MiCAL Project Update

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AGENDA

- MiCAL Statutory Authority and Requirements

- MiCAL 101 – Purpose and Function

- MiCAL Resource Repository and Importance of HBs 4043-4044

- MiCAL Project Status and Milestones

- Questions

MICAL STATUTORY AUTHORITY AND REQUIREMENTS

- Authorized as a Mental Health Code requirement per Public Act 12 of 2020 (MCL 330.1165)

- High-Level Requirements:
  - Establish a statewide crisis and access line/command center available 24/7/365

  - Contract for the design, operation and maintenance of the access line

  - Ensure MiCAL does the following:
    - Accesses information related to availability of services
    - Refers and connects Michiganders requiring mental health or substance use disorder services to mental health professionals via calls and other communication methods (text, email and chat)
    - Complies with all applicable privacy and security laws
    - Collects and utilizes data to track performance and identify trends in service needs and outcomes
    - Establish client relationship management (CRM) tool to support access line operations and provide appropriate community and provider access, including Prepaid Inpatient Health Plans and Community Mental Health Services Programs

  - Leverage existing databases and other sources of information identifying mental health professionals providing mental health services and providers of substance use disorder treatment and rehabilitation services and utilize the most current provider information available

MICAL 101 – PURPOSE AND FUNCTION

- MiCAL will provide statewide support to Michiganders in behavioral health crisis

- MiCAL will have two core-functions:

  1. **Serve as Michigan's <u>Centralized Crisis Command Center</u>:**
     - Serve as the publicized, statewide system for crisis support, suicide prevention, and peer warmline services
     - Provide centralized dispatch of crisis services
     - Provide 24/7 support and centralized coordination to help Michiganders navigate the behavioral health system
     - Connect individuals to services using warm handoffs, referrals, and will provide follow ups
     - Meet the standards of and become a National Suicide Prevention Lifeline Affiliate
     - Utilize and maintain up-to-date information about providers, resources, and caller information
     - Track population health data

  2. **<u>Bolster Internal BHDDA Operations</u> to enhance programmatic oversight and administrative efficiencies with its contracted PIHP and CMHSP partners, including but not limited to:**
     - Customer Service
     - Contract Management and Financial Oversight
     - CMHSP Certification
     - Program Authorization and Approvals
     - Site Reviews
     - Performance measurement

MICAL RESOURCE REPOSITORY

- *"…leverage existing databases and other sources of information identifying mental health professionals providing mental health services and providers of substance use disorder treatment and rehabilitation services and utilize the most current provider information available"*

- **MiCAL is developing a robust real-time inventory of resources to optimize access to care**
  - Psychiatric bed registry
  - Other behavioral health treatment registries (e.g., crisis residential beds, SUD residential beds, outpatient services)
  - Partnership with 211 to share and bi-directionally update resources
  - MDHHS data systems integrations (e.g., Bridges, MDHHS Data Warehouse, etc.)
  - Utilization of the SAMHSA Treatment Services Locator directory for behavioral health services
  - Establishing service inventory reporting and maintenance with PIHPs and CMHSPs

- **House Bills 4043-4044 are essential to ensuring MiCAL has a complete repository**
  - Strengthens compliance with Section 165 2(a) and 2(e) of the MiCAL law
  - Ensures MiCAL has updated behavioral health licensure information

MICAL PROJECT STATUS AND MILESTONES

- **Milestones completed (August 2020 – February 2021)**
  - Selected Accenture as the MiCAL Design Architect
  - Awarded the MiCAL Staffing Vendor contract to Common Ground
  - Chose PIHP Regions 1 and 8 as MiCAL Pilot Regions
  - Conducted over 20 human-centered stakeholder design sessions with myriad stakeholder groups/individuals
  - Completed Phase 1 Salesforce CRM design requirements and data integrations
  - Finalized Call Center design requirements
  - Finished Phase 1 Internal BHDDA operational business process reviews

- **Milestones planned (February 2021 – April 2021)**
  - Finalize CRM development and testing
  - Commence training and development
  - Execute MiCAL communications and outreach strategy
  - **PILOT GO-LIVE: April 19, 2021**

- **MiCAL will execute subsequent phases and statewide rollout in FY22 and FY23**

QUESTIONS AND CONTACT INFORMATION

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