
CHAPTER 11: CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS

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OVERVIEW

Certified Community Behavioral Health Clinics (CCBHCs) are qualifying behavioral health organizations that provide a broad range of high-quality, community, comprehensive, and coordinated mental health and substance use services using standardized criteria related to care coordination, crisis response, and service delivery. CCBHCs focus on coordinated care and use of evidence-based practices (EBPs) for individuals across their lifespan, regardless of their diagnosis, place of residence, or ability to pay. CCBHCs provide integrated person- and family-centered services, driven by the needs and preferences of clients and their families. A range of EBPs, services, and supports to meet the needs of their communities is available through the CCBHC. CCBHCs are designed to remove barriers to care, ensure service consistency and coordination, and improve clinical outcomes across diverse populations.

Core Principles

Services within the CCBHC model are guided by the following core values and principles to enhance the behavioral health system:

1. **Integrated Care:** A comprehensive array of behavioral health services (BHS) is offered, ensuring individuals and families receive all necessary care in collaboration with other providers and services. Treatment teams are multi-disciplinary and cross-trained to treat individuals who are dually diagnosed with mental health and substance use disorders (SUDs);
2. **Person and Family-Centered Care:** Person and family-centered care reflects the individual's goals and emphasizes shared decision-making approaches, whenever possible, that empower, provide choice, and promote recovery. This method involves a collaborative and strengths based approach that relies on understanding the preferences and abilities of the individual seeking treatment and their support systems in order to tailor a personal plan for success. Services should be self-directed, include family (as defined by the individual engaged in services), clients and other key natural supports based on the individual's wishes, emphasizing wellness and attention to the person's overall well-being, and promote recovery in all its forms. It emphasizes shared decision-making approaches to empower the family, provide choice, minimize stigma and establish individualized and family-driven goals. The family participates as full partner to the extent possible and appropriate, in all stages of planning and decision-making including treatment implementation, monitoring and evaluation;

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3. **Recovery-Oriented:** Recovery-oriented services incorporate a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. Recovery-oriented care builds upon an individual's assets, strengths, and competence to promote and sustain a person's recovery from a behavioral health disorder. Care providers work to support the individual in their recovery process while regaining a meaningful, constructive sense of membership in the broader community;
4. **Cultural and Linguistic Competency:** Services are effective, equitable, understandable, and respectful quality care and are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. Culturally and linguistically appropriate services are respectful of and responsive to the health beliefs, practices and needs of diverse consumers;
5. **Evidence-Based:** Services utilize evidence-based and evidence-informed practices and provide or enable continuing education activities to promote commitment to these practices;
6. **Trauma-Informed:** Care incorporates an understanding of the impact of trauma on individuals and families, aiming to be sensitive, supportive, and avoid re-traumatization. Services prioritize physical and emotional safety, trustworthiness, choice, collaboration and empowerment;
7. **Coordination and Collaboration:** Coordination activities are the foundation of the CCBHC, along with fostering and promoting clear and timely communication, deliberate coordination, and seamless care with a goal of individual responsibility for health awareness. These characteristics guide all aspects of treatment and rehabilitation to support effective partnerships among the individual, family and other key natural supports and service providers. Services are integrated, addressing both physical and behavioral health needs of individuals;
8. **Accessible and Available:** Services are delivered in the community, adapting to the specific needs and preferences of individuals and families. Care is provided in the least restrictive settings, leveraging community resources and support networks; and
9. **Data-Driven:** Data is used to monitor outcomes, performance, and adherence to the model. This informs best practices and service delivery, with an overall goal of sustainability and broad health and recovery metrics.