

# Certified Community Behavioral Health Clinic

## Question & Answer Handout

**Q: What is a Certified Community Behavioral Health Clinic (CCBHC)?**

**A:** CCBHCs are a new model for providing services to people with a mental illness or substance use disorder. It is meant to offer you easier access to services that can help in your recovery. A key part of this model is having all your providers – therapist, doctor, case manager, etc. – work together with you as a team to integrate your care. The goal is to ensure you receive essential health services to treat these conditions along with other basic needs such as housing, clothing and food.

**Q: Who is eligible for CCBHC services?**

**A:** Current Zumbro Valley Health Center clients and people diagnosed with a mental illness or substance use disorder are eligible for CCBHC services.

**Q: How will Zumbro Valley Health Center being a CCBHC impact me?**

**A:** You will have access to a range of programs, including crisis services, peer support specialists and comprehensive mental-chemical-medical counseling services. In addition, a Zumbro Valley Health Center care coordinator will work closely with you and your providers to organize services and share information. This new care model provides you with a “care team” working together to treat your unique needs.

**Q: If I’m an existing client, what will change with my care?**

**A:** You should notice little difference since Zumbro Valley Health Center has been using an integrated care model for the past few years. Your provider(s) will continue to work closely with you to develop a treatment plan based on your needs.

**Q: What services are provided through a CCBHC?**

**A:** A range of programs, including several new services, are part of the CCBHC model of care.

Key services include:

- Outpatient mental health and substance use services
- Primary care screening and monitoring
- Screening, assessment and diagnosis, including risk management
- Crisis mental health services, including 24-hour mobile crisis teams, emergency crisis intervention services and crisis stabilization
- Person-centered treatment planning
- Targeted case management
- Peer and family support
- Services for members of the armed forces and veterans
- Psychiatric rehabilitation services, including Adult Rehabilitation Mental Health Services (ARMHS) and Children’s Therapeutic Services and Supports (CTSS)
- Connections with other providers and systems

**Q: Who should I contact if I have questions about the CCBHC?**

**A:** You can call Zumbro Valley Health Center Customer Service at 507.289.2089 for more information.

