PA CARE PARTNERSHIP
County Collaborative Monthly Call

Principle II: Multi-System Integration
September 25, 2018

Please enter your name and email address in the chat box.

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Goals of Discussion

- Discuss System Integration and how it can benefit counties.

- Review of how this is measured

- Discussion of current county work

The Philosophy of System of Care

A spectrum of effective, community-based services and supports for children and youth with or at-risk for mental health or other challenges and their families that…

…is organized into **coordinated networks;**

…builds meaningful **partnerships** with families & youth;

…addresses **cultural and linguistic needs**

…in order to help families function better at home, in school, in the community, and throughout life.

The TA Network, University of Maryland School of Social Work

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- Integrated serving systems ensures that services and supports are coordinated at the system level, with linkages between child and transition aged serving agencies and programs, across administrative and funding boundaries.

- Mechanisms are established for system-level management, coordination, and integrated care management.

System Integration

- The mission, vision and desired outcomes of each system are incorporated in a person-centered approach that meets the needs of the youth and family's social, emotional and physical health care needs.

- Utilizing natural and community supports and services that are available to the youth and family in the county they reside.
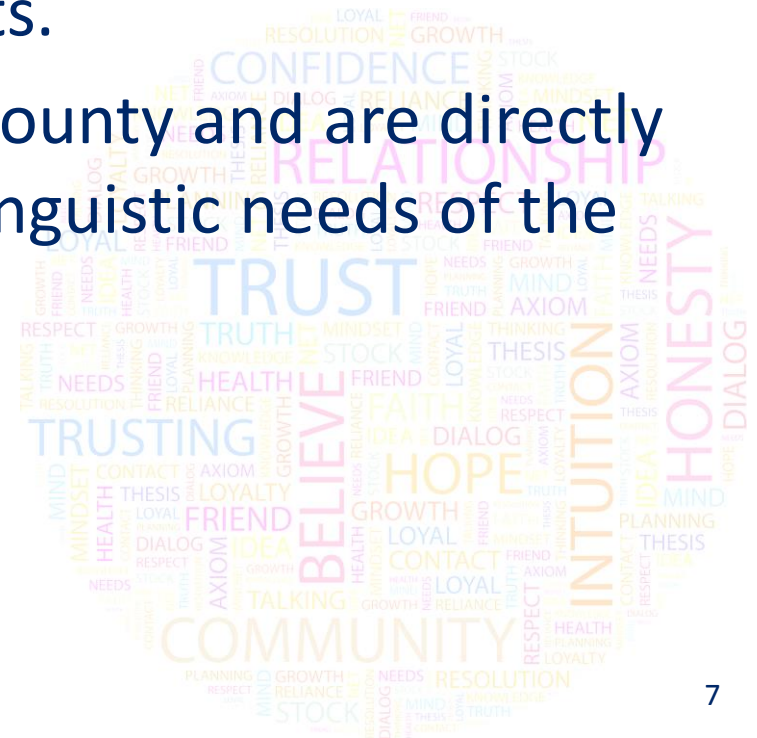
Dimensions of Integration

- Integration looks different in each area but can have a similar model to build a sustainable model. This model includes
  - ▶ Structure
  - ▶ Process
  - ▶ Leadership
  - ▶ Collaboration

Dimensions of Integration- Structure

- This is the nature, patterns, and relations of entities such as systems, family, youth/young adults, providers, managed care, teams, community supports, and natural supports.

- These are individual to each county and are directly related to their cultural and linguistic needs of the county.
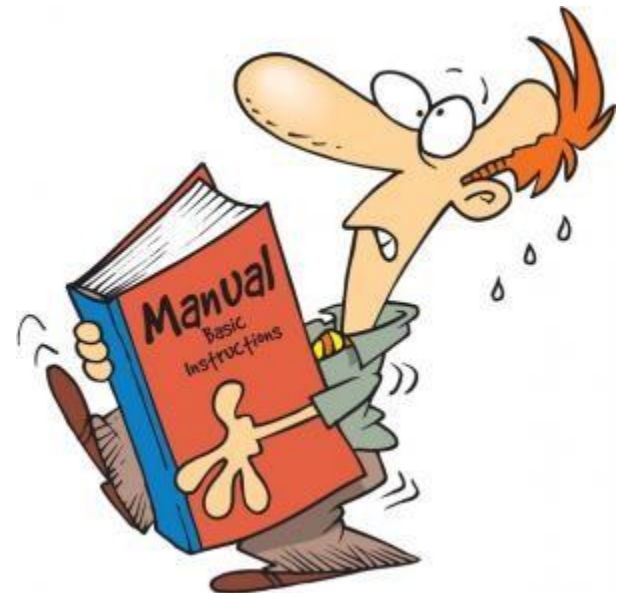
Integration of Systems: Youth and Family

- A youth and family driven planning process to facilitate access of services and supports in the county is available to all youth and families regardless of their initial point of contact with the child serving systems.

- Youth and family data is frequently shared and accessible to all involved child-serving systems in the county.

- There is an ongoing systematic process in the county for identifying and addressing the barriers that affect implementation of fully integrated cross-systems plans.

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Dimensions of Integration- Process

- These are the procedures, activities, methods, and actions to implement services and trainings directed by systems, family, youth/young adults, providers, managed care, teams, community supports, and natural supports.
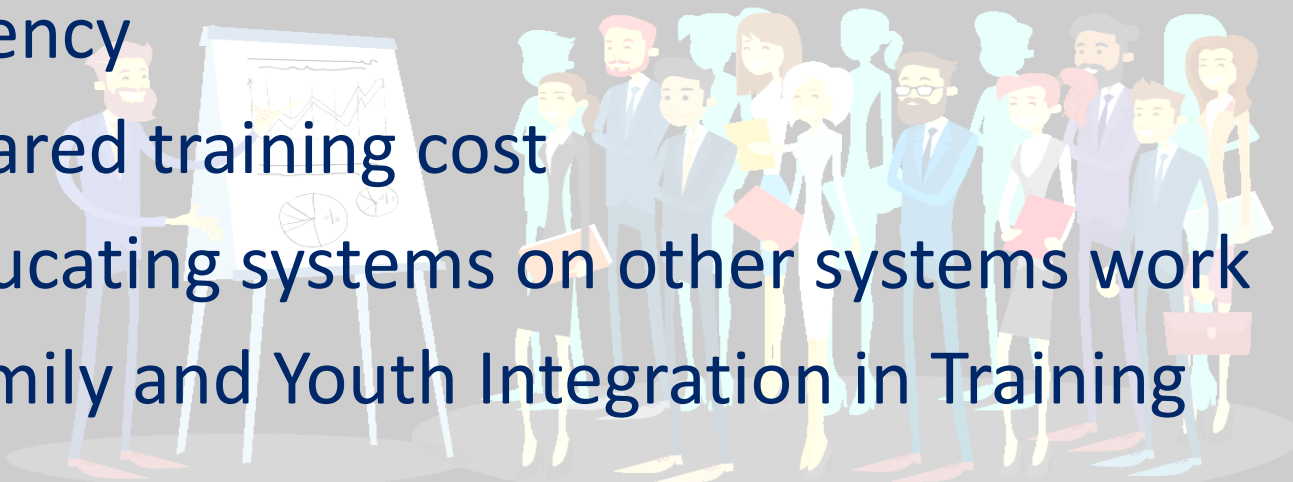
Eliminate Barriers

- Cross-system training provides:

  - Access to knowledge
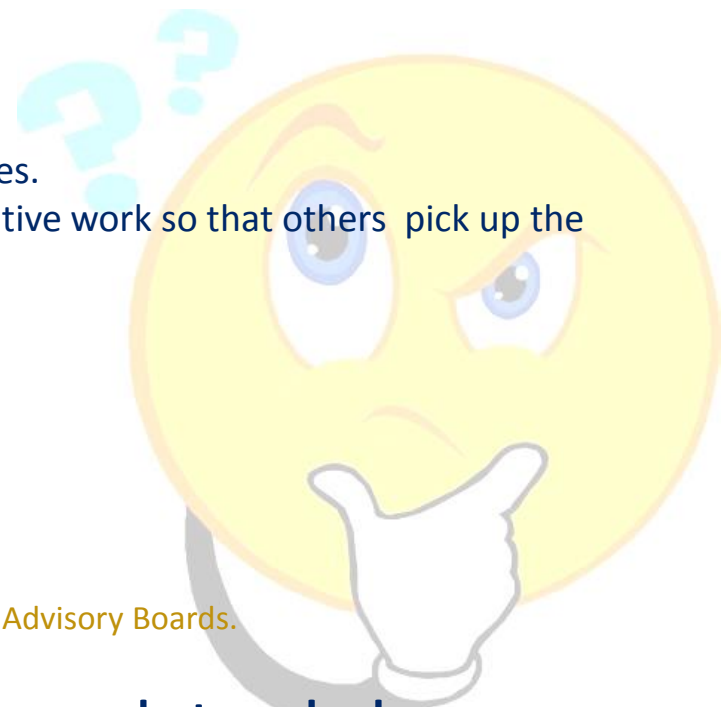
  - Breaks down barriers.

System Integration and Training

- Planning and offering training to agencies and providers beyond your own department or agency
- Shared training cost
- Educating systems on other systems work
- Family and Youth Integration in Training

- **What does integration look like.**
  - ▶ Open table community and government working in integration
  - ▶ Shared funding, blended funding
  - ▶ Shared training cost
  - ▶ Educating systems on other systems work
  - ▶ What are agencies/systems shared gaps and challenges.
  - ▶ More work on front end, with the of goal of collaborative work so that others pick up the slack.
  - ▶ CLC is in all systems-
    - – Pilot projects and what does this look like.
    - – Training are accessible to all
  - ▶ Sharing Data and collaborative data review
  - ▶ Sharing resources and materials.
  - ▶ Family and Youth Integration
    - – Parent Network Series.
    - – Mental Health Advisory Board or Other System Partner Advisory Boards.

- **Our message is that Integration can and does occur but can look very different.**

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Family and Youth Integration and Training

- ## Parent Network Series
  - ▶ Developed BY Parents FOR Parents
  - ▶ Identifying Natural Resources.
  - ▶ Learning to Navigate Systems.
  - ▶ Achieving Complete Empowerment.

- ## Youth/Young Adult and Family Roadmap
  - ▶ Developed by Youth and Family
  - ▶ System Navigation and Advocacy

- ## Allegheny Family Network
  - ▶ Agents of Transformation

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Dimensions of Integration- Leadership

- The social influence to engage, organize, and motivate others, at all levels to carry out common goals or responsibilities and meet expected outcomes/outputs.
  - ▶ The County Leadership Team
  - ▶ Training Entities
  - ▶ Community Leaders
  - ▶ Cultural and Linguistic Leaders

Integration of Systems: Youth and Family

- Making sure youth and family are trained, supported, and valued, and given what they need to make informed decisions about their treatment and their futures.

- The county utilizes a cross-system training process developed and facilitated in partnership with youth and families.

  This means that the county makes sure that they include youth and families. Youth and families have a strong voice in how the training of other youth and families happen. This levels the playing field for everyone and helps with the integration of services.

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Dimensions of Integration- Collaboration

- The interpersonal process by which two or more individuals work together to solve a problem or deliver services. This process occurs at multiple levels:

  ▸ Children/ Youth/Young adults/Families

  ▸ Inter-professional

  ▸ Within or between systems, organizations, managed care, community, teams

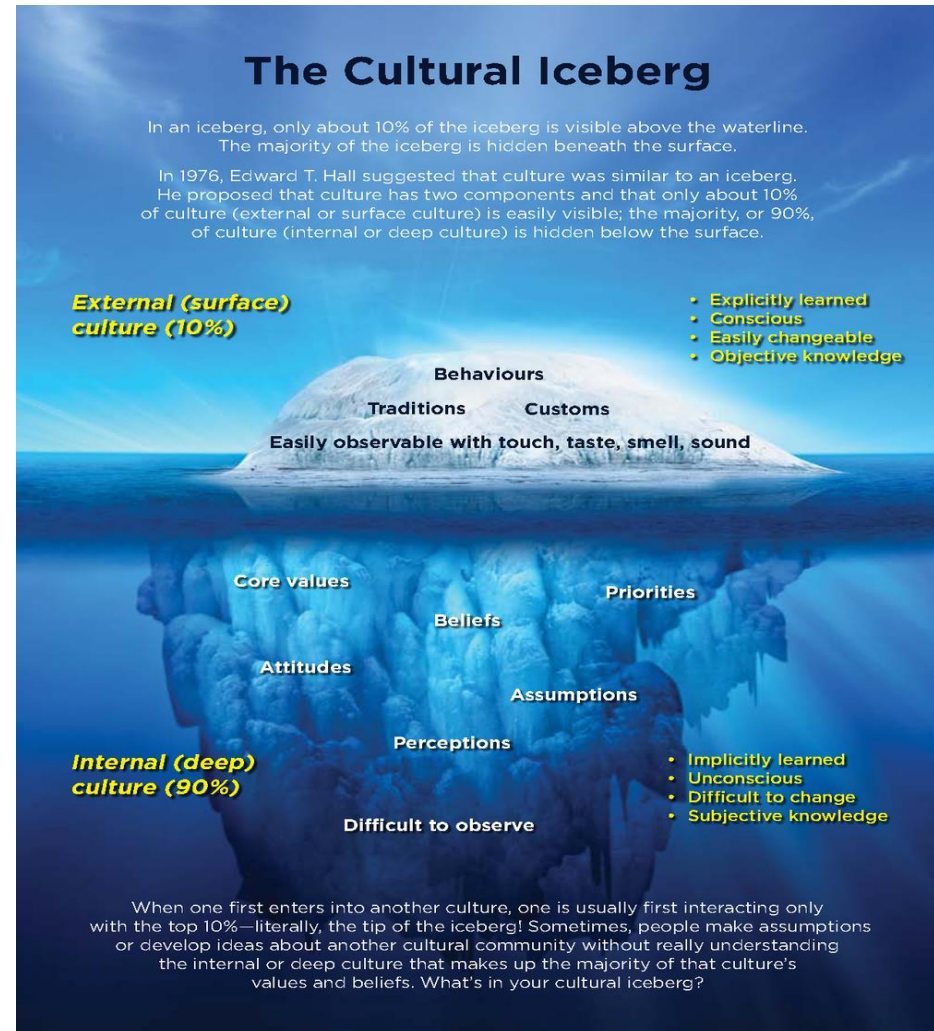 ▸ Regionally/ state

    – Community of Practice

Building Relationships

- Building relationships among youth, family and system partners about what other systems actually do assists in:

  - workforce development

  - job satisfaction, and

  - opportunities for the future

- Increased knowledge about other systems decreases frustrations with other systems operations

Cultural Competence

- Identifying and personally recognizing cultural biases at both the individual and system levels increases understanding and improves communication at all levels

The Cultural Iceberg

In an iceberg, only about 10% of the iceberg is visible above the waterline. The majority of the iceberg is hidden beneath the surface.

In 1976, Edward T. Hall suggested that culture was similar to an iceberg. He proposed that culture has two components and that only about 10% of culture (external or surface culture) is easily visible; the majority, or 90%, of culture (internal or deep culture) is hidden below the surface.

External (surface) culture (10%)
- Explicitly learned
- Conscious
- Easily changeable
- Objective knowledge

Behaviours
Traditions   Customs
Easily observable with touch, taste, smell, sound

Core values   Priorities
        Beliefs
Attitudes
                Assumptions
        Perceptions

Internal (deep) culture (90%)
- Implicitly learned
- Unconscious
- Difficult to change
- Subjective knowledge

Difficult to observe

When one first enters into another culture, one is usually first interacting only with the top 10%—literally, the tip of the iceberg! Sometimes, people make assumptions or develop ideas about another cultural community without really understanding the internal or deep culture that makes up the majority of that culture's values and beliefs. What's in your cultural iceberg?

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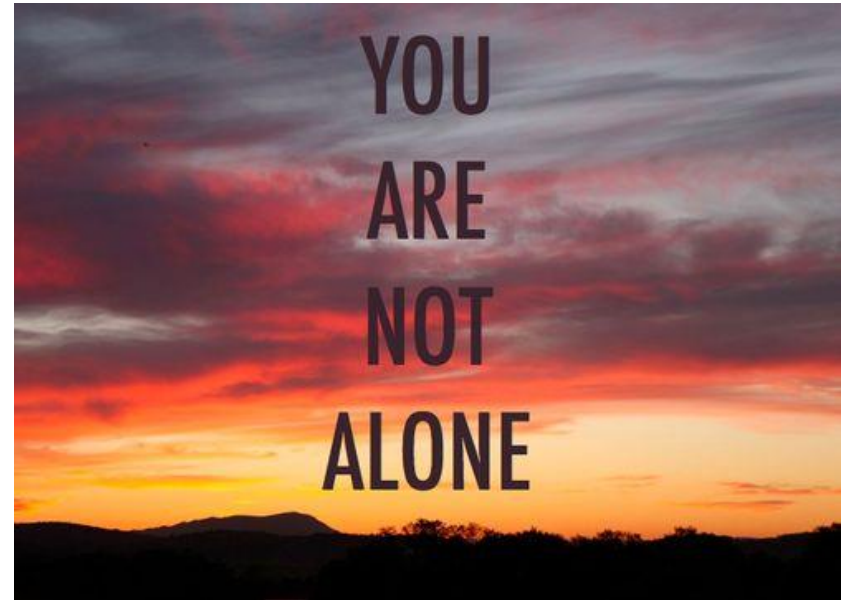CARE PARTNERSHIP
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Additional Outcomes of System Integration

- Community and government working in integration
- What are agencies/systems shared gaps and challenges
- CLC is in all systems
  - ▶ Pilot projects and what does this look like
  - ▶ Training are accessible to all
- Sharing resources and materials.
- Family and Youth Integration
  - ▶ Mental Health Advisory Board or Other Sy Boards.

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You Are Not Alone

- Decreases risk of burnout by acknowledging workers are not alone.

- Recognizes one's personal limitations and the availability of opportunities for reaching out to other system partners, family members and natural supports as needed.

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Benefits for Youth

School Age & Young Adult

- Live at home

- Improve wellness and mental health

- Be successful in their community

- Reduce juvenile justice involvement

- Reduce involvement with formal systems such as Child Welfare, Drug & Alcohol, Juvenile Justice, etc.

- Obtaining services for youth and families when needed and with satisfaction

- Have information and support to reduce stress at home, work and in the community

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How can system integration be tracked and monitored?

- Survey's and feedback
- Attendance at meetings and trainings
- Improved collaboration and coordination from improved relationships
- Increased knowledge of other departments

It what ways are counties addressing interagency Collaboration?

- Questions

- Comments

- Suggestions

For more information please email us at

info@pacarepartnership.org

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To Learn More...

Next Learning Collaborative
October 23, 2018 from 2:30 to 3:30 pm

Value VIII: Data-Driven, Quality and Outcomes Oriented – Presenters: Monica Payne and Evaluation Team

- In a system of care, being data-driven means that decisions are made using concrete information about what is happening, rather than personal stories or gut feelings. Data may include information about which children and youth use the most intense services, what characteristics they have in common, and whether those services are accessible. A key part of data-driven decision-making is identifying high-risk children and youth and providing timely interventions to prevent more severe behavioral health challenges later.
- Review of how this is measured
- Discussion on evaluation options

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