Orange County Health Care Agency
Behavioral Health Services

MHSA Innovation Projects
January 22, 2018

Innovation Projects

Vision
➢ Change the mental health system of care

Mission
➢ Create projects that contribute to learning

Purpose
➢ Test new approaches and identify effective strategies
Technology

Technology can:

- Offer large scale impact
- Provide unlimited access
- Alleviate fear and stigma of accessing services
- Detect and prevent serious mental illness
- Create a bridge to mental health services
- Support individuals living with mental illness

Mental Health Technology Solutions Project

- Suite of mental health focused applications
- Designed to increase access to services
- Los Angeles county is the lead on this project
  - Laying the foundation for counties that join later
- CalMHSA is the fiscal intermediary and contracting agent
# Project Core Components

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## 24/7 Peer Chat

**What does this component do?**
- Offers chat with a trained peer mentor
- AI (Artificial Intelligence) assistance for peer mentor during chat

**Why do we need it?**
- Large scale access
- Support any time during the day
Therapy Avatar

What does this component do?
- Offers scripted mindfulness exercises and Cognitive Behavioral Therapy interventions
- Exercises are customized through AI and based on a person’s responses
- Interactive process between the person and Avatar

Why do we need it?
- Access point for individuals who prefer anonymity

Customized Wellness Coach

What does this component do?
- Automatically tailors wellness strategies to a person’s needs
- Connects a person to the other components of the suite

Why do we need it?
- Detection of early warning signs
- Prevention of mental illness
Marketing

What does this component do?
- Promotion of the Technology Solutions suite of apps

How will people know about this project?
- Plans to market within:
  - School systems
  - Social media
  - Mental health organizations
  - Public locations

Evaluation

What does this component do?
- Qualitative and quantitative data analysis

Why do we need it?
- Evaluation will identify what we learned
  - How effective are the components in OC?
  - Who does it work for?
  - When does it work best?
  - What will this tell us about current services?
Proposed Budget

Annual: $6 Million
Total 4-Year: $24 Million

Tech Solutions: $3 Million
Marketing: $1 Million
Evaluation: $1 Million

Administrative: $1 Million

Technology Solutions Additional Orange County Component

- Orange County proposes to add an additional multi-component app to the suite
- This new app is still under development
- Innovation Subcommittee meetings will be held to continue developing this app
- Meetings are open to all stakeholders
Next Steps

- HCA will seek approval from the Board of Supervisors to join the Technology Solutions project

- Upon Board approval, HCA will seek approval from the Mental Health Services Oversight and Accountability Commission

- Innovation staff will continue subcommittee meetings to develop an additional app

Questions?
Reversion Update

- Per an official notice from DHCS, Orange County has $9,778,937 in reverted INN funds (from dollars received between FYs 2005-06 and 2013-14.

- HCA has 30-60 days to appeal the amount.

- This amount is subject to change depending on whether HCA appeals and/or any dollars from FY 2014-15 are deemed reverted.

Action Items

- Approve HCA to develop a plan to use reverted INN dollars on existing and/or new projects (if approved) in the manner that maximally protects reverted and existing funds.

- A plan to use AB 114 reverted funds will depend on (1) whether the Board / MHSOAC approve OC to join Tech Solutions, and at what budget and (2) whether and when the Board / MHSOAC approve OC to implement the OC multi-component app, and at what budget.

- HCA will return to the Steering Committee with updates on Plan specifics as they are developed.
Contact Information

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