

Alabama Department of Mental Health Annual Report FY19



Letter to **Governor Kay Ivey**

The Alabama Department of Mental Health is proud to present to Governor Kay Ivey and the citizens of Alabama this annual report of accomplishments and progress on new and continuing programs for Fiscal Year 2019. During 2019, we dedicated ourselves to crucial conversations with internal and external audiences in order to educate them and maximize opportunities for Alabama toward achieving the Department's overarching goal to "Open the Gateway to Mental Healthcare." It was a year of growth in knowledge and vital relationships while focused on improving understanding of mental illnesses and at the same time, increasing access to care. This was done through various trainings, in-person meetings and modes of public mental health promotion, within the framework of responsible management of state and federal monetary resources.

The Alabama Department of Mental Health has nearly 300 provider agencies that offer the full array of essential services to individuals with mental illness, substance use disorder, and developmental disabilities. These services span across the spectrum from direct client care to supported employment services within communities. Through strong fiscal accountability, the funds entrusted to our department were invested in the provision of direct care to 151,463 individuals in the community and in our three state facilities in FY19. We are pleased to report that the department utilized less than three percent of all funding for administrative functions. Additionally, we have been awarded numerous grants, thanks to the dedicated work of staff, which was fundamental to that achievement.

As a vital component of the economic fabric of Alabama, our department has created and sustained employment for 1,316 employees in our state mental health facilities, our central office and regional offices and has assisted in funding the employment of essential personnel in provider agencies statewide. We are proud of the numerous proven programs that resulted in a positive impact on the citizens of our state.

This annual report offers a snapshot of our department and is designed as an overview of our work and upcoming action as we approach FY 2020. Several new and exciting initiatives and programs in 2019 are highlighted. Two of them are (1) the Stepping Up Initiative, which is the national program to reduce the number of people with mental illnesses in jails and (2) the creation of the Office of Autism Services, which is the first of its kind in the state to offer services to children ages zero to 20. We continued our work toward successful implementation of the federally mandated Home and Community Based Services Settings Rule, ensuring expanded choice and opportunity for those with an intellectual and developmental disability who receive Medicaid waiver services.

Every individual's quality of life – and often their length of life – is directly related to their mental health, whether it is a family member, friend, neighbor, or co-worker who may be affected by a mental illness, substance use disorder, or disability. Our goal is to educate all Alabamians from every walk of life on the importance of mental health and the positive impact of expanded and innovative services and programs that create essential improvements in outcomes for individuals and communities. Our mission to "Serve - Empower - Support" directs our work every day both within the department and within communities. We hope that all who read this report will find hope and encouragement for every Alabamian.



Anna Beshear

Annual Report

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ADMH

Board of Trustees

The board advises the commissioner on issues that fall within the purview of the department's mission.

Governor Kay Ivey - Chair

Appointment: by statute
Qualifications: Ex officio

Speaker Mac McCutcheon

Appointment: by statute
Qualifications: Ex officio

Dr. Pippa Coulter Abston

Appointment: by governor;
10/23/17 - 04/10/20
Qualifications: Represents the 5th Congressional District

Larry Bailey

Appointment: by governor;
05/19/16 - 04/10/19
Qualifications: Represents the state at large

William P. Cobb

Appointment: by governor;
10/23/17 - 04/10/20
Qualifications: Represents the state at large

Curtis James

Appointment: by governor;
01/12/11 - 04/10/20
Qualifications: Represents the 6th Congressional District

Dr. Sandra Parker

Appointment: by governor;
09/11/18 - 04/10/21
Qualifications: Represents the 1st Congressional District

Laura Phillips

Appointment: by governor;
10/11/12 - 04/10/19
Qualifications: Represents the 3rd Congressional District

Lt. Governor - Will Ainsworth

Appointment: by statute
Qualifications: Ex officio

Commissioner Lynn Beshear - Secretary

Appointment: by statute
Qualifications: Ex officio

Leslie Sanders

Appointment: by governor;
09/11/18 - 04/10/21
Qualifications: Represents the 2nd Congressional District

Gregory Smith

Appointment: by governor;
04/10/19 - 04/10/22
Qualifications: Represents the state at large

Dennis Stripling

Appointment: by governor;
05/19/16 - 04/10/18
Qualifications: Represents the state at large

Vacant

Appointment: by governor;

Qualifications: Represents the 4th Congressional District

Vacant

Appointment: by governor;

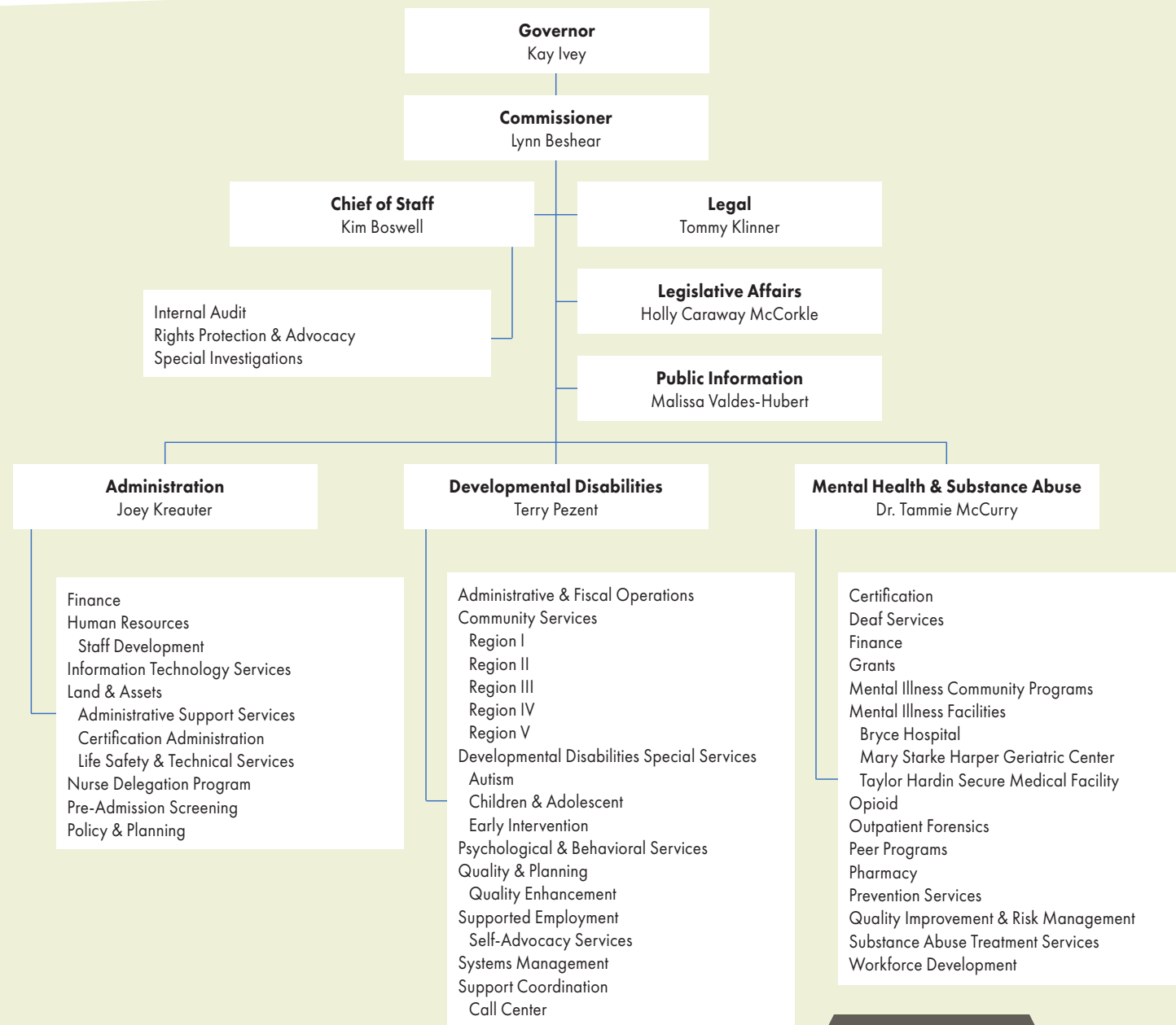
Qualifications: Represents the 7th Congressional District

