

# A Road Map for Mental Health Services:



**Children's** Mental Health  
R E S O U R C E C E N T E R

# 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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- Many are prescribing psychotropic medication for their patients



# The Current State

## Lack of Support

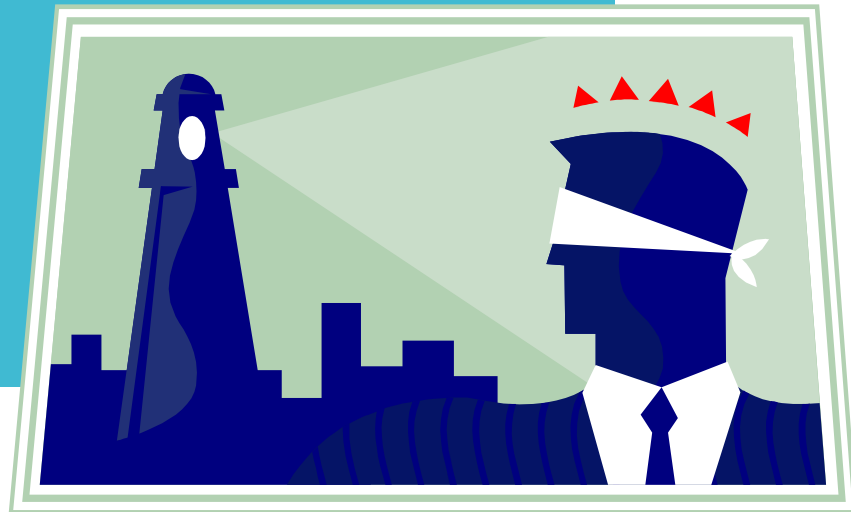
Based on a survey of 17 Richmond based Pediatric Primary Care Providers (PCPs):

- 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:



# The Current State

## Barriers to Access

It is difficult for PCPs *and* Families to:

- **Locate an appropriate provider**



# The Current State

## Barriers to Access

It is difficult for PCPs *and* Families to:

- **Locate an appropriate provider**
- **Locate an appropriate provider that is accepting new patients**





# The Current State

## 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**



# The Current State

## 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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'GPS' for Families



An optimal system would:

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

# The Desired State

'GPS' for Families



An optimal system would:

- **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)



# The Desired State

## Information Clearing House

An ideal system would:

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  - Reduces fragmentation of service delivery systems



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# The Desired State

## Information Clearing House

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  
R E S O U R C E C E N T E R

# Who we are

The Children's Mental Health Resource Center (CMHRC) was formed through a

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



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  - **Assist** families with accessing those resources and services



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  - **Develop** a list of quality providers



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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



What we're  
doing

'GPS' for Families



- Employing parents as “Family Navigators”

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'GPS' for Families



- Employing parents as “Family Navigators”
  - Family Navigators offer emotional and practical support for parents just entering the system, in need of additional services, or seeking support in their journey

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- Employing parents as “Family Navigators”
  - Family Navigators offer emotional and practical support for parents just entering the system, in need of additional services, or seeking support in their journey
  - 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



