



Behavioral Health and Crisis Services

APPROVED FY21 BUDGET

\$44,861,179

FULL TIME EQUIVALENTS

221.25

 **RAYMOND L. CROWEL, PSY.D., DIRECTOR**

FUNCTION

The mission of Behavioral Health and Crisis Services (BHCS) is to promote the behavioral health and well being of Montgomery County residents. BHCS works to promote mental wellness, prevent substance abuse and suicide, and to ensure access to a comprehensive treatment and recovery system of effective services and support for children, youth and families, adults, and seniors in crisis or with behavioral health needs. BHCS is committed to ensuring culturally and linguistically competent care and the use of evidence-based or best practices along a continuum of care. BHCS works with the State's Behavioral Health Administration, HHS service areas, County agencies, and the community to provide strength-based and integrated services to persons in need.

PROGRAM CONTACTS

Contact Teresa Bennett of the HHS - Behavioral Health and Crisis Services at 240.777.1414 or Lindsay Lucas of the Office of Management and Budget at 240.777.2766 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

24-Hours Crisis Center

This program provides telephone, walk in, mobile crisis outreach, single adult shelter system screening and referrals, and crisis residential services to persons experiencing situational, emotional, or mental health crises. The Crisis Center provides all services, twenty-four hours/seven days/week. Much of the work of the Crisis Center focuses on providing the least restrictive community-based service appropriate to the client's situation. The Crisis Center coordinates the mental health response during disasters and community critical incidents and serve as the afterhours contact for Public Health, STEER (Stop, Triage, Engage, Educate, Rehabilitate), APS (Adult Protective Services), APP (Abused Person Program), and CWS (Child Welfare Services).

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of students identified by schools to be at risk who were referred to the Crisis Center	N/A	1,954	1,900	1,900	1,900
Number of walk-in contacts	5,111	6,030	6,300	6,500	6,700
Percent of students identified by schools to be at risk that are stabilized utilizing community resources without hospital intervention	95%	92%	95%	95%	95%

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	5,179,657	36.90
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	393,073	3.50
FY21 Approved	5,572,730	40.40

Access To Behavioral Health Services

Access to Behavioral Health Services connects uninsured and low-income consumers with mental health and/or substance abuse problems to the appropriate community services by providing information and referral, and behavioral health screenings and assessments. To provide effective engagement in needed services, program staff also provide short-term case management and psychiatric services to vulnerable clients, such as those recently discharged from a psychiatric hospital or jail until they can be linked to a community outpatient mental health program. More intensive social work services are provided to individuals with serious mental illness to ensure effective engagement in needed services and sufficient community support to reduce negative outcomes and foster the wellness and recovery of the consumer. The Urine Monitoring Program serves clients referred by the courts, social service agencies, or behavioral health providers, and others required to submit to breathalyzer and urine surveillance or who require or request such screening and testing to support recovery from substance abuse.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Total number of clients served (unduplicated)	N/A	3,142	3,100	3,100	3,100
Percent of customers satisfied with Access staff services	96%	97%	97%	97%	97%
Percent of clients referred keeping first appointment with community provider ¹	76%	75%	75%	77%	80%

¹ Program's primary service is connecting individuals with mental health and addictions needs to appropriate services.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	3,582,129	29.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(149,432)	0.00
FY21 Approved	3,432,697	29.00

Admin - Behavioral Health & Crisis Services

This program provides leadership, oversight, and guidance for the administration of Behavioral Health and Crisis Services; and coordinates the strategic alignment and development of the County Behavioral Health continuum.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	815,140	4.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(15,978)	0.00
FY21 Approved	799,162	4.00

Adult Behavioral Health Services

Adult Behavioral Health Services is an Outpatient Mental Health Center (OMHC) that serves a primarily immigrant population with severe and persistent mental illness. Services are site based and include psychiatric evaluation and medication management, individual, group and family therapy, as well as office-based management services. Collaboration with family members, collateral

treatment providers and formal and informal community supports is an integral part of the treatment process and is highly encouraged. The program accepts public benefits such as Medicare and Medical Assistance but also utilizes the annual Department of Health-Behavioral Health Administration sliding fee scale. Most of the clinical staff is bilingual in English and either Spanish, Vietnamese, or French and clients speaking other languages are assisted using the Language Line, a telephone translation service.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of clients served	380	340	340	380	380
Percent of customers satisfied with Adult Behavioral Health Services (ABH)	94%	95%	95%	95%	95%
Percent of clients showing improvement in functioning and decreased symptoms - BASIS 24 Scale	56%	76%	76%	76%	76%

