A Road Map for Mental Health Services:

The Current State

Lack of Support

Based on a survey of 17 Richmond based Pediatric Primary Care Providers (PCPs):

- Report feeling unable to support their patients with psychiatric issues

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The Current State

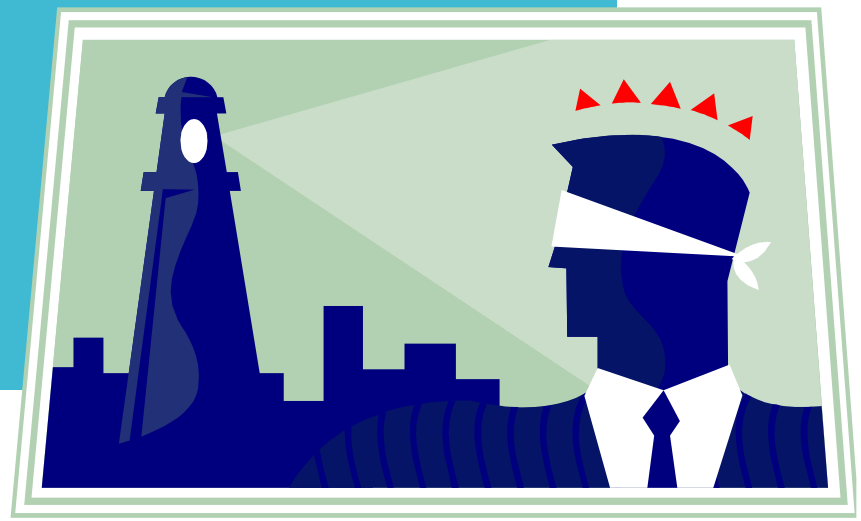
Lack of Support

Based on a survey of 17 Richmond based Pediatric Primary Care Providers (PCPs):

- Report feeling unable to support their patients with psychiatric issues
- Many are prescribing psychotropic medication for their patients
- They have limited support for families attempting to access mental health services

The Current State

Lack of knowledge



For PCPs *and* Families:

- There is a lack of knowledge about
  - Mental health issues
  - Services
  - Resources

The Current State

Barriers to Access

It is difficult for PCPs *and* Families to:

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It is difficult for PCPs *and* Families to:

- **Locate an appropriate provider**

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Barriers to Access

It is difficult for PCPs *and* Families to:

- **Locate an appropriate provider**
- Locate an appropriate provider **that is accepting new patients**
- Locate an appropriate provider that is accepting new patients **AND is paneled in the family's specific insurance**
- Locate an appropriate provider that is accepting new patients AND is paneled in the family's specific insurance **AND does not have a waiting list for services**

The Desired State

‘GPS’ for Families

An optimal system would:

- **Help** develop a road map of information, resources and services ***with*** families

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An optimal system would:

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- **Educate** families about the information, resources and services

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'GPS' for Families

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- **Help** develop a road map of information, resources and services ***with*** families
- **Educate** families about the information, resources and services
- **Offer support and guidance** through each stop on their road map

The Desired State

'No Wrong Door ' for Families

An ideal system would:

- Provide the information and resources necessary to:

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'No Wrong Door ' for Families

An ideal system would:

- Provide the information and resources necessary to:
  - Access needed services in a timely manner

The Desired State

'No Wrong Door ' for Families

An ideal system would:

- Provide the information and resources necessary to:
  - Access needed services in a timely manner
  - Screen and treat mental health issues within the family's natural supports and community (when clinically appropriate)

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Information Clearing House

An ideal system would:

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An ideal system would:

- Provide the information and resources in a manner that:
  - Reduces fragmentation of service delivery systems
  - Creates a culture of collaboration
  - Increases information needed to integrate child psychiatry into primary care and school settings

Who we are

Children's Mental Health
RESOURCE CENTER

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- **Collaboration** of 14 stakeholders in the Richmond area to

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  - **Assist** families with accessing those resources
  - **Develop** a list of quality providers
  - **Shift** the culture of working in silos to increased collaboration

Children's Mental Health
RESOURCE CENTER

What we're doing

'GPS' for Families

- Employing parents as "Family Navigators"

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  - Family Navigators are trained to understand what questions to ask, what services are available, and how to access those services

What we're doing

'GPS' for Families

- Employing parents as "Family Navigators"
  - Parent Support

- Explain processes and attend IEP, FAPT, MDT, etc., meetings with families
- Participate in MDT meetings in the Juvenile Justice System for Richmond City
- Facilitate a parent support group
- Collaborate with school systems

What we're doing

'GPS' for Families

- Employing parents as "Family Navigators"
  - Parent Education
    - Curriculum provided by NAMI
      - Advanced Parent Leadership Training
      - NAMI Basics
      - Parents and Teachers as Allies
      - Ending the Silence

What we're doing

'No Wrong Door' for Families

We are supporting **PCP's** by offering:

- Trainings on mental health issues

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- Child Psychiatry phone consultations

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We are supporting **PCP's** by offering:

- Trainings on mental health issues
- Child Psychiatry phone consultations
- Screening tools for mental health symptoms

What we're doing

Information Clearing House

We are developing an **information clearinghouse** through our:

- Website (mentalhealth4kids.org)

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- Email blasts with information about trainings, new resources and/or information in relevant topics

What we're doing

Information Clearing House

FEEDBACK REQUESTED!

