

Collaborative Strategy Planning Session

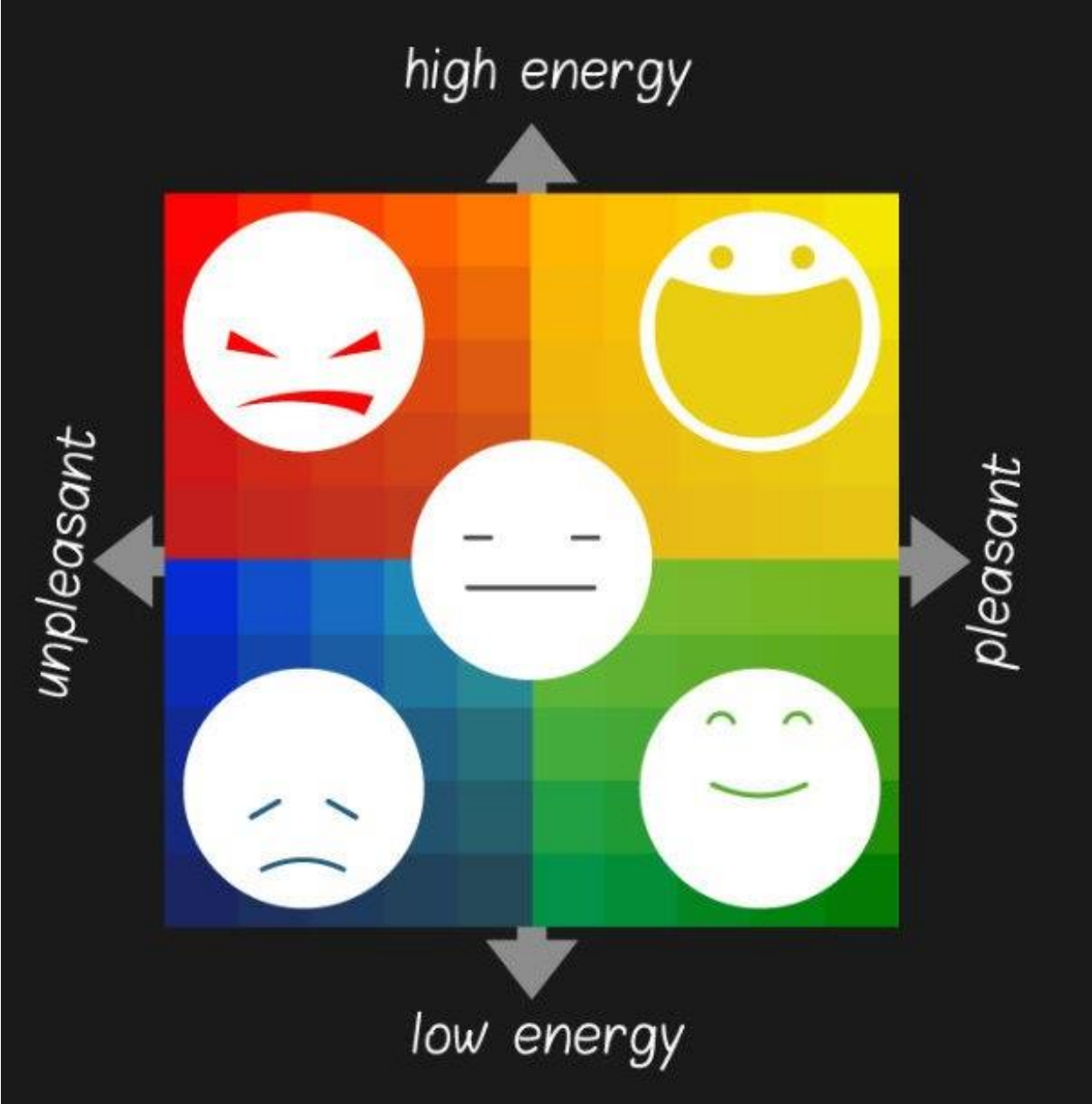
December 3, 2021

9:00 am – 1:00 pm

Meeting Goals:

