

# 2014

## Community Benefit Plan



Tarzana Treatment Centers, Inc.

18646 Oxnard Street, Tarzana, CA 91356

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**GENERAL INFORMATION**

**A. Background**

**Tarzana Treatment Center, Inc. (TTC)** is a private, nonprofit community-based organization that operates full-service behavioral healthcare programs and primary medical care clinics. TTC operates a total of 10 facilities throughout Los Angeles County that are all licensed by the State of California and the County of Los Angeles, and accredited by The Joint Commission. With the roll out of healthcare reform, TTC has been focusing on the development of integrated care among primary care, mental health, and substance use disorder (SUD) treatment. TTC operates two HIV specialty clinics located in Reseda and Palmdale as well as five primary care clinics located in Northridge, Reseda, Tarzana, Lancaster and Palmdale which are licensed as community clinics. Mental health services range from psychiatric stabilization at the inpatient facility in Tarzana to outpatient mental health programs in Reseda and Northridge. TTC's 60-bed inpatient facility in Tarzana is licensed as an acute psychiatric hospital and therefore falls under the legislative umbrella of SB697, which mandates that not-for-profit hospitals submit a Community Benefit Plan on a yearly basis. This document is prepared in compliance with this legislative mandate.

**B. Organizational Structure**

TTC is governed by a volunteer board of directors, involving community stakeholders and executives. The board is responsible for setting policy on patient care operations, finances and community benefits. TTC's highly trained multi-disciplinary team of professionals is comprised of physicians, psychiatrists, psychologists, physician assistants, nurses, medical assistants, licensed clinical social workers, marriage/family therapists, certified chemical dependency counselors and a variety of other professionals dedicated to providing services to individuals with dignity and utmost respect, without social, cultural, political, sexual orientation or financial prejudice.

**C. Mission & Vision**

The mission of TTC is to address a wide range of needs in the community for substance abuse disorder (SUD) treatment; HIV/AIDS treatment, prevention and education; mental health treatment and education; primary outpatient and medical care; and other healthcare services.

The vision of Integrated Behavioral Healthcare is fundamental to how TTC provides services to patients. TTC recognizes that substance use and mental health disorders frequently co-occur and that effective treatment of each requires that both disorders be treated together, which requires a comprehensive services ranging from inpatient, residential, day treatment, outpatient care to sober housing in addition to patients frequently are impacted by chronic diseases (such as Diabetes, Hypertension, HIV/AIDS, and Hepatitis) which require wrap around services outside the traditional modalities including case management and therapeutic follow-up.

## COMMUNITY HEALTH NEEDS ASSESSMENT

In compliance with the mandates of SB 697 and the Patient Protection and Affordable Care Act section 501(r), Tarzana Treatment Centers, Inc. (TTC) is required to conduct a community health needs assessment that identifies and addresses key issues of the defined community every three (3) years.

The [2012 Community Health Needs Assessment](#) is utilized as the basis for program planning in 2014, and currently we are in the planning phase to execute upcoming community health needs assessment. An update of community health needs assessment report will be made available on [TTC's website](#) in 2015.

### **A. Development of Community Health Needs Assessment (CHNA)**

Prior to implementing any prioritization process, preliminary preparations will be initiated to ensure the most appropriate and objective selection of priority health needs. The process to identify and prioritize the health needs of the community will involve designing assessment tools, collecting primary and secondary data, and analyzing the data collected.

In 2015, the planning team will identify the key stakeholders to be involved in the collection of community health needs data and form a CHNA committee. The committee will define the community that TTC serves and address the goals and objectives to accomplish. Additionally, the committee will identify and review available studies on the target community and additional data that need to be collected. Assessment tools will be determined and utilized to identify potential priority areas and service gaps in the target community.

### **B. Definition of Community**

TTC primarily serves residents of Los Angeles County. Our licensed 60-bed inpatient facility, located in Tarzana, is primarily for chemical dependency detoxification and treatment, followed by dual diagnosis and psychiatric treatment. In addition, primary care services are provided in our clinics located in Northridge, Tarzana, and Lancaster as well as HIV clinics located in Reseda and Palmdale. Our community benefit plan aims to address physical, behavioral and mental health issues within the context of the broader perceived needs of our clients.

