

Introduction to System of Care and Program Integration

Teresa Steinmetz and Kenya Bright
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WISCONSIN DEPARTMENT
of HEALTH SERVICES

Motivation for Integration

- ▶ Prevalence and access issues
- ▶ Large need for systems improvement
- ▶ Requirement of systems change in Wis. Stat. § 46.56
- ▶ Support for Coordinated Services Teams (CST) Initiatives
- ▶ Abilities of Comprehensive Community Services (CCS)
- ▶ Work with Georgetown University and multiple stakeholders in Wisconsin

Prevalence



Groups with High Prevalence

- ▶ Lesbian, Gay, Bisexual, Transgender: 57% experienced depressive symptoms in the last month.
- ▶ African Americans: 25% have a higher incidence of mental health challenges than white youth.
- ▶ Children in Poverty: have twice the rate of "severe emotional disturbance."

Historical Challenges

- ▶ Few options for developmentally and culturally appropriate mental health treatment
- ▶ Overuse of restrictive and unnatural settings
- ▶ Lack of cross-agency and cross-system collaboration
- ▶ Lack of provider skill and knowledge of effective evidence-based practices for supporting children, youth, and young adults

Historical Challenges

- ▶ Little mental health care for children and youth (unserved or underserved)
- ▶ Lack of interventions tailored to the unique child and family needs
- ▶ Lack of mutually beneficial partnerships with families and youth

Poor Client Outcomes

- ▶ School dropout
- ▶ Substance use
- ▶ Suicide
- ▶ Lack of vocational success
- ▶ Correctional system involvement
- ▶ Inability to live independently

Vision in Wisconsin

- ▶ The overall vision is to implement a practice change and system transformation in Wisconsin by having a strength-based coordinated system of care driven by a shared set of core values.
- ▶ This change is reflected and measured in the way we interact with and deliver supports and services for families involved in multiple systems of care, such as substance use, mental health, child welfare, juvenile justice, and special education.

System Collaboration to Help Children and Families

- ▶ Systems that support families with multiple needs are in silos.
- ▶ Each system has different philosophies, rules, laws, structures, funding streams, and eligibility criteria.
- ▶ Systems don't work together well for families unless there is a way to bring them together.

Values for Responsive Systems of Care

- ▶ Flexible access
- ▶ Voice
- ▶ Ownership
- ▶ Effective parent support
- ▶ Outcome-focused planning

Values for Responsive Systems of Care

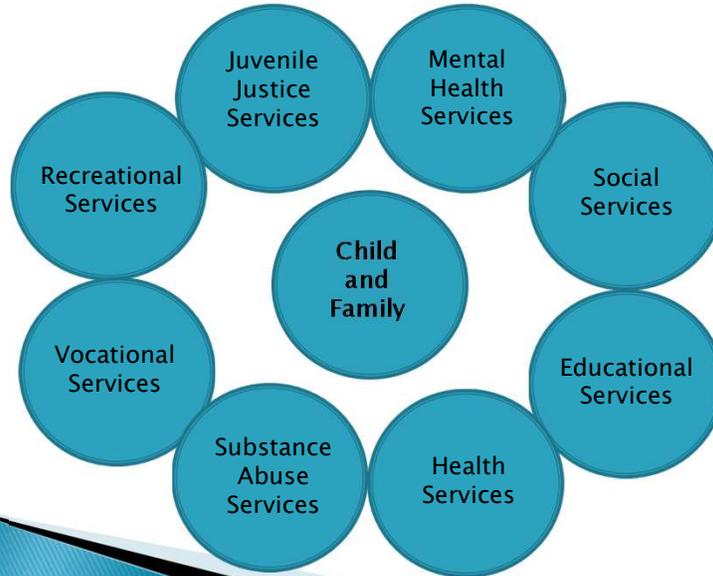
- ▶ Strength-based, need-driven services
- ▶ Flexible, integrated service delivery
- ▶ Community-based care
- ▶ Consistent interagency coordination

System of Care Definition

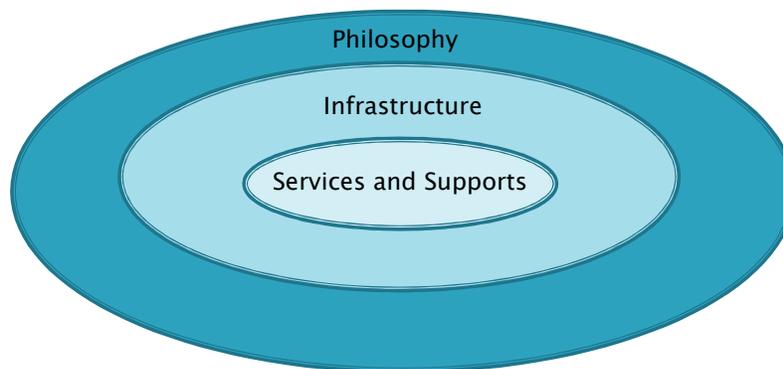
A spectrum of effective, community-based services and supports for children and youth with, or at-risk of developing, mental health challenges and their families that is organized into a coordinated network, builds meaningful partnerships with families and youth, and addresses their cultural and linguistic needs in order to help them function better at home, in school, in the community, and throughout life.

