

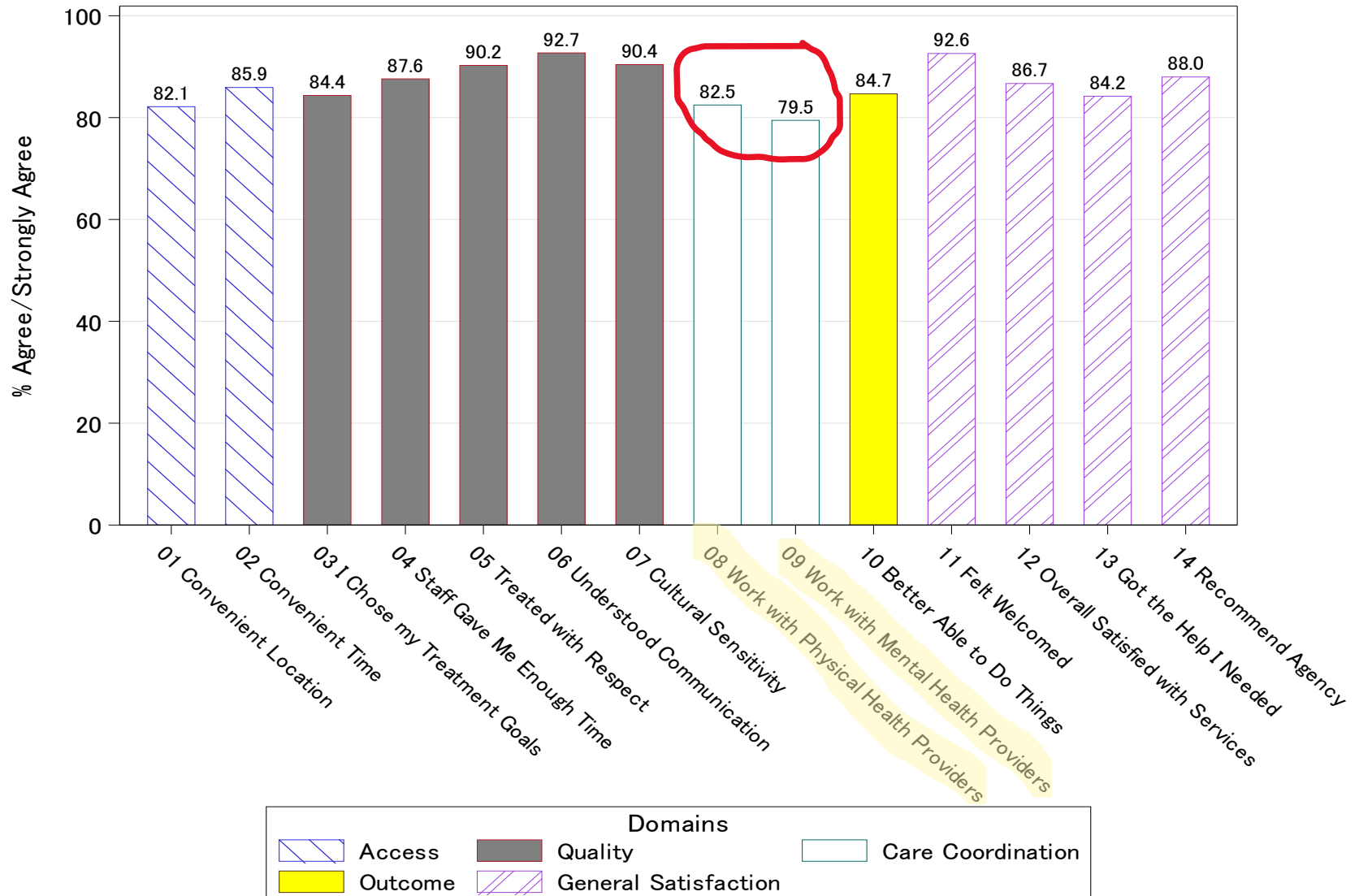
San Mateo County  
Drug Med-Cal Organized  
Delivery System (DMC-ODS)

Treatment Provider Mtg  
October 3, 2019



DMC ODS  
Data  
Sharing

# Treatment Perception Surveys (2018)



# Clients Served by Race/Ethnicity (2018)

## DMC-ODS Eligibles and Clients Served by Race/Ethnicity, CY 2018

Race/Ethnicity	Average Monthly Unduplicated DMC-ODS Eligibles	% Eligibles	Unduplicated Annual Count of Clients Served	% Clients Served
White	19,364	14.1%	391	43.0%
Latino/Hispanic	65,363	47.5%	188	20.7%
African-American	4,142	3.0%	89	9.8%
Asian/Pacific Islander	29,084	21.1%	49	5.4%
Native American	232	0.2%	9	1.0%
Other	19,378	14.1%	184	20.2%
<b>Total</b>	<b>137,561</b>	<b>100.0%</b>	<b>910</b>	<b>100.0%</b>

# Small Group Break-Out Instructions

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- *You have 20 minutes for your small group discussion*
- *Identify a **facilitator**, a **note taker** and someone to **report back** to the group.*

## **All Participants**

- Listen without judgement.
- Take risks and share your thought, ideas, and experiences.
- Reminder to step back, and give others a chance to speak, if you've already spoken.

## **Facilitator**

- Please make sure everyone gets a chance to share their ideas.
- Keep the group moving...and answering all questions.

## **Notetaker**

- Please list the name and agency of each person participating on your group
- Hand in your notes to AOD– so we can document and act on your ideas.

## **Report Back:**

- Highlight the 3-5 most important ideas for the large group report back.
- Target ~ 3 min per group

# Small Group Break-out Questions

1. What are your initial reflections?
2. How are you/your agency already working to meet these needs?  
What community resources are you/your agency already tapping into?
3. What do you see as challenges our clients face in trying to access needed services? Are there unmet needs you've observed?
4. How can BHRS and your agency positively impact the above? What can we do differently to improve access to services?

Thank you word cloud in multiple languages including: danke, teşekkür ederim, gracias, thank you, obrigado, merci, and many others.

# Reflections

- 1)What stands out to you?
- 2)What are contributing factors—within our control?
- 3)How can BHRS AOD / your agency impact these?
- 4)Consider how BHRS AOD's /your agency QI plan, CLAS plan, training plan, etc. to improve services.
  - how you welcome clients,
  - how you individualize services,
  - how to provide age, gender, culturally appropriate services.



# Clients Served by Race/Ethnicity (2018)

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# EQRO Recommendations for DMC ODS for FY 19/20

- Implement better systems (both IT and operational) for tracking of timely access to care ( use SAPT grant)
- Sustained funding and resources to support Avatar tracking of optimal treatment and care as well as access and timeliness
- Continue to train provider staff on documentation and treatment planning
- Continue documenting IMAT program system changes and share best practices with other counties working on integration, quality and costs.
- Add a Recovery Residence linked to outpatient services for women in need of stable housing and/or stepping down from residential treatment.
- Explore capacity issues related to space at the Opioid Treatment Provider (ART/BAART) to support expanded individual and group counseling.

# Clients Served by Age (2018)

DMC ODS Penetration Rates by Age CY 2018				
	San Mateo			Statewide
Age Groups	Average Number of Eligibles per Month	Number of Clients Served	Penetration Rate	Penetration Rate
<b>Total</b>	<b>137,561</b>	<b>910</b>	<b>0.66%</b>	<b>0.31%</b>
<b>Age Group 12-17</b>	33,714	14	0.04%	0.03%
<b>Age Group 18-64</b>	78,312	822	1.05%	0.46%
<b>Age Group 65+</b>	25,536	74	0.29%	0.25%

# Average Approved Claims, by Age (2018)

Average Approved Claims by Age CY 2018			
	San Mateo		Statewide
Age Groups	Total Approved Claims	Average Approved Claims	Average Approved Claims
<b>Total</b>	<b>\$4,283,241</b>	<b>\$4,707</b>	<b>\$2,669</b>
Age Group 12-17	\$24,694	\$1,764	\$866
Age Group 18-64	\$3,975,845	\$4,837	\$2,872
Age Group 65+	\$282,702	\$3,820	\$1,713

# 2018 EQRO Data Footnotes

Footnotes:  
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1 - Includes approved claims data on Drug Medi-Cal eligibles residing in the county who were served in other counties.

2 - Includes Drug Medi-Cal (DMC) approved claims only for those whose aid codes indicate eligibility for DMC program funding.

3 - Based upon the most recent data processing of DMC approved claims and MEDS Monthly Extract File(MMEF) by DHCS for the reported Fiscal Year.

4 - County total number of yearly unduplicated Drug Medi-Cal eligibles is

5 - The county approved claims data is partial i Prepared by Behavioral Health Concepts / CalEQRO scal Year start date, and because of lag time in claims approval processes. Source: Drug Medi-Cal approved claims as of 01/23/2019

6 - The comparison data in the like sized county and statewide columns are based upon claims data from active DMC-ODS counties. The widely differing start dates will especially impact approved claims data per beneficiary, which are based upon cumulative totals.

7 - The bottom (Engagement Table) displays numbers of visits that include: Outpatient Treatment, Ambulatory Withdrawal Management, Intensive Outpatient Treatment, Partial Hospitalization, Case Management, Physician Consultation, Outpatient MAT and Recovery Support Services. The number of visits for each beneficiary were counted cumulatively.