

Intellectual and Developmental Disabilities (I/DD) Crisis Center Pilot Project

Colorado Department of Health Care Policy & Financing

May 31, 2016, revised September 9, 2016

Collaboration Plan

PURPOSE

In 2015, Colorado's legislature passed House Bill 15-1368, which instructed the Colorado Department of Health Care Policy and Financing (the Department) to establish the Cross-System Response for Behavioral Health Crises Pilot Project (Pilot) to help address service gaps for individuals who have both an Intellectual or Developmental Disability (I/DD) and a mental health or behavioral health disorder. The goal of the Pilot program is to provide crisis intervention, stabilization, and follow-up services to these individuals who may require services not available through an existing Home and Community Based Services (HCBS) waiver or covered under the Colorado Capitated or Fee for Service behavioral health care system.

This Collaboration Plan describes how Rocky Mountain Health Plans (RMHP) and its partners¹ in the Pilot will collaborate with the Colorado Department of Human Services (DHS) Colorado Crisis Services managed through the Office of Behavioral Health (OBH) and coordinate services with the current DHS Colorado Crisis Response System staff.

The Collaboration Plan includes the following:

- How the Pilot organizations will collaborate with the DHS' Colorado Crisis Services agencies to:
 - Identify individuals with Intellectual or Developmental Disabilities who are in behavioral crisis
 - Support the DHS' Colorado Crisis Services in its expansion to include referrals for individuals with Intellectual or Developmental Disabilities
 - Co-locate at DHS' Colorado Crisis Services sites or coordinate referrals and services from a different location
 - Coordinate referrals and service delivery with the Colorado Crisis Services hotline

COLLABORATION AND CO-LOCATION WITH THE COLORADO CRISIS SERVICES RESPONSE SYSTEM

On the Western Slope and on the Front Range, this Pilot will be co-located with the Colorado Crisis Response system, and it will be fully integrated with the system, as pilot partners Mind Springs and SummitStone lead and support the Crisis System Response in their regions. In both the Front Range and the Western Slope, there are established bi-weekly local operational meetings and bi-weekly cross-regional operational meetings to maximize the ability for both the Community Centered Boards (CCBs) and Community Mental Health Centers (CMHC) systems to collaborate and improve upon the existing mental health crisis response system infrastructure, Colorado Crisis Services, to address crises involving individuals with an I/DD.² For additional information on Colorado Crisis Services, please go to this website: <http://coloradocrisiservices.org>. The meetings assure consistency across sites, as well as improve accurate data capture and reporting, and meeting of service standards. The project director for the grant will have scheduled meetings with the Project Managers of the Western Slope and Front Range crisis systems to assure overall coordination. In both the Western Slope and Front Range regions, services under this Pilot Project will closely coordinate with services provided under the existing Crisis Response system.

¹ RMHP's partners in the Pilot include the following Community Mental Health Centers (CMHCs) and Community Centered Boards (CCBs): Strive, Mind Springs Health, The Center for Mental Health (formerly Midwestern Colorado Mental Health Center), Mountain Valley Developmental Services (MDS), Community Options, SummitStone Health Partners, Foothills Gateway, Inc.

² For a list of staff and their titles attending collaborative meetings, please refer to the *IDD Crisis Services Start Up Plan, revised 08/05/16*.

IDENTIFYING INDIVIDUALS WITH AN I/DD IN MENTAL HEALTH OR BEHAVIORAL HEALTH CRISIS

The Pilot will collaborate with state hotline staff by offering training and technical assistance on assessing for an intellectual or developmental disability, and by coordinating with these staff continually and throughout the Pilot Project. The behavioral health crisis responder will assess for an intellectual or developmental disability and, if one is present or suspected, will contact the local on-call I/DD crisis expert from Strive, Mountain Valley Developmental Services or Foothills Gateway. To learn more about the process for assessment and providing services for clients served by the Pilot, please consult the *I/DD Crisis Pilot In-Home Therapeutic Services Plan* and the *I/DD Crisis Pilot Site-Based Therapeutic Services Plan*. From that point on, the crisis BH staff and the I/DD staff will work in tandem to support the individual in the immediate crisis situation and then to provide stabilization and follow-up services.

To support this collaboration, cross training will be provided to both the BH crisis staff and the I/DD staff. The training will support the collaboration by helping both the BH and I/DD crisis responders, as well as case managers and follow-up staff understand all aspects of the Pilot model, including assessing for the presence of an intellectual or developmental disability, supporting an individual during the crisis, developing appropriate transition plans and follow-up services for an individual after a crisis, and working together as a team. Through the trainings, and through working collaboratively with I/DD experts, the Crisis Response staff will gain additional expertise in serving individuals with I/DD and experts on I/DD will gain additional expertise in helping individuals who are experiencing a behavioral health crisis. Details of the training content and delivery have been articulated in the *I/DD Crisis Pilot Training Plan*. All cross training among Pilot partners will be completed within the first 90 days from the start date of the Pilot (August 1, 2016), and as needed for staff that are new to the Pilot.

SUPPORTING EXPANSION OF THE COLORADO CRISIS SERVICES RESPONSE SYSTEM FOR INDIVIDUALS WITH AN I/DD

Together, the CMHCs and CCBs will provide strong, ongoing, person-centered, and whole-person support by combining their strengths and sharing their expertise. This will support an expansion of the regions' ability to serve this population more effectively, and will expand overall knowledge of services and supports available to individuals with an I/DD.

