



best|self
BEHAVIORAL HEALTH

Who is BestSelf Behavioral Health

- **Largest Community-based Behavioral Health Organization serving all ages in WNY**
- **Annual Budget: \$74 million**
- **Employees: 1,100+**
- **In 2019 Served: 35,000+ children, adolescents & adults**
- **14 Outpatient Clinics**



BestSelf CCBHC Clinics provide:

- **Immediate Access**
- **Personalized Care**
- **“No Wrong Door” Approach**



CCBHC services include:

- **Mental Health Disorders**
- **Substance Use Disorders (*including rapid access to Medication Assisted Treatment*)**
- **Health Assessment & Monitoring**
- **Targeted Case Management**
- **Peer support**
- **Education Assistance & Vocational Services**

No Wrong Door

Agency-Wide Changes

- Created singled Integrated Assessment, Tx Plan, & other clinical documentation
- Culture change
 - Through increased communication and collaboration
 - Through cross-training
 - Through policy change

Outpatient Clinic Changes

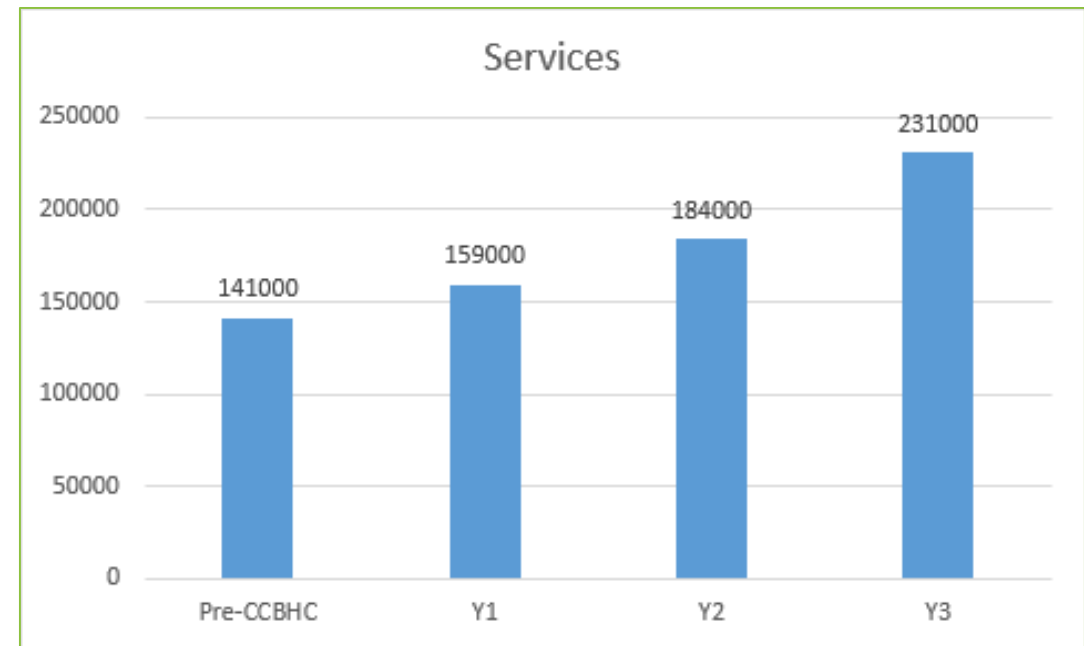
- New Leadership Structure for clinics
- Single team meetings/case conferences
- Everyone trained in assessing SUD and MH
- Work to reduce stigma
- Enhance clinical skills and applications of EBPs

Increased overall clients and services served

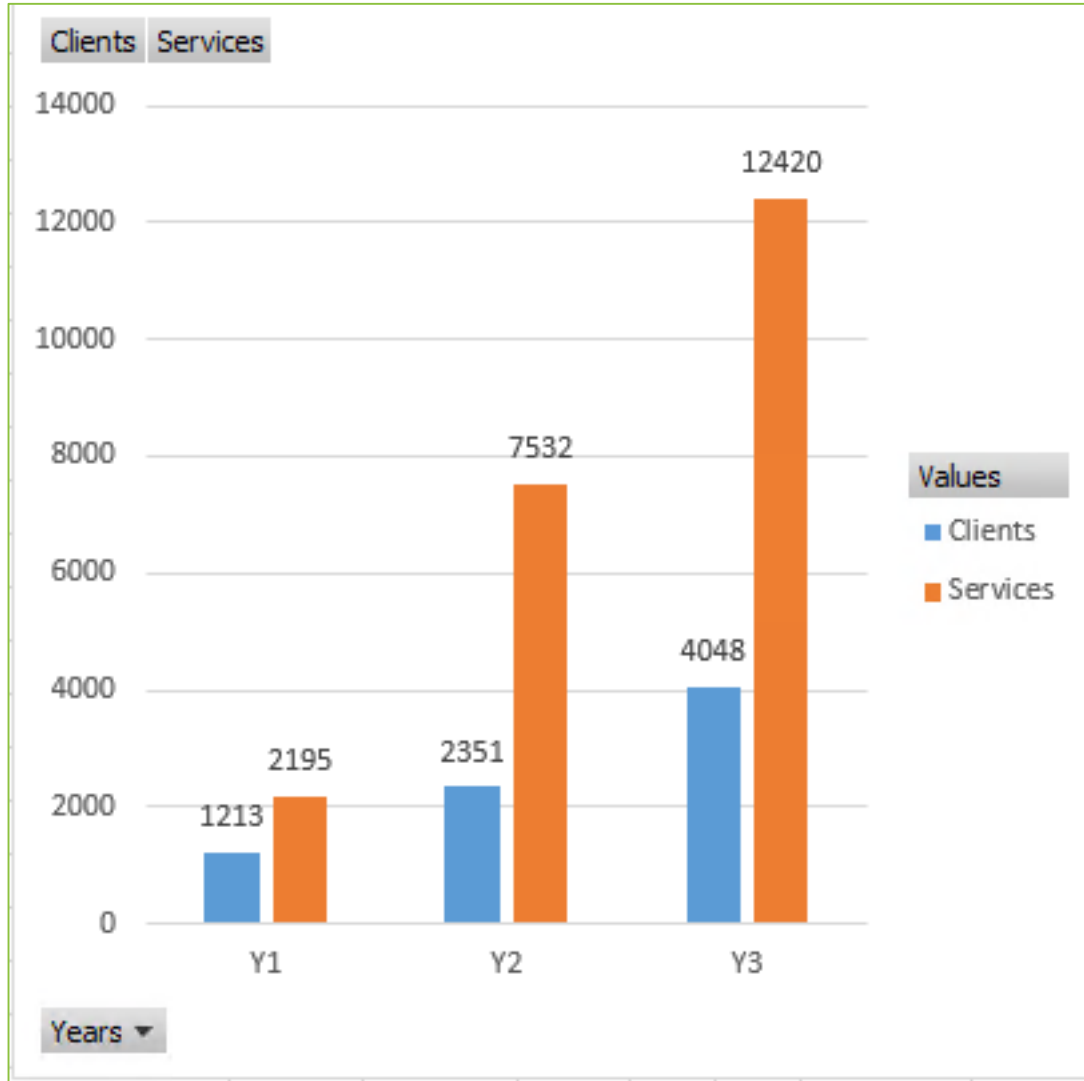
Number of clients increased by 38%



Number of services increased by 64%



Integration of Primary Care



Began providing Health Monitoring and Health Physicals to clients in Y1 of CCBHC

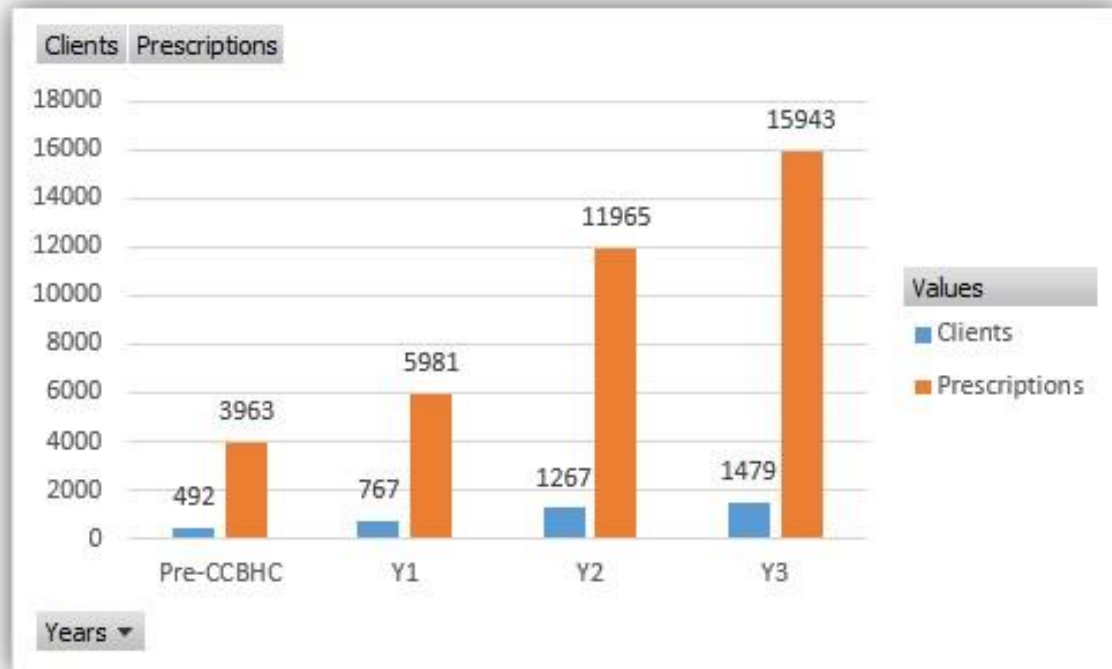
Increased # of clients receiving services by 234%

Increased health services provided by 466%

Medicated Assisted Treatment

Provided Suboxone, Vivitrol
and Buprenorphine medications

Increased the number of clients
provided scripts by 201%



Opened Opioid Treatment Program
in year #2 of CCBHC Pilot

Provided methadone dosing

Row Labels	Clients	Dosings
Y2	48	3192
Y3	154	23375
Grand Total	159	26567

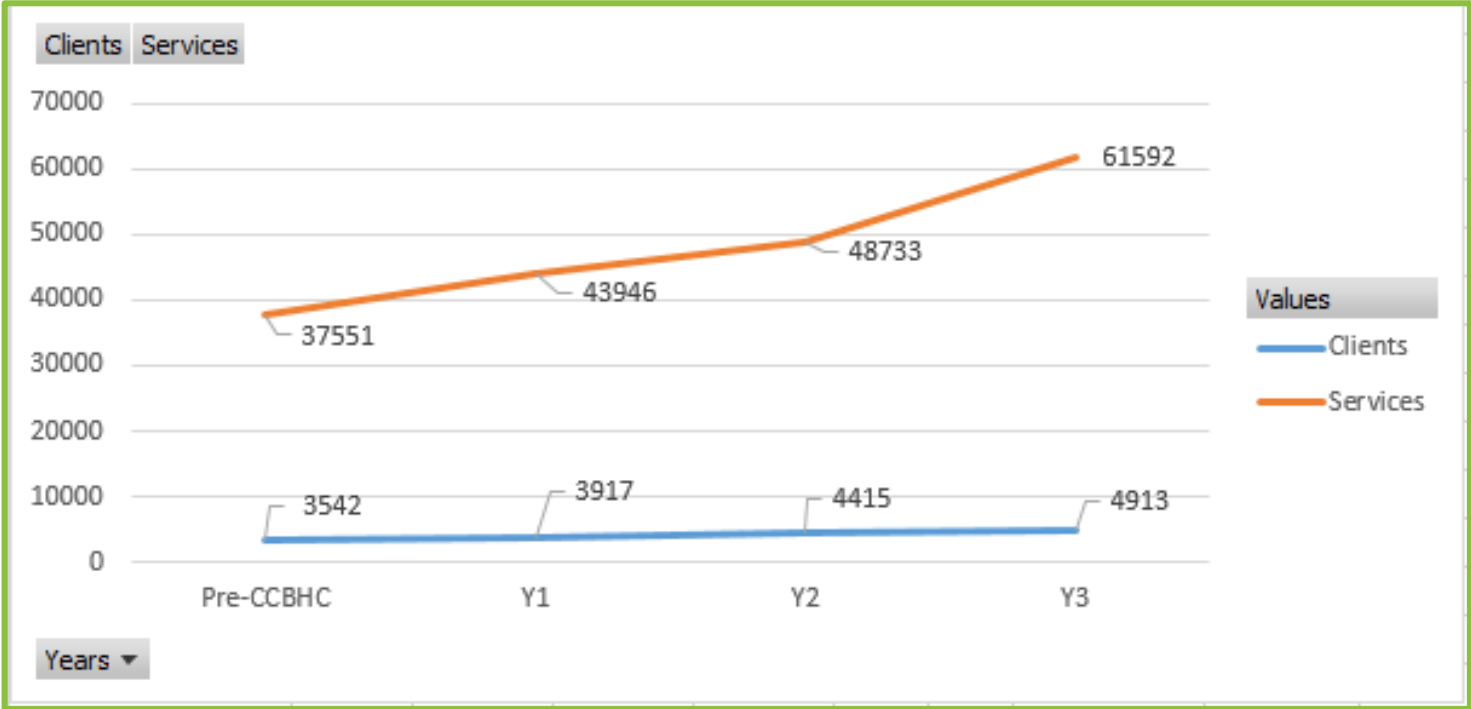
Provided counseling and health physicals

