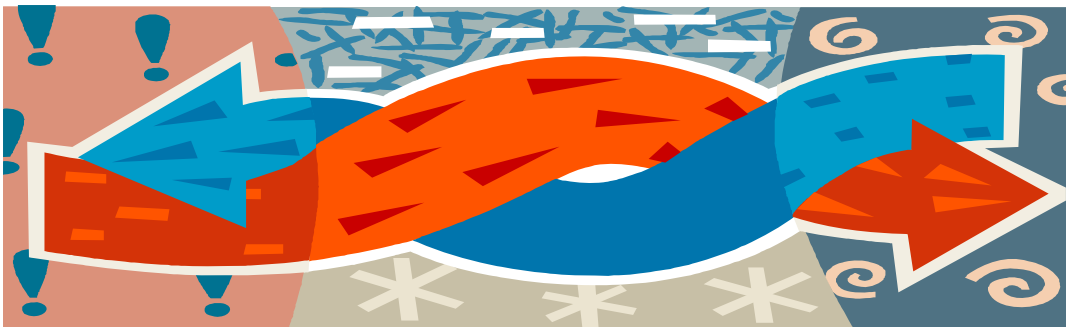


SYSTEM OF CARE CRISIS CONTINUUM DEVELOPMENT PLAN Re-Assessment/Measure for Improvements



Goal

Improve access and quality of crisis intervention services for children and adolescents.

Objective

Develop a Crisis Continuum for youth as per the PBH Crisis System Development Plan, which includes crisis respite.

Time Line

- ▶ PBH Crisis System Development Plan implemented: 6/30/08
- ▶ Re-Assessment/Measure for Improvements: 1/1/09

Prepared and submitted by: PBH Multi-County System of Care Collaborative

Plan approved by Network Cross Functional Team on 4/17/08 contingent upon financial & staffing resources at time of implementation

SOC Collaborative Membership	
LME – Staff & Consultant	
Nicole Prioleau	PBH - SOC Coordinator (Chair)
Andrea Stevens	Parent Partner/Consultant (Co-Chair)
Monvayata Ratchford	PBH – Access Outreach: Primary Care Physician Liaison
Christine Beck	PBH – UM Care Manager (MH/SA)
Tema Smith	PBH – UM MH/SA Clinical Care Coordinator
Helen Leak	PBH – Community Relations Manager/Latino Outreach Liaison
Comprehensive Community Provider (CCP)	
<i>Participants</i>	<i>Affiliation</i>
Robert Werstlein “Bob”	Daymark - Area Clinical Director
Daniel Brown	Arc/Foundations - Director
Laurie Whitson	Excel
Alison Spasoff	RHA - Director (Concord & Guilford Behavioral Health Offices)
Schools/Department of Public Instruction (DPI)	
<i>Participants</i>	<i>Affiliation</i>
Doug Smith	Stanly Co. Schools – Director of Student Services
Bonnie West	Kannapolis Schools
Department of Social Services (DSS)	
<i>Participants</i>	<i>Affiliation</i>
Frances Gallimore	Rowan DSS - Adoptions FC & Ind. Living
Connie Polk	Cabarrus DSS - Children’s Services Program Administrator
Department of Juvenile Justice & Delinquency Prevention (DJJDP)	
<i>Participants</i>	<i>Affiliation</i>
Martha Sue Hall	Union County District Court - Family Court Administrator
Scott Stoker	Cabarrus DJJ – Chief Court Counselor
PBH Network Providers & Community Partners	
<i>Participants</i>	<i>Affiliation</i>
Marco Tomat	Youth Villages – Regional Representative
Wendy Castle	Community Specialized Services - Director
Wendy Alexander	SOC Consultant
Nadine Smith	Horizon Care, Inc.

I. Overarching Assessment of Need

PBH recognizes that crisis services for children and their families have traditionally been fragmented, hindering the formation of a true crisis continuum for children and adolescents experiencing emotional, behavioral, and/or developmental problems. There are specific gaps in services associated with crisis assessment, crisis management, and intensive community-based intervention and treatment for children & their families.

II. Overview: Environmental Scan/Readiness

Community-based services is an integral component of System of Care, ensuring that children are served in the most normative, least restrictive environment; ideally cared for in their homes and in the community. Integrating strength-based and culturally competent services and supports are also imperative to the System of Care framework.