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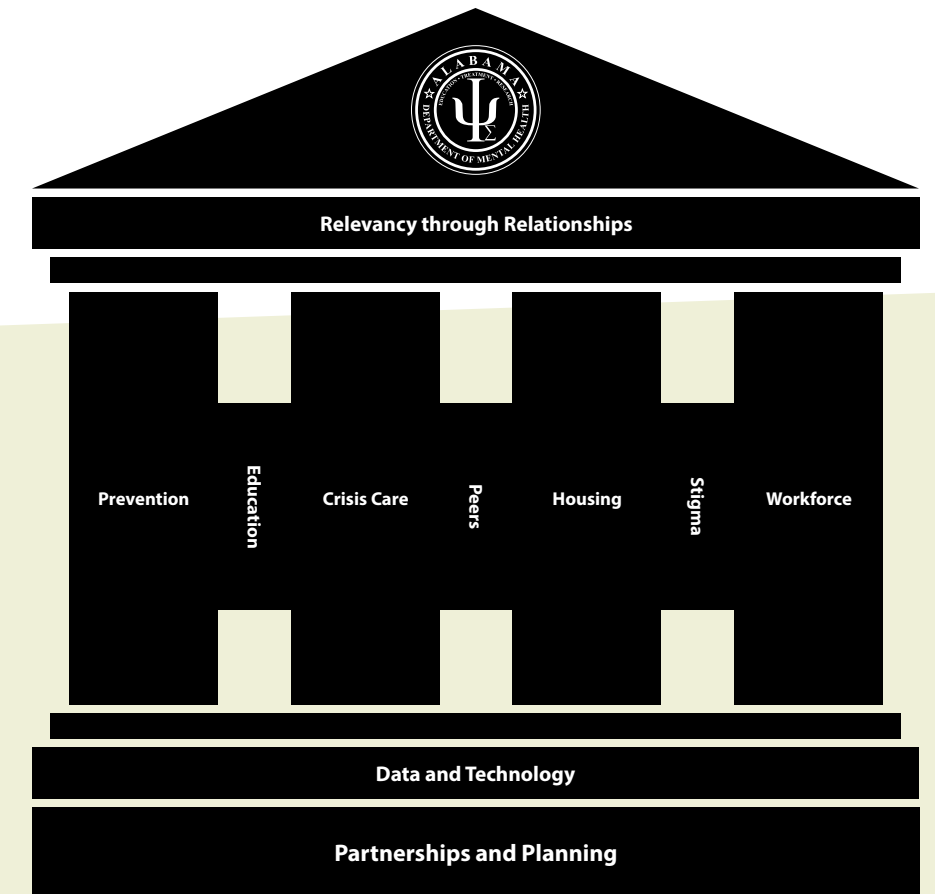
Appointment: by governor;

Qualifications: Represents the state at large

ADMH Organizational Chart



ADMH Pillars Strategy



Prevention

School-based Mental Health Services, reforms and efforts related to Juvenile Justice, work by Gov. Ivey's Infant Mortality Task Force and statewide implementation of the Stepping Up Initiative can improve life for all Alabamians.

Education

Mental Health First Aid, Crisis Intervention training, public awareness and information can increase knowledge and lead to proactive responses to mental health needs.

Crisis Care

Establishing crisis care in an appropriate setting for mental and physical evaluation; stabilization and referral to reduce the number of individuals with mental illness in prisons, jails and ERs.

Peers

Training of peer counselors and support can help achieve continued recovery.

Housing

An essential part of primary care is a stable home as a basic component of recovery and continuing wellness.

Stigma

A major barrier to receiving funding and prevents people from obtaining early care. Individuals in recovery from mental illness and substance use and those with intellectual disabilities can successfully be part of Alabama's workforce.

Workforce

Alabama has a major challenge attracting a psychiatric workforce and retaining direct service providers who work daily with the individuals we serve. Without all levels of the healthcare team, it is impossible to have a high quality, effective and consistent mental health system or to retain and recruit new members of the care team.

Stepping Up Alabama: A Vital Investment for the Mental Health Community

Approximately two million times each year, people who have serious mental illnesses are admitted to jails across the nation. Almost three-quarters of these adults have problems with the use of drugs and alcohol. Communication is the first step for any program that desires to assist those in need and to improve the culture of a system. The Stepping Up Initiative, a national initiative to reduce the number of people with mental illnesses in jail, works to foster partnerships between mental health professionals and those in the criminal justice system. These partnerships allow professionals to communicate, identify gaps in the current system, and work collaboratively to implement individual and policy level solutions for individuals in need.

The Stepping Up Initiative was part of Commissioner Lynn Beshear's vision long before she came to the Alabama Department of Mental Health; beginning with her work in the Capital City, as Executive Director of Envision 2020. In 2018, the Alabama Department of Mental Health (ADMH) began Stepping Up Alabama which establishes effective partnerships with law enforcement, local governmental entities, elected officials, mental health and healthcare providers, social service providers, courts and other partners, to meet the goal of decreasing the number of persons with mental illness and substance use disorder in our state's jails and hospital emergency rooms. Currently, nineteen counties in Alabama have passed the Stepping Up resolution, along with 511 counties in the nation, that expresses a commitment to this work.

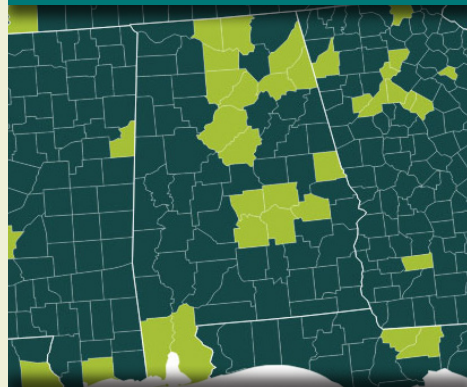
Through an RFP process, in Fiscal Year 2019, ADMH offered community mental health centers a grant to fund case management services and an ongoing program in their county to reduce the numbers of people with mental illness and substance abuse disorders in local jails and emergency rooms. In FY 2019, six community mental health centers received a \$50k grant and in FY 2020, five additional centers were awarded grants.

The awardees for fiscal year 2019 were:

- Cherokee-Etowah-Dekalb MHC
- Chilton-Shelby MHC
- MHC of North Central AL
- Mountain Lakes Behavioral Health
- WellStone: Madison & Cullman County locations

The awardees for fiscal year 2020 are:

- AltaPointe Health Systems
- East AL MHC
- Indian Rivers MHC
- MHC of North Central AL
- West AL MHC



19 Counties in Alabama

- | | |
|-----------|------------|
| Autauga | Limestone |
| Baldwin | Lowndes |
| Blount | Macon |
| Chambers | Madison |
| Cherokee | Mobile |
| Cullman | Montgomery |
| DeKalb | Morgan |
| Elmore | Shelby |
| Etowah | Tuscaloosa |
| Jefferson | |

Stepping Up Alabama grantees have made presentations to numerous entities in their communities to develop partnerships that enable the initiative to expand. Presentations were made to the county commission, police department, sheriff's office and local jails, specialty courts and probate judges, county corrections, District Attorney's office, Public Defender's office, advocacy organizations (NAMI Alabama and Recovery Oriented Peer Specialists), and local hospitals. Stories of success are being seen across the state, as the program is offering needed resources to individuals to continue on their journey of recovery.

The Stepping Up Alabama Initiative has received support from the mental health community, criminal justice professionals, and legislative members.

If continued progress is made and investments by all partners is sustained, communities can benefit from:

- Increased treatment for individuals living with mental illness
- More efficient use of public funds
- Less strain on jails and law enforcement
- Increased peace of mind for families and the community
- Healthier community members
- Greater prosperity for the entire community