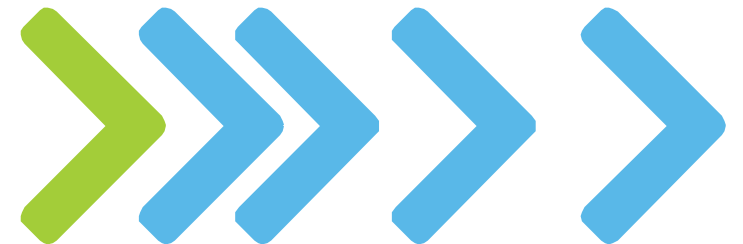
# What we're doing

## 'No Wrong Door' for Families



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

- Trainings on mental health issues

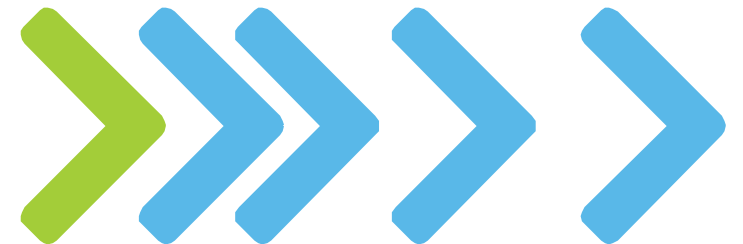


# What we're doing

## 'No Wrong Door' for Families

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

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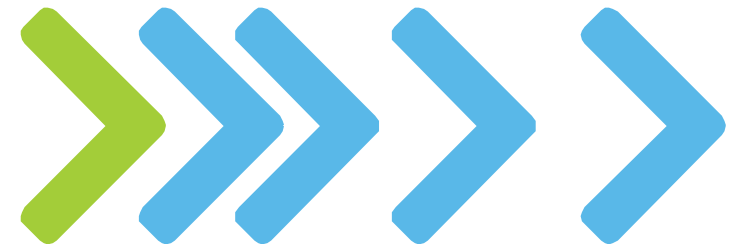


# What we're doing

## 'No Wrong Door' for Families

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

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



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

- Website ([mentalhealth4kids.org](http://mentalhealth4kids.org))

What we're  
doing

Information  
Clearing House



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- Website ([mentalhealth4kids.org](http://mentalhealth4kids.org))
- On-site library
- Provider and resource database
- 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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Since July 2014 we have:

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- Employed 3 Family Navigators and 2 Youth Navigators

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- Recruited and trained 13 social work interns

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- Provided “navigation” services for over 1,000 families and providers
- Employed 3 Family Navigators and 2 Youth Navigators
- Recruited and trained 13 social work interns
- Recruited 4 social work interns for summer 2015

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'No Wrong Door'  
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We developed and piloted an "Access Clinic" model for treatment



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# How we're doing

## 'No Wrong Door' for Families



We developed and piloted an “Access Clinic” model for treatment

- 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



How we're  
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'No Wrong Door'  
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'No Wrong Door' for Families

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- **900** referrals from Pediatricians
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- **71%** were returned to their PCP for ongoing medication management



# How we're doing

'No Wrong Door'  
for Families

## Access Clinic Outcomes:

- **900** referrals from Pediatricians
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- **400** children
- **71%** were returned to their PCP for ongoing medication management
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# How we're doing

'No Wrong Door' for Families

## Access Clinic Outcomes:

- **900** referrals from Pediatricians
- **1000** psychiatry appointments
- **400** children
- **71%** were returned to their PCP for ongoing medication management
- **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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- No show rates increased from an average of **15%** to **30%**

# 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**
- 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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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

The screenshot shows the SAMHSA website homepage in a browser window. The address bar displays "http://www.samhsa.gov/". The page features the SAMHSA logo (Substance Abuse and Mental Health Services Administration) and a search bar. A navigation menu includes "Home", "Newsroom", "Site Map", and "Contact Us". A secondary menu contains "Find Help", "Topics", "Programs & Campaigns", "Grants", "Data", "Priorities", "About Us", and "Publications". A "SHARE+" button is visible. The main content area has a carousel slide titled "New Public Comment Opportunity Available" regarding "Fiscal Year 2016-2017 Block Grants". To the right, there are banners for "NATIONAL SUICIDE PREVENTION LIFELINE" and "NATIONAL HELPLINE". A footer banner reads "BEHAVIORAL HEALTH IS ESSENTIAL TO HEALTH" with sub-sections: "PREVENTION WORKS", "TREATMENT IS EFFECTIVE", and "PEOPLE RECOVER". The Windows taskbar at the bottom shows the date as 2/11/2015 and the time as 1:38 PM.

Substance Abuse and Mental Health Services Administration  
**SAMHSA**

Home Newsroom Site Map Contact Us

Search SAMHSA.gov Search

Facebook Twitter YouTube BLOG

Find Help Topics Programs & Campaigns Grants Data Priorities About Us Publications

SHARE+

**New Public Comment Opportunity Available**

**Fiscal Year 2016-2017 Block Grants**

SAMHSA is now accepting public comment on Fiscal Year 2016-2017 draft Block Grant application and plan.

Learn More >

Pause

**NATIONAL SUICIDE PREVENTION LIFELINE**

**NATIONAL HELPLINE**

Disaster Distress

BEHAVIORAL HEALTH IS ESSENTIAL TO HEALTH

PREVENTION WORKS

TREATMENT IS EFFECTIVE

PEOPLE RECOVER

1:38 PM  
2/11/2015

# Websites for Mental Health Resources

The screenshot shows the SAMHSA Behavioral Health Treatment Services Locator website. The browser address bar displays <https://findtreatment.samhsa.gov/>. The SAMHSA logo is prominently displayed at the top left, with the text "Substance Abuse and Mental Health Services Administration" above it. Navigation links for "SAMHSA Home", "Newsroom", "Site Map", and "Contact Us" are in the top right. A search bar is located below the navigation links. A secondary navigation bar includes "Home", "About the Locator", "FAQs", "Locator Map", "State Agencies", "Contact Us", and "Help".

The main content area is titled "Behavioral Health Treatment Services Locator" and includes a welcome message: "Welcome to the Behavioral Health Treatment Services Locator, an on-line source of information for persons seeking treatment facilities in the United States or U.S. Territories for substance abuse/addiction and/or mental health problems." Below this is a search form with the prompt "Enter a starting location:" and a text input field containing "address, city or zip code", followed by a "Go" button.

On the left side, there is a "Behavioral Health Links" sidebar with categories: "Federal Government", "Health and Human Services Agencies", "Behavioral Health Agencies", "Informational Websites", "Self-Help, Peer Support, and Consumer Groups", and "Self-Help Groups (Addiction)".

On the right side, there is a "Find Help" sidebar with three prominent buttons: "SUICIDE PREVENTION LIFELINE 1-800-273-TALK (8255)", "24/7 Treatment Referral Line 1-800-662-HELP (4357)", and "Disaster Distress Helpline 1-800-985-5990 Text TalkWithUs to 66746". Below these is a link for "Other Treatment Program Locators".

The Windows taskbar at the bottom shows the system clock as 1:46 PM on 2/11/2015. A small browser window in the foreground shows <http://www.suicidpreventionlifeline.org/>.

# Websites for Mental Health Resources

The screenshot shows the SAMHSA Find Facility locator website. The search criteria are set to Richmond, VA, USA, with a 5-mile radius. The results list three facilities:

Rank	Facility Name	Distance
1	<b>Richmond Behavioral Health Authority Substance Use Disorder Services</b> 107 South 5th Street Richmond, VA 23219 804-819-4000 <a href="#">Website</a> <a href="#">Directions</a>	0.08 miles
2	<b>Richmond Behavioral Health Authority</b> 107 South 5th Street Richmond, VA 23219 804-819-4000 <a href="#">Directions</a>	0.28 miles
3	<b>VCU Medical Center Psychiatric Inpatient</b> 1200 East Broad Street Richmond, VA 23298 804-828-4570	0.31 miles

The interface includes a map of Richmond, VA, with a legend for facility types: Substance Abuse (pink circle), Mental Health (yellow circle), and Health Care Centers (green circle). The website also features navigation links (Home, About the Locator, FAQs, State Agencies, Contact Us, Help) and a search bar at the top.

# Websites for Mental Health Resources

The screenshot displays the SAMHSA Find Facility locator tool. The browser address bar shows the URL: <https://findtreatment.samhsa.gov/locator?Addr=F>. The SAMHSA logo is prominently displayed at the top left. The search bar contains "Richmond, VA, USA". The search criteria are set to "Distance 50 miles" and "Mental Health (MH)". The "Services Selected" panel on the left lists: "Mental health treatment services", "Residential treatment center (RTC) for children", "Medicaid", and "Children/adolescents". The "Mental Health Services" panel on the right lists various options, with "Residential treatment center (RTC) for children" checked. The map shows the Richmond, VA area with a red circle highlighting the search radius. The legend indicates that green circles represent "Mental Health" facilities. The Windows taskbar at the bottom shows the date and time as 1:59 PM on 2/11/2015.

Substance Abuse and Mental Health Services Administration  
**SAMHSA**

Find Facility  
Richmond, VA, USA  
 State  County  Distance 50 miles | [Options](#)  
**Service:**  Substance Abuse (SA)  Mental Health (MH)  SA & MH  
 Health Care Centers  Veterans Affairs  
[Show Mental Health Facilities and show criteria](#)

Home About the Locator **Services Selected**

Type of Care  
 Mental health treatment services

Service Setting (e.g., Outpatient, Residential, etc.)  
 Residential treatment center (RTC) for children

Payment/Insurance Accepted  
 Medicaid

Age Groups Accepted  
 Children/adolescents

**Mental Health Services**

- Emergency Mental Health Services  
[All / None / Reverse](#)  
 Crisis intervention team  
 Psychiatric emergency walk-in services
- Type of Care  
[All / None / Reverse](#)  
 Mental health treatment services
- Service Setting (e.g., Outpatient, Residential, etc.)  
[All / None / Reverse](#)  
 Outpatient  
 Partial hospitalization/day treatment  
 Hospital inpatient  
 Residential treatment center (RTC) for children  
 Residential treatment center (RTC) for adults  
 Other residential services (excluding RTCs)  
 Multi-setting mental health facility (e.g., residential and outpatient)  
 Telemedicine therapy
- Facility Operation (e.g. Private, Public)  
[All / None / Reverse](#)  
 Private (for-profit/non-profit) organization  
 Public/government organization  
 U.S. Department of Veterans Affairs