Approximately a year ago, PBH assembled a crisis continuum planning group which specifically identified related needs of children and their families. From that committee, the following services/needs were identified: mobile crisis management for children, B3 services to include residential supports, planned respite and crisis respite. Since that time, all needs have been met, with the exception of crisis respite. Implementation of crisis respite has been pursued, but continues to present as a challenge regarding implementation. During this fiscal year, the following efforts were made in an attempt launch this service:

1. Attempted to negotiate implementation of crisis respite services with Youth Villages, one of PBH's leading child-serving agencies, who presently provides the service in Tennessee. The primary barrier to them accepting this initiative within PBH's catchment area was cost and staffing issues.
2. An RFI was issued to all in-network providers. Interested providers were not identified, but PBH engaged in an extensive problem-solving discussion with Community Specialized Services, Inc. in an effort to identify potential barriers to implementing this service as written per the service definitions. Further development and planning for crisis respite will be led by Ted Thomas in the Network Development department. Immediate plans are to further explore this service and presented barriers to the Waiver Oversight Committee for review and future strategies.

Upon revitalization of PBH's System of Care initiative and re-organization of staff, the multi-county System of Care Collaborative was formed to address several systemic and continuum development issues and tasks, to include further development of the crisis continuum plan for youth. We recognize that child-specific crisis planning and service development needs to occur and is certainly a priority in formulating an improved array of services for youth.

The following tables throughout the remainder of the document convey existing services & supports offered; along with a re-assessment of opportunities for improvement.

III. EXISTING SERVICES & SUPPORTS

<i>Service/Support</i>	<i>Details/Comments</i>
Substance Abuse Prevention Program	Currently offered primarily to schools via Daymark, but can be made available to youth-serving community partners as deemed appropriate by the provider
Community Support	1st Responder Protocol/PCP Crisis Planning
PBH Access: 24/7 Crisis Line	Screening - Triage - Referral
DAYMARK Advanced Access	<ul style="list-style-type: none"> ○ Mon-Fri: 8am-8pm walk-in ○ 24/7 crisis line
Mobile Crisis (via DAYMARK)	24/7 crisis calls/triage/mobile community response
B3 Services for youth: <ul style="list-style-type: none"> ○ Respite ○ Supported Employment 	Fairly new services
Critical Incident Debriefing	PBH - Identified clinical staff
PBH Criminal Justice Liaison	Position recently re-designed to incorporate a youth component. This position was formerly called the jail diversion liaison.
Drug Court	Rowan – Juvenile Drug Court Union – Family Drug Court
Emergency Room/Department	ER/ED
Care Management	Primarily evidenced by the following: <ol style="list-style-type: none"> 1. UM clinical guidelines 2. High risk teams 3. Care manager roles 4. Care Management - Cross Functional Team
Substance Abuse (SA) continuum plan developed for youth, which proposes additional SA services and supports that would potentially alleviate crises that would have otherwise developed as a result of a limited SA service array for youth.	Plan submitted 12/07 and approved for implementation as funding and resources permit.

IV. Opportunities for Improvement / Re-Assessment

<i>Service/Support Recommendation</i>	<i>Details/Comments</i>
B3 Crisis Respite	Pending implementation
Additional Crisis Prevention Programs & Initiatives	<ul style="list-style-type: none"> ○ Incorporate crisis-topics into all agency Education & Outreach plans. ○ Develop a Crisis link for Youth & Caregivers that would contain information and resources for crisis management to be housed on the SOC webpage ○ Develop the following literary resources: <ol style="list-style-type: none"> 1) Warning Signs/ Prevention Tips (ex: suicide, substance use, eating disorders, etc.) 2) Strategies for dealing with crises.
Encourage implementation of Juvenile and/or Family Drug Court in all 5 counties	Criminal Justice Liaison to lead project and consult with System of Care Coordinator as needed.
Support and encourage aggressive/strategic marketing from providers who offer youth crisis services to community partners/stakeholders	Network Operations Department to facilitate initiative with providers.
Encourage consistent child & family teams to include review & modifications of crisis plans	To be incorporated into System of Care technical assistance; in addition to UM interactions with service providers and families.