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	1,973,242	11.50
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(219,413)	(1.00)
FY21 Approved	1,753,829	10.50

Adult Forensic Services

Adult Forensic Services is comprised of four programs: 1) CATS (Clinical Assessment and Transition Services) provides assessment and post-booking diversion services to newly booked inmates with behavioral health issues and discharge planning for those being released to the community. The Forensic Liaison supports the Competency Docket with reentry recommendations for those returning from State Hospitals; 2) JAS (Jail Addiction Services) is an ASAM II.5 level jail-based residential addiction treatment program for inmates with Substance Use Disorders at the Montgomery County Correctional Facility; 3) JCAP (Justice Clinical Assessment and Planning) Team provides clinical assessment, care planning, and care-coordination to the clients of Mental Health Court; and 4) STEER (Stop, Triage, Engage, Educate, Rehabilitate) is a team of peer specialists who respond 24/7/365 to opioid overdoses and provider referrals for high risk Substance Use Disorder clients.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Total number of unduplicated clients served	1,433	1,994	2,100	2,100	2,100
Percent of customers satisfied with Adult Forensic services ¹	75%	80%	81%	82%	83%
STEER - Percent of individuals who engage in treatment as evidenced by attending the first treatment appointment	32%	58%	58%	60%	60%
Percent of successful Jail Addiction Services clients that were not reincarcerated in the Montgomery County Correctional Facility within the next fiscal year following program completion	77%	75%	77%	77%	77%
Percent of clients who successfully graduate from Mental Health Court	48%	67%	70%	70%	70%

¹ FY17 - FY19 statistics are for Jail Addition Services only. Surveys will be expanded to include additional services offered by the program.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	3,740,446	28.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(463,259)	0.00
FY21 Approved	3,277,187	28.00

☀ Local Behavioral Health Authority

As the State mandated Local Behavioral Health Authority (LBHA), this program is responsible for system planning, management, and oversight of the Montgomery County behavioral health system across the lifespan (behavioral health, mental health, and substance use disorders). The LBHA manages State and Federal grants, as well as county-funded programs and ensures quality of care, quality improvement and access to behavioral health fee for service programs. The LBHA has the responsibility of system planning, which involves assessing and determining gaps in behavioral health treatment and rehabilitation, and working closely with community service providers and partners, forensic services and public safety. The LBHA ensures for the ongoing development of a resiliency and recovery-oriented continuum of services that provide for consumer choice and empowerment. This program manages all BHCS service area contracts.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of grants managed and contracts monitored	N/A	102	107	107	107
Percent of Memorandum of Understanding (MOU) monitoring reviews with satisfying results	N/A	95%	97%	97%	97%
Percentage of contracts meeting county and state timeliness requirements	N/A	93%	95%	95%	95%
Percent of adults served by the continuum of behavioral health services that demonstrate higher degree of social connectedness and emotional wellness as demonstrated by positive outcomes in housing, quality of life, legal encounter, and employment/education	79%	80%	81%	81%	81%
Percent of children served by the continuum of behavioral health services that demonstrate higher degree of social connectedness and emotional wellness as demonstrated by positive outcomes in housing, quality of life, legal encounter, and employment/education	93%	94%	95%	95%	95%

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	9,773,791	23.00
Increase Cost: Administrative Treatment Grant	1,885,084	11.90
Increase Cost: State Opioid Response Grant	97,768	0.00
Increase Cost: START Family Mentor Grant	59,457	0.00
Increase Cost: Buprenorphine Initiative Grant	48,600	0.00
Decrease Cost: Community Mental Health Grant	(373,279)	(2.00)
Eliminate: Health and Human Services Recovery Support Expansion Grant	(678,038)	0.00
Eliminate: Community Mental Health - Administration Grant	(1,045,105)	(7.40)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	3,013,925	(2.00)
FY21 Approved	12,782,203	23.50

☀ Outpatient Behavioral Health Services - Child

Adolescent Outpatient Behavioral Health Services - Child offers comprehensive substance use prevention, substance use, and mental health screenings, mental health treatment, and care coordination services for Montgomery County youth and their families, particularly for the most vulnerable. Services are individualized, child-focused, family-driven, culturally and linguistically appropriate, and accessible via office, school, and community-based settings. The program strives to serve the behavioral health needs of youth and families along a continuum of care from prevention to treatment

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of clients served (unduplicated)	1,595	1,472	1,500	1,520	1,550
Number of Rx drug pounds collected at drug take back events	2,196	1,438	1,750	2,050	2,350
Percent of customers satisfied with Child and Adolescent Behavioral Health	95%	95%	96%	97%	98%

