

COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)

IMPLEMENTATION PLAN 2017-2020 (to Fiscal Year ending 9/30/2020)

A nonprofit hospital facility such as The Guidance Center is permitted to conduct its CHNA once every three years and in collaboration with other organizations, and the Coconino County Public Health Services CHNA (2017) identified the following specific feedback with respect to mental health, with which The Guidance Center concurs and sets forth the following implementation strategy:

- **There is limited capacity for receiving behavioral health services, partially because of a lack of providers, but also, due to eligibility requirements and inadequate service options.**

Implementation: While there are no “eligibility requirements” to receive services at TGC, there were perceptions of not being able to access care so we updated to a more streamlined intake process. Action steps were taken to reduce the length of initial appointments and therefore offer more appointments. The outcome was reducing wait times for first appointments from approximately seven days to same-day service availability. Additionally, “secret shopper” calls have been initiated to see the first-hand process for services through the eyes of the member and address all barriers.

- **There is a common perception that people most likely to receive needed behavioral health services are those who are AHCCCS-eligible, have a serious mental illness or are in crisis. Resident behavioral health needs that are less severe are often unmet.**

Implementation: TGC has a high percentage of Medicaid patients, but by no means does it serve them exclusively. We are preferred providers for most major insurances, we have sliding scale cash payments and financial assistance policies as well, and we provide a full continuum of care that is by no means limited to crisis, SMI or inpatient/residential services. We have also expanded services for children such as by adding board certified behavior analysts and increased efforts in schools. Efforts continue to “spread the word” that we treat every level of mental health, not just its most severe manifestations.

- **Because they frequently interface with community members with mental health problems, law enforcement officials need more training to recognize mental health conditions and navigate the behavioral health system.**

Implementation: Our dialogue and collaborative work with law enforcement is frequent and continuing. For example, collaborative efforts have resulted in approved new police department training entitled “crisis intervention and civil commitments” which provides guidance both on department crisis team resources and on accessing the treatment system, as well as policies and procedures for apprehension and transportation of civil commitments both at the initial stage and when being returned for inpatient treatment or absent without leave from court ordered treatment.
