



CALIFORNIA CHILDREN'S SERVICES MENTAL HEALTH INITIATIVE

ALAMEDA COUNTY PUBLIC HEALTH DEPARTMENT

Francine Crockett

Irene DeCredico

**Raising the Bar: CCS and
Continuous Quality Improvement**

October 4, 2018



ALAMEDA COUNTY CCS MHI VISION

“To support the healing and optimal growth and development of children and youth with medical complexity by coordinating and integrating mental, behavioral and physical health care that is culturally sensitive, physically and linguistically accessible, person and family-centered and which serves as a best practice model throughout California.”



CCS: RIGHT CARE, RIGHT PLACE, RIGHT TIME

Background

- Mental health is fundamentally interconnected with physical and social functioning and with overall health outcomes.
- Access to mental health services for C/YSHCN is the most difficult service to obtain
- 37% of C/YSHCN do not receive needed mental health services, disparities for African American, Latino and low income children/youth

MENTAL HEALTH NEEDS OFTEN UNADDRESSED

- Trauma of having chronic illness
- Multiple medical procedures
- Degenerative condition
- Caregiver fatigue

DO YOU NEED SUPPORT?

overwhelmed
sad
anxious
exhausted
grief
depressed
angry
tired
scared

Caring for a loved one with special health care needs can be physically and emotionally draining. This is common. You need to take care of yourself, too. Talking to someone can help.

If you are thinking about hurting yourself or someone else, please call 911 or go to your local Emergency Room as soon as possible.

Other Places Where You Can Get Support:

- Alameda County Behavioral Health "ACCESS": (800) 491 - 9099
- Family Paths Parent Support Hotline: (800) 829 - 3777
- To Find a Doctor, Alameda County Family Health Line: (888) 604 - 4636

Other Places Where You Can Get Help:

- Your CCS Nurse Case Manager: (510) 208 - 5970
- **Schools:** Many schools and colleges in Alameda County have health centers and/or counseling staff that can help you.
- **Churches and Faith Communities:** Local churches may have health ministries or a religious leader who has a counseling certification. It can be a comforting place to start.



Alameda County Public Health Department
California Children's Services (CCS)
Right Care. Right Time. Right Place.
www.acphd.org/ccs

2017

WHAT IS THE ROUNDTABLE?

A multi-disciplinary case conference for clients and their families who are experiencing “significant mental health concerns” where they co-create a support plan with attending providers

Purpose:

- Link families to mental health services; such as therapy, support groups, respite care, social and recreational programs
- Reduce barriers to getting support
- Identify and address systems issues to improve access for our clients and families

FAMILY DRIVEN

- Developed RT with partners having expertise serving families:
FRN, BHCS, TLG, LP Med Home Project
- Open to all CCS clients and their families
- Consent to participate
- Clients/families attend
- Location that is convenient for client/family
- Open-ended questions to hear client's/family's needs and priorities
- Family liaison greets and asks questions
- Interpretation at meetings, translated documents
- Action items and resources

SELECTION CRITERIA

When to refer to CCS Staff Versus Roundtable:

Refer to CCS Medical Social Worker or Transition Specialist	Refer to MHI Roundtable
Single significant barrier to psychological well-being	Multiple barriers to psychological well-being
Only CCS involvement	Connected to, or need support from, multiple agencies
Client or family has mild - moderate mental health concern (related or unrelated to CCS condition)	Client or family has moderate - severe mental health concern (related or unrelated to CCS condition)

Examples of diagnoses and pertinent mental health concerns:

- **Grief/Loss**
- **Depression**
- **Suicidality**
- **Anxiety**
- **Trauma**
- **Chronic Stress**
- **Attachment/parenting**
- **Failure to Thrive**
- **Care giving fatigue**
- **Challenged to meet child's or youth's basic needs**

THE ROUNDTABLE CASE PRESENTATION

- The meeting consists of the client/family, the case presenter and selected providers, partners, the facilitator and CCS staff.
- At the meeting, the presenter will ask the family/client to tell their own story.
- The presenter will then ask the family predetermined questions, giving providers and partners an opportunity to clarify/resolve issues and/or propose action plans.