- Comments/suggestions regarding the website
- How can we improve resources for **YOU**?

How we're doing

So, **how** are we doing?

How we're doing

'GPS' for Families

Since July 2014 we have:

- Provided "navigation" services for over 1,000 families and providers

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- Employed 3 Family Navigators and 2 Youth Navigators

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- Recruited 4 social work interns for summer 2015

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- Families referred by their PCP were seen by a child psychiatrist
  - for 1-3 sessions to assess:
    - appropriateness of management by their PCP
    - need for long-term psychiatry, other services and/or resources

How we're doing

'No Wrong Door' for Families

Access Clinic Outcomes:

- **900** referrals from Pediatricians

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- **80%** experienced improved functioning
- **15 days** was our average wait time

Our Challenges

Capacity

Issues with capacity:

- When access was opened up to a wider range of PCPs
- Wait times increased from an average of **15 days** to **37 days**

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- When access was opened up to a wider range of PCPs
- Wait times increased from an average of **15 days** to **37 days**
- No show rates increased from an average of **15%** to **30%**

- If our child psychiatrist was out ill or on vacation, **clinics did not occur**

Our Challenges

Funding

Multiple funders :

- Varying values and reporting requirements
  - However, this allows flexibility to replace lost funding from one source with another

Our Challenges

Funding

This year's focus:

- Increasing sustainability

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  - Contracts

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  - Reimbursements from previously non-billable services (Family Navigation and phone consultations)

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Funding

This year's focus:

- Increasing sustainability
  - Contracts
  - Reimbursements from previously non-billable services (Family Navigation and phone consultations)
  - Support of people in the community who believe in what we're doing

Websites for Mental Health Resources

'GPS' for Families

- Current Medicaid members
  MagellanofVirginia.com
- Families with private insurance
  Individual provider
- For either/or
  SAMHSA.gov

Websites for Mental Health Resources

www.samhsa.gov

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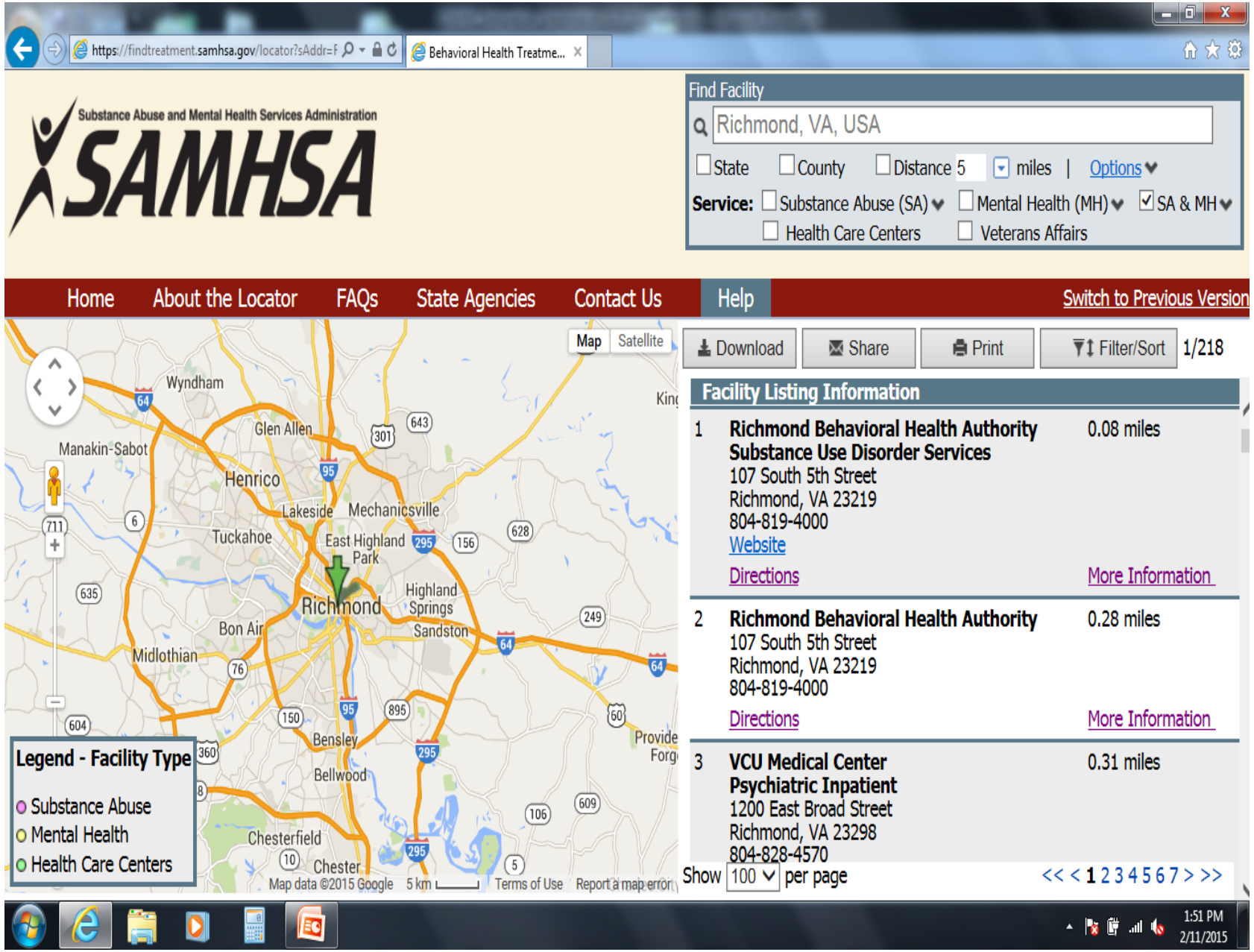

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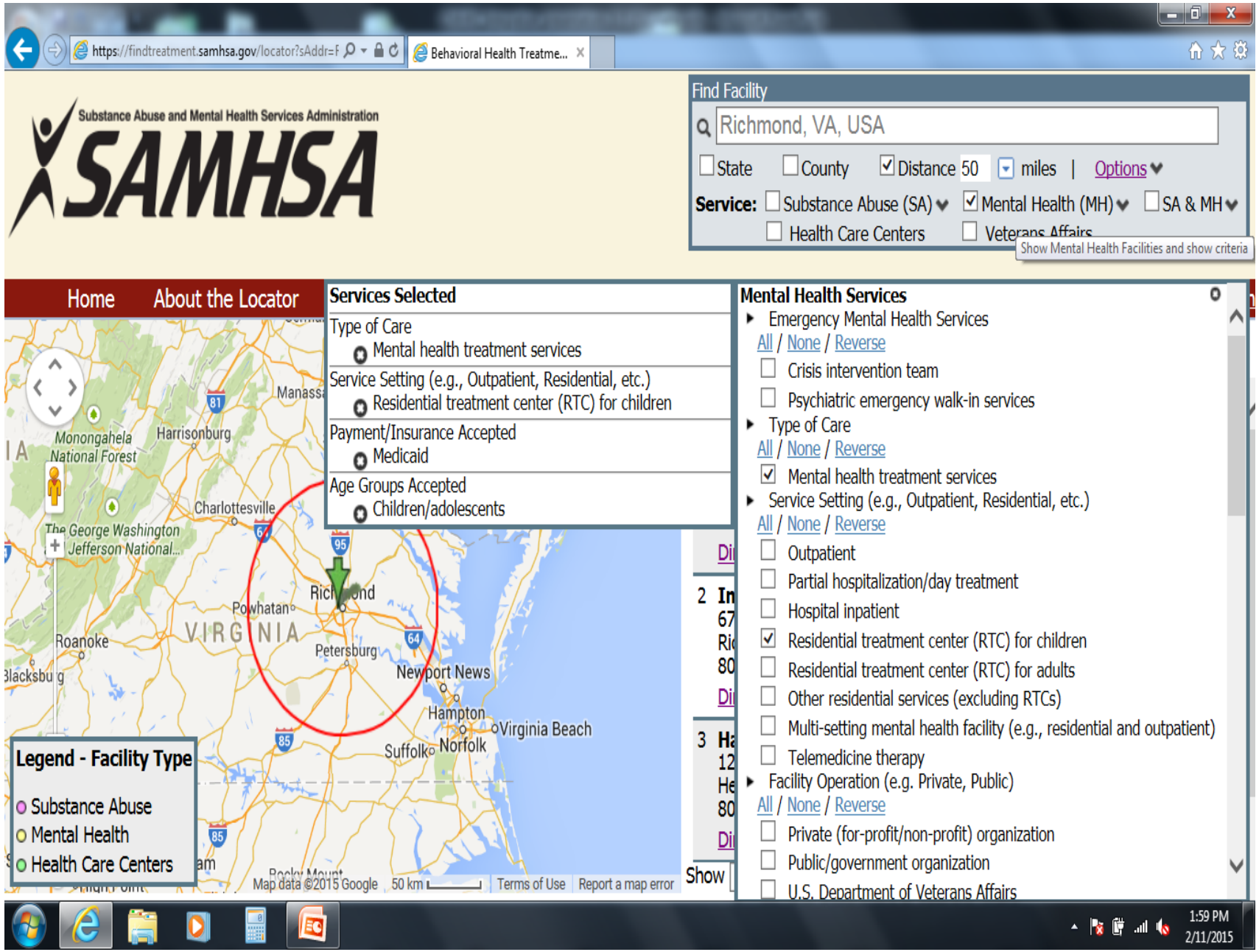

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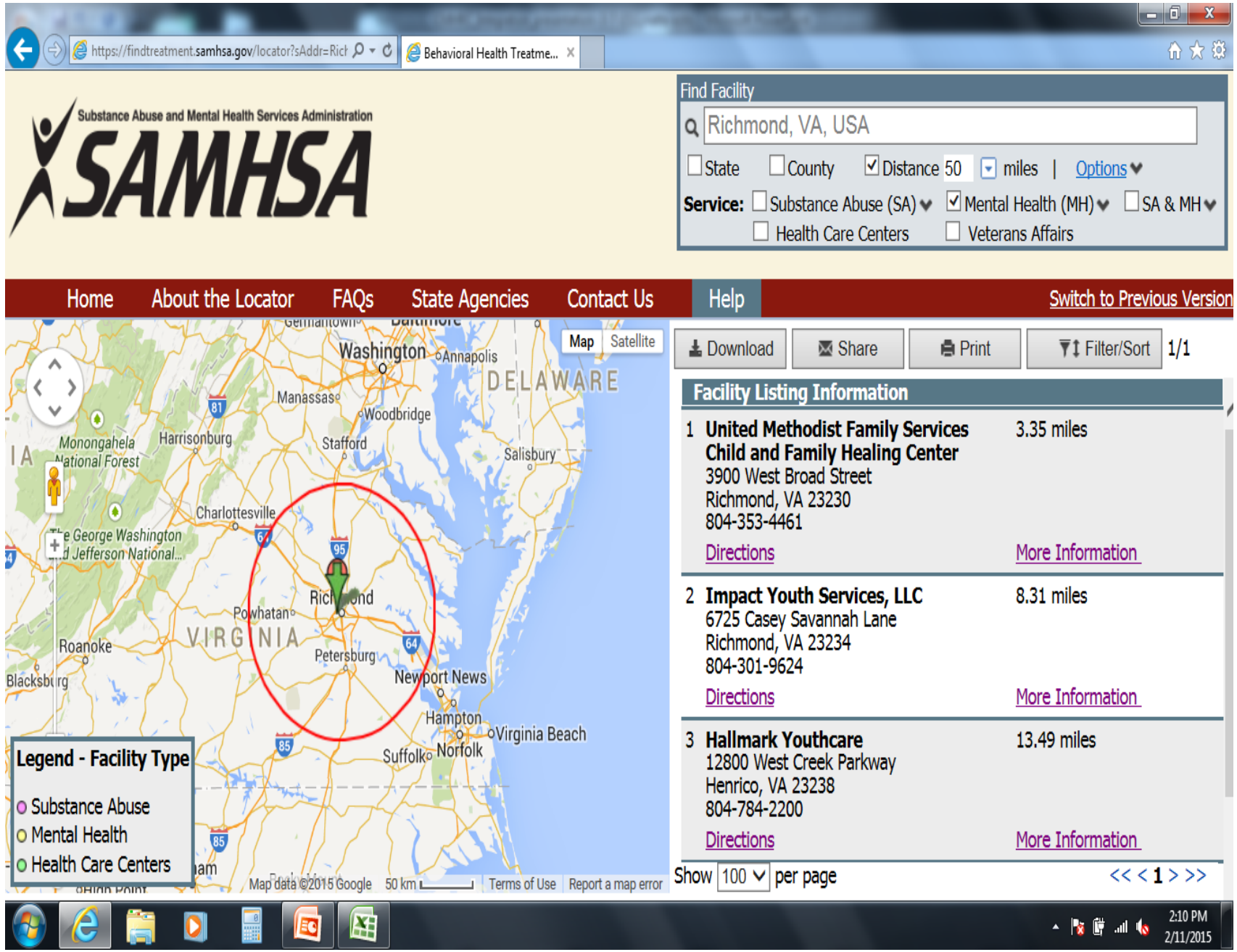

Your GPS for Families

Thank You!

Questions, Comments, Suggestions?

(804) 447-2124
mentalhealth4kids.org

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