

IMPROVING EFFECTIVENESS OF RESIDENTIAL SERVICES

1/7/13

1. Grade

- Overall we received an average grade of “C” because of:
- Language barriers
- Cultural barriers
- Poor or no follow up services
- Discouraged with Community MH programs.
- Communication with other agencies and between family and agency eg PACC
- Parents who have their own needs
- Some facilities need more discharge planning
- Trouble reacclimating (youth and parent)
- Onondaga County further ahead than others
- More proactive and Creative
- Need a middle placement.....Foster Care?
- There seems to be a lot of planning for step down but community isn't prepared.
- Families are not prepared for kids return

2. Key Features:

- Community Programs maintain connection through placement
- Caregiver be fully informed re: Ready for Home, Caregiver participation in Tx and planning
- Funding would be fluid (mentioned several times)
- Post D/C services
- Stable, affordable, safe home/neighborhood
- Culturally sensitive, translation services
- Stronger links with community services due to shorter LOS
- Services in multiple pay or systems (MH, OPWDD, JJ, Medical) Soft hand off
- Collaborative planning amongst agencies
- Trainings for families and/or support person
- Trainings for providers (cross system)
- Job retention Human Services workers
- Get rid of the “fail up” service system
- HBCI/family support programming for out of residential

3. Impact

- Lower burnout rate for families
- Shorter LOS which opens up beds for more children in need
- Families have a better understanding of what is driving their child
- Families receive appropriate services for their kids not have to battle back and forth between systems
- Less worker burnout which might lead to limited transitions.. more time spent doing actual work instead of always going through an “engagement” period.

- Help families feel less overwhelmed, more engaged in treatment process, able to identify their expectations

4. Opportunities

- More provider input at Access
- More communication
- More Family Driven opportunities at residential
- System Navigator..before, during, and after all transitions
- Local Provider trainings (cross systems...OPWDD)
- Engage community re: services and MH issues:
- Core group to knock on doors, meet with small community groups, Reach out/Push in services
- Utilize Family Driven/Family Advocates for trainings for family and support groups
- Speak appropriately when talking amongst ourselves “We need to” not “You need to”
- Family Support groups for caregivers of kids in placement

5. Who to include:

- Discharge coordinators
- Direct service provider open house with community
- Make agency networking connections
- Disseminate program info to other agencies
- Open communication amongst all stakeholders

6. Initial steps

- Trainings 3 to 5min presentations @ stakeholder meetings
- Work on preventing additional placements (maintaining the youth in the community)
- D/C resources and what you need to qualify
- Earlier preventive care & services
- Survey the stakeholders to see what agency info they would like presented at the meetings