



Are you curious about the process of launching a Certified Community Behavioral Health Clinic (CCBHC)? Our resident CCBHC expert, Mary Givens, has created this resource guide that walks you through the five stages of the CCBHC experience. In looking at each stage, you will find deliverables, resources, and examples that will help you complete what's required in that stage to launch a CCBHC. You'll find guidance on items such as a Project Plan, the Disparity Impact Statement, a Training Plan, a Staffing Plan, MOUs, a Marketing Plan, and more.

5 Stages of the CCBHC Experience

STAGE 1

Contemplation and Planning		
Deliverable/ Task	Resource	Qualifacts Partner Support
Understand the Updated CCBHC Criteria	SAMHSA UPDATED CCBHC CRITERIA 2023	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts CCBHC Cohort of Peers
Complete CCBHC Criteria Compliance Checklist to yield CCBHC Readiness assessment	SAMHSA PDI NOFO , Appendix M- CCBHC Criteria Compliance Checklist	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Assemble a CCBHC Committee	Qualifacts Suggested members- COO, Clinical Manager, HR, Billing representative, report writer, Administrative Manager, EHR Administrator	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation to define roles
Complete a "Required for CCBHC Technology Assessment"	Qualifacts Technology Assessment for CCBHCs	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Complete the SAMHSA CCBHC Grant Proposal if applying for a grant or Application is applying for State Certification	<ul style="list-style-type: none"> "How to Apply for a SAMHSA Grant" "SAMHSA State Certification Guide" State specific State Certification Guide 	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Prepare CCBHC Cost Report and Budget	<ul style="list-style-type: none"> Qualifacts "Tips for Preparing Cost Report" Blog Qualifacts Video Series "Wish I had Known-Financial" HHS GOV CCBHC COST REPORT INSTRUCTIONS 	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers
Community Needs Assessment	HHS Guidance for Completing a Community Needs Assessment	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers Qualifacts EHR Partner 1: 1 consultation and Support
Disparity Impact Statement	SAMHSA DIS SAMPLE and Guidance	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers Qualifacts EHR Partner 1: 1 consultation and Support
CCBHC Staffing Plan	SAMHSA Certified Community Behavioral Health Clinics (CCBHCs): Clarification to Criteria and Guidance: Program Requirement 1	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers Qualifacts EHR Partner 1: 1 consultation and Support
CCBHC Training Plan	CCBHC-E National Training and Technical Assistance Center	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers

STAGE 2

Funding and Launch		
Deliverable/ Task	Resource	Qualifacts Partner Support
Develop a Project Plan for the Launch of CCBHC	Sample Project Plan Template	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Execute the MOUs for Designated Collaborating Organizations (DCOs)	SAMHSA "Working with DCOs"	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Develop a Marketing Plan for New services of programs	Qualifacts Marketing Toolkit	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Develop Continuity of Operations Plan	Developing a Continuity of Operations Plan (COOP) SAMHSA	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers
Develop workflows for tracking referrals and follow up (closing the referral loop)		<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Develop workflows in EHR for risk assessment, initial evaluation, comprehensive evaluation	Qualifacts sample workflows available to CCBHC customers	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts CCBHC COHORT of Peers
Protocols for working with Law Enforcement in the event of a consumer crisis	National Guidelines for Behavioral Health Crisis Care (samhsa.gov)	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers
Protocol for addressing unsafe substance use, including problematic alcohol use	National Guidelines for Behavioral Health Crisis Care (samhsa.gov)	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers

STAGE 3

Certification/Attestation and Data Collection		
Deliverable/ Task	Resource	Qualifacts Partner Support
Establish workflows for data collection of CCBHC Clinical Outcomes	Qualifacts sample workflows available to CCBHC customers	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts CCBHC COHORT of Peers
Run clinical outcome reports to establish baseline	Qualifacts EHR Clinical Quality Outcomes Dashboards	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts EHR Clinical Quality Outcomes Dashboard
Develop "Health of the CCBHC" operational reports	<ul style="list-style-type: none"> Qualifacts EHR Suite of Reporting Tools Qualifacts list of recommended report types 	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts EHR Partner Professional Report Writing

STAGE 4

Reporting and Stabilization		
Deliverable/ Task	Resource	Qualifacts Partner Support
Analyze Operational Reports and institute changes based on data	Plan, Do, Study, Act Process	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support
Build Continuous Quality Improvement Plan	SAMHSA "Quality Measurement as a Tool for Continuous Quality Improvement at CCBHCs"	<ul style="list-style-type: none"> Qualifacts EHR Partner 1: 1 consultation and Support Qualifacts CCBHC COHORT of Peers

STAGE 5

Continuous Quality Improvement		
Deliverable/ Task	Resource	Qualifacts Partner Support
Roll out the Customer Satisfaction Survey	Example - CAHPS Mental Health Care Surveys	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers
Develop a CCBHC Sustainability Plan	National Council for Mental Wellbeing: CCBHC Financial Management & Sustainability Learning & Action Series	<ul style="list-style-type: none"> Qualifacts CCBHC COHORT of Peers

We are Qualifacts, the EHR market leader for behavioral health, rehabilitative, and human services. Serving more than 75,000 providers, ranging from large Certified Community Behavioral Health Clinics (CCBHCs) and enterprises to small, private practices and everything in between, Qualifacts' comprehensive portfolio has a solution designed for you. Choose Qualifacts' cloud-based integrated solutions to simplify processes throughout the care continuum and improve clinical productivity, virtual care, compliance, state reporting, billing, and business intelligence.

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