

Solutions That Work: Access and Engagement in the Value Equation

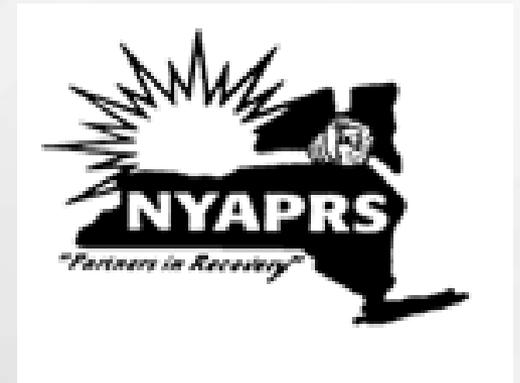
Renee Fillette, Astor Services for Children and Families
Steve Miccio, PEOPLE Inc.
Facilitated discussion by Yves Ades, PhD
October 25, 2018

Introduction and Housekeeping

Housekeeping:

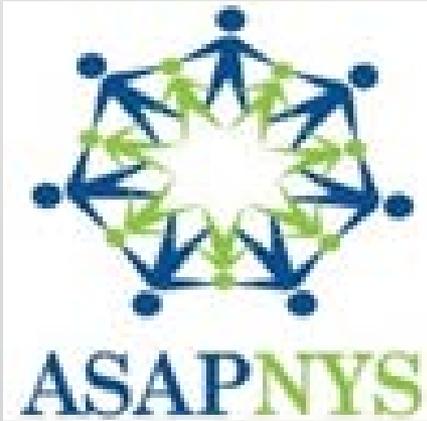
- Slides are posted at [MCTAC.org](https://mctac.org)
- Questions not addressed today will be:
 - Reviewed and incorporated into future trainings and presentations
 - Added to Q&A resources when possible

Reminder: Information and timelines are current as of the date of the presentation



CTAC & MCTAC Partners





ADULT



mctac+

THE MANAGED CARE TECHNICAL
ASSISTANCE CENTER OF NEW YORK



Next in the Solutions that Work Series...

- ▶ Integrating Behavioral and Primary Health
 - 11/29/18
 - Register at www.ctacny.org



Today's Presenters From



About Our Presenters

Renee Fillette

Renee S. Fillette, PhD currently serves as the Chief Operating Officer at Astor Services for Children and Families, an agency providing education, child welfare and a full range of children's behavioral health services to over 8,000 youth throughout the Bronx and upstate New York. Previously she served as the Executive Director of Grace Smith House, a domestic violence agency in the Hudson Valley. Prior to that she founded and directed St. John Bosco Child and Family Services, a specialized child welfare agency with group homes for complex children in the foster care system. Renee earned a Master's in Psychology and a Doctorate in Public Service: Leadership and Management of Non-Profit Organizations.

About Our Presenters

Steve Miccio

Steve Miccio is the CEO of Projects to Empower and Organize the Psychiatrically Labeled, Inc. (PEOPLE, Inc.) located in Poughkeepsie, NY. PEOPLE, Inc. is a peer operated advocacy and service organization serving people throughout New York State. Steve is a person with lived experience which has helped provide him with valuable insight in becoming one of the nation's foremost experts in establishing and managing alternative peer operated crisis diversion/respice/stabilization services and has assisted in the creation of various complimentary peer services in NY and across the United States and Europe. Steve is a Subject Matter expert for Bringing Recovery Supports to Scale (BRSS TACS) Policy Academy.

Steve currently chairs a county wide Diversion Committee in Dutchess County, NY and was involved heavily with the Dutchess County government and local provider community and criminal justice council in developing, planning and implementing the opening of the first Crisis Stabilization Center in New York. Steve directs the delivery of Crisis Intervention Team training to all Police departments in Dutchess and Putnam Counties. Steve sits on the Dutchess County Executive Criminal Justice Council and has been involved with the Special Populations Committee in designing Dialectical Behavior Treatments in the County Jail in order to reduce criminogenic thinking and recidivism while improving overall behavioral health and quality of life outcomes.

