Planning Preparation Process

• **Core Planning Team:**
  – **Team members:** Clara Boyden, Keith Clausen, Judy Davila, Selma Mangrum, Ziomara Ochoa, Sandra Santana-Mora, Linda Simonsen, Paul Sorbo, with guidance from Stephen Kaplan, Executive Sponsor.
  – **Process:** Several planning meetings over two months. Data research.

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

COMMUNITY SERVICE AREAS — ORGANIZATIONAL STRUCTURE

MANAGEMENT STRUCTURE

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

COMMUNITY PLANNING COMMITTEE
Function: Input to manager (needs, services, etc.)
Composition:
- Consumers and family members (51%)
- Contracted agencies
- Other private agencies
- Relevant public agencies
- Advocacy groups

Behavioral Health and Recovery Services
South Community Service Area (CSA)

Your Wellness ◆ Your Way ◆ Your Community
Introduction to lean

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

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

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

**HANDS**
- The Intelligence of Solving
PROJECT CHARTER

SOUTH COMMUNITY SERVICE AREA CHARTER

TEAM CHARTER

Date: March 11-15, 2013

PROPOSED ACTION

Product definition in response statement (RSC) key words is accurate

5. Deliverables: Define the deliverables for this project. This may include product descriptions, milestones, and any other key deliverables necessary to complete the project.

TARGET STATEMENT

Current state

- Behavioral Health: Services are fragmented and inconsistently delivered.
- Recovery Services: Lack of coordinated, consistent services.
- System: Lack of integration and coordination across systems.

Future state

- Behavioral Health: Integrated, coordinated services available.
- Recovery Services: Consistent, comprehensive services.
- System: Integrated, coordinated services available.

RESOURCES

- Team
- Other Resources

CHECK AND ACT
Every day we checked-in with each other: HANSEI
Group Exercise:
Team Building and PDSAs
The Community Service Area Model
November 2012 BHRS Workshop Work Product
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 the 1 in 5 who live with mental illness and addictive disorders

Ingredients:
• 1 bottle: 24 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小时 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 healthy 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. Family crisis: police is contacted
2. Youth is 5150’ed and taken to Psychiatric Emergency Services (PES)
3. Youth case manager assesses youth at PES
4. Youth assessed and determined to be stable
5. Youth case manager facilitates transition home
6. Referral to outpatient services and follow up
7. Youth case manager and outpatient provider assess and determine level of care; need for services; safety plan established with family
EDUCATION SESSION
November 2012 Workshop Work Product

Community Planning Group

Same Day Assistance
GROUP EXERCISE

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

“Same Day Assistance” and “Community Planning Group”

- Liaisons and navigators educate and connect community members to needed services
- Easy access at hot spots and natural gathering areas
- Mobile services and supports
- All services are culturally and linguistically appropriate
- Data-driven
- Mentoring/role-modeling for the members
- Establish clear guidelines
- Ensure all voices are representative of the diversity of the community
- Action-oriented
Family Members Panel

- Isolation
- Poverty
- Fear of leaving loved one alone
- Shame
- Unconditional love
- Resourcefulness
- Key role of faith

Images omitted to protect the privacy of the family members
Family Members
Post-Panel Team Discussion

• Better outreach
• Need for respite for caregivers
• Elicit input through different avenues
• Need to reach out to faith-based community
• Family members are incredibly dedicated to their loved ones. We have to remember that.
• Huge impact of poverty on their ability to access services
• Role of stigma in preventing family members from seeking services
PREVENTION EFFORTS IN REDWOOD CITY

- **Education:**
  - School readiness
  - Attendance
  - Address barriers to school success
    - Community Schools (FRCs)
    - Sequoia Teen Resource and Wellness Centers

- **Community Youth Development**

- **Wellness initiatives**
  - SRTS; JUA; gardens
  - Prevention Partnership

- **Redwood City Together**
  - LIBRE
  - Welcoming / Community Building
EDUCATION SESSION
November 2012 Workshop Work Product

Knowledge Bank

Family Involvement
GROUP EXERCISE

What do “Family Involvement” and “Knowledge Bank” look like for the South CSA?
WHAT THE GROUP SAID

“Family Involvement” and “Knowledge Bank”

- Family are involved at every step
- Client defines “family” by answering “who is going to support you in your treatment and recovery?”
- Include families on planning committees
- Same day assistance for families

- Reviewed current BHRS countywide services and a broad array of community-based and contracted countywide services
- Importance of accessing the knowledge and expertise at the CSA level
GROUPS REVIEW CORE SERVICES AND BRAINSTORM IDEAS FOR IMPROVEMENT OF EXISTING SERVICES AND RANKING OF PRIORITIES
Consumers Panel

• “At the clinic I’ve always been treated with respect.”

