

4C Health

Data is drawn from the Organizational Self-Assessment (OSA) tool. All 24 Community Mental Health Centers (CMHCs) in Indiana completed the OSA during the months of April-June 2023. The OSA asks a series of questions to assess the current state of readiness toward the Certified Community Behavioral Health Clinic (CCBHC) model, including gaps in clinic operations, organization structure, staffing, service array, and quality/health information technology.

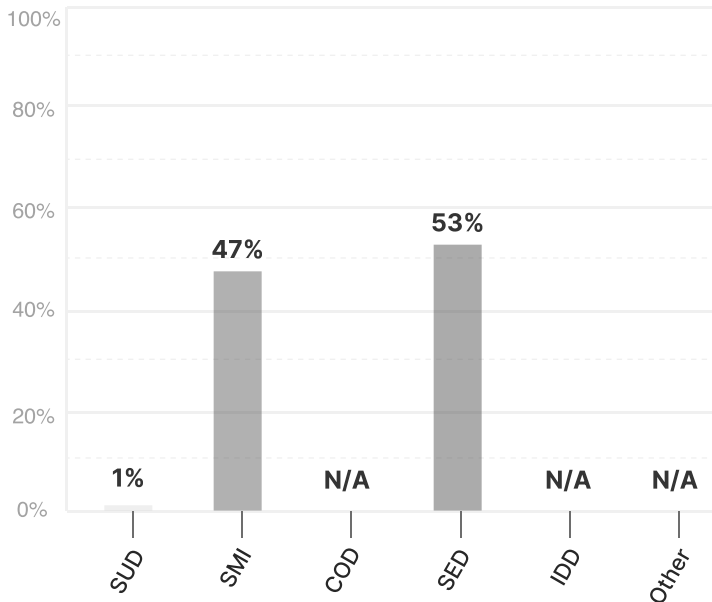
Clinic Background

FTEs
313.5

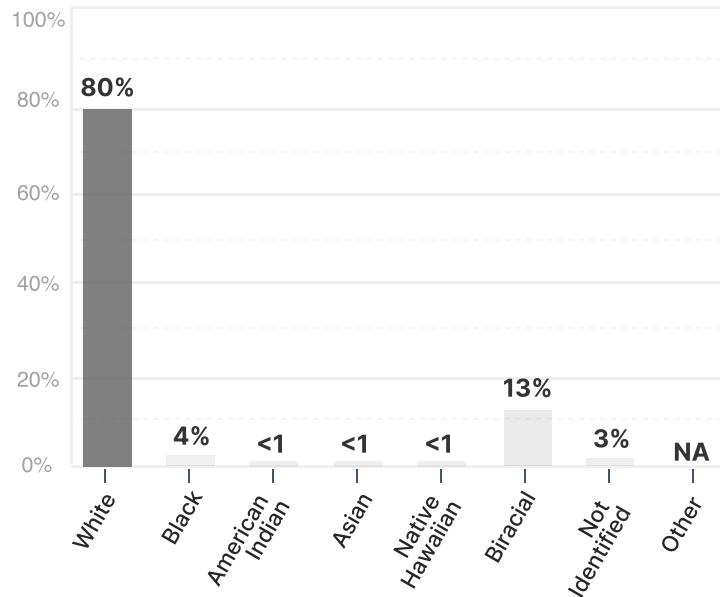
Clients
8,758

Client to Staff Ratio
27.9 : 1

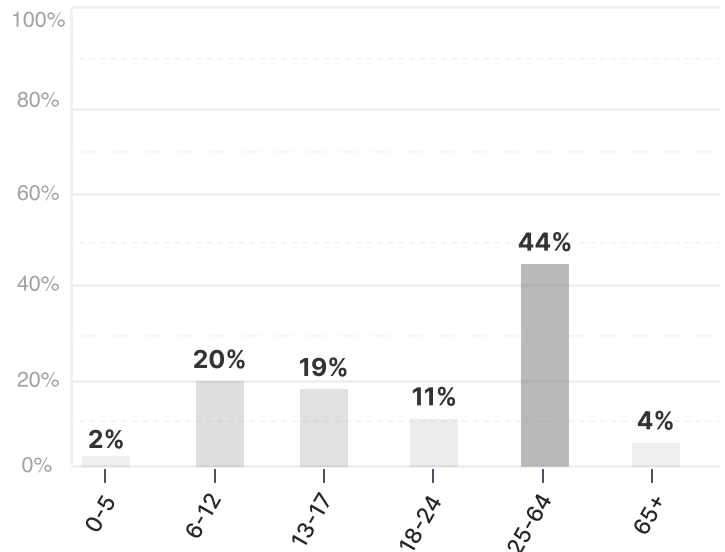
Breakdown of Client Diagnoses



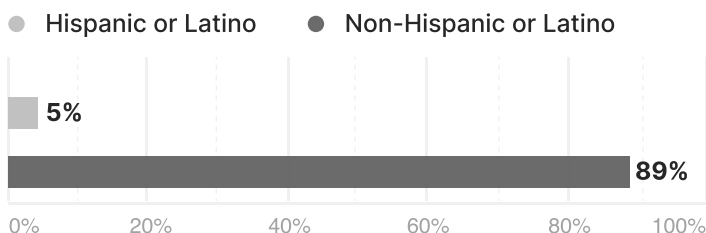
Client Racial Breakdown



Client Age Breakdown



Client Ethnic Breakdown



Timely and Easy Access

New clients receive clinical services and a completed initial evaluation within one business day, if the screening identifies an urgent need

☒ Often

Existing clients receive clinical services within 10 business days of the requested date for services, for routine needs

☒ Sometimes

Evening/weekend hours offered to ensure access

☒ To some extent

Evidence-Based Clinical Services

EBPs Used Regularly

- Assertive Community Treatment (ACT)
- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavioral Therapy (DBT)
- High-Fidelity Wraparound
- Measurement-Based Care (MBC)
- Motivational Interviewing (MI)
- Stages of Change (Transtheoretical Model)
- Supportive Employment: Individual Placement and Support
- Wrap-Around Services for Children & Youth
- Zero Suicide

Highly Trained and Consistent Staffing

Vacancy Rate

14.70%

This Clinic

16.79%

State Avg.

Note: vacancy rate is approximate,
based on current FTEs and open positions

Turnover Rate

60%

This Clinic

34%

State Avg.

Clinical Staff Turnover

85%

This Clinic

35%

State Avg.

Admin Staff Turnover

15%

This Clinic

23%

State Avg.

Documentation

Tracks all providers & ensures maintain
licensure, certification or credentialing

Yes

List of in-service training &