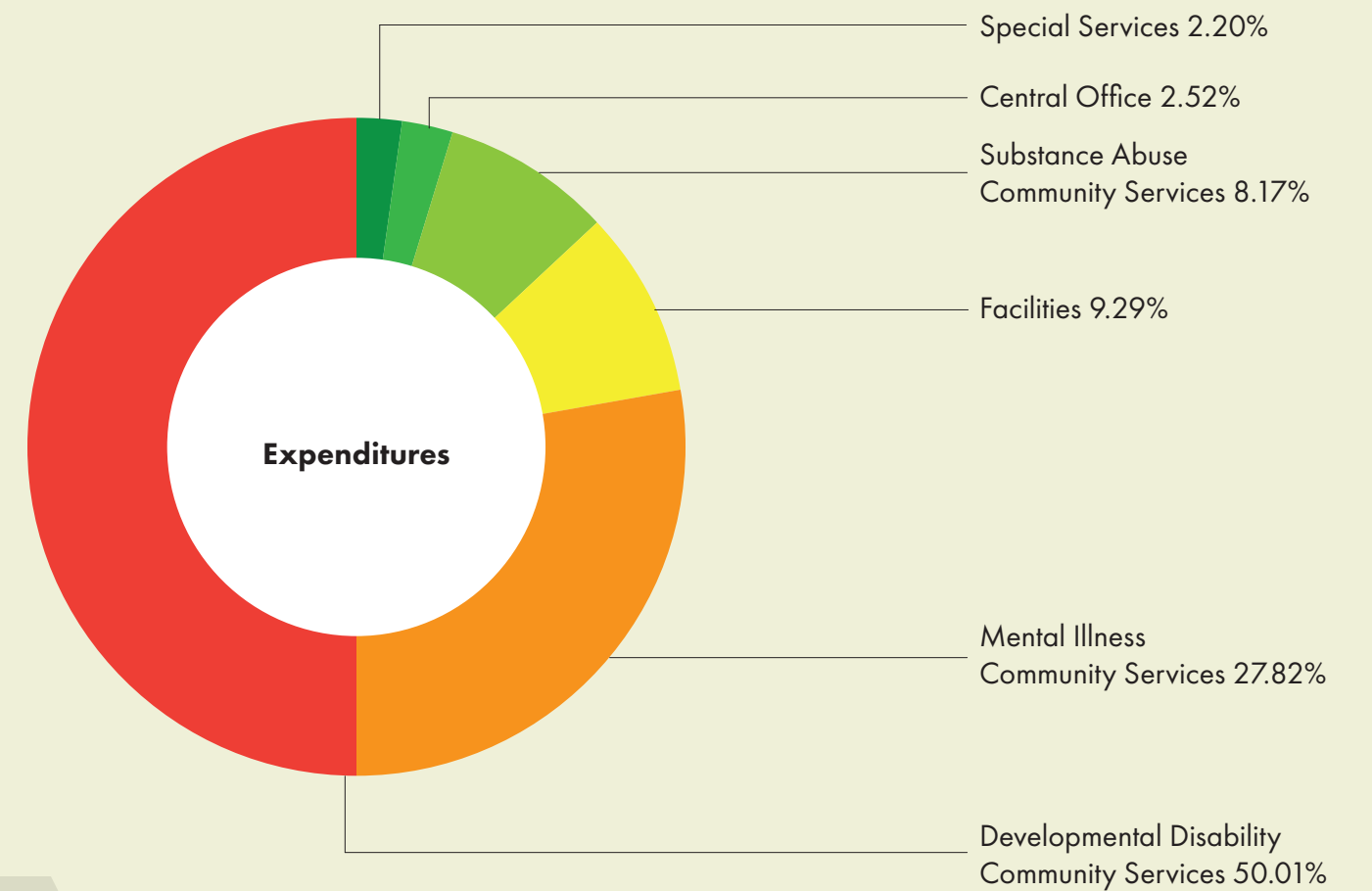
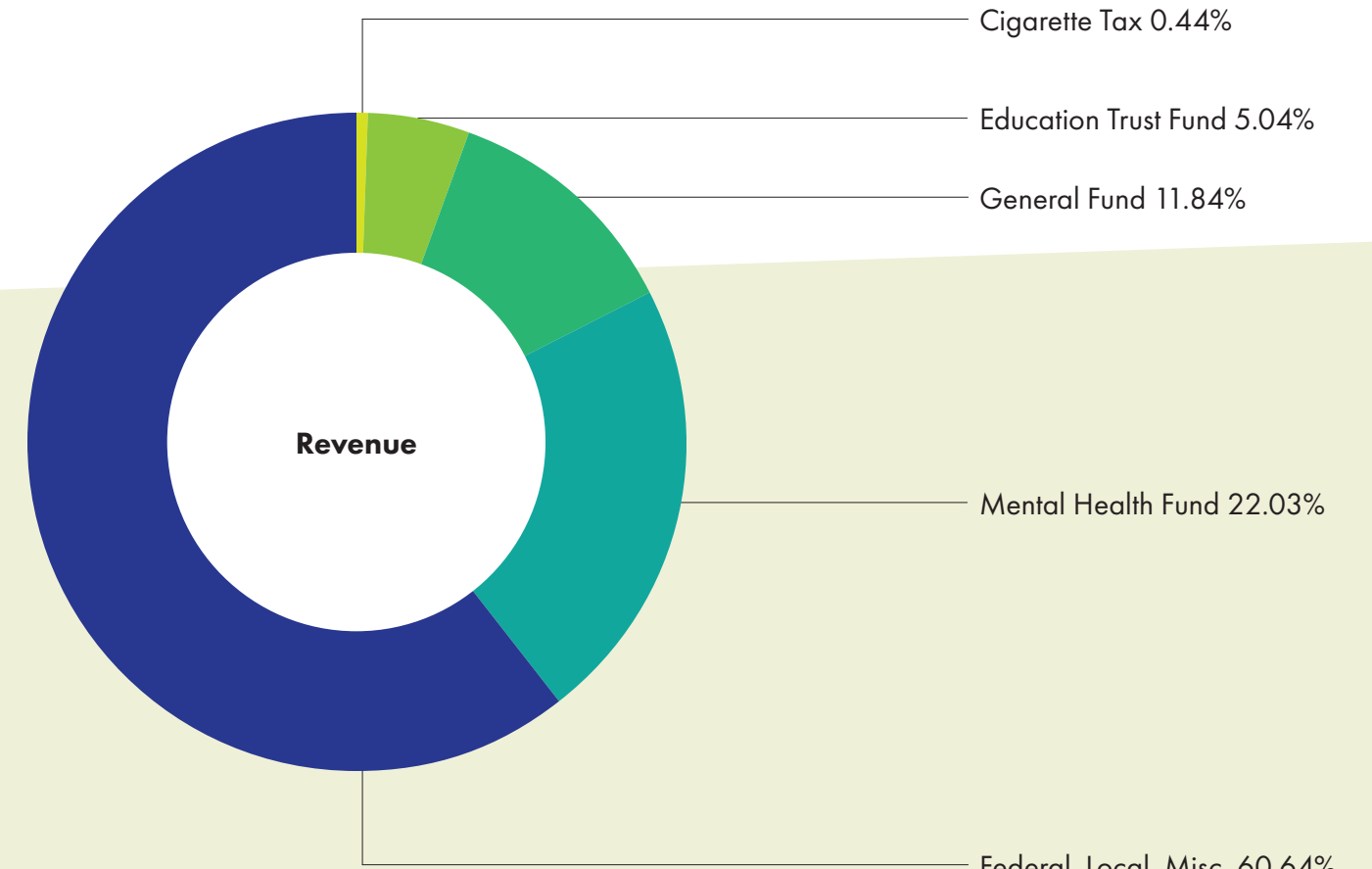
Revenue & Expenditures by Major Categories

Most of our revenue comes from federal Medicaid and other federal grants.

| | |
|--|----------------------|
| Cigarette Tax | 4,432,973 |
| Tobacco Settlement | 2,740,827 |
| Reimbursement Not Otherwise Classified | 0 |
| Education Trust Fund | 50,639,845 |
| Special Mental Health Fund | 221,226,904 |
| State General Fund | 118,903,787 |
| Indigent Offenders Treatment | 93,958 |
| Judicial Fines | 262 |
| State Match Funds - DHR | 4,728,179 |
| Subtotal | 402,766,735 |
| Other Income | 11,445,415 |
| Insurance Recoveries | 0 |
| Donated Restricted | 504,312 |
| Medicaid, T. XIX-Facilities | 11,783,569 |
| Medicaid, T. XIX-ID Community | 364,875,518 |
| Medicaid, T. XIX-MI Community | 113,098,156 |
| Medicaid, T. XIX-SA Community | 11,212,791 |
| Medicaid, PL 100-203-OBRA | 1,642,433 |
| Medicare | 2,792,748 |
| Federal Block Grants | 34,793,348 |
| Federal Grants | 47,737,924 |
| Funds Carry Forward | 0 |
| Subtotal | 599,886,214 |
| Departmental Receipts | 1,500,000 |
| Subtotal | 1,500,000 |
| Grand Total | 1,004,152,949 |

97% of all ADMH expenditures provide direct services.

| | |
|--|--------------------|
| Bryce Hospital | 46,394,371 |
| East Alabama Medical Center | 1,300,000 |
| Mary Starke Harper Geriatric Psychiatry Center | 23,794,966 |
| Taylor Hardin Secure Medical Facility | 20,639,583 |
| Subtotal | 92,128,920 |
| Mental Illness Community | 275,823,790 |
| Substance Abuse Community | 80,966,769 |
| Developmental Disabilities Community | 495,842,877 |
| Subtotal | 852,633,436 |
| Central Office | 24,976,450 |
| Special Services | 21,781,829 |
| Subtotal | 46,758,279 |
| Grand Total | 991,520,635 |



Leading the Way for **Autism Services in Alabama**

Autism spectrum disorder (ASD) is a pervasive, developmental delay, with varying impacts across the lifespan. Although individuals with ASD share similar characteristics related to diagnostic criteria, each is their own person with unique strengths, obstacles, talents, interests, and history. Furthermore, there are a number of comorbid diagnoses and circumstances that may impact individuals with ASD, which can lead to even more unique needs. ASD affects individuals from every background, and with an incidence rate of 1:59; everyone likely knows someone impacted by autism.