Los Angeles County (LAC) is divided into eight (8) service planning areas (SPAs) based on geographic region for the purpose of the development and coordination of public health and medical services within the County. The location of our inpatient facility falls in Service Planning Area 2 (SPA 2), which includes the San Fernando Valley (SFV) and Santa Clarita Valley (SCV). The immediate service area of the inpatient facility covers the most cities in the western half of SFV, including Burbank, Calabasas, Canoga Park, Chatsworth, Encino, Glendale, Granada Hills,

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Mission Hills, La Cañada Flintridge, La Crescenta, North Hills, North Hollywood, Northridge, Pacoima, Panorama City, Porter Ranch, Reseda, San Fernando, Sherman Oaks, Studio City, Sunland, Sun Valley, Sylmar, Tarzana, Tujunga, Universal City, Van Nuys, Valley Village West Hills, Westlake Village, Winnetka, and Woodland Hills.

SPA 2 holds approximately 1,000 square miles, and is the most populous of the eight (8) SPAs with over two (2) millions residents. The population is expected to increase about 5% by 2014. It is foreseeable that TTC's inpatient facility will serve an incremental larger proportion of patients from the immediate geographic area as well as all other SPAs of Los Angeles County.

### **C. Community Profile**

Based on the 2013 Key Indicators of Health, the gender identification of SPA 2 residents is 50.7% female and 49.3% male. In terms of age breakdown of SPA 2 residents, more than 60% are adults age 18-64, 7.5% children ages 0-5 years, 16.2% ages 6-17 years, and 11.1% seniors ages 65 and over. The population of SPA 2 is racially and ethnically diverse with nearly 60% minority population. Compared to other service planning areas, SPA 2 has a slightly higher percentage of Caucasians (45.9%), followed by 39.1% Latinos, 11.4% Asians, 3.4% African Americans, and 0.2% American Indian/Alaskan Native ([Los Angeles County Department of Public Health, 2013](#)). Latino population represents the largest minority group in both San Fernando Valley (SFV) and Santa Clarita Valley (SCV) of SPA 2. San Fernando, Pacoima, Sylmar, Sun Valley and Panorama City are the uppermost communities in SFV with highest percentage of Latino residents ([Valley Care Community Consortium, 2013](#)).

SPA 2 residents have a great variation in socioeconomic status and health characteristics. Education is one of the factors that may indicate an individual's socioeconomic status and degree of knowledge in making choices for his/her physical, mental, and social well-being. The disparity of level of education is greater among residents in SFV than in SCV. According to a 2013 community needs assessment report, SFV has roughly 20% of population age 25 and older without a high school diploma whereas SCV has 12%. Pacoima, San Fernando, Panorama City, Sylmar, Sun Valley, Mission Hill and North Hills are the topmost communities in SFV with large percentage of individuals without a high school diploma ([Valley Care Community Consortium, 2013](#)).

Employment status and level of income are other social determinants that affect an individual's health and well-being as well as access to health care. The unemployment rate of SPA 2 is 13.3% and 27% SPA 2 residents age 18-64 years do not have health insurance. In terms of household income, 11% of household in SFV reported annual earnings less than \$15,000 while only 5.3% household in SCV income. Glendale, North Hollywood, Van Nuys, and Panorama City are the topmost communities that collectively had approximately 31% of total SFV households with high percentage of annual household incomes below \$15,000 ([Valley Care Community Consortium, 2013](#)).

