

MAINE STATE LEGISLATURE

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Update on Case Management Services to Veterans for Mental Health Care

Report pursuant to Resolves 2017, Ch. 24

Resolve, to Assess the Need for Mental Health Care Services for Veterans in Maine and to Establish a Pilot Program to Provide Case Management Services to Veterans for Mental Health Care

Office of Behavioral Health

March 2021



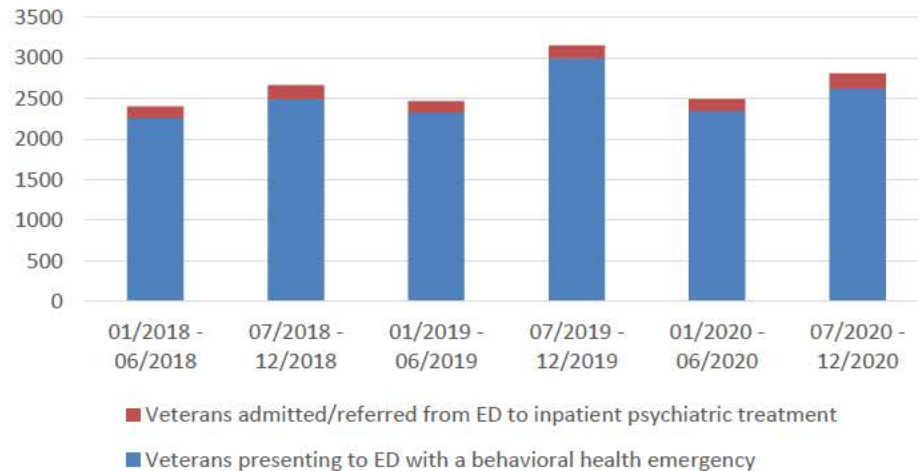
Civilian hospitals to inquire about past military services of patients presenting for emergency care

- That, beginning no later than January 1, 2018 and until December 31, 2020, a hospital licensed under the Maine Revised Statutes, Title 22, Chapter 405 shall screen all patients presenting for emergency care at the hospital's emergency department regarding whether or not the patient has prior service in the military. This information must be added into the hospital's patient data management system; and be it further
- That, from January 1, 2018 to December 31, 2020, a hospital licensed under the Maine Revised Statutes, Title 22, Chapter 405 shall compile data regarding the number of patients who identified as having served in the military who reported or presented a behavioral or mental health emergency when seeking care from the hospital emergency department, including the number who were admitted or referred for inpatient treatment for psychiatric care; and
- That the Commissioner of Health and Human Services shall work with the Director of the Bureau of Maine Veterans' Services within the Department of Defense, Veterans and Emergency Management to analyze the data submitted by hospitals in accordance with Section 2 of this part to quantify the unmet need for mental health care services, particularly inpatient mental health care services, and to identify gaps in mental health care services provided by the United States Department of Veterans Affairs.

Civilian Hospital Reporting

| Reporting Period | Veterans presenting to ED with a behavioral health emergency | Veterans admitted/referred from ED to inpatient psychiatric | % of ED visits resulting in psychiatric admission |
|-------------------|--|---|---|
| 01/2018 - 06/2018 | 2263 | 142 | 6% |
| 07/2018 - 12/2018 | 2500 | 165 | 7% |
| 01/2019 - 06/2019 | 2331 | 136 | 6% |
| 07/2019 - 12/2019 | 3000 | 153 | 5% |
| 01/2020 - 06/2020 | 2350 | 142 | 6% |
| 07/2020 - 12/2020 | 2623 | 189 | 7% |

ED Visits & Inpatient Admissions/Referrals



Commissioner of Health and Human Services to Establish Pilot Program to Provide Mental Health Case Management to Veterans. Resolved:

- That, beginning January 1, 2018, the Commissioner of Health and Human Services, referred to in this part as "the Commissioner," shall establish a pilot program to provide contracted case management services to provide necessary mental health treatment to Veterans who are residents of the State. Case management services must include assisting Veterans in gaining a range of mental and behavioral health services, which must include inpatient mental health care services.
- In establishing the pilot program, the Commissioner shall consult with the Director of the Bureau of Maine Veterans' Services within the Department of Defense, Veterans and Emergency Management, referred to in this part as "the Director," to identify regions where case management services are most needed and to identify Veterans seeking case management services who are enrolled with the United States Department of Veterans Affairs and those who would likely be eligible to be enrolled. The pilot program described in this section must continue until January 1, 2020 or until the funds provided in Part C are exhausted.