Following many months of intensive collaborative work, the Alabama Department of Mental Health's (ADMH) Autism Services opened for enrollment on November 1, 2019. Since 2006, when the state's Autism Task Force was created, Alabama has been working toward better serving the Autism community. To understand how to best serve these individuals, a needs assessment was completed the following year. In 2009, with needs identified, the Alabama Interagency Autism Coordinating Council (AIACC) and State Autism Coordinator position were created to develop a plan for improvement, implementation, and inclusion.

Within the next few years, the Behavior Analyst Licensing Board would be established, Regional Autism Networks (RAN) would be funded across the state, and legislation would be passed to mandate coverage of applied behavior analysis (ABA) therapy by most insurance policies. With ABA coverage and the education, training, and technical assistance offered by the RANs now available, many individuals and families impacted by autism were finally able to find and access life-changing supports and services. However, numerous families were still searching for accessible help and comprehensive services.

To answer this call, ADMH, Alabama Medicaid Agency, and Alabama Disabilities Advocacy Program, and several other supporting agencies, assembled a work group to design an effective, comprehensive model to provide for those still waiting for services. Their hard work and the preceding years of advancements resulted in the development and implementation of ADMH Autism Services- a home and community-based system of care, consisting of case management and rehabilitative services, for individuals birth through age 20 with ASD, enrolled in Medicaid, and requiring intensive supports.



ASD affects individuals from every background, with an incidence rate of

1:59



Despite best efforts, rarely is there one solution for every obstacle or a perfect fit for every individual. Designing effective, inclusive services and supports is very similar; however, the key is to continue to try to grow, improve, and develop. These newest services allow the system to continue progress toward an inclusive model of best practices for individuals with autism across our state.

ADMH Autism Services is a step toward the goal of providing resources, supports, and services necessary so that all impacted by ASD can be meaningful participants in our communities.

All ADMH Autism Services are provided in the clients' homes and communities. This approach allows providers to serve those who may not otherwise be able to access services due to proximity, scheduling, and other barriers. Furthermore, this approach not only allows individuals to learn and implement skills in their natural environments, but also promotes community inclusion.

ADMH Autism Services began enrollment for providers and clients in Fall 2019 and is excited to continue this process to provide for Alabamians in need. The process is as simple and mainstreamed as possible for both groups. Client and provider applications can be found on the ADMH website at <https://mh.alabama.gov/autism-services/> or requested at autism.dmh@mh.alabama.gov or by phone at 800-499-1816.

The overall hope for these services is to improve the lives of Alabamians living with autism. These services will provide new support options to an underserved population, decrease autism-related crisis situations that lead to hospitalization and incarceration, aid families in maintaining in-home placement for youth and children with ASD, promote comprehensive interventions and bridge inter-agency involvement, smooth transitions, and lead to better lives and brighter futures for those we serve. We recognize not all individuals will be eligible for ADMH Autism Services, but we are committed to continuing to connect all individuals to valuable resources and improving access across our state.

Learn more about the AIACC and RAN:

<http://www.autism.alabama.gov/> or contact the local RAN office (http://www.autism.alabama.gov/Documents/RAN_Flyer.pdf).



Number of **Individuals Served** by Service Population

Substance Abuse Treatment Services

| | |
|---|-------|
| AIDS AL | 34 |
| Alcohol & Drug Abuse Treatment | 1,204 |
| Aletheia House | 2,559 |
| AltaPointe Health Systems | 1,316 |
| Anniston Fellowship House | 108 |
| Birmingham Metro Treatment Center | 468 |
| CED Fellowship House | 300 |
| Chemical Addictions Program | 1,323 |
| Cherokee-Etowah-Dekalb MHC | 440 |
| Chilton-Shelby MHC | 757 |
| Coosa Community Services | 82 |
| Council on Substance Abuse | 35 |
| Dothan Houston County Drug Treatment Center | 55 |
| East AL MHC | 1,176 |
| East Central AL MHC | 124 |
| ECD Program | 349 |
| Family Life Center | 1,754 |
| Fellowship House | 998 |
| Franklin Primary Health Center | 82 |
| Gadsden Treatment Center | 389 |
| HealthConnect America | 1,613 |
| Highland Health System | 609 |
| Hope House | 144 |
| Huntsville Metro Treatment Center | 505 |
| Huntsville Recovery | 732 |
| Indian Rivers Behavioral Health | 852 |
| Insight Treatment Program | 173 |
| Lighthouse Counseling - Montgomery | 261 |
| Lighthouse of Tallapoosa County | 58 |
| Lighthouse - Cullman | 60 |
| Marion County Treatment Center | 16 |
| Mountain Lakes Behavioral Health | 612 |
| Marwin Counseling | 325 |

| | |
|--|-------|
| MedMark Treatment Centers of AL - Dothan | 333 |
| MedMark Treatment Centers of AL - Oxford | 690 |
| Mobile Metro Treatment Center | 557 |
| Mom's | 184 |
| Montgomery Metro Treatment Center | 291 |
| New Centurions | 109 |
| New Pathways | 408 |
| Northwest AL MHC | 1,376 |
| Phoenix House | 269 |
| Reclamation Center of AL | 187 |
| Recovery Organization of Support Specialist | 896 |
| Recovery Services of Dekalb County | 786 |
| Riverbend Center for Mental Health | 719 |
| Salvation Army Dauphin Way Lodge | 319 |
| Shelby County Treatment Center | 632 |
| Shoals Treatment Center | 345 |
| South Central AL MHC | 495 |
| Southeast Intervention Group | 143 |
| Southern Wellness Services | 574 |
| Southwest AL Behavioral Health Care Systems | 221 |
| SpectraCare Health Systems | 1,913 |
| St. Clair County Day Program | 66 |
| Substance Abuse Council of Northwest AL | 75 |
| Teens Empowerment Awareness with Resolutions | 125 |
| The Bridge | 1,469 |
| The Shoulder | 193 |
| Tri County Treatment Center | 451 |
| Tuscaloosa Treatment Center | 1,158 |
| UAB Addiction Recovery | 8 |
| UAB Drug Free | 3,005 |
| Walker Recovery Center | 175 |
| WellStone | 1,509 |
| West AL MHC | 372 |

Total Served 39,566

Number of **Individuals Served** by Service Population

Mental Illness Services

| | |
|--|-----|
| Bryce Hospital | 386 |
| Mary Starke Harper Geriatric Psychiatry Center | 227 |
| Taylor Hardin Secure Medical Facility | 234 |

