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December 10, 2019

The Honorable Kate Brophy McGee  
Arizona State Senate  
1700 West Washington  
Phoenix, AZ 85007

The Honorable Nancy Barto  
Arizona House of Representatives  
1700 West Washington  
Phoenix, AZ 85007

Dear Senator Brophy McGee and Representative Barto:

In accordance with Laws 2019, Chapter 258, please find the enclosed report on the current number of behavioral health residential facility beds and supportive housing beds that are available in the state for adults determined to have a serious mental illness, and the average length of stay, the number of persons arrested by law enforcement, the number of beds with 24 hour, seven days per week onsite staff, and the number of persons who leave the setting against the advice of the person's treatment team for each type of setting.

Please don't hesitate to let me know if you have any questions.

Sincerely,



Jami Snyder  
Director

cc: Christina Corieri, Governor's Office, Senior Policy Advisor



## **Behavioral Health Residential Facility and Supportive Housing Beds Report**

**December 5, 2019**

**Jami Snyder, Director**



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## Overview

Laws 2018, Chapter 151, as amended by Laws 2019, Chapter 258 requires the following:

*On or before December 1 of 2018 and 2019, the Arizona health care cost containment system shall report to the chairpersons of the senate health and human services committee and the house of representatives health committee, or their successor committees, the current number of behavioral health residential facility beds and supportive housing beds that are available in this state for adults determined to have a serious mental illness. Including all of the following:*

1. *The average length of stay in each type of residential bed.*
2. *For each type of bed, the number of persons who are arrested by law enforcement during the time they are a resident.*
3. *The number of beds that have twenty-four-hour, seven days per week onsite staff to provide support and supervision.*
4. *The number of persons who leave the residential facility or supportive housing against the advice of the person's treatment team.*

There are a variety of programs that offer residential and supportive housing beds available to AHCCCS members determined to have a Serious Mental Illness (SMI). This report provides information on the range and number of beds available to AHCCCS members through both the Regional Behavioral Health Authority (RBHA) Managed Care Organizations (MCOs) and MCOs serving members enrolled in the Arizona Long Term Care System/Elderly and Physical Disability (ALTCS/EPD) program.

AHCCCS contracts with three RBHAs for the provision of comprehensive behavioral health services for enrolled members, as well as the provision of comprehensive physical health services for members determined to have a SMI. The RBHAs have assigned Geographic Service Areas (GSAs) as outlined in the table below. Additionally, AHCCCS contracts with three ALTCS E/PD MCOs to provide long-term, acute, behavioral health and case management services as authorized by A.R.S. §36-2931 et seq., to eligible members. Individuals who are determined to have a SMI who are also eligible for the ALTCS/EPD program are enrolled with an ALTCS/EPD health plan.

<b>RBHA</b>	<b>GSA</b>	<b>Counties Served</b>	<b>Members as of 9/1/19</b>
Steward Health Choice Arizona	North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	5,834
Mercy Care	Central	Maricopa	22,641
Arizona Complete Health-Complete Care Plan (AzCH-CCP)	South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	13,392

Members enrolled in an ALTCS/EPD plan are also assigned to a plan based upon a GSA, although the ALTCS GSA structure differs from the RBHA GSAs. The table below identifies the counties that each plan serves, as well as the total plan enrollment and the number of members determined to have an SMI enrolled with each ALTCS/EPD plan.

<b>ALTCS E/PD Plan</b>	<b>Counties Served</b>	<b>All Members as of 9/1/19</b>	<b>SMI Members as of 9/1/19</b>
UnitedHealthcare Community Plan	Mohave, Yavapai, Coconino, Navajo, Apache, Maricopa, Pinal, Gila	9,730	504
Mercy Care	Maricopa, Pinal, Gila, Pima	12,707	1,018
Banner University Family Care	La Paz, Yuma, Pima, Santa Cruz, Graham, Cochise, Greenlee, Maricopa, Pinal, Gila	6,661	439

This report organizes the beds available in this state for adults determined to have a Serious Mental Illness into two important categories.

### **Treatment Setting**

Treatment settings consist of Behavioral Health Residential Facilities (BHRFs) and Behavioral Health Therapeutic Homes. These facilities are licensed and members reside in the location as an integral part of their treatment services.

### **Housing Settings**

Housing settings include Scattered Sites, Community Living, Continuum of Care, and Flex Care. While treatment is available, and in some cases include 24-hour, 7-days a week onsite staff, housing settings adopt the Substance Use and Mental Health Permanent Supportive Housing model. Under this model, participation in treatment services is not required in order to be eligible for supportive housing.

Because participation in treatment is not a requirement of in-housing settings, this report includes data on members leaving against the advice of the person’s treatment team for treatment settings only.

To collect data for the report, AHCCCS required each RBHA and ALTCS/EPD plan to identify their network capacity and data regarding 24-hour, 7-days per week onsite staff for each bed type. In addition, the activity for members in these beds (average length of stay, arrests and, for treatment settings, the number of members who were absent from the setting against medical advice) was reported using data for calendar year 2018.