Veterans Case Management Providers

- Easterseals Maine, Inc. (herein called Easterseals Maine) and Health Affiliates Maine (HAM) are the two (2) contracted providers that provide Veterans Case Management to eligible Veterans in the State under Section 17 Community Integration Services. Their contracts were renewed for the FY21 contract period.
- Easterseals Maine, Inc. contract MH4-21-2000 is funded for the amount of \$178,851 with contract dates from 08/01/2020 to 6/30/2021.
- Health Affiliates Maine contract MH4-18-2001 is funded for the amount of \$ 92,873 with contract dates from 07/01/2020 to 6/30/2021.

Veteran Case Management Providers

- Easterseals Maine and Health Affiliates Maine have experience working with Veterans and are able to provide Veteran Case Management to fourteen (14) counties with limited coverage in Northern Piscataquis county and no coverage for Washington and Aroostook counties.
- Both contracted agencies adhere to 10-144 Chapter 101 MAINECARE BENEFITS MANUAL, CHAPTER II Section 17 COMMUNITY INTEGRATION SERVICES (Established: 5/1/93 and last updated on 2/26/2017).

Collaboration

- The Maine Bureau of Veterans' Services, DHHS/OBH, Health Affiliates Maine, and Easterseals Maine have worked closely together to address identified needs of Veterans, and participated in Veteran related conferences, employment fairs, and/or other requested events.
- DHHS/OBH and the Maine Bureau of Veteran' Services participate, collaborate and/or attend regular Maine Military Community Network Leadership Council Meetings, participate in the National Strategy for Suicide Prevention Committee Steering Committee, work with Maine Bureau of Veteran's Services to support the "Call to Action Project", and work with the Togus VA Maine Healthcare System's/Togus VA Medical Center in regards to collaborating services; more specifically, how both the Maine Crisis Line and the Veterans hotline are useful resources for Veterans.
- DHHS/OBH continues to support building a partnership with The Maine Bureau of Veteran's Services.

Eligibility for Veteran Case Management

- Provide Community Integration Services to eligible Veterans who have received a mental health diagnosis or mental health disability rating from the United States Department of Veterans Affairs, and/or any eligible Veteran who is not enrolled with the United States Department of Veteran's Affairs who is determined to require mental health care services by a licensed mental health professional may be considered eligible for Community Integration based on the individual needs of the Veteran. Verify that each eligible Veteran has provided a copy of their Release or Discharge from Active Duty Certificate (DD 214) according to the following priority list (in ranking order of priority):
 1. Veterans being discharged from Riverview Psychiatric Recovery Center (RPC) or Dorothea Dix Psychiatric Center (DDPC);
 2. Veterans being discharged from other psychiatric inpatient facilities;
 3. Veterans who are within Medically Needy Deductible (MaineCare Spend Down) ineligibility periods; and other uninsured Veterans, insured Veterans who do not have coverage for this specific service, and Veterans with MaineCare.

- Verify that each eligible Veteran has provided a copy of their DD Form 214/215, or NGB 22/22A. DD Form 214 is the Certificate of Release and DD Form 215 is used to correct any mistakes to the original form. NGB Form 22 is the Report of Separation from the National Guard.

Veterans Data Collection

- DHHS/OBH collects data from Health Affiliates Maine and Easterseals Maine through monthly activity reports, performance measures, & assessments

- Agencies ask Veterans about core mainstream services such as their housing situations, employability, and employment training; and to work with a Veteran to meet that need if identified. Both agencies complete the following:
 1. Need For Change (NFC) Self-Rating Scale - employment;
 2. Housing Needs Assessment – housing/housing subsidy;
 3. Demographic data –eligibility status, date of referral, enrollment date, town and county of residence, and age.
 4. Quarterly Performance Measure Reports

Referral Source

April 2018 to September 2019

| | |
|-----------------------------------|-----|
| VA Healthcare Services | 31 |
| Veterans Outreach Center | 15 |
| Community Organization/Program | 15 |
| Preble Street Resource Center | 14 |
| Easterseals | 12 |
| Community Health Clinic | 10 |
| Self-referral | 8 |
| Family / Friend | 6 |
| Health Affiliates Maine | 6 |
| Other Veteran's Organization | 6 |
| Other | 6 |
| Hospital | 5 |
| Maine Bureau of Veterans Services | 5 |
| Legal Services | 3 |
| Primary Care Provider | 3 |
| Maine State Prison | 1 |
| Unknown | 44 |
| No data (August/September 2019) | 20 |
| | |
| Total | 210 |