Total Served 847

| | |
|---|--------|
| AltaPointe Health Systems | 19,547 |
| Brewer Porch Children's Center | 41 |
| Cahaba Center for Mental Health | 2,428 |
| Capitol Care South | 721 |
| Cherokee-Etowah-Dekalb MHC | 3,670 |
| Chilton-Shelby MHC | 3,732 |
| East AL MHC | 8,412 |
| East Central AL MHC | 2,899 |
| Eastside MHC | 3,437 |
| Glenwood | 913 |
| Highland Health System | 2,946 |
| Indian Rivers Behavioral Health | 5,188 |
| J.B.S. Mental Health Authority | 6,139 |
| MHC of North Central AL | 3,696 |
| Montgomery Area Mental Health Authority | 5,945 |
| Mountain Lakes Behavioral Health | 2,713 |
| Northwest AL MHC | 3,690 |
| Riverbend Center for Mental Health | 5,659 |
| South Central AL MHC | 3,263 |
| Southwest AL Behavioral Health Care Systems | 2,849 |
| SpectraCare Health Systems | 3,801 |
| UAB Community Psychiatry | 1,954 |
| WellStone | 9,922 |
| West AL MHC | 1,737 |

Total Served 105,302

Developmental Disability Services

| | |
|----------------------------------|-------|
| Intellectual Disabilities Waiver | 5,100 |
| Living at Home Waiver | 427 |
| Targeted Case Management Waiver | 5,689 |
| State Only | 9 |

Total Served 5,748

Implementing the **Home & Community Based Settings Rule**

The Division of Developmental Disabilities operates two Home and Community Based waivers: the Intellectual Disabilities Waiver and the Living at Home Waiver. Services offered through both waivers must be in full compliance with the 2014 CMS Home and Community Based Services Settings (HCBS) Rule by March 2022. These federal regulations are designed to improve 1915(c) waiver programs by ensuring the quality of HCBS services, provide rights protections for participants, maximize opportunities for individuals to have full access to the benefits of community living, and ensure individuals can receive services in the most integrated setting.

Statewide stakeholder meetings were held with various groups to obtain diverse and inclusive input to improve and expand Home and Community Based Settings. The division has designed and engaged in detailed work with community providers in the areas of person-centered planning, support coordination, providing opportunities for use of assistive technology, and supported employment assistance, among other expanded services.



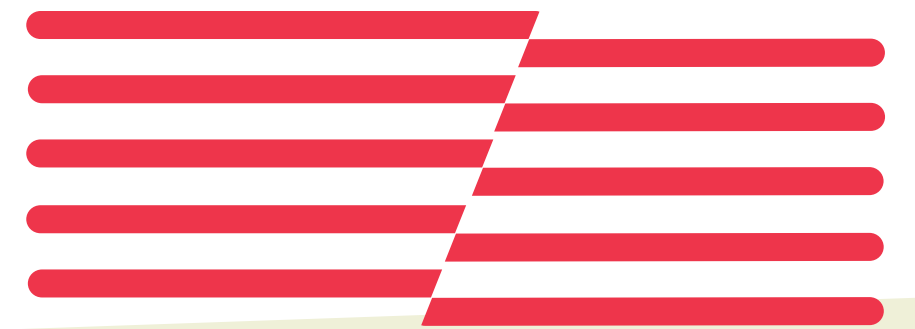

WE THE PEOPLE
HCBSAlabama.org

We are declaring our independence as people with developmental and intellectual disabilities

For too long, we've been excluded, or isolated within our communities. We deserve that our voices be heard, and our choices be respected. Support our advancement and expect achievement. We are a valuable part of society and add quality to our communities, businesses, places of worship, and recreational activities.

The new Medicaid Home and Community Based Services (HCBS) Settings Rule empowers people with developmental and intellectual disabilities to:

- Be free from abuse and neglect, protect health and safety, exercise rights and civil liberties
- Be part of the fabric of society and have choices
- Have a valued role in the community
- Form friendships and relationships
- Have independence, identity, and self determination



WE THE PEOPLE

HCBSAlabama.org

ADMH continues to work with our community providers to support everyone as this system transformation is implemented.

Learn more about the Home & Community Based waivers:

<https://mh.alabama.gov/home-and-community-based-services/>




COUNT ME IN

I can make your quality of life, business, and community better.

The Medicaid Home and Community Based Services Settings Rule transforms supports to those with intellectual and developmental disabilities. The rule empowers people to be part of the fabric of society, have choice, independence, and integrated employment opportunities.

I AM
INDEPENDENT PROUD CONFIDENT
HARDWORKING AUTHENTIC FAIR
RELIABLE FRIENDLY GENEROUS
POLITE UPBEAT SELF-DISCIPLINED
A PERSON

The Medicaid Home and Community Based Services Settings Rule empowers people to be part of the fabric of society, have choice, independence, and integrated employment opportunities.

WE THE PEOPLE
HCBSAlabama.org

ADMH

Divisions & Offices

Commissioner's Office & Related Offices

The Commissioner's Office supports the department-at-large with legal, legislative, investigative issues, as well as, protects the rights of the people we serve. The Alabama Department of Mental Health utilizes less than three percent of the total budget for central office functions where services are delivered in a professional manner with a high degree of accountability.

Chief of Staff

The Chief of Staff supports the Commissioner in managing and monitoring several key areas of the department regarding major policies or issues facing the department. Often engaged in special assignments, the Chief of Staff serves as one of the main advisors to the Commissioner. The Chief of Staff supervises the activities of the following areas:

- The Office of Internal Audit was established to enforce the state and federal guidelines for audit reporting, audit procurement and contract compliance for entities that receive or expend funds from/through the Alabama Department of Mental Health. The office provides independent and objective audit, investigative and consultant services to the programs and leadership of ADMH to add value and improve operations.
- The Office of Rights Protection and Advocacy, working out of five service area offices around the state and in ADMH central office, provides a non-adversarial system of rights protection and advocacy that focuses on rights awareness and prevention of rights violations for consumers. Advocates provide services such as information and referral, rights complaint investigations and resolutions, state facility compliance monitoring, community program certification services, and rights education and training programs.
- The Bureau of Special Investigations primarily investigates offenses of a criminal nature and initiates prosecution in cases where evidence indicates criminal acts by employees and others. The office is also responsible for advising and assisting facility police during investigations when requested and conducting training seminars as needed. The office conducts background investigations on persons seeking to provide services for consumers placed in the community, as well.

Legal

The Bureau of Legal Services represents the department in various lawsuits, plans legal strategies and protects the department's interests in its efforts to provide mental illness, intellectual disability and substance abuse services. Staff in the office are available to advise departmental employees on situations with legal implications, answer questions and develop appropriate responses to questions posed by the public, the news media and others.

Legislative & Constituent Affairs

The Office of Legislative & Constituent Affairs is responsible for serving as the legislative liaison for department and is responsible for developing and/or negotiating proposed legislation under the direction and approval of the Commissioner. This office is responsible for ensuring the passage of the department's annual legislative agenda and informs legislators about ADMH programs and services.

This office also works to respond to inquiries and constituent questions and concerns of the Governor's office and legislative offices.

Public Information

The Office of Public Information offers access and resources to stakeholders of the department, its providers and partners, and the public. News releases, newsletters and public relations toolkits are made available through the office. Community engagement and online outreach are functions of the office. This office also works to respond to all media requests and public inquiries.

The Office of Public Information has created and helped to produce impactful campaigns this fiscal year. The department has promoted prevention and treatment resources related to the opioid epidemic with My Smart Dose and Courage for All campaigns. Related to developmental disabilities, the office promoted the We the People campaign, to inform and educate individuals with a disability on the Home and Community Based Settings rule, which offers expanded choice in services.

The department also developed a new website that prioritizes information, found in the navigation menus, that is in high demand by Alabamians, and makes it easier to find key services and programs. MH.Alabama.gov launched with specially designed pages to locate providers of services for mental health, substance abuse and developmental disabilities, resources for individuals and families, and a provider portal.

ADMH

Divisions & Offices

Division of Administration

The Division of Administration provides support to the ADMH Central Office and our Department's Facilities through several specialized sections which include personnel services, land and asset management, centralized accounting, governmental administration, policy and planning, information technology services, contract management, professional development, public education, administrative support services, and nursing home screening services. Within the Division of Administration, staff are responsible for delivering and distributing the administration of services, focused on the mission of the Alabama Department of Mental Health to serve, empower, and support.

Finance

The Bureau of Finance includes the following sections: Accounts Payable, Accounting Operations, Contracts & Purchasing, Contracts & Grants, Budgets, and Compensation Services. Finance coordinates and provides centralized accounting, financial reporting, budgeting, purchasing, vendor payments, and contract and grant financial management.

Human Resource Management

The Bureau of Human Resources Management provides centralized personnel services, including coordinating the implementation of the recruitment plan, personnel policies and procedures, wage and class studies and much more. HR assesses personnel needs and actively recruits the most qualified and professional workforce available in order to provide quality care to consumers. To encourage staff development, HR coordinates, offers and supports a wide range of continuing education and organized training programs including compliance training for community programs and prospective community providers.

Information Technology

The Bureau of Information Technology Services provides technical support for ADMH information systems, including consumer information systems for the state hospitals and community programs for mental health, substance abuse and intellectual disabilities. It also manages all IT equipment including mobile devices, computers and printers; computer software; voice communication systems and video surveillance. Its focus is to ensure access to timely data that can be used in decision-making and bringing the best and most cost-effective technological solutions to all areas of ADMH.

BITS offered seven classes in FY 2019, dedicated to educating and improving the user experience for Microsoft Office and Zoom products. Over 60 staff attended the meetings.

Land & Asset Management

The Office of Land & Asset Management supervises the department's diverse range of real estate holdings across the state, attempts to maximize use of these resources and oversees renovations/construction at its facilities.

- The Office of Administrative Support Services coordinates departmental printing, mail, property inventory and distribution of office supplies. It includes the Document Services Center, Printing, Mailroom and Property Management.
- The Office of Certification Administration is responsible for certification of all community facilities providing services to ADMH consumers in Alabama.
- The Office of Life Safety and Technical Services is responsible for inspecting and certifying all community facilities and providing technical assistance for code compliance for all renovations or new construction projects for facilities that are already certified or will be seeking certification from the department.

Life Safety conducted 4,589 total inspections in FY19. Of the total number of facilities inspected, 4,238 of the facilities were already certified and we inspected an additional 313 new locations and programs.

Nurse Delegation Program

The Nurse Delegation Program (NDP) was created to ensure that community providers receive the training and support related to standards and the program. To live as independently as possible in the community of their choosing, many people with developmental disabilities, mental illnesses and substance use disorders require support with medication administration and health monitoring. The Alabama Board of Nursing has created rules and regulations that permit licensed nurses to delegate specific tasks to trained, non-nurse employees. The ADMH Nurse Delegation office supports programs who employ non-nurse employees and the provider agencies who employ.

Pre-Admission Screening

The Office of Pre-Admission Screening is responsible for maintaining a system to regulate the screening of prospective nursing home residents per federal mandate. It also ensures the appropriate placement of individuals who have serious mental illnesses and/or intellectual disabilities.

Policy & Planning

The Office of Policy & Planning coordinates the department's strategic planning process and directs other initiatives on behalf of the department to include the review of Central Office policies. It partners with organizations and stakeholders to leverage resources through the pursuit of grants, and the office develops and distributes public education and anti-stigma resources and information.

ADMH

Divisions & Offices

Division of Developmental Disabilities

The Division of Developmental Disabilities (DD) provides a comprehensive array of services and supports to individuals with intellectual disabilities and their families through community agencies, five regional community services offices, and three comprehensive support service teams that assist with behavioral, medical, psychiatric and dental services and supports. The DD Division is currently implementing the Home and Community Based Settings (HCBS) Rule and will achieve full compliance by March 2022.

Developmental Disability staff provide oversight and support in planning, service coordination, service delivery, fiscal operations, contracts, eligibility, monitoring/quality enhancement of services, and the monitoring and certification of all community agencies that provide services to individuals with intellectual disabilities. A DD Coordinating Subcommittee, comprised of consumers, families, service providers and other leaders, assists the division in setting and prioritizing service goals based upon needs of individuals and budgetary considerations.

Administrative & Fiscal Operations

The Office of Administrative & Fiscal Operations is responsible for providing fiscal and technical assistance to the division in matters such as budgeting, revenue projections, contracts and purchasing. Because of the complex regulations and need for accountability, the assistance provided by AFO is invaluable to individuals, family members and the department.

Psychological & Behavioral Services

The Office of Psychological & Behavioral Services was established to provide education, training and professional support to community providers. Three regionally based comprehensive support services teams provide medical and psychological care for individuals with special needs. PBS coordinates the implementation, training, and monitoring of behavioral and psychological services in the community agencies.

Quality & Planning

The Office of Quality & Planning is responsible for ensuring that optimally safe, efficient and effective care is provided by community agencies. Certification teams require that program standards are maintained. Quality Enhancement specialists provide training and technical assistance to community provider organizations.

