Full Partners in Systems of Care: How to Develop an Integrated, Youth-Guided System

Institute 29

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Introduction and Overview

Institute Objectives

- Offer strategies to address the System of Care guiding principle and core value related to youth as full partners guiding a system.

- Offer strategies to incorporate meaningful youth engagement within a system of care.

- Provide strategies to ensure the development of skills and assets to cultivate future leaders.

- Provide strategies to enhance partnerships that contribute to comprehensive youth planning.

Agenda

Introduction/Overview
- Presenter introductions
- Institute purpose, goals, objectives, agenda
- Participant introductions
- RI History of SOC work, with an emphasis of the evolution of family-driven and youth-guided system

What is Youth-guided SOC and Why is it Important?
- Youth Video
- Definition and Overview

Youth Mentor Leadership Academy
- How and why developed?
- Purpose, Goals
- Curriculum development
- Program Structure and Content
- Participant Recruitment
- Lessons Learned

Break (15 min)

Youth Strategic Plan
- Purpose
- Youth involvement
- Focus groups
- Lessons learned

Action Planning

Q. My role can best be described as (choose one):

- ___ National level planner/administrator/policymaker
- ___ State level planner/administrator/policymaker
- ___ Community level planner/administrator/policymaker
- ___ Family/Youth Organization Administrator
- ___ Technical Assistance Provider
- ___ Advocate
- ___ Parent/Caregiver
- ___ Researcher/Academician
- ___ Service Provider
- ___ Youth/Young Adult
RI History of System of Care Work

RIDCYF is a unified state agency with statutory responsibility for children’s behavioral health, child welfare and protection, juvenile probation, parole, detention and secure corrections.

Also responsible for licensing residential providers and early child care centers.

RI SOC History

RI Department of Children, Youth & Families

Phase I – Family Care Community Partnerships (FCCP)- Implemented January of 2009
Families at-risk of involvement with the RIDCYF, with a child with serious emotional challenges, or youth exiting the secure detention site: Prevention and early intervention through community-based supports.

Phase II – Family Care Networks Implemented July 2012
Families and youth active with the RIDCYF. Community based services & supports using wraparound planning. Ultimately reinvest funds from high end services to community-based services.

Building Capacity for Family and Youth Partnership at All Levels of the Rhode Island System of Care

Parent Support Network (PSN)-Statewide Family Organization

Long standing contract between RI DCYF and PSN for information/referral, outreach, families & youth participation on boards, and training

Partnership between DCYF and PSN in federal system of care grants–Lead Family contact, family support services, youth involvement, social marketing, cultural competence, and quality assurance

Partnerships with additional family support organizations–(RIPIN, PSN, Sherlock, Foster Forward, etc.)

Building Youth Capacity at All Levels of the Rhode Island System of Care

Youth Speaking Out
Statewide Youth Leadership & Coordinator Role
Youth Mentor Leadership Academies
Youth Focus Groups and Strategic Plan
Family and Youth Support Partner Roles
Statewide and Regional Family Community Advisory Boards (51% family and youth)
Medicaid reimbursement for support partners as bundled rate through wraparound
Expansion Team Blueprint: Goal 1

<table>
<thead>
<tr>
<th>Major Goal/Outcomes</th>
<th>Component Care Strategies</th>
<th>Action Steps</th>
<th>Timeline</th>
<th>Partners</th>
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<tbody>
<tr>
<td>1. Strengthening and promoting youth centered services</td>
<td>Systematic integration of youth and adult mentoring, including Wraparound</td>
<td>Fall 2012</td>
<td>RIYF</td>
<td>PSN, RIYF, Child Care of RI, etc.</td>
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<tr>
<td>2. Enhancing the role of parents and families in system</td>
<td>Parent involvement in system planning and decision-making</td>
<td>Winter 2013</td>
<td>PSN, RIYF</td>
<td>PSN, RIYF, Child Care of RI, etc.</td>
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Rhode Island System of Care

YMLA Training Objectives

- Define System of Care, Wraparound and Natural Supports
- Mental Health, Trauma and Trauma Informed Care
- Positive Youth Development
- Strength based and 40 Developmental Assets
- Youth Voice and Leadership
- Youth Peer Mentoring, Confidentiality and Boundaries
- Opportunities for Youth/Young Adult Involvement

