Planning Preparation Process

• Core Planning Team:
  – **Team members:** Keith Clausen, Judy Davila, Paul Sorbo, Linda Simonsen, Clara Boyden, Amanda Kim, Diane Tom, Ellie Dwyer, RosaMaria Oceguera, Steve Munson, with guidance from Patrick Miles, Executive Sponsor, and assistance from Natalie Hernandez.
  – **Process:** Several planning meetings over three months. Data research.

• **Goal:**
  – To design a CSA Planning Process for Central, and also a template for the upcoming CSA Planning Processes throughout the County.
SPONSOR REMARKS

THE WELLNESS DIAMOND

COMMUNITY SERVICE AREAS — ORGANIZATIONAL STRUCTURE

WHO WE SERVE

- CHILDREN
- FAMILIES
- YOUTH
- TRANSITION AGED YOUTH
- ADULTS
- OLDER ADULTS

WELLNESS DIAMOND

COMMUNITY

PREVENTION AND HEALTH PROMOTION

EVALUATION AND INTERVENTION

TREATMENT (LOW TO HIGH INTENSITY)

RECOVERY

MANAGEMENT STRUCTURE

MANAGER
- Single point of accountability
- Oversight of county-operated services
- Oversight of contracted providers (includes contracts monitoring)
- Community relations

COMMUNITY PLANNING COMMITTEE

- Consumers and family members (51%)
- Contracted agencies
- Other private agencies
- Relevant public agencies
- Advocacy groups

Behavioral Health and Recovery Services

Your Wellness • Your Way • Your Community

Central Community Service Area (CSA)
Introduction to **lean**

**LEAN in a nutshell**
- Head
- Heart
- Hands

**HEAD**
- Scientific Method
- PDSA: Measurable; small tests of change
- The PDSA Cycle

**HEART**
- Empathy and Humility
  - Clients
  - Peers ➔ Staff-Leaders
  - Partners
  - The adage: Walk in their Shoes

**HANDS**
- Community
  - Collective Intelligence
  - Collaboration
  - Problem Solving

Behavioral Health and Recovery Services
Your Wellness ◆ Your Way ◆ Your Community
Central Community Service Area (CSA)
PROJECT CHARTER

CENTRAL COMMUNITY SERVICE AREA CHARTER

TEAM CHARTER
Date: June 10-14, 2013

CURRENT STATE

FUTURE STATE

WELLNESS DIAMOND

PROPOSED ACTION

TARGET STATEMENT

IMPROVEMENT REQUEST INCLUDING KEY FEATURES (C2 ITEM)

BUSINESS REQUIREMENTS (BUSINESS IMPACT, STRATEGIC IMPACT)

EXPANDING C2 ITEM

EXPANDING C2 ITEM

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EXPANDING C2 ITEM

EXPANDING C2 ITEM

EXTRA KEYWORDS (A COMMUNITY FOCUS/HEALTH PROMOTION, COMPREHENSIVE INTERVENTION, TREATMENT, RECOVERY)

RESOURCES

VISITING WORKSHOP PARTICIPANTS

OTHER RESOURCES

CHECK AND ACT

3P WORKSHOPS

3P WORKSHOP

RESPONSIBILITY

DATE

Creation of the CSA South map, with all providers

1. Creating new facilities; 2. Additional funding; 3. Merging established county-wide facilities

Included:

1. All currently funded resources; 2. Technology improvements

1. Creating new facilities; 2. Additional funding; 3. Merging established county-wide facilities

Your wellness. Your way. Your community.
Every day we checked-in with each other: HANSEI

REFLECTION
Group Exercise:
Team Building and PDSAs
DATA WALL

Behavioral Health and Recovery Services

Central Community Service Area (CSA)

Your Wellness ◆ Your Way ◆ Your Community
The Community Service Area Model
EDUCATION AND EXERCISE
Core Services and Strategic Goals

Recipe for a Healthy Community
(National Council for Community Behavioral Health)

Serving Size: Your entire community
especially those 1 in 5 who live with mental illness and addictive disorders

Ingredients:
• 1 bottle: 24 hour crisis response
• 1 can: Suicide prevention
• ½ cup: Integrated primary care and behavioral health
• 8 oz.: Mental health first aid
• 1 package: Prisoner re-entry treatment
• 1 bushel: Research on trauma and brain science
• 2 bunches: Job training and employment services
• 1 quart: Alcohol and Drug Treatment

Directions:
1. Combine 24-hour crisis
2. Pour Primary Care into behavioral health clinics to lower health system costs
3. Add Mental Health First Aid to teach your community to recognize and help persons with mental illness and addictions
4. Fold in community re-entry treatment for prisoners to keep neighborhoods safe
5. Add research to push forward the newest therapies
6. Sprinkle in job training and employment to build a stronger local economy
7. Finish off with alcohol and drug abuse treatment to keep people sober
8. Properly plate with adequate funding and enjoy a health community
CORE SERVICES
Strategic Goals

• Same Day Assistance
  Outpatient Care MH/SU/PC
• Cultural Competence
• Robust Peer & Family Support
• Community Resources/Basic
  Needs
• Client/Family Center Care
• Clients/Consumers as
  Stakeholder/Leaders
• Continuous Quality Improvement
  (metric driven/SMART)
EDUCATION AND EXERCISE
Client Flow and Current State
CLIENT FLOW AND CURRENT STATE

One example:

1. Enter PES for evaluation
2. Enter 3AB for continued treatment
3. 3AB refers to ACCESS
4. ACCESS arranges for appointment at clinic
5. Client is discharged from 3AB
6. If unable to return home, 3AB may discharge to Redwood House
7. Client needs to go to clinic for Welcome and Registration and adult assessment
8. PIN appointment is scheduled and client is assigned to a team
9. If PIN appointment at region takes longer than client’s remaining medication supply, client might be seen by a doctor on the Youth-to-Adult Transition Program
10. If regional team assesses the need for specialized services, team could refer to Youth Transition Assessment Committee (YTAC)
11. If referred to YTAC, outreach by YTAC team and appointment scheduled
EDUCATION SESSION

Community Planning Group

Same Day Assistance
GROUP EXERCISE

What do “Same Day Assistance” and “Community Planning Group” look like for the Central CSA?
WHAT THE GROUP SAID

“Same Day Assistance”

- Improve interagency communications, knowledge and cross-training
- Develop resource specialists and on-duty staffing to welcome and assist walk-ins
- Provide links through centralized broker of care/services
- Convenient access points: downtown, employment center, core service agencies, schools, churches, medical center, CBOs, social media
WHAT THE GROUP SAID
“Community Planning Group”

• Provide incentives and reduce barriers (transportation, childcare, meals, stipends)
• Cultural humility, culture of acceptance, culture of diversity
• Outreach to include those with lived experience (in recovery, formerly conserved, completed a program)
• Provide training, support, mentoring, leadership opportunities
• Clear purpose, goals and timelines
• Making a difference, feeling heard, empowered
• See an impact and achieve results
Family Members Panel

- Help and support from treatment team “are like my family”
- Getting same day feedback
- Team helped me to move forward
- Support for parents (of adult patients) at intake would be helpful
- Need peer support groups for teens and parents
- Integration with schools, nonprofits and government services
- Help finding resources

Facilitated by RosaMaria
Family Members
Post-Panel Team Discussion

• Improved integration with schools
• Need for natural supports: culture/faith specific outreach and support
• Lack of education around services and health insurance contributes to level of severity
• Family involvement improves outcomes
• Additional supports: buddy system, 2nd care manager, mentor/peer support needed to help client with transitions (i.e., getting a job)
EDUCATION SESSION

Family Involvement
GROUP EXERCISE

What does “Family Involvement” look like for the Central CSA?
WHAT THE GROUP SAID

“Family Involvement”

- Communication to: share resources, reduce stigma, conduct outreach, reach the public and family partners, community education
- Identify supports at intake and throughout care, ID who is client’s “family” and who contributes to a healthy lifestyle.
- Facilitate family involvement to improve outcomes and service delivery (ex. support & education groups)
- Family (including parents of adult children) services: child care, respite care, support groups, family partners, peer supports, family assessments, and training.
GROUPS REVIEW CORE SERVICES AND BRAINSTORM IDEAS FOR IMPROVEMENT OF EXISTING SERVICES AND RANKING OF PRIORITIES
Consumers Panel

• “I was encouraged to keep my eye on my goals and that was really helpful.”

• “We could have used a support group for family members. In my Latino family, it was very hard to explain to family members. There’s a lot of stigma.”

• “People have said things like ‘snap out of it’, ‘it’s in your head – this can be really insensitive when you’re in a fragile state.”

• “I was given a path to take and I always had a phone number if I was hurting or needed someone to talk to”

• “People would say, ‘You’re so young, why are you in this situation?’”

Facilitated by
Ellie
Consumers Panel
Post-Panel Team Discussion

• Most clients entered into care through hospitalization so education is lacking and people don’t know what to do when they’re not feeling well.
• It seemed like those who had a smooth process were the ones who got services right away.
• Individual therapy is not as available in adult system.
• I was very touched by the young people who were worried about their families.
• We can work with schools to educate parents to prevent issues from turning into crises.
• Maintain quality of relationships during time of change.
DRAMATIZATION OF CLIENT FLOW IN FUTURE STATE
Charting the Future State

- Action Plan
- Communications
- Map of Central CSA Resources
Charting the Future State:

ACTION PLAN

No Go | Challenge-Simplify
---|---
4 | 3
Possible | Implement
1 | 2

Easy

Hard To Implement

Low → High Payoff
Charting the Future State: ACTION PLAN

HIGH PAY OFF, EASY TO IMPLEMENT:

• Increase family support and education
• Improve LGBTQI services
• Promote family involvement
Charting the Future State: ACTION PLAN

HIGH PAY OFF, HARD TO IMPLEMENT:

- Streamline access to services
- Flexible hours and days
- Medical detox services
Charting the Future State: COMMUNICATIONS

1. Colleagues and Collaborative partners
2. Clients, families and friends
3. Faith-based communities
4. Media (PSA, Social)
5. DMV, libraries, government, other information outlets
Charting the Future State: Elevator Speech

“Our community, working together, is improving access, efficiency and communication in the delivery of supportive services. In this shared journey, we are creating a system, without walls, that promotes balance, growth and wellness for all.”
Charting the Future State: COMMUNICATIONS

TAGLINE:

Live Better Together, Wellness for All Central CSA
Charting the Future State:
MAP OF Central CSA
Charting the Future State: Mapping the Central CSA

Locations:
- Hillsdale Mall Area
- SMMC
- Downtown San Mateo

Services:
- Medical Detox
- Youth Drop-in Service Center
- Wellness Center/Family Services
Final Summary
OUR INCREDIBLE TEAM!