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**D. Pressing Needs Identified**

Based on TTC's 2012 community health needs assessment (CHNA) survey results, the top 10 health priorities are:

- substance use disorder (SUD) programs and services
- tobacco control
- dental health
- infectious disease
- health insurance
- violence
- sexually transmitted infections
- mental health services
- HIV/AIDS services
- child safety services

**ACHIEVEMENTS (FY 2013-14)**

**A. Continuum of Care for Individuals with Co-Occurring Disorders (COD)**

TTC's inpatient facility provides both substance use treatment and mental health services to serve patients with co-occurring substance use disorder and mental health disorders (COD). This population generally has a poorer and more difficult treatment course than patients with single disorders. In FY2013-14, TTC served a total of 714 patients with co-occurring disorders (COD) and about 80% completed treatment. Among those who completed treatment, about 25% continued to receive substance use treatment in residential and/or outpatient settings, 27% received mental health services and 37% received primary care services.

**B. Tobacco Control**

TTC's Tobacco Cessation Committee has been holding regular monthly meetings. The committee focuses on addressing tobacco related issues such as tobacco free facility, setting up of new smoking areas for patients in all facilities, posting educational materials, tobacco use among pregnant women, integrating tobacco cessation in treatment plan, and monitoring the tobacco cessation services provided to patients who are willing to quit smoking, among others.

As a recipient of the Tobacco Free Champions mini-grant from the Los Angeles County Department of Public Health, TTC is once again at the forefront of changes in the behavioral health field. On August 1, 2014, TTC's Reseda facility along with one of our transitional homes were selected to pilot test the feasibility of creating a tobacco-free environment. Tobacco products including electronic nicotine delivery systems (such as e-cigarettes) will be prohibited for staff, clients and visitors to use on the grounds at both facilities. Staff members have been receiving training and participating in webinars for Tobacco Intervention using Motivational

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interviewing. Program staffs reached out to community neighbors and other business nearby Reseda facility to inform them of this change. Residents of the transitional homes also help beautify the neighborhood and the surrounding environment by helping clean the block's sidewalk of any tobacco trash discarded (i.e. cigarette butts) prior to reaching facility and transitional home in Reseda.

**C. Benefits Application Assistance**

TTC was successful in submitting an application to become a certified enrollment entity (CEE) as part of Covered California program. As part of this program, TTC also was able to certify several employees from most of sites, to become certified enrollment counselors (CEC's). Via this certification, TTC employees could then assist individuals in completing both Medi-Cal or Covered California applications. In total, TTC was able to certify over 25 employees as CEC's and was able to assist over 130 individuals in applying for insurance via Covered California program. Also, a designated staff from each service site was trained on how to help patients eligible for Medi-Cal apply via Hospital Presumptive Eligibility Program. TTC has been using hospital presumptive eligibility program in enrolling individuals for Medi-Cal. So far, more than 154 individuals have been enrolled under the program. The enrollees are being followed up to complete full application within the allowed time period of 60 days. Full applications are either being completed by TTC's CEC's and/or via referral to DPSS offices.

**D. Infectious Diseases Prevention and Referrals**

TTC made two key changes to its Protocols and Procedures. The first was to revise TTC's Patient Consent form to include routine HIV/HCV testing. Inpatient Detox patients are informed that they would need to "opt-out" if they are not interested in receiving HIV/HCV tests. Patients are offered HIV and HCV testing immediately post admission/intake because Detox patients complete treatment at an average of 5 to 7 days. Second, primary medical care services revised consent protocol, revised standing order document, and initiated routine screening and testing for hepatitis and HIV in the primary medical care setting. Providers were then educated about need to routinely order the HIV/HCV tests for all patients with exception being patients who requested to opt-out from routine testing services.

In FY 2013-14, TTC performed a total of 3,022 Hepatitis C rapid testing and a total of 3,452 HIV testing to at-risk individuals at primary care clinic in Northridge and at inpatient facility in Tarzana. Eighty six (86) HCV positive and 16 HIV positive patients were referred to Reseda and Palmdale clinics and other clinics within Los Angeles County for treatment. For clients that tested HCV or HIV negative, brochures and pamphlets on HIV and HCV are provided and are referred to their counselors to learn more about HIV and HCV prevention and treatment.