Rating Tool for Community-level Implementation of the System of Care Approach (SOC Rating Tool)

- Statewide system assessment for implementing a SOC approach.
- Respondents were cross section of people in various roles, and knowledge of the system.
- Assessed 5 areas:
  - Implementation of SOC values and principles, including “Youth-Guided”.
  - Array of services
  - Infrastructure
  - Commitment to SOC philosophy and approach among key stakeholders.
Youth Guided System of Care

Youth Guided Definition

“Youth Guided means to value youth as experts, respect their voice, and to treat them as equal partners in creating system change at the individual, state, and national level.”

Youth Guided Definition

Youth Participation: Ladder of Youth Involvement (Adapted from Hart's Ladder)

Q. Where does your system, organization or community fall on Hart’s Ladder of youth participation?

Step 9: Youth Initiated and Directed
Step 8: Youth Initiated and Shared Decision w/Adults
Step 7: Youth and Adult Initiated and Directed
Step 6: Adult Initiated Shared Decisions w/Youth
Step 5: Consulted and Informed
Step 4: Assigned and Informed
Step 3: Tokenism
Step 2: Decoration
Step 1: Manipulate

Youth Participation:

Strategies for Youth Involvement

- Outreach
- Building Relationships
- Offer Supports
- Accessibility
- Increase Youth Voice
- Ongoing Support
- Emphasize Youth as Equal Partners!
Youth Speaking Out (YSO) 1995-2011

- YSO was a group of youth and young adults who worked in partnership to support one another and help others; educate youth about their rights and other important information; raise public awareness, and become a strong advocacy voice for youth and young adults with or at risk of serious emotional, behavioral and mental health challenges.
- Led by Youth Leaders since 1996 until the program ended in late 2011

What do you think Mental Health is?

- The way your brain works
- A way to get attention
- Mental Illness
- Emotional Wellbeing
- Your feelings and emotions
- A chemical imbalance in your brain
- A genetic disease
- Mental Retardation
- Suicide Attempts
- Learned Behavior
- "cutting" or self injury
- A crazy person

If you think you or someone you know needs mental health help, where would you go and who would you call?

- School/Counselor/Social Worker
- Psychiatrist/Therapist
- Parent/Loved Ones
- Doctor/Hospital
- I don’t know
- 911
Youth Support Partner Survey

- Statewide distribution
- Ages Ranged from 12-25
- 134 participants

Survey Question: What are some of the skills you think someone who works with youth [Youth Support Partner] should have?
- Knowledge of Youth Culture
- Awareness of Support Services in RI
- Caring/Nice
- Good Listener
- Funny
- Patient
- Professional
- Knowledge of Mental Health Diagnosis/Label
- Good at Solving Problem
- Knowledge of the Court System/Law
- Other

Skills/Qualities

- What are some of the skills you think someone who works with youth [Youth Support Partner] should have?
- Caring/Nice
- Professional
- Knowledge of Youth Culture
- Patience
- Good Listener
- Knowledge of Mental Health Diagnosis/Label
- Good at Solving Problems
- Awareness of Support Services
- Other

Youth Mentor Leadership Academy

- Target Audience:
  - Youth at risk of/or involved with DCYF, i.e., Child Welfare, Behavioral Health, Juvenile Justice, FCCP.
  - Recruited from Group Homes, FCCP involved youth, Juvenile Justice population, youth who had previously participated in YMLA.
Youth Mentor Leadership Academy Training Objectives

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YMLA Training Objectives

- System of Care
- Wraparound
- Natural Supports

Objectives Cont.

- Mental Health
- Trauma
- Trauma Informed

Objectives Cont.

- Positive Youth Development
- 40 Developmental Assets

Objectives Cont.

- Youth Leadership and Advocacy
- Youth Peer Mentoring, Confidentiality and Boundaries
- Youth Support Partner Role and Survey
- Opportunities for Youth/Young Adult Involvement

Youth Mentor Leadership Academy

- YMLA Post-Celebration
- 2 Youth Mentor Leadership Academy’s held to date
  - Total of 18 participants
  - Of the 18, 9 are currently working on SOC planning and leadership activities
- Lessons Learned
  - Accommodations
  - Ongoing opportunities and support
- Next steps – Engagement of Youth in SOC Activities
  - Used YMLA to recruit for youth participation in the Youth Initiated Strategic Plan and other SOC activities
Youth Initiated Strategic Plan

Purpose
- To identify gaps in services via youth focus groups to aid in the development of a strategic plan to improve behavioral health services for youth.