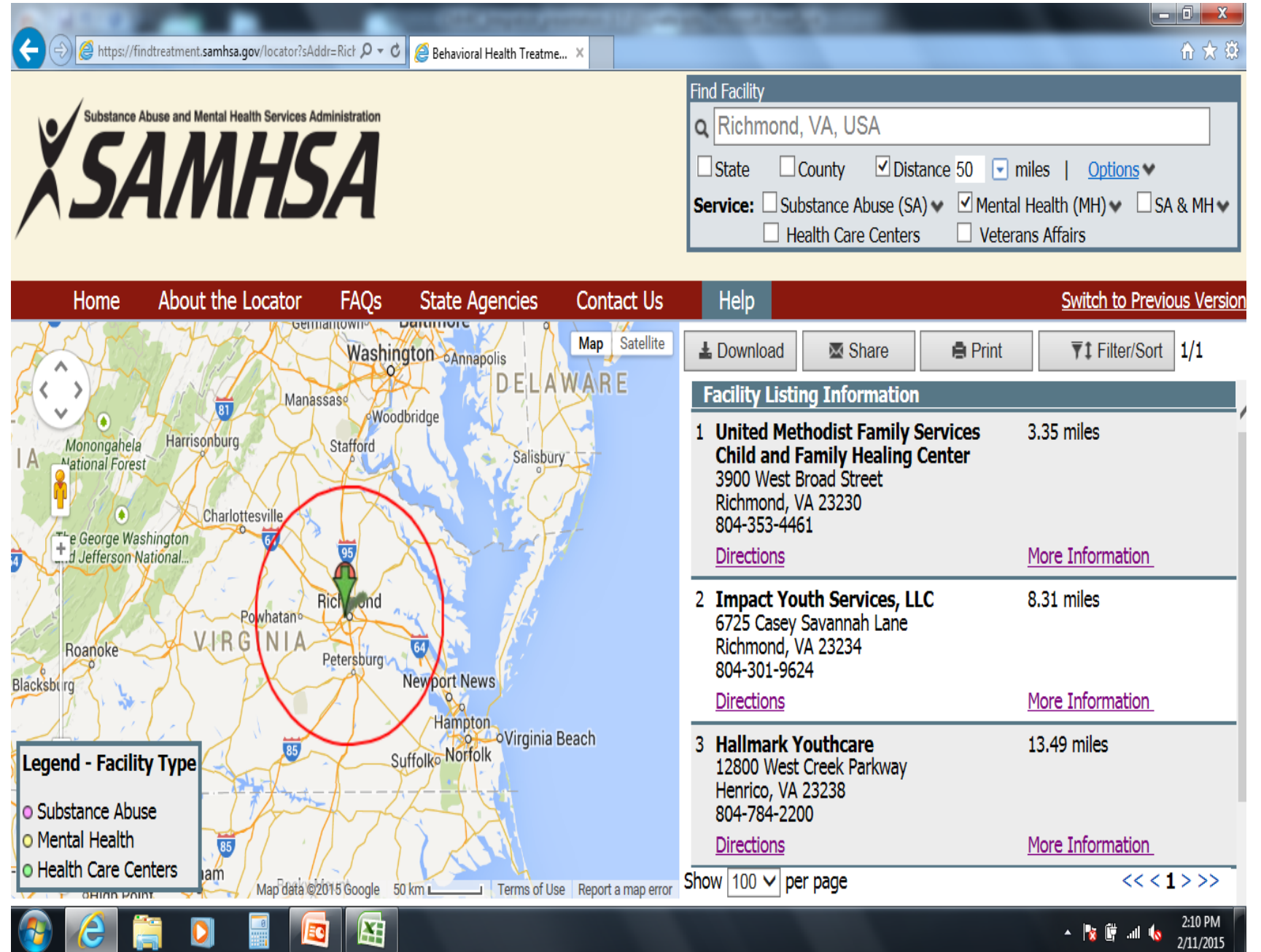
**Legend - Facility Type**

- Substance Abuse
- Mental Health
- Health Care Centers

Map data ©2015 Google 50 km Terms of Use Report a map error

1:59 PM  
2/11/2015

# Websites for Mental Health Resources



Substance Abuse and Mental Health Services Administration  
**SAMHSA**

Find Facility  
Richmond, VA, USA  
 State  County  Distance 50 miles | [Options](#)  
Service:  Substance Abuse (SA)  Mental Health (MH)  SA & MH  
 Health Care Centers  Veterans Affairs

Home About the Locator FAQs State Agencies Contact Us Help [Switch to Previous Version](#)

Download Share Print Filter/Sort 1/1

**Facility Listing Information**

1	<b>United Methodist Family Services Child and Family Healing Center</b> 3900 West Broad Street Richmond, VA 23230 804-353-4461 <a href="#">Directions</a> <a href="#">More Information</a>	3.35 miles
2	<b>Impact Youth Services, LLC</b> 6725 Casey Savannah Lane Richmond, VA 23234 804-301-9624 <a href="#">Directions</a> <a href="#">More Information</a>	8.31 miles
3	<b>Hallmark Youthcare</b> 12800 West Creek Parkway Henrico, VA 23238 804-784-2200 <a href="#">Directions</a> <a href="#">More Information</a>	13.49 miles

Legend - Facility Type  
● Substance Abuse  
● Mental Health  
● Health Care Centers

Show 100 per page <<< 1 >>>

Map data ©2015 Google 50 km Terms of Use Report a map error

2:10 PM 2/11/2015

Your GPS  
for Families

Thank You!  
Questions, Comments,  
Suggestions?

(804) 447-2124  
[mentalhealth4kids.org](http://mentalhealth4kids.org)



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