In the past year Steve has been instrumental in securing funding for additional Sequential Intercept Mapping for Warren/Washington Counties. Steve has developed a Transition of Care model in hospitals in Poughkeepsie, Kingston and Glens Falls, NY that transitions patients from in-patient care to home safely and effectively.

Astor Services for Children & Families

- ▶ **Changes made to improve Access**
- ▶ First encounter - well trained front office staff to decrease parent's anxiety and answer questions - we're accomplishing this in ongoing customer service training.
- ▶ Clinicians assist in navigating the paperwork demands by developing rapport, asking meaningful questions with empathetic engagement.

Astor Services for Children & Families

How to manage first successful engagement

- ▶ We developed an open access intake system to make it convenient for families to receive services in a timely manner rather than waiting 4-6 weeks for an appointment. They can walk in and be seen.
- ▶ Open access was 9-2 so it was not accessible for all families. We expanded the hours to 9-5 and offer crisis walk in during any hour the clinic is open for both new and current clients.

Astor Services for Children & Families

Mechanics of responding to immediate requests

- ▶ Unfortunately there is a significant amount of paperwork and questions that may be difficult to answer during intake. We assist with the process to speed up care
- ▶ We have walk in crisis during all hours of operation.

Astor Services for Children & Families

- ▶ We help to de-escalate the situation and develop a safety plan.
- ▶ We are a partner on the Crisis Response Team 24/7
- ▶ If more is needed we offer a variety of wrap around services such as HCBS, HCBI, health homes, waiver or crisis stabilization center.
- ▶ If hospitalization is necessary and cannot be prevented we do our best to coordinate a direct admission to a hospital.

Astor Services for Children & Families

How we monitor Access and Engagement

- ▶ We have developed a dashboard that measures:
 - Service Satisfaction
 - Monitoring of wait times
 - Monitor Admission rates
 - Unused intake slots to determine the correct staffing pattern
 - Follow up on appointments
 - On-going service delivery or discharge
 - Measures high risk children and/or families to ensure active successful engagement

Astor Services for Children & Families

Impact of Strategies

- ▶ Quantifying the variables that measure engagement are reported on our dashboards as discussed in the previous slide
- ▶ The challenge of measuring more precise variables and efficiencies continues in attempting to measure hospital/ER diversions
- ▶ We measure how long a first session is after intake
- ▶ We measure high risk status and suicide attempts

PEOPLE Inc.

Changes made to improve access

- ▶ Elimination of wait times for admission to our respites and Stabilization Center
- ▶ Immediate access to all services (excluding housing)
- ▶ Community Based Asset Development process implemented to include all community providers in developing immediate access services

PEOPLE Inc.

Barrier to implementing change

- ▶ The will and cooperation of all community provider agencies was a barrier at first
- ▶ Communication breakdown between community providers

PEOPLE Inc.

How to manage first successful engagement

- ▶ Trauma informed practices
- ▶ Transparency in engagement
- ▶ Lived Experience (mutuality)
- ▶ Design and practice customer relations (Ongoing)
- ▶ Improve environmental design (Trauma Informed)
- ▶ Creating a value based system of care around Recovery

PEOPLE Inc.

Mechanics of Responding to requests for immediate supports that avoid ER visits

- ▶ Stabilization center is 24/7 walk-in
- ▶ Rose House (respite) access is within one hour for admission
- ▶ Self Reporting and hearing person as credible reporter is key to fast response time
- ▶ Building a system of immediate care of community services is vital to success

PEOPLE Inc.

Impact of Strategies

- ▶ 12% reduction in ER visits from Stabilization Center
- ▶ 98% success avoiding ER visits from Respite in a 12 month lookback
- ▶ Warm handoffs (Immediate engagement)
- ▶ Improved communication among community providers to ensure successful engagement

Discussion



November Adult MCTAC+ Webinar

3rd in the Solutions that Work Series

Integrating Behavioral and Primary Health

November 29, 2018

Noon-1pm

Register at www.ctacny.org

Questions and Discussion



Please email additional questions to
mctacplusinfo@nyu.edu and register for future
events at
<http://www.ctacny.org> under “Upcoming Events”