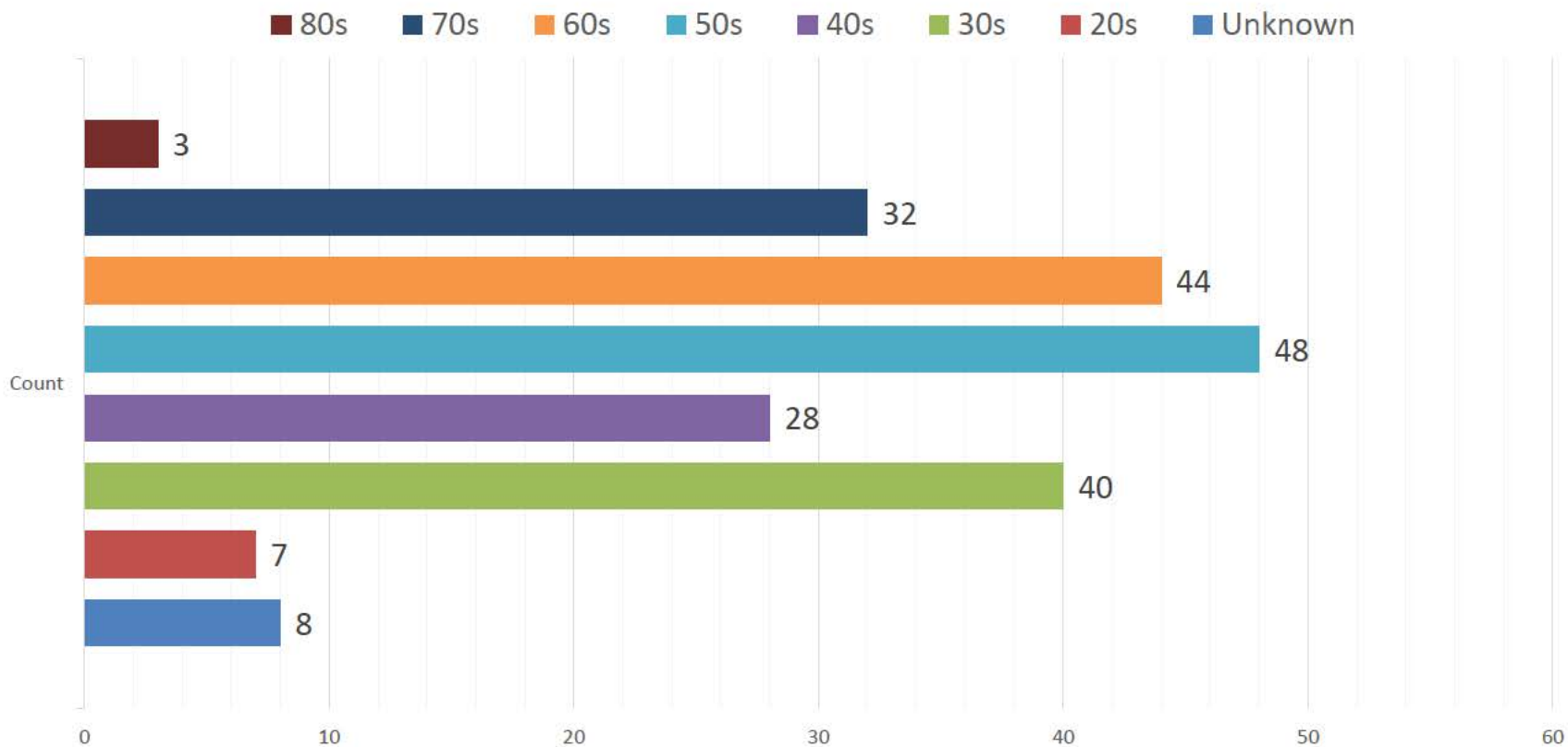
Veterans Served

April 2018 to September 2019

- 210 Veterans have been served
- 1310 Veteran encounters have been reported
- Fifty percent (50%) of Veterans served were aged fifty-five (55) or older

Veteran Demographics

Age of Veterans served April 2018 to September 2019



Veteran Demographics

Number of Veterans

Served by County

April 2018 to September 2019



Note:

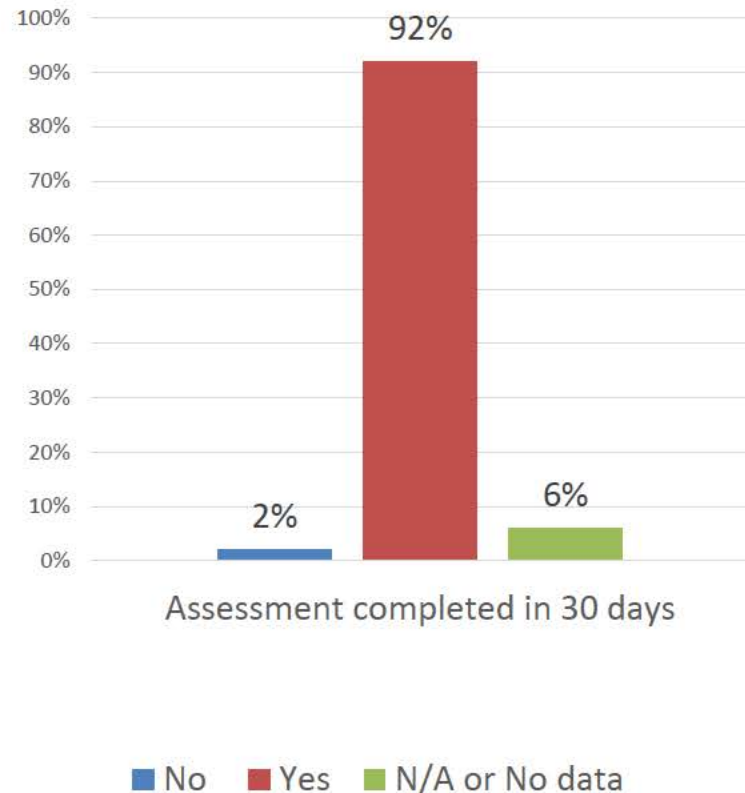
Veterans who lived in two (2)
Counties will be counted twice

Performance Measures

- Goal: 100% of eligible Veterans have assessment completed within thirty (30) days

Achieved:

- 92% completed within 30 days
- 2% not completed within 30 days
- 6% no data available

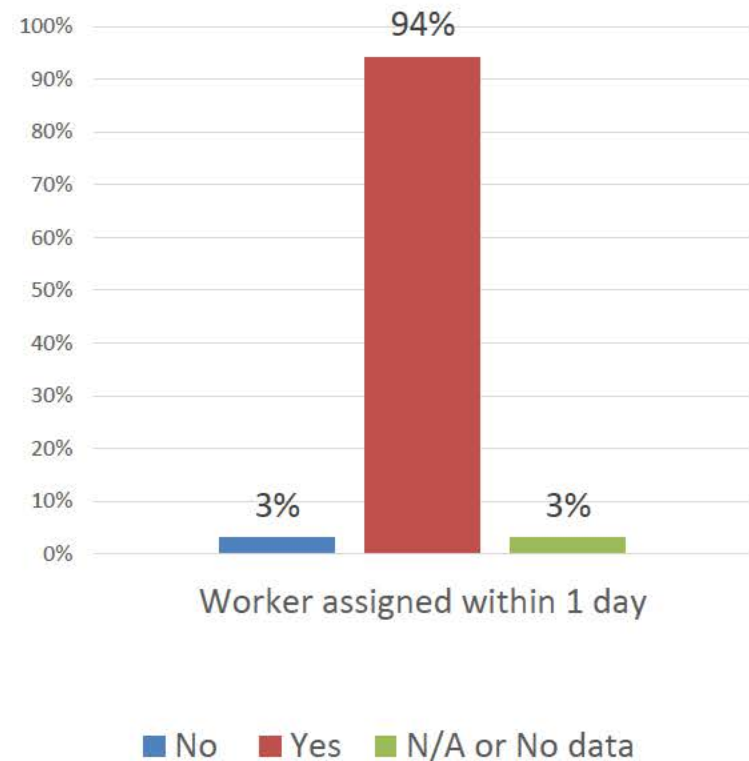


Performance Measures

- Goal: 100% eligible Veterans assigned Community Integration Worker within 1 business day of referral

Achieved:

- 94% assigned within 1 day
- 3% not assigned within 1 day
- 3% no data available.

