused Persons Program to this program.

### **Child and Adolescent Mental Health Services**

Child and Adolescent Mental Health Services is comprised of three components that provide or support comprehensive mental health treatment and care coordination services to children, youth, and their families that are individualized, culturally, and linguistically appropriate and administered in the least restrictive, most conducive environment. The Child and Adolescent Outpatient Mental Health Service provides assessment, psychiatric, and therapeutic treatment to children and adolescents with serious emotional impairments. The Home-based Treatment Team provides specialized, evidence-based mobile treatment specifically for children and families involved with Child Welfare Services. The System of Care Development and Management Team collaborates with Local and State partners to plan, develop, and manage publicly-funded (State and County) mental health and care coordination services for children and adolescents. All three components are guided by the principles that services should be child focused, family driven, and culturally competent.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of clients who meet their treatment goals at the time of discharge <sup>1</sup>	71	71	73	73	73

<sup>1</sup> Percentage is based on number closed.

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>3,078,450</b>	<b>16.0</b>
Decrease Cost: Mental Health and Substance Abuse Services to Three Families	-2,390	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-114,540	0.6
<b>FY12 Approved</b>	<b>2,961,520</b>	<b>16.6</b>

### **24-Hour Crisis Center**

This program provides telephone, walk-in, mobile crisis outreach, and crisis residential services to persons experiencing situational, emotional, or mental health crises. The Crisis Center provides all services, twenty-four hours/day seven days/week. Much of the work of the Crisis Center focuses upon providing the least restrictive community-based service that is appropriate to the client's situation. Many of the services provided are alternatives to more traditional mental health services. Psychiatric crisis resources are used to prevent hospitalizations and suicides. Disaster mental health services include crisis management and consultation for disasters and community crises. The Crisis Center coordinates the mental health response during disasters and community critical incidents. During the off-hours (after 5:00 p.m., weekends, and holidays), crisis back-up services are provided for various health and human services needs when the clients' primary service providers are not available.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of students identified by schools to be at risk who are stabilized utilizing community resources without hospital intervention	94	96	95	95	95

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>4,154,340</b>	<b>34.0</b>
Decrease Cost: Taxi Services for Crisis Center and Abused Person Program	-2,640	0.0
Shift: Funding for the Hotline Contract for Crisis Center to the Community Mental Health Grant	-5,910	0.0
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-158,880	-0.1
<b>FY12 Approved</b>	<b>3,986,910</b>	<b>33.9</b>

## **Mental Health Svcs: Seniors & Persons with Disabilities**

This program provides outreach mental health services for seniors who cannot or will not access office based services as well as persons experiencing caregiver stress. It provides Prevention and Early Intervention services for seniors by providing drop in groups at senior centers, psycho education, consultation to assisted living providers, Housing Opportunities Commission (HOC) resident counselors and senior center directors, and mental health training for providers of services for seniors. This program also provides mental health services to persons who are deaf or hearing impaired.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of surveyed homebound seniors reporting an improvement in their quality of life as measured by Mental Health Statistics Improvement Program (MHSIP) Consumer Survey Scale <sup>1</sup>	N/A	72	70	70	70

<sup>1</sup> FY10 is the baseline year.

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>626,890</b>	<b>2.0</b>
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-18,010	0.0
<b>FY12 Approved</b>	<b>608,880</b>	<b>2.0</b>

## **Abused Persons Program**

The Abused Persons Program is now included in the Domestic Violence, Sexual Assault, and Trauma Services Program.

<b>Program Performance Measures</b>	<b>Actual FY09</b>	<b>Actual FY10</b>	<b>Estimated FY11</b>	<b>Target FY12</b>	<b>Target FY13</b>
Percentage of clients receiving therapy who demonstrate improvement on a domestic violence rating scale	80	81	81	81	81

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>3,043,380</b>	<b>15.4</b>
Technical Adj: Shift Personnel Costs to Operating Expenses - Stop Domestic Violence Now Grant	0	-0.5
Eliminate: Gudelsky Foundation Grant	-15,000	0.0
Eliminate: Legal Services Program for Women	-42,980	0.0
Decrease Cost: Abolish a Full-time Manager III Position due to Consolidated Programs	-162,140	-1.0
Decrease Cost: Abolish Two and Shift Three Client Assistant Specialist Positions to the Office of the Sheriff	-219,460	-3.1
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-2,603,800	-10.8
<b>FY12 Approved</b>	<b>0</b>	<b>0.0</b>

Notes: Miscellaneous adjustments include the shift of this program to the Domestic Violence, Sexual Assault, and Trauma Services Program.

## **Service Area Administration**

This program provides leadership, oversight, and guidance for the administration of Behavioral Health and Crisis Services.

<b>FY12 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY11 Approved</b>	<b>556,380</b>	<b>3.7</b>
Miscellaneous adjustments, including restoration of employee furloughs, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-1,330	0.1
<b>FY12 Approved</b>	<b>555,050</b>	<b>3.8</b>

## PROGRAM SUMMARY

Program Name	FY11 Approved		FY12 Approved	
	Expenditures	WYs	Expenditures	WYs
Behavioral Health Planning and Management	7,897,830	18.8	9,138,840	22.3
Behavioral Health Specialty Services	2,502,260	17.6	2,432,720	18.1
Behavioral Health Community Support Svcs	6,941,700	20.9	6,438,780	20.5
Criminal Justice/Behavioral Health Services	2,483,500	18.5	2,403,550	19.1
Outpatient Addiction Services (OAS)	3,867,620	30.9	3,835,000	29.2
Domestic Violence, Sexual Assault, and Trauma Services Program	2,594,560	18.4	4,852,880	29.0
Child and Adolescent Mental Health Services	3,078,450	16.0	2,961,520	16.6
24-Hour Crisis Center	4,154,340	34.0	3,986,910	33.9
Mental Health Svcs: Seniors & Persons with Disabilities	626,890	2.0	608,880	2.0
Abused Persons Program	3,043,380	15.4	0	0.0
Service Area Administration	556,380	3.7	555,050	3.8
<b>Total</b>	<b>37,746,910</b>	<b>196.2</b>	<b>37,214,130</b>	<b>194.5</b>