1. Review & record progress on implementing system of care goals in Hennepin County
2. Discuss market trends, competition and collaboration and its impact on how advance our mission
3. Review & discuss proposed strategies and actions outlined in 2022 work plan
4. Create a strategy decision-making screen
5. Use strategy decision-making screen to prioritize 2022-2023 work priorities

When	What	Notes
9:00 am	Welcome & Overview – Laura <ul style="list-style-type: none"> • Welcome & Mood Indicator • Overview Agenda & Meeting Goals 	Mood Indicator
9:15 am	Review & Record Collaborative Progress on System of Care Goals <ol style="list-style-type: none"> 1. Review HCCMHC Theory of Change - <i>Laura</i> 2. Review 2021 Planning Document & Provide Progress Updates – <i>Coordination Team & Executive Committee</i> <ol style="list-style-type: none"> a. Journey mapping - <i>Cheryl & Margaret</i> b. Jenna & Krista (Service continuum mapping outline & video) c. Recruitment & parent engagement – <i>Liz, Cindy & Margaret</i> d. Dashboard - <i>Cheryl</i> e. Structure – <i>Pat</i> f. Other – all 3. Identify Impact of Work 	Theory of Change 2021 Planning Document
10:00 am	Discuss Market Trends, Competition and Collaboration Impacting HCCMHC <ol style="list-style-type: none"> 1. Hennepin County System of Care Update - <i>Cindy</i> 2. State System of Care efforts - <i>Laura</i> 3. Competition and Threats - <i>Laura</i> 4. Identify HCCMHC Competitive Advantage - <i>Laura</i> 	Hennepin County System of Care
11:00 am	Break	
11:15 am	2022 Strategies, Actions and Work Priorities <ol style="list-style-type: none"> 1. Discuss 2022 Work Priorities Alignment with Theory of Change 2. Create Strategy Screen 3. Update 2022 Work Priorities with Key Strategies and Actions 	2022 Work Priorities
1:00 pm	Adjourn	



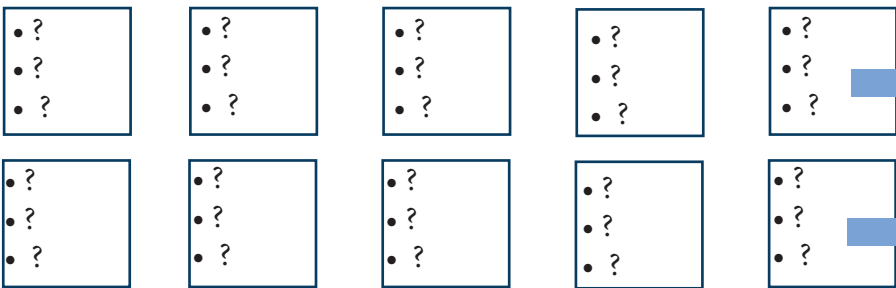


System of Care Values

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

Hennepin County Human Services 2022 System of Care Strategic Priorities



Youth and parent driven

Culturally responsive

Engaged with the community

Integrated

Trauma informed

Data informed

3 pillars support System of Care



Family Response and Stabilization

Culturally specific
Rapid response



Wraparound services

Out-of-home
placement prevention
About 50 children
served



Service continuum

Intensive in-home
therapy
Residential crisis
stabilization
Case management

System of Care Funding

Current

DHS

Blue Cross
Blue Shield
grant

Property Tax

U Care grant

2022

ARP funding
(FRSS, School Mental
Health-SMH, Early
Childhood)

DHS SoC grant
dollars
(High Fidelity
Wraparound-HFW)

Property Tax
(HFW, FRSS, SMH)

Public Health Plan
Billing
(HFW)

ARP Funding – CMH (2022-23)

- Service Continuum:
 - School mental health (\$2,542,500)
 - Expanding culturally specific mental health services (\$750,000)
 - Family home visiting in early childhood (\$2,000,000)
 - Caring Connections 4Kids (\$2,000,000)
- Juvenile Justice Behavioral Health Initiative (in development) (\$1,150,000)
- Family Response and Stabilization (\$1,500,000)

2022 Strategic Priorities

1. Family Response and Stabilization Service
2. High Fidelity Wraparound
3. School Mental Health Expansion
4. Early Childhood
5. Parent and Youth Engagement
6. Community Engagement

Family Response and Stabilization Services (FRSS)