educational programs provided
previous 12 mos.

Yes

Staffing plan with list of staff that have
completed and demonstrate
competencies

Yes

Training

Received at

Orientation

Reg. Intervals

Evidence Based Practices

Yes

No

Care for co-occurring mental
health and substance use
disorders

Yes

No

Continuity plans for operations
in disasters

No

No

Cultural competency, including
training on black, indigenous,
and people of color (BIPOC)
and LGBTQ+ communities

Yes

No

Overdose prevention and
response

Yes

No

Person-centered, family-
centered, recovery-oriented
planning and services

Yes

No

Training

Received at

Orientation

Reg. Intervals

Policy and procedures for
integration and coordination
with primary care

No

No

Roles of families and peers

Yes

No

Suicide risk assessment,
prevention, and response

Yes

No

Trauma Informed Care

Yes

Yes

Veterans' care, including training
about military and veteran's
culture

Yes

No

Total Number of Trainings Received **9 / 11**
Percent of Trainings Received **81.8%**

1 / 11
9.1%

High Quality and Achieved Outcomes

Continuous Quality Improvement (CQI) Plan

Has CQI plan
Yes

Average percent of required CQI
plan elements achieved
37.5%

Capability to report on required quality measures for CCBHC program

Time to service

● Fairly capable

Depression remission at six months

● Fairly capable

Unhealthy alcohol use: screening/brief intervention

● Fairly capable

Screen for clinical depression/follow-up plan

● Fairly capable

Screening for social drivers

● Fairly capable

Strong and Sustainable Providers

CCBHC Readiness Score

Status of Requirements Met

Overall

● Some

Staffing

● Some

Scope of Services

● Some

Documentation

● Some

Availability and Accessibility of Services

● Some

Care Coordination

● Some

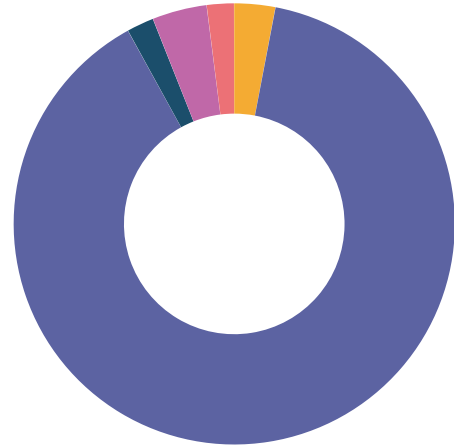
Quality and Reporting

● Some

Organizational Authority and Governance

● Some

Client Payer Sources



State Median

Medicare	3%	20%
Medicaid	89%	65.5%
Uninsured	2%	6%
Commercial	4%	10%
Other	2%	4%

Totals may add up to more than 100% due to multiple payer sources