Comprehensive cross training of CCB and CMHC staff will support the expansion of services, as well as frequent committee meetings that bring the staffs together to collaborate on the development and operationalization of services for individuals with an I/DD. Details of the training content and delivery have been articulated in the *I/DD Crisis Pilot Training Plan*. All cross training among Pilot partners will be completed within the first 90 days from the start date of the Pilot (August 1, 2016), and as needed for staff that are new to the Pilot.

These committees include the following:

Name of Committee ³	People/Organizations Involved	Meeting Frequency
Steering Committee	Executive leadership from RMHP and each partner organization	Monthly
EMR & Data Committee	Data analysts & evaluators from RMHP and each partner organization	Bi-weekly
Operational, Training & Supervision Committee	Mid-level and executive leadership from RMHP and each partner organization	Cross-regional, bi-weekly Within region, bi-weekly (opposite weeks from cross-regional meetings)

³ For a list of staff and their titles attending collaborative meetings, please refer to the *IDD Crisis Services Start Up Plan*, revised 08/05/16

RMHP Project Director meetings	RMHP Project Director will meet with the leadership and crisis team staff of each partner organization	At least bi-monthly and on an ad hoc basis
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COORDINATING REFERRALS AND SERVICE DELIVERY WITH THE COLORADO CRISIS SERVICES RESPONSE SYSTEM

The Pilot will leverage and coordinate with stabilization resources that are already provided by the Crisis Response System, and will provide services to expedite access to critically needed services to stabilize the individual in crisis and provide follow up care to mitigate future crises. In terms of coordinating and leveraging existing services, this Pilot Project will enhance existing in-home and site-based therapeutic support and stabilization services by including I/DD specialists who will work side-by-side with the behavioral health (BH) specialist to help stabilize the individual, and support services that may be specifically needed by individuals with an I/DD. Short-term site-based therapeutic support services will be enhanced with trained peer workers, led by CMHC staff and supported by staff with expertise serving individuals with an I/DD. If an individual needs mid-term to longer-term stabilization, the Pilot will coordinate existing resources to meet that need. As an example, the Pilot funding will allow the partners to lease space in Grand Junction to provide intensive, targeted stabilization services for the individual for up to 30 days. In this case, the staff with expertise serving individuals with an I/DD will direct the services, with support from the appropriate Partner community mental health center.⁴ Facilities or individualized settings will be developed for children and adults in both Larimer County and Mesa County.

COOPERATIVE AGREEMENTS TO SUPPORT COLLABORATION ACROSS SYSTEMS

To provide a truly cross-system response, the partners will leverage existing cooperative agreements, or develop new agreements, with the following: Colorado Crisis Services (already exist), Medicaid state plan services, Medicaid School-Based Health Services, Home and Community-Based Waiver Services, the capitated mental health system, and other community service providers, health care professionals and organizations whose specialization may be utilized in the treatment of individuals served in the Pilot Project. The partners will leverage existing cooperative agreements, memoranda of understanding, and contracts with providers and will develop and enter into new agreements as needed. Other partners with informal agreements include jails, housing authorities, homeless shelters, and police and parole offices. Existing cooperative agreements and partnership arrangements include:

- Colorado Crisis Services
 - Mind Springs, Midwestern Colorado MHC, and SummitStone are part of the Colorado Crisis Services project for the Western Slope and Front Range regions
- Medicaid state plan services providers
 - Countless state plan services providers across the regions, including all provider types
- Medicaid School-Based Health Services
 - All school-based health centers in Delta, Montrose, Garfield, Mesa, and Larimer Counties
 - Additionally, Rocky Mountain Health Plans specifically has relationships with school-based health centers in Regional Care Collaborative Organization (RCCO) Region One
- Home and Community-Based Waiver Services:]HCBS waiver services providers and other community based providers across all of the participating counties, including, but not limited to:

⁴ RMHP’s partners in the Pilot include the following Community Mental Health Centers (CMHCs) and Community Centered Boards (CCBs): Strive, Mind Springs Health, The Center for Mental Health (formerly Midwestern Colorado Mental Health Center), Mountain Valley Developmental Services (MDS), Community Options, SummitStone Health Partners, Foothills Gateway, Inc.

- Foothills Gateway
- Horizons Specialized Services
- Mountain Valley Developmental Services
- Strive
- The Center for Mental Health
- SummitStone Health Partners
- Whole Health LLC Mind Springs
- Hilltop Community Resources
- Home Care of the Grand Valley
- Interim Healthcare
- Northwest Colorado VNA
- Optimal Home Care
- Community Options
- Delta County Department of HHS
- Montezuma County Public Health Department
- Montrose County Department of HHSS
- San Juan Basin Health Department
- Volunteers of America (VOA)

- Capitated mental health system: Mind Springs, as the Community Mental Health Center on the Western Slope, is the primary provider of capitated mental health services for the Western Slope region covered by the Pilot; SummitStone, as the CMHC for the Front Range, is the primary provider of capitated mental health services for Larimer County. The Pilot will also leverage funds for reimbursable services defined within the Medicaid State Plan and the Office of Behavioral Health as possible.
- Other community service providers, health care professionals and other organizations whose expertise may be utilized in supporting individuals served in the Pilot Project include, but are not limited to physicians and family practices, Federally Qualified Health Centers (FQHCs), hospitals, psychiatric units, and many others.