## **COMMUNITY BENEFIT PLAN (FY 2014-15)**

In light of community health assessment findings – and based on TTC’s capacity to address – the following community benefits priorities have been established for FY2014-15:

### **A. Continuum of Care for Individuals with Co-Occurring Disorders (COD)**

Since TTC has licensed mental health therapists, case managers, counselors, contracted psychiatrists, and primary care physicians to provide treatment and coordinate care to patients with co-occurring substance use disorder and mental health disorders (COD). TTC will continue to provide existing services and will increase focus on continuity of care and discharge planning to ensure transition and linkage to next level of SUD treatment and/or mental health and primary medical care. TTC staff will continue to be actively involved in community events with other providers in Service Area 2 (SPA 2) to address the needs of COD population. Through a contract with the Department of Mental Health of Los Angeles County, TTC has operated low-cost mental health clinics in Tarzana and Reseda to meet the needs of community residents. The clinics are staffed by mental health interns, who are supervised by licensed mental health professionals. Mental health services will continue to be provided to youth, many of whom have co-occurring Substance Use Disorders in the outpatient setting. In addition, the pre- and post-doctoral training program for psychologists will continue and psychiatric service hours will be increased to meet growing demand for psychiatric services. Specialized mental health and psychiatric services will continue to be provided to HIV+ substance abusers.

### **B. Tobacco Control**

TTC will continue to monitor the implementation of Tobacco Control Project and will routinely screen for tobacco use upon admission to a TTC program and/or in an outreach event. Tobacco users will be referred to our project staff to determine the most appropriate services to assist them in quitting. Services including smoking cessation classes, support groups and small group sessions as well as individual counseling will continue to be offered at no cost to clients in alcohol and drug treatment and to members of the community at large.

### **C. Benefits Application Assistance**

The Affordable Care Act (ACA) provides the opportunity to significantly reduce the uninsured individuals and to transform the health insurance marketplace. Uninsured individuals are mandated to purchase affordable health care coverage. TTC will continue to provide routine benefits screening in the community and benefits application assistance to eligible individuals.

### **D. Infectious Diseases Prevention and Referrals**

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Drug use is a significant risk factor for disease, and is associated with risk behaviors such as the sharing of contaminated needles and other drug paraphernalia and unsafe sexual practices that contribute to transmission of certain infectious diseases. As one of the largest substance treatment providers in SPA 2 of Los Angeles County, our professional and well-trained staff are highly sensitive to individuals with infectious diseases. TTC will continue reaching out to the community we serve and provide infectious disease screening (such as HIV and HCV rapid testing), preventive counseling and referrals to a specialist.

### **E. Other Community Services**

TTC will continue to offer integrative behavioral health care and educational classes to our target populations and the broader community, and contribute in-kind support to a variety of organizations, with priority given to those that are directly health related and support the community in SPA 2. Additionally, TTC will continue to collaborate with local colleges in which students can be properly prepared and trained to achieve their career goal through our internship programs. We utilize accrual method of accounting. Indirect costs are allocated based on various statistical methods. Based on the estimation, TTC will contribute \$427,303.96 in direct monetary contributions, contributions in-kind, and professional services to the community at large.

## **COMMUNITY BENEFIT REPORTING**

TTC strives to provide benefits to the community at large by offering an assortment of services and encouraging community members to be actively involved in our programs that promote disease management, healthy living and maintenance of a wellness state. This community benefit report for fiscal year 2014-15 will be shared with internal and external stakeholders and those interested through:

- Reporting to TTC's board of directors
- Publishing staff newsletters and Intranet page for employees, volunteers and medical staff
- Participating in community-based programs, events, and health fairs
- Maintaining a free copy of community benefit report on TTC website ([www.tarzanatc.org](http://www.tarzanatc.org)) for public review, this website also provides comprehensive information about TTC's programs to benefit the community, as well as general health information
- Distributing free education brochures
- Exhibiting program displays/posters in the waiting area at our facilities
- Providing information about programs to patients while they are in our care
- Exhibiting program information at community health fairs and other events

TTC values community involvement in the development and evaluation of its programs. To obtain feedback, we will continue to use surveys, track attendance, solicit the opinions of program attendees, provide feedback to the leaders of our programs, evaluate requests for repeat programs, and incorporate suggestions for future topics.