QUESTIONS FOR FAMILIES

- What are your interests or goals for the future?
- What do you do to take care of yourself or help yourself feel better?
- Sometimes people find counseling helps to talk about things going on in their lives. Have you ever felt that?
- What kind of help have you been getting?
- Was this support helpful and/or easy to access?
- What can we do for your social and emotional well-being?
 - What would be your priority?

ROUNDTABLE CASES

- 25 Cases referred
- 11 Cases presented

ROUNDTABLE CASE EXAMPLES



** Photos do not depict actual Roundtable clients*

DIAGNOSIS

- Degenerative neurological disorder
- Severe ataxia
- Developmental disability

REASON FOR REFERRAL

- Degenerative condition
- Decline in mobility
- Decline in ADLs
- Increased time needed to care for client

SOCIAL/EMOTIONAL ISSUES

- MOC overwhelmed with significant decline in condition
- Family stressors:
 - Grandmother - hospice care and now deceased
 - Pregnant sister and family living in household
- Short term transportation issues
- Limited physical and emotional support
- Support to obtain conservatorship

MEDICAL/FUNCTIONAL ISSUES

- Pain, temperature regulation
- Ambulatory to dependent wheelchair mobility
- Assisted with ADLs to dependent in ADLs
- DME needs
- Swallowing/feeding issues
- Impact on school attendance

STRENGTHS AND INTERESTS

- Charming
- Always happy
- Enjoys people
- Art
- Music



Loves Beyoncé!

FAMILY ROUNDTABLE

CCS Team
Members

Palliative Care
Nurse

Regional
Center Case
Manager

Client and
Mother

OUTCOMES

Mother connected to support system

- Palliative Care
 - Expressive arts: art, dance and music in the home
 - Client received new bed system allowing for easier transfer
 - Attending school/transport
- Respite for Mom
- Grief support for Mom
- Family Navigator support
- Facebook group forum
- Family satisfaction

OUTCOME



KEYS TO ROUNDTABLE SUCCESS

- Family-driven
- Case presenter rapport with family
- Case presenter regular communication with family
- Providers all together to hear family's priorities and needs
- Follow-up action items/timeline



CCS Mental Health Roundtable - Support for Clients and Families

Provider Name	Contact Info	How Can Help
West Oakland Medical Therapy Unit Supervisor California Children's Services	office: email:	<ul style="list-style-type: none">• Main CCS support person (along with OT)• Explain services offered at Roundtable
Nurse Case Manager California Children's Services	office: email:	<ul style="list-style-type: none">• Talk to Blue Shield about care they can provide• Talk to the primary care doctor to get referrals
Social Worker California Children's Services	office: email:	<ul style="list-style-type: none">• Share about community resources and services
Program Manager Family Resource Navigators	office: cell: email:	<ul style="list-style-type: none">• Connect with other parents of children with special health care needs• Give information about services in the schools and other agencies
Therapist Through the Looking Glass	office: email:	<ul style="list-style-type: none">• Explain in-home therapy services from Through the Looking Glass
Case Worker Regional Center East Bay	office: email:	<ul style="list-style-type: none">• Offer <u>community support</u> systems• How can RCEB support consistency in attending programs referred?

LESSONS LEARNED

Family driven process

- Family/youth determine their priorities and not the professionals
 - priorities may be very fluid
 - priorities influenced by immediate crisis or changing family structure
- Family/youth choose the most convenient location to hold the roundtable
 - medical therapy unit, available space in any community, CCS Admin site
 - transportation assistance should be offered

LESSONS LEARNED

- Family/youth approve the number and specialty of the providers attending the Roundtable conference
- Strength-based approach
 - Family/youth share the important formal and informal supports in their lives
 - Roundtable participants refrain from judging a family's commitment to the process based on their availability and life events

LESSONS LEARNED

Family-Friendly Process

- CCS point person/liaison is known to family and has established trust
- Point person/liaison clarifies current client information with family/youth before the Roundtable and updates provider team
- The written plan is shared with family/youth following the Roundtable