Row Labels	Clients	Services
Y2	62	877
Y3	191	3498
Grand Total	205	4375

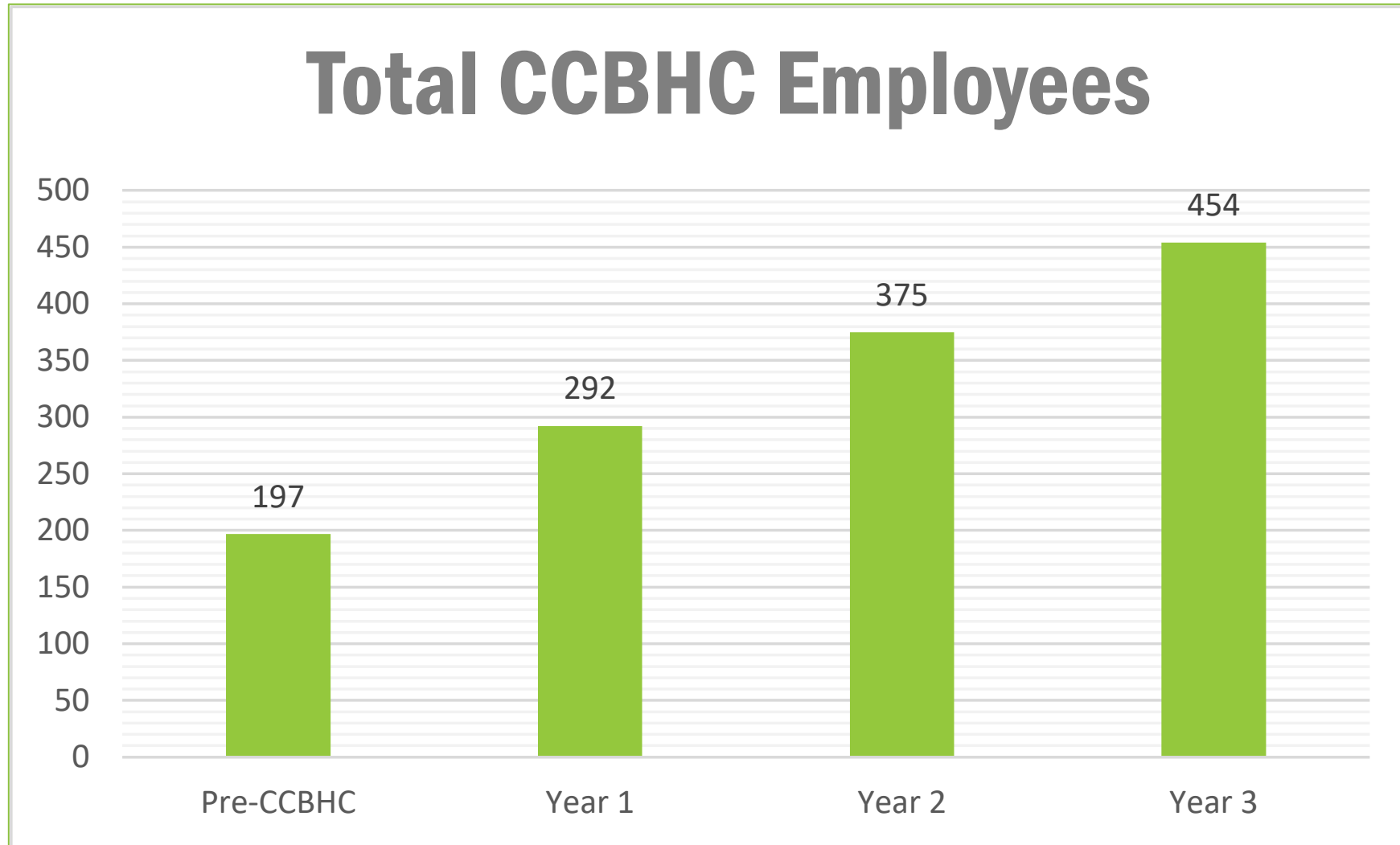
Increased services for clients under 18 years

Increased # of clients under the age of 18 by 38%

Increased services for clients under the age of 18 by 64%



Workforce Growth of 130%



Addressing Health Disparities

- **Evaluating how services are accessed**
 - **Same Day Access**
 - **Mobile Services**
 - **Telehealth**
- **TCM to link with housing and voc services**
- **Applying a Racial Equity Lens to services**



Thank You

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