• “I don’t know what I would do without my counselor.”

• “It takes time to adjust to medication changes.”

• “It’s hard to revisit difficult emotions at my session, and have no support throughout the week after I leave.”
Consumers Panel
Post-Panel Team Discussion

• Important to support the entire family / children / siblings / partners

• Family involvement is important but needs to be individualized and we need to be sensitive to the way the client defines family

• Input received was positive, but what about those we haven’t reached?
EDUCATION SESSION
November 2012 Workshop Work Product
Data and Performance Outcomes

- Prevention and Health Promotion
- Access and Assessment
- Treatment
- Recovery
- County-wide Services
DRAMATIZATION OF CLIENT FLOW IN FUTURE STATE
Charting the Future State

- Action Plan
- Housing
- Prevention
- Coordination with Faith-based Community
- Communications
- Map of South CSA Resources
Charting the Future State:

ACTION PLAN
Charting the Future State: ACTION PLAN

HIGH PAY OFF, EASY TO IMPLEMENT:

• Increase collaboration throughout CSA including faith based groups, schools, law enforcement and service providers
• Improve linkages between BHRS and basic needs and other service providers
• Make resource knowledge universal
Charting the Future State: ACTION PLAN

HIGH PAY OFF, HARD TO IMPLEMENT:

• Implement same day assistance for AOD, outpatient mental health and urgent med management care.
• Increase affordable safe housing and access to housing, with increased shelter for individuals and families.
• Expand the CSA workforce development including navigators, liaisons, volunteers, interns and contractors.
Charting the Future State: HOUSING

- Streamline resources/pathways
- Landlord/tenant legal resources
- Housing advocacy group
- Partnership with Housing
- Housing education
- Housing maintenance
Charting the Future State: PREVENTION and FAITH-BASED COMMUNITY

- Convene initial planning group to identify providers and prepare a “gathering”
- Construct a survey to find out what services they provide
- Host a forum to validate findings and explore ways to work together
- Faith community should be represented in the CSA.
Charting the Future State: COMMUNICATIONS

1. Schools
   - Partner with school counselors
   - Booths at school fairs

2. Colleagues
   - Staff meetings
   - Wellness Matters

3. Clients, families
   - Mobile van
   - Office visits

4. Professional stakeholders
   - Annual conference
   - Existing committees

5. Community
   - Media
   - Annual picnic
“We developed a streamlined, barrier-free, all-inclusive system. People will be able to get same day services. This includes a fully-developed client-centered treatment plan, that includes the need of the family. It is culturally-sensitive, taking into consideration people’s faith, sexual orientation and being trauma-sensitive. It will provide mobile support and will be community-based, which will utilize navigators to promote preventive health. Clients will be connected to benefits and resources, which include, but are not limited to, medical and dental coverage, and housing. We will follow clients from entry of services and throughout.
Charting the Future State: COMMUNICATIONS

“Since you are important to us, we have created a new way to provide services to you and your family in a faster, personal and meaningful way. We will listen to your needs and guide you, from the beginning. We will work together whenever and wherever you need us to be,”

“Porque usted es importante para nosotros, hemos creado una nueva forma de brindarles nuestros servicios a usted y su familia en una manera facil, significativa, y personal. Nosotros escucharemos sus necesidades y los guíaremos desde el principio. Trabajaremos juntos cuando y donde lo necesite.”
Charting the Future State: COMMUNICATIONS

TAGLINE:
WE ARE WORKING TOGETHER, EVERYWHERE!
SOUTH CSA
Charting the Future State: MAP OF SOUTH CSA
Final Summary and Next Steps
OUR INCREDIBLE TEAM!