Planning/Design
- Identifying target audience: Youth with involvement with DCYF and all facets of the department.
- Identifying focus group sites & using partnerships to coordinate focus groups.
- Planning for having youth involved in every stage/how it actually plays out.
- Youth involved in developing questions.
- Youth Mentor Leadership Academy as a recruitment pool.
- Youth involved in the facilitation of focus groups.
- Youth provided the opportunity to be trained in coding and transcribing focus group data.
- Youth involvement in the presentation of data.

Youth Initiated Strategic Plan

Youth Participation
- Youth involved in developing questions.
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Why Youth Focus Groups?

Statement of Purpose:
To gain a deeper understanding of the experiences of youth with mental health challenges, involved with the Department of Children, Youth & Families through residential, foster or juvenile justice settings, related to the access and provision of services, stigma, and youth voice.

Background
- The SOC Expansion grant proposal included a Youth-Focused Strategic Plan.
- Youth Transition Subcommittee of the Governor’s Council issued a statewide report.
- Several other statewide initiatives all pointed to a need for greater inclusion of youth and families in system and service planning.
- Minimal representation of youth/direct youth voice.

Integration With Related Initiatives
- Juvenile Detention Alternatives Initiative (JDAI)
- Rightsizing Congregate Care
- ACF Diligent Recruitment grant work
- ACF Adopt Well-being Grant
- National Child Traumatic Stress Network.
Focus Group Planning

- Recruit from targeted populations of youth
- Particular focus on crossover youth
- Original content idea was to present the two reports directly to youth
- Determined that it would be more effective to ask youth more simply and directly about their experiences with service delivery and integration

Focus Group Design

Fundamental principle:
Youth directly involved in all facets of the focus group project

- Development of protocol/questions
- Participation in the groups
- Data Analysis

Focus Group Implementation

- Informed consent process and procedures
- Youth Coordinator and Family Coordinator worked to recruit 5 groups of youth
- Project Director assisted in obtaining program buy-in and collaboration
- Evaluation Coordinator trained project staff in focus group facilitation

Focus Group Implementation

Five focus groups conducted February–April 2014
- 13 youth at two juvenile justice program sites
- 11 current and former foster youth at two program sites
- 3 youth served by the Family Care Community Partnerships

All groups co-facilitated by Evaluation Coordinator, Youth Coordinator, and Family Coordinator

Data Analysis: Overview

- Notes taken during group to supplement audio recording
- Audio recordings transcribed
- Transcripts analyzed by various team members, including a group of local youth
- Preliminary themes noted and discussed by team
- Analyses assimilated and refined by Yale evaluators
- Preliminary conclusions presented to project staff for input and further refinement

Data Analysis: Youth Inclusion

- Group of interested youth identified by Youth Coordinator
- Yale evaluators trained project staff and youth in data coding and analysis
- Youth who completed training conducted initial coding and analysis of data from one focus group
- Codes and interpretations developed by youth used to guide further coding and analysis of data from the other four groups by evaluators and project staff
Selected Preliminary Findings

- Youth greatly appreciated the opportunity to share their stories
- Youth identified a need for increased availability of mentorship-type support
- Youth had varied experiences of crisis, help-seeking, and support receipt
- Youth reported experiencing stigma as a result of their system involvement — notably in schools

Lessons Learned

- Informed consent procedures
- Youth recruitment
  - Ensure clarity and understanding of youth, family members, and agency staff/supervisors
  - Consistently provide advance reminders
- Partnering with program sites
  - Clarify focus group procedures and logistics with program site staff
  - Establish protocols for follow-up that are appropriate for the setting

Next Steps

- Data analysis continues
- Results reported out to agency directors and SOC partners
- Results will inform further development of the Youth Initiated Strategic Plan
- Results incorporated into further development of youth voice initiatives within the system of care
- Youth who participated in all phases of the focus group project will be encouraged to continue involvement in SOC improvement efforts

Action Planning