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Percent of clients who showed symptom reduction at posttest or upon discharge	70%	61%	63%	64%	65%
Percent of offenders under age 18 that 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 ¹	92%	93%	94%	95%	96%

¹ This measure is by definition a 12-month follow-up of clients, so actual FY19 data reports recidivism rate for clients who completed substance abuse education and /or behavioral health treatment programs in FY18.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	7,865,100	29.75
Increase Cost: Access Harm Reduction Grant	239,492	0.00
Increase Cost: Overdose Misuse Prevention Program Grant	88,679	0.00
Eliminate: FY18 Health and Human Services Systems of Care Grant	(999,666)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(69,672)	0.00
FY21 Approved	7,123,933	29.75

☀ Specialty Behavioral Health Services

Specialty Behavioral Health Services is comprised of the Adult Drug Court Treatment Program and the Medication Assisted Treatment Program (MAT). The Drug Court program delivers Outpatient and Intensive Outpatient levels of care, in addition to psychiatric interventions and medication assisted treatment. The MAT program works with opioid use disorders and delivers methadone, buprenorphine, and naloxone therapies. There is an onsite Urinalysis Collection Program which monitors for substance use within these programs and the Mental Health Court program.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of Specialty Behavioral Health Services clients discharged (Medication Assisted Treatment Program and Adult Drug Court)	179	231	180	180	180
Percent of clients receiving opioid treatment or court mandated addiction services who were successfully discharged	53%	55%	60%	60%	60%

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	3,082,782	22.55
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	326,923	1.00
FY21 Approved	3,409,705	23.55

☀ Trauma Services

Trauma Services includes the Abused Persons Program (APP) for partner violence and the Victim Assistance and Sexual Assault Program (VASAP) for sexual assaults and general/violent crimes, including services to surviving family members of homicide and tragic/traumatic deaths. Trauma Services provides comprehensive, individualized, and culturally appropriate clinical and victim assistance services to domestic violence victims and offenders, sexual assault victims, and victims of general crime of all ages. Programming for domestic violence, sexual violence, and human trafficking victims also includes information and referral, lethality assessments, crisis intervention, safety planning, outreach to hospitals/police stations for victims of sexual assault and placement in emergency shelters.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of new Partner Abuse victims served	1,335	1,330	1,330	1,330	1,330
Number of Partner Abuse victim clients waiting for counseling service (monthly average)	22	44	40	40	40
Percent of clients receiving therapy that demonstrate improvement on a domestic violence rating scale ¹	89%	90%	90%	90%	90%

¹ Rating scale developed by Jacqueline Dienemann and Jacquelyn Campbell, Johns Hopkins University, School of Nursing, March 1999.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	6,234,473	29.55
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	113,530	1.00
FY21 Approved	6,348,003	30.55

☀ Treatment Services

This program provides overall management of the County Operated Publicly Funded Behavioral Health Continuum of Care and provides administrative support for the managerial duties of the Treatment Services Administrator.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	2,976,728	3.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(2,614,998)	(1.00)
FY21 Approved	361,730	2.00

REALIGNED PROGRAMS

Funding in the following programs has been realigned to other programs within this department.

☀ Mental Health Services Seniors & Persons with Disabilities

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	258,026	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(258,026)	(1.00)
FY21 Approved	0	0.00

PROGRAM SUMMARY

Program Name	FY20 APPR Expenditures	FY20 APPR FTEs	FY21 APPR Expenditures	FY21 APPR FTEs
24-Hours Crisis Center	5,179,657	36.90	5,572,730	40.40
Access To Behavioral Health Services	3,582,129	29.00	3,432,697	29.00
Admin - Behavioral Health & Crisis Services	815,140	4.00	799,162	4.00
Adult Behavioral Health Services	1,973,242	11.50	1,753,829	10.50
Adult Forensic Services	3,740,446	28.00	3,277,187	28.00
Local Behavioral Health Authority	9,773,791	23.00	12,782,203	23.50

PROGRAM SUMMARY

Program Name	FY20 APPR Expenditures	FY20 APPR FTEs	FY21 APPR Expenditures	FY21 APPR FTEs
Mental Health Services Seniors & Persons with Disabilities	258,026	1.00	0	0.00
Outpatient Behavioral Health Services - Child	7,865,100	29.75	7,123,933	29.75
Specialty Behavioral Health Services	3,082,782	22.55	3,409,705	23.55
Trauma Services	6,234,473	29.55	6,348,003	30.55
Treatment Services	2,976,728	3.00	361,730	2.00
Total	45,481,514	218.25	44,861,179	221.25

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