

## **NorthSTAR Regional Plan 2001**

### **Executive Summary**

**Prepared by the Dallas Area NorthSTAR Authority March 8, 2001**

*...Think populations, see individuals.*

The mission of the Dallas Area NorthSTAR Authority is to effect a well managed system of behavioral health services available to qualified consumers in the NorthSTAR region.

Several factors may have an affect on the desired outcomes of the Dallas Area NorthSTAR Authority. Chief among these is increased funding. If the NorthSTAR Service Delivery Area were allocated the funds necessary (approximately \$6 million) to rise from the bottom of state funded regions to the average, a change in service design might not occur and a period of stability would occur. In addition to increased funding, the State policy makers may choose, as a result of lobbying efforts, to alter the design of the service delivery system in the seven counties that make up NorthSTAR.

#### Strengths:

- ◆ A wide array of providers affording consumers ample choice, with the exception of rural counties;
- ◆ A dedicated group of consumers and family members who are willing to go beyond the call of duty to improve services
- ◆ A strong mental health advocacy community
- ◆ A growing substance abuse advocacy community
- ◆ Dedicated LBHA Board of Directors
- ◆ Support from Dallas County and Collin County Commissioners
- ◆ Strong Provider Advisory Council

#### Weaknesses:

- ◆ Frequent programmatic modifications
- ◆ Inability to attract psychiatrists, particularly child psychiatrists
- ◆ Inability to attract any provider to the rural counties, thus providing little choice
- ◆ The loss of one BHO
- ◆ Inadequate long term care alternatives
- ◆ Difficulty with some counties filling Board vacancies

#### **Local Authority Service Priorities**

1. Increased funding:
2. Clarification of the role of the Local Behavioral Health Authority
3. Increased housing: Housing continues to be a critical need. Gains made in treatment can rarely be sustained without adequate and safe housing.
4. Establishment of an Adult CRCG
5. Participation of STAR and CHIP Plans
6. Period of stability
7. Identification of Performance Indicators

## 8. Development of a Safe Haven Goals and Objectives

### Planning

- To assess the behavioral health needs in the NorthSTAR region to identify needs and gaps and set priorities through a comprehensive regional plan
  - ◆ Facilitate the involvement of the community in the development of a regional action plan designed to address the behavioral health needs of our communities
  - ◆ Explore and determine the need for additional Advisory Committees (i.e., Children's Regional Behavioral Health Team, Providers, Stakeholders, etc.), whether standing committees or single-focus work groups, to insure that all segments of the community have opportunities to provide input
  - ◆ Coordinate the development of an annual NorthSTAR Regional Plan, a written plan identifying issues, gaps in services, unmet needs and proposed resolutions regarding the delivery/availability of behavioral health services in the NorthSTAR Service Delivery Area

### Policy Development

- To assess and develop policies regarding the structure, process, and outcomes of the NorthSTAR behavioral health services delivery system
  - ◆ Develop specific performance measures through which fulfillment of the contract can be measured
  - ◆ Report results of monitoring activity to local and state officials
  - ◆ Submit recommendations, based upon contract monitoring, to the State for incentive awards and/or sanctions
  - ◆ Monitor the Behavioral Health Organization's provider panel to insure access to care as well as choices of providers to all NorthSTAR Consumers
  - ◆ Develop a performance monitoring system to insure that local governments are kept abreast of the impact of NorthSTAR upon their constituents
  - ◆ Participate in work-groups as requested by local governments
  - ◆ Formulate recommendations for local governments, as well as the State, to consider
  - ◆ Serves as liaison to the Texas State Legislature to advocate for mental health and substance abuse funding, and increase awareness of the region's issues through education and advocacy to legislators on the NorthSTAR system.
  - ◆ Advocate for regional parity in the funding of new generation pharmaceuticals relative to other systems in the State
    - ◆ Develop specific policies and procedures to provide guidance and consistency throughout the NorthSTAR system.
    - ◆ Make recommendations to the State on policies and procedures which will effect the efficient allocation and use of resources in accordance with local community needs and desires.

### Coordination

- To facilitate education and problem resolution for stakeholders

- ◆ Develop data collection systems to facilitate the identification and tracking of trends and issues in relation to NorthSTAR
  - ◆ Collaborate with the State and the BHOs in the definitions and recording of complaints
  - ◆ Assist consumers, family members, providers, and other stakeholders in the resolution of complaints as well as facilitate access to care
  - ◆ Conduct impartial investigations into complaints
  - ◆ Develop policies and procedures to monitor those SPA activities which have been delegated to the BHOs
  - ◆ Coordinate commitment activities with the mental health courts of each county, the local mental health centers, and the BHOs
  - ◆ Educate, if needed, local judicial officials regarding mental health commitment statutes
  - ◆ Conduct public forums in each county through which consumers, community leaders, providers, stakeholders, etc. may offer comments, register complaints and acquire information relative to the public behavioral health service delivery system
  - ◆ Encourage and, where possible, facilitate outreach efforts to the region's underrepresented population
  - ◆ Conduct and/or encourage training sessions for providers to enable a more effective and smoother transition into managed care
  - ◆ Build and maintain an interactive web site through which consumers, providers, stakeholders, the general public, etc. may access information, interact with DANSA staff, provide input about DANSA and NorthSTAR.
  - ◆ Provide educational seminars, throughout the NorthSTAR Service Delivery Region, for law enforcement personnel through whom officers gain an increased understanding of behavioral health issues and resources to enable officers to identify and respond to person with MI/SA.
  - ◆ Provide regional coordination of CRCGs and represent the region's CRCGs to the State liaison.
  - ◆ Increase case coordination beginning at the pre-staffing level through problem resolution.
- To partner with stakeholders in the planning, development, implementation, and evaluation of behavioral health services
    - ◆ Collaborate with the Behavioral Health Organizations in the development and implementation of a contract in which the delegated, Single Portal Authority (SPA) Responsibilities are detailed
    - ◆ Generate specific recommendations, based upon data assimilated, to enhance and insure the delivery of services
    - ◆ Report systems concerns as they arise and to monitor any program changes
    - ◆ Develop and implement evaluative methods to be utilized to assist in measuring overall project effectiveness
    - ◆ Develop specific performance measures to insure effective delivery of services as well as the overall effectiveness of NorthSTAR
    - ◆ Develop an integrated data management system that combines existing and new data tools developed in this project.
    - ◆ Participate in the Continuous Quality Improvement Programs of the Behavioral Health Organization

- ◆ Work collaboratively with the region's stakeholders to develop and implement identified performance measures and targets in model development and planning process  
Identify and develop alternative ways to meet needs of youth and their families through integration of funding streams, building collaborative initiatives, and strengthening agency partnerships

#### Resource Development

- Identify and develop additional funding to facilitate the development and sustenance of a comprehensive service delivery system
  - ◆ Identify funding opportunities that support, enhance, or expand current CRCGs activities related to youth, families, and CRCG membership
  - ◆ Procure, or assist in procuring, funding for needs and sub-contract for direct services
  - ◆ Procure additional resources to address unmet needs, gaps in services, and priority services identified in the NorthSTAR Regional Plan.

#### Resource Allocation

- To effect the efficient allocation and use of resources