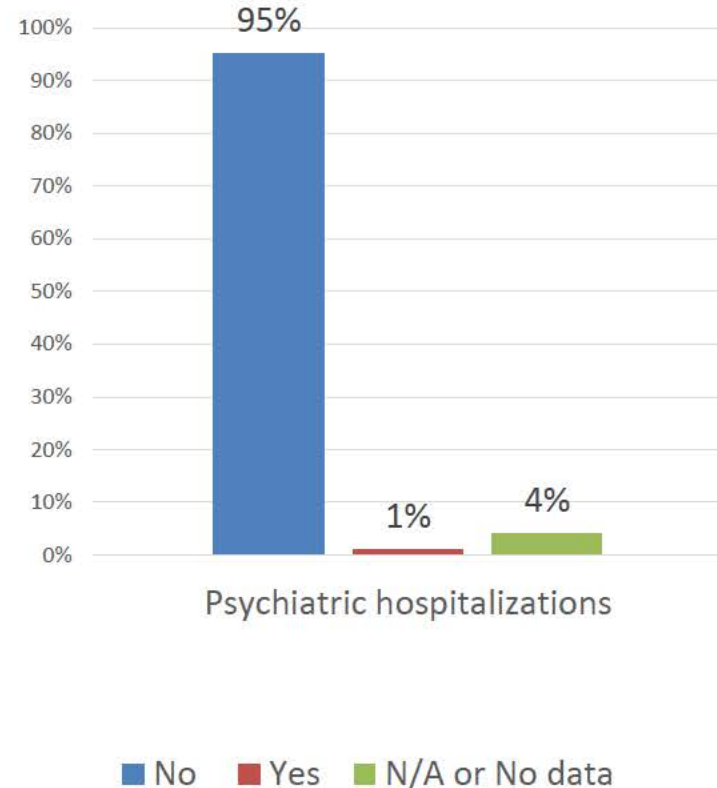


Performance Measures

- Goal: 95% of Veterans receiving case management 6 months will have no psychiatric hospitalization(s)

Achieved:

- 95% of individuals had no psychiatric hospitalizations
- 1% of individuals had psychiatric hospitalizations.
- 4% no data available.



Housing Outcomes

- Providers report that 21 homeless Veterans were assisted and housed within 6 months
- Providers report that 3 Veterans who were at risk of being homeless were assisted
- About 70% of Veterans reported at encounters that they did not need help with housing as they already owned a home or had stable housing

Employment Outcomes

- Providers reported that unemployed Veterans received help with employment or were enrolled in employment training.
- About 70% of Veterans did not request help with employment at encounters as they were already employed, retired, or disabled.

Cost Impact

April 2018 to September 2019

- Easterseals Maine
 - Average length of stay in service was five (5) months.
 - Cost per Veteran served - \$1,617

- Health Affiliates Maine
 - Average length of stay in service was six (6) months
 - Cost per Veteran served - \$1,421

Fiscal Update

➤ **Easter Seals Maine Inc. (MH4-21-2000)**

Start Date: 8/1/2020

End Date: 6/30/2021

Total Allocation: \$178,851.00

Expended: \$94,824.00

➤ **Health Affiliates Maine (MH4-21-2001)**

Start Date: 7/1/2020

End Date: 6/30/2021

Total Allocation: \$92,873.00

Expended: \$41,900.00

Conclusions

- Program provided a safety net and filled a gap by providing continuum of services while Veterans waited for VA services
- Provided important outreach
- Low barrier admission to case management
- Program provided timely and responsive services
- Cost is substantially lower compared to inpatient treatment

Recommendations

- Continue to fund mental health case management for Veterans
- Continue to provide low cost/low barrier services that addresses Veteran's quality of life, connections to Veteran/mainstream services, prevention of psychiatric hospitalizations, and provide services in the least restrictive setting
- Consider expanding the program to include an additional contracted provider that has a well-established foothold in Aroostook and Washington County
 - OBH currently developing an RFP for 3 regional providers
- Improve marketing in the counties that did not have many referrals

Recommendations

- Continue upfront services and responsiveness through timely access
- Continue with current eligibility guidelines
- Realign performance measures with the needs of the Veterans
 - More Veteran centric measures.
 - Stronger emphasis on the Veteran as a total person and social determinants of health.
- Improve data collection.

Questions?

Office of Behavioral Health

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Bureau of Veterans Services

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