Highlights: Family Response

- Service launched August 26th
- Two components:
 - Immediate, in-person support for youth and parents experiencing a crisis due to the youth's emotional or behavioral challenges
 - 8 weeks of stabilization services following the initial contact

Expansion Plan: Family Response

Leverage ARP funding:

- Expand Family Response capacity
- Contract with culturally specific organizations in the African-American, Native American, Somali, and Latinx communities to provide stabilization services

High Fidelity Wraparound

High Fidelity Wraparound Expansion

- VOA: Hiring two additional Wraparound Facilitators
- Hennepin County Operated CMH-TCM: Adding 3 additional case managers and converting 2- 3 existing case managers to do HFW
- Financial Sustainability: Building service to be billable to public health plans (MA-FFS, PMAP)

Service Continuum

School Mental Health Expansion

- Expand into schools who currently do not have a school mental health therapist
- Expand into schools where children and families have multiple challenges in accessing community based services
- Expand capacity to meet the needs of BIPOC students and families

Early Childhood Mental Health Services

- Expand capacity to do developmental and mental health screening for children involved in Child Protection
- Improve access to Early Childhood Mental Health Services by increasing the number of certified providers
- Increase Family Home Visiting models to work with parents of youth children involved in the child protection system

Outreach and Engagement

Outreach and Engagement

- Parent and Youth Engagement
- Engagement of community stakeholders and partners
- Engagement of culturally specific providers

2022 Draft Work Priorities v. 4

December 6, 2021

Goal	Preliminary Work Priorities	Description	Timeline
Increase data-driven decision making to improve the children's mental health service system	<ol style="list-style-type: none"> 1. Data Summit 2. Data Dashboard 3. Prioritize learning from journey mapping to inform <i>how</i> we do our work and layer with data from service continuum mapping and data dashboard for alignment and synergy 	<p>Use data from journey map, dashboard, and service continuum to improve access to services and/or experiences with children's mental health services</p> <p>Update and manage dashboard data <i>and consider data support for Family Service Collaboratives</i></p> <p><i>We need to decide if we will host this meeting in person or online.</i></p>	Late Feb 2022
Improve the lives of families and children through increased access to information and services	<ol style="list-style-type: none"> 1. Parent engagement 2. Parent training 3. Youth Training & Engagement 4. Service continuum mapping 	<ol style="list-style-type: none"> 1. Include and engage new underrepresented families and groups in the Collaborative 2.1 Increase mental health literacy of parents 2.2. Explore/fund navigators 2.3. Use data summit info 2.4. Expand peer support to parents (train the trainer model to increase sustainability – possibly in each Family Service Collaborative area and <i>consider evaluation of this project</i>) 3.1. Increase access to mental health literacy for youth 3.2. Create listening sessions for youth 4. Develop tool and/or training to inform access to system; sample tools/resources include Autism Portal, Help Me Connect, etc. 	Jan-Dec 2022
Improve coordination of and access to children's mental health services	<ol style="list-style-type: none"> 1. Establish Work groups to manage access and coordination issues 	<ol style="list-style-type: none"> 1.1. Reestablish Children's Mental Health Provider Committee to improve coordination and access 1.2 Start work group for pediatricians to help improve access and referrals to children's mental health services 	Jan-Dec 2022

	<p>2. Navigation Support</p> <p>3. Care Coordination</p> <p>4. Service continuum mapping</p>	<p>1.3 BIPOC providers (discuss whether a separate group would be helpful to them)</p> <p>1.4 Convene key stakeholders to address critical issues within the children’s mental health system, e.g. Issues with private payors, working across service delivery systems</p> <p>2.1. How do we best connect directly with children, youth and families?</p> <p>2.2. Work with providers to share navigational supports to families</p> <p>3. Explore piloting wrap around “light” services to families</p> <p>4. Develop tool and/or training to inform access to system; sample tools/resources include Autism Portal, Help Me Connect, etc.</p>	
Other	Evaluate the work of the Children’s Mental Health Collaborative		

Possible Activities and/or Pilots for Discussion:

1. Backpacks for families in who are not admitted into hospitals
2. Funding to CMH providers to help pay for ancillary services (consider changing scholarships to ancillary servies)