## Treatment Settings: Bed Capacity and Activity

### *Behavioral Health Residential Facilities*

A BHRF is defined under the Arizona Administrative Code (AAC) R9-10-101 as a health care institution that provides treatment to an individual experiencing a behavioral health issue that limits the person’s ability to be independent or causes the individual to require treatment to maintain or enhance independence. BHRFs provide a structured treatment setting with 24-hour supervision by staff and counseling or other therapeutic activities for persons who do not require on-site medical services under the supervision of an on-site or on-call behavioral health professional.

While the RBHAs and ALTCS/EPD MCOs serve members who reside in their assigned GSAs, they may contract with BHRFs located outside of their GSA. Since a facility may appear in more than one contracted network, AHCCCS removed duplicate providers from the following table.

#### *BHRF Beds for Members Determined SMI by GSA*

<b>GSA*</b>	<b>Counties</b>	<b>BHRF Beds**</b>
North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	235
Central	Maricopa	2,109
South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	437
<b>Statewide Total</b>		<b>2,781</b>

\* For purposes of reporting, ALTCS/ EPD beds are organized using the RBHA GSA configuration.

\*\* BHRFs can also specialize in the treatment of substance use disorder. Members determined to have an SMI may be placed in these facilities if their primary diagnosis involves substance use. These beds have been included in the 2019 bed totals, however in AHCCCS’ 2018 Behavioral Health Residential Facility and Supporting Housing Beds Report, these facilities were not reported for Steward Health Choice.

#### *Activity in BHRFs, Calendar Year 2018*

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in BHRFs Arrested</b>	<b>Number of Absences Against Medical Advice 1-60 Days</b>	<b>Number of Absences Against Medical Advice More than 60 Days</b>
261.3	73*	1.3%	174	365

\* Data may be under reported for member arrests due to booking and release data being inconsistently provided by Cochise, Greenlee, and Santa Cruz counties during 2018.

***Behavioral Health Therapeutic Homes***

Behavioral Health Therapeutic Homes (previously Home Care Training to Home Care Client) are operated by families specifically trained and licensed to serve members with behavioral health needs that are of such a critical nature that in the absence of these services, the individual would be at risk of a more restrictive setting such as a hospital, psychiatric center, or residential treatment home. Treatment services provided as part of these placements include personal care, psychosocial rehabilitation, participation in treatment, and discharge planning.

Depending upon the whether the home specializes in children or adults, Behavioral Health Therapeutic Homes are licensed by either the Arizona Department of Child Safety, or the Arizona Department of Health Services. The homes are contracted with an agency, which in turn contracts with one or more RBHAs which make the beds available to members. Some homes serving adults serve members determined to be SMI.

Currently, two of the three RBHAs and all of the ALTCS/ EPD MCOs use these homes as a placement for adult members who are determined SMI. However, similar to BHRFs, MCOs can contract with a home outside of their GSA. AHCCCS has removed duplicate providers in the following table.

Given that a Behavioral Health Therapeutic Home is managed by a licensed, trained foster family all beds are considered to have 24-hour 7 days a week onsite staff.

***Behavioral Health Therapeutic Home Beds for Members Determined SMI by GSA***

<b>GSA*</b>	<b>Therapeutic Home Beds</b>
North	0
Central	34
South	78
<b>Statewide Total</b>	<b>112</b>

*\* For purposes of reporting, ALTCS/ EPD beds are organized using the RBHA GSA configuration.*

***Activity in Behavioral Health Therapeutic Homes, Calendar Year 2018***

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in Therapeutic Homes Arrested</b>	<b>Number of Absences Against Medical Advice 1-60 Days</b>	<b>Number of Absences Against Medical Advice More than 60 Days</b>
344.0	2*	1.5%	0	16

*\* Data may be under reported for member arrests due to booking and release data being inconsistently provided by Cochise, Greenlee, and Santa Cruz counties during 2018.*

## Housing Settings: Bed Capacity and Activity

### *Scattered Sites Voucher Program*

The Scattered Sites Voucher Program offers rental support to provide a member the flexibility to choose where he or she wishes to live in the community. A member receives a housing referral from the RBHA and is issued a document from the contracted housing provider certifying that their rent costs minus the tenant contribution will be covered by Non-Title XIX funds. The member, with support from their clinical team and/or permanent supportive housing service provider, begins searching for a housing unit on the open market. Once the landlord agrees to rent to the member, the member signs a lease. If the member has income, the member must pay 30% of his or her adjusted income towards the rent, while Non-Title XIX funds pay the remaining amount. Rent must be determined to be reasonable and payments are based on the United States Department of Housing and Urban Development (HUD) fair market rent. This rate can be exceeded if market conditions justify a higher rate.

The Scattered Site Voucher Program is administered by RBHAs; however Mercy Care reported that 10 vouchers are available in Pima, Maricopa, Gila, and Pinal counties for ALTCS members determined to have an SMI. These vouchers are reported under the Central GSA.

### *Scattered Sites Voucher Beds for Members Determined SMI by GSA*

<b>GSA</b>	<b>Counties</b>	<b>Scattered Sites Voucher Beds*</b>	<b>Beds with 24/7 Support and Supervision</b>
North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	12	0
Central	Maricopa	1,649	0
South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	353	0
<b>Statewide Total</b>		<b>2,014</b>	<b>0</b>

*\* In 2019, AHCCCS standardized the definition of how beds are categorized within the Scattered Sites Voucher, Community Living Programs and Continuum of Care programs. As a result, this changed the distribution of beds between in these categories*

### *Activity in the Scattered Site Voucher Program, Calendar Year 2018*

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in Scattered Sites Arrested</b>
2,682.7*	234**	8.9%

*\* Data from the North GSA incorporated into the overall rate is based upon estimates using a file review of provider rosters as member-stay data was not collected in 2018 or prior.*

*\*\* Data may be under reported for member arrests due to booking and release data being inconsistently provided by Cochise, Greenlee, and Santa Cruz counties during 2018.*



### ***Community Living Beds***

Community Living units are properties purchased using Non-Title XIX and the SMI Housing Trust Funds. These properties are a mix of single and shared apartments and homes. Members have rights of tenancy through a lease or occupancy agreement. The apartments and homes are owned by providers, but the deed is restricted in that tenants must be members determined to have an SMI.

#### *Community Living Beds for Members Determined SMI by GSA*

<b>GSA</b>	<b>Counties</b>	<b>Community Living Beds*</b>	<b>Beds with 24/7 Support and Supervision</b>
North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	464	0
Central	Maricopa	479	103
South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	354	0
<b>Statewide Total</b>		<b>1,297</b>	<b>103</b>

*\* In 2019, AHCCCS standardized the definition of how beds are categorized within the Scattered Sites Voucher, Community Living Programs and Continuum of Care programs. As a result, this changed the distribution of beds between in these categories*

#### *Activity in the Community Living Program, Calendar Year 2018*

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in Community Living Arrested</b>
2,527.6*	164**	5.88%

*\* Data from the North GSA incorporated into the overall rate is based upon estimates using a file review of provider rosters as member-stay data was not collected in 2018.*

*\*\* Data may be under reported for member arrests due to booking and release data being inconsistently provided by Cochise, Greenlee, and Santa Cruz counties during 2018.*

### ***Continuum of Care Beds***

Using vouchers similar to the Scattered Site Voucher program, the Continuum of Care program uses HUD dollars to offer rental support for members determined to have an SMI. The program is administered by three Arizona Continuum of Care programs, which are groups of local non-profits, homeless organizations, and government agencies that receive the HUD funding. In turn, these Continuum of Care programs award the money to agencies that they believe will further

housing goals in their areas. In Maricopa and Pima County, Continuum of Care programs have chosen to prioritize funding towards -members determined SMI.

*Continuum of Care Beds for Members Determined SMI by GSA*

<b>GSA</b>	<b>Counties</b>	<b>Continuum of Care Beds*</b>	<b>Beds with 24/7 Support and Supervision</b>
North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	0	0
Central	Maricopa	1,807	0
South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	524	0
<b>Statewide Total</b>		<b>2,331</b>	<b>0</b>

*\*In 2019, AHCCCS standardized its definition of how beds are categorized within the Scattered Sites Voucher, Community Living Programs and Continuum of Care programs. As a result, this changed the distribution of beds between in these categories*

*Activity in the Continuum of Care Program, Calendar Year 2018*

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in Continuum of Care Arrested</b>
1,798.6*	244*	6.7%

*\* Data incorporated into the aggregate rate from the South GSA is an estimate because the terms of the AzCH-CCP agreement with the Continuum of Care programs limits the member level data available on members using these vouchers.*

***Flex Care***

Flex Care is a short-term housing program specific to Mercy Care RBHA members determined to have an SMI. Flex Care combines housing and treatment within an apartment setting. Members assessed as candidates for the program are referred to a provider who leases apartments located throughout Maricopa County. Members may have the responsibility to pay a portion of the rent depending upon their income, with the balance being paid using Non-Title XIX funds. Services such as case management, crisis intervention, peer mentoring, social skills, budgeting and group counseling are available in this program. Typically, members are in the program for a short time while they transition into other, more permanent housing.

*Flex Care Beds for Members Determined SMI by GSA*

<b>GSA</b>	<b>Counties</b>	<b>Flex Care Beds</b>	<b>Beds with 24/7 Support and Supervision</b>
Central	Maricopa	388	0
<b>Statewide Total</b>		<b>388</b>	<b>0</b>

*Activity in the Flex Care Program, Calendar Year 2018*

<b>Average Length of Stay (Days)</b>	<b>Total Arrests While in Setting</b>	<b>% of Members Placed in Flex Care Arrested</b>
191.7	64	6.1%

**Summary**

Across the state there are 8,923 residential and supportive housing beds available for AHCCCS members determined to have a SMI as delineated by GSA in the chart below.

<b>GSA</b>	<b>Counties</b>	<b>All Beds</b>
North	Mohave, Coconino, Yavapai, Gila, Navajo and Apache	711
Central	Maricopa	6,466
South	La Paz, Yuma, Pima, Pinal, Santa Cruz, Graham, Greenlee and Cochise	1,746
<b>Statewide Total</b>		<b>8,923</b>