Support Coordination

The Office of Support Coordination (formerly referred to as case management) provides leadership and focus on the implementation of a statewide service coordination system for the division. Activities of this office provide guidance to 310 Boards located throughout the state to ensure initial and ongoing coordination of appropriate and integrated waiver services based upon each individual's level of care and assessed needs. This office also manages the DMH Call Center, the point of contact for initial screening and referral to determine eligibility for placement on the waiting list for waiver-funded supports and services.

Supported Employment

The Office of Supported Employment plans and coordinates all initiatives that address expanding employment opportunities to consumers served through the division, including training and technical assistance. The office also writes and manages grants that fund employment pilot projects throughout the state and takes the lead in expanding collaboration with other state agencies and organizations so individuals are more successful at obtaining and maintaining competitive employment.

- The Office of Self-Advocacy Services is directed by a peer who is able to provide leadership and support in self-advocacy and self-determination initiatives statewide.

The Division of Developmental Disabilities, Office of Supported Employment continues to promote employment as the preferred outcome for individuals receiving waiver services. Provider agencies assist individuals in supported employment. Currently, DD agencies are supporting 601 individuals in competitive, integrated employment. These individuals are averaging a 24-hour work week and earning an average hourly wage of \$8.05.

The Division also continues to support Project SEARCH, a high school transition program for young adults in their final year of high school. Currently there are 16 Project SEARCH programs across the state. In FY 19, 88% of the students that enrolled, completed the program. Of this number, 76% obtained competitive, integrated employment.

Systems Management

The Office of Systems Management was established to oversee and promote the development and use of the Alabama Division of Intellectual Disabilities Services Information System. ADIDIS provides more efficient tracking of billing, ensures compliance with contracts and standards, and provides valuable data for future planning. ADIDIS also provides technical assistance to support division action on a wide range of topics including the waiting list, outcomes measurement and supportive employment for consumers. In addition, ADIDIS manages the coordination of child and adolescent services. This office is also responsible for the renewal of the HCBS waivers and any needed amendments.

ADMH

Divisions & Offices

Division of Mental Health & Substance Abuse

The Division of Mental Health and Substance Abuse Services promotes the development of a comprehensive, coordinated system of community-based services for consumers diagnosed with serious mental illness and/or substance use disorders. The division partners with community providers to deliver a comprehensive array of evidence-based prevention, treatment and recovery-based peer support services throughout the state. Responsibilities encompass contracting for services, monitoring service contracts, as well as evaluating and certifying service programs according to regulations established in the Alabama Administrative Code. In addition, the division manages ADMH's three mental health facilities: Bryce Hospital, Mary Starke Harper Geriatric Psychiatry Center, and Taylor Hardin Secure Medical Facility.

Certification

The Office of Certification conducts reviews of mental health and substance abuse community providers to secure compliance with the Program Operations Administrative Code. In addition to conducting onsite reviews, the staff provides technical assistance to providers to enhance compliance with the Administrative Code.

Deaf Services

The Office of Deaf Services is responsible for developing and implementing programs that meet the linguistic and cultural needs of consumers who are deaf or hard of hearing. Deaf Services work to ensure that communication barriers are eliminated. Services are designed to be affirmative, supportive and culturally competent.

Mental Illness Community Programs

The Office of Mental Illness Community Programs serves as the primary liaison between the department and community mental health providers. This office manages all aspects of mental health treatment by interacting with community providers. Coordination of mental health services includes ensuring quality programs exist for our priority populations of adults with Serious Mental Illness (SMI) and children/adolescents with Serious Emotional Disturbance (SED). This office ensures quality standards are met, the flow of funds and services are efficient, and requirements attached to federal funds are in place.

The School-Based Mental Health Collaborative is a program in the Office of Mental Illness Community Programs. The success of the collaborative is now being seen all over the state, with 61 school systems and 16 community mental health authorities participating. The collaborative reaches children and adolescents directly in schools every day to assist with mental health issues. New funds for FY20 will allow the addition of 10 school systems to the collaboration.

The aim is to achieve greater integration of mental health services between the mental health centers and the public schools and to increase the utilization of evidence-based practices. The integration of these services will foster continuity of care and ensure sustained gains in academic and developmental domains for children, youth, and their families.

Peer Programs

The Office of Peer Programs is managed by a consumer and provides information, technical support, and assistance to consumers and consumer organizations throughout the state. This office ensures that consumers have a voice in the ADMH planning process, management and service delivery system. Each year more than 800 consumers attend the Alabama Institute for Recovery Conference (AIR) to learn about timely issues, consumer empowerment and self-advocacy.

Statewide Outreach Peers provided recovery support to 612 individuals in the community in FY 2019 and connected 227 individuals to treatment services.

ADMH helps to fund The Recovery Organization of Support Specialists (ROSS) 24/7 Helpline which received 4,209 calls and offered resources to an outreach peer in 36 counties in Alabama.

Pharmacy

The Office of Pharmacy provides administrative support and coordination for ADMH's overall pharmaceutical operations including monitoring of expenditures, formulary maintenance and coordinating with community and facility pharmacists. Under SAMHSA, Pharmacy serves as the State Opioid Treatment Authority administrator in conjunction with Substance Abuse Treatment Services and Certification. This office also works directly with consumers, families and consumer groups to resolve pharmacy related problems and medication accessibility issues.

Prevention Services

The Office of Prevention Services manages all aspects of substance use disorder prevention services including the Strategic Prevention Framework, the Alabama Epidemiological Outcomes Workgroup, SYNAR, state incentive grant, regional information clearinghouses and coalition development/support.

In FY19, the Office of Prevention served 497,323 possible individuals. This is a 13.4% increase from FY18.

Quality Improvement & Risk Management

The Office of Quality Improvement & Risk Management collects input related to patient care and outcomes from stakeholders, and coordinates activities for performance improvement efforts across the facilities and certified community programs. QIRM measures indicators related to standards of care and consumer satisfaction in facilities and community programs to identify trends, problems or opportunities for improvement.

Substance Abuse Treatment Services

The Office of Substance Abuse Treatment Services manages all aspects of substance use disorder treatment by interacting with community providers. Coordination of services includes ensuring quality programs exist for distinct populations such as adolescents, adults, and persons with co-occurring disorders (mental illnesses and substance use disorders). This office also manages Opiate replacement therapy and prescribed Medicaid services.

ADMH

Mission, Vision & Values



Mission

Serve • Empower • Support

Vision

Promoting the health and well-being of Alabamians with mental illnesses, developmental disabilities and substance use disorders

Values

Core values are the basis on which the members of Alabama Department of Mental Health staff make decisions, plan strategy, and interact with each other and those we serve.

Honesty • Respect • Selflessness • Communication • Dedication • Integrity • Collaboration



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