

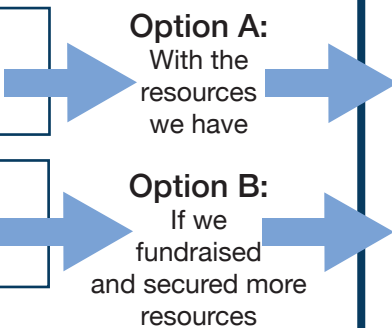
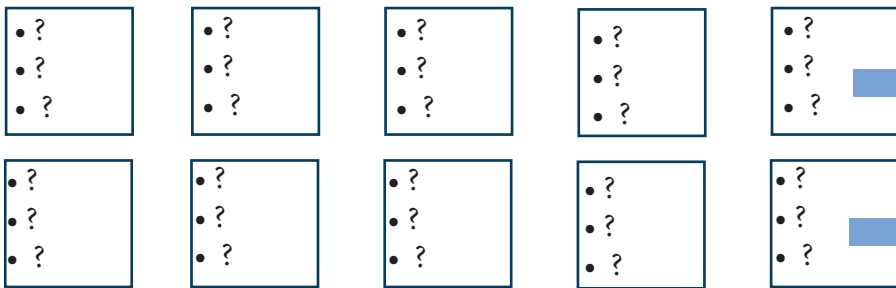


## System of Care Values

**Informs Vision, Mission, and Principles**



**Goals and Action Items**



**Option A:**  
 With the resources we have

**Option B:**  
 If we fundraised and secured more resources

**Remember**

- BOTH/AND (You don't need to bend/give-into pressure of choosing too early)
- Get detail oriented at the right time

## After 5 Years...

**Expected Accomplishments/Changes to the System**

(for example)

- Working Dashboard
- Service continuum map
- System journey map
- ?
- ?
- ?
- ?

## What we already know about year 1 (2021):

We need to...

- Recruitment
- Modify CMHC structure/Governance & decision-making framework (criteria for making decisions)
- Service continuum mapping
- System navigation/journey mapping
- Launch/maintain CMH dashboard

\*Stakeholder/CMH community engagement to refine vision + identify goals + action items

- create timeline
- identify stakeholders
- focus groups, etc.
- prioritize/deliver action items

## ... so, where do we start?

1. Review, modify (if needed), and agree on overall plan
2. Review, modify (if needed), and agree on Y1 planning tasks
3. Governance Committee members sign up for Y1 planning subcommittees

## Service Continuum Mapping

- Identify and describe the categories of children mental health services and provider types available (e.g. school-based, play therapy, child psychologist, counselor, PCIT, neurological testing. County vs non-county)
- Indicate the various access points to CMH services (e.g. health provider, county case worker, school referral)
- Identify eligibility requirements and barriers to obtain CMH services (e.g. insurance, diagnosis, in-person vs telehealth)
- Identify and determine if/how/where Tiers of Service are utilized in CMH [Tier 1 (basic services available to all/most), Tier 2 (what's provided in addition when something more is necessary) and Tier 3 (what's provided in addition to 1 & 2 or instead of 1 & 2 when those aren't sufficient).]
- At this time, the intent of service continuum mapping is to understand the overarching picture of services available and to whom, it is not to create a database of providers for families

## CMHC Structure/Governance

- Review structural options for the CMHC and recommend a structure to meet Collaborative goals
- Review Governance Agreement and ensure it aligns with the structure of the Collaborative and meets statutory guidelines
- Re-establish bylaws for the CMHC that articulate who is part of the collaborative and how organizations/people engage
- Establish clear decision-making guidelines as part of the bylaws

Timeline: Planning through end of March 2021, implementation through end of June 2021.

## System Navigation/Journey Mapping

“Journey mapping” is an approach that has been used for some time in the business world, but has been increasingly applied in program development and systems work. The goal is to illustrate the ways that parents move through the existing children's mental health system, summarize their experience at each step, and identify clear and specific recommendations for improvement. To develop this journey map, we will:

- Develop a high-level overview of the main “touch points” that parents navigate as they move into and through the children's mental health system (such as initial identification of a mental health concern, diagnosis, learning about available services, accessing services, etc.).
- Develop a process for engaging parents with diverse backgrounds and experiences in the project
- Provide guidance and support to the Collaborative's evaluator as she conducts interviews and/or focus groups with parents
- Review interview results and collaborate to create a visual map of the results and specific recommendations to strengthen family experience at each touch point.

## CMH Dashboard

In 2020, a team of Collaborative partners began developing a “children's mental health dashboard,” which uses a variety of existing data sources to highlight how children in Hennepin County are doing in terms of their mental health. For this year, the work group will:

- Refine and finalize the dashboard
- Strategize about ways to fill in some notable gaps in what the existing information tells us about children and the children's mental health system
- Guide the creation of summary documents to highlight key issues within the Hennepin County system of care and to foster dialogue about the implications
- Develop other strategies for using the information to enhance the Collaborative's work

## Engagement

CMHC is a rather closed group that relies more on individuals representing various communities than regular engagement with broader populations of those connected to children's mental health in the County. This engagement work is an opportunity to leverage our established network (and create new connections) to inform of SoC work – more specifically, help identify goals and action items for our five-year SoC plan. Initial objectives will be to:

- Determine what we want to share & ask through engagement regarding our SoC work [Q1]
  - o Frame SoC implementation so everyone can understand what we're doing
  - o Develop appropriate questions that can help lead us to Y1-Y5 goals & actions
- Identify opportunities for engagement – who we want to reach to + connectors that can help us reach them [Q1]
- Host engagement sessions & synthesize information into work plan [Q1/Q2]
  - o In engagement sessions, try to establish a priority for needs that are mentioned

Preliminary timeline: Have draft/rough plan by July 2020?

- Acknowledge that this will be impacted by our local context – may have to read the room when we get to the point of actual engagement. Our intent is to get through Q1-only objectives and then adjust afterwards as needed

## Recruitment

- Establish/affirm understanding of the purpose of Governance Committee & requested contributions of members within the context of our SoC initiative implementation.
- Identify areas/entities Committee needs representation from & develop list of potential additions to Committee
- Conduct outreach to potential new members to gauge interest, and if appropriate, invite them to join Committee