Stroul, B., Blau, G., and Friedman, R. (2010).
National Technical Assistance Center for Children's Mental Health
Georgetown University

System of Care as a Framework



System of Care as a Concept



National Technical Assistance Center for Children's Mental Health
Georgetown University Center for Child and Human Development

Program Integration

- ▶ Blending CCS and CST allows for a framework of practice as well as a funding stream for flexible services and supports.
- ▶ Wraparound is supported as best practice in working with children and families.
- ▶ CCS has the unique ability to serve individuals across the lifespan.
- ▶ The service array, flexibility, focus on resilience, and consumer/family voice are an ideal platform to infuse the principles and values of wraparound.
- ▶ CCS funding allows for more children to be supported.

System of Care Guiding Principles

- ▶ A broad array of evidence-informed services and supports are offered.
- ▶ Services are individualized.
- ▶ Services are provided in the least restrictive settings possible.
- ▶ Families and youth are seen as full partners at all levels.
- ▶ Cross-system collaboration is implemented at the systems level.
- ▶ Care management is used for coordination at the service level.

System of Care Guiding Principles

- ▶ Services are offered for youth of all ages and their family members.
- ▶ High value is placed on mental health promotion, prevention, and early identification.
- ▶ Accountability is stressed.
- ▶ Advocacy and client rights are prioritized.
- ▶ Nondiscrimination is necessary.

Evidence-Informed Services and Supports

- ▶ Cannot just implement system-level changes and expect improved outcomes at the child and family level.
- ▶ Must focus on increasing the effectiveness of services and supports by implementing evidence-informed and promising practices.
- ▶ Methods of service provision are innovative, nontraditional, and flexible.
- ▶ Language and terminology used are developmentally appropriate, strengths-based, and nonthreatening.

Community-Based and Least Restrictive

- ▶ CCS provides the programmatic structure and funding base.
- ▶ CST approach informs helpers and direct service providers as to the most effective, respectful, and supportive ways of walking alongside children, youth, and families.

Family and Youth Driven

- ▶ Support is always family-centered and family-driven.
- ▶ With appropriate support and encouragement, families seeking support determine for themselves:
 - What services they want to explore.
 - When these services are explored and for how long.
 - Who is involved in service provision.
 - Who is included on the support team.
 - How to monitor outcomes.

Informal and Natural Supports

- ▶ Help the consumer identify his or her natural supports.
 - Who is the first person you call in a crisis?
 - Whom do you trust?
 - Who has been helpful to you in the past?
 - Do you have neighbors who could help?
- ▶ Make natural support recruitment an ongoing team goal.
- ▶ Don't give up—it may take months and require creative planning.

Care Coordination

- ▶ Support one plan of services even when multiple systems are involved.
- ▶ Support the goals of continuity and coordination of services over time and across systems.
- ▶ Utilize a strengths-based focus that incorporates use of natural supports and cultural and linguistic humility.

Services Across the Lifespan

- ▶ Encourage youth to have a voice in their care at the earliest possible point.
- ▶ Engage young people through relationship development, person-centered planning, and a focus on their futures.

Services Across the Lifespan

- ▶ Tailor services and supports to be accessible, coordinated, appealing, non-stigmatizing, and developmentally appropriate, building on strengths, to enable youth to pursue their goals across relevant transition domains.
- ▶ Leadership and skill development for youth and young adults is valued and supported by direct service staff.

Accountability

- ▶ Acknowledge and develop personal choice and social responsibility.
- ▶ This is a parallel process in teams and the system of care.
 - Families
 - Systems

Cultural and Linguistic Humility

- ▶ The ability to welcome, affirm, and be responsive to:
 - The many dimensions of cultural diversity.
 - How our cultural self impacts our relationships.
 - The different ways that the intersection of context, culture, and power influences our work.
- ▶ This work will result in reducing disparities and promoting equity, especially among those communities that experience systemic marginalization and oppression.

Hernández, A., 2016

- Introduction to Multicultural Practice

Progress Toward Integration

- ▶ Wisconsin system of care action plan overview
- ▶ External advisory group
- ▶ Baseline data for CST
- ▶ Training for staff in the Bureau of Prevention Treatment and Recovery
- ▶ Workgroups
 - Common language
 - Assessment guidance
 - Guiding documents
 - Crosswalk

Questions?

Teresa Steinmetz

Children Youth and Families Section Chief

608-266-2861

teresaj.steinmetz@wisconsin.gov

Kenya Bright

Integrated Services Section Chief

608-266-0907

kenya.bright@wisconsin.gov

Wisconsin Department of Health Services
Division of Care and Treatment Services
Bureau of Prevention Treatment and Recovery