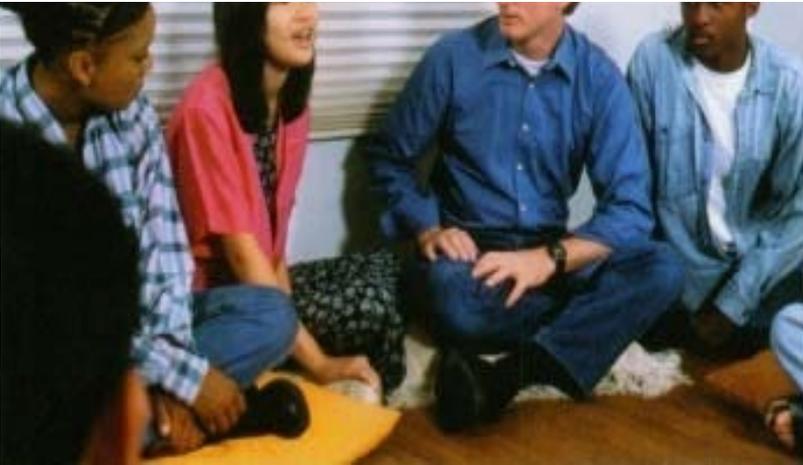




PALMETTO COORDINATED

System of Care

Linking Behavioral Health Services for Children, Youth & Families



Why We Need a System of Care

Children and youth with behavioral health needs:

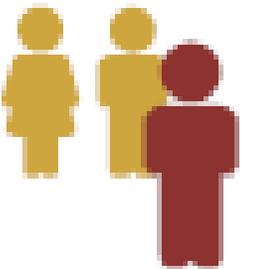
- may get involved in risky behavior such as substance abuse, gang activity, or early sexual activity, or
- may have untreated childhood depression, a major risk factor for youth suicide



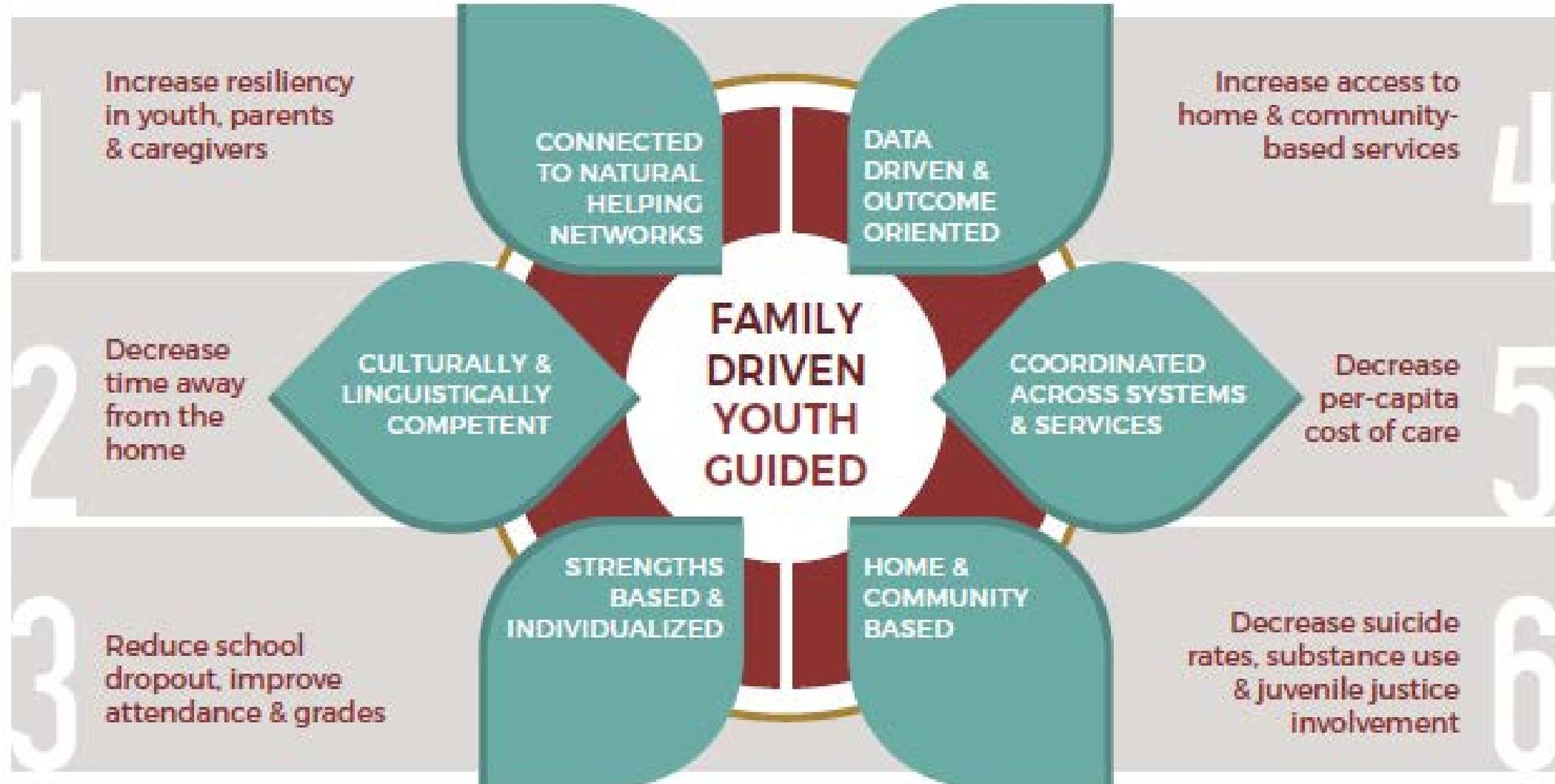
Why We Need a System of Care

Children and youth with serious behavioral health needs may:

- be placed in institutions, sometimes for months or years at a time,
- be treated in an artificial environment only to go back home, with few skills to function in a family setting, and
- have families that did not receive support to help their children function better at home



System of Care Values and Outcomes



Research Behind Systems of Care

- **Decrease juvenile arrests**

In a national study of 1,850 youth ages 11-21, the average number of arrests declined by 38% for children and youth served in Children's Mental Health Initiative-funded systems of care

- **Decrease emergency room visits due to behavioral or emotional problems**

In a national study conducted from 2008 to 2010, there was a 58% decline in the number of emergency room visits for children and youth served in Children's Mental Health Initiative-funded systems of care

- **Decrease days spent in inpatient psychiatric hospitals**

In a national study of 3,752 children and youth the average number of days spent in inpatient psychiatric hospital care decreased from 1.26 days in the 6 months prior to intake to .73 days for children and youth served in Children's Mental Health Initiative-funded systems of care



Research Behind Systems of Care

- **Reduce placement moves, shorter stays out-of-home, and less restrictive settings for children and youth in child welfare**

Wraparound Milwaukee reported a reduction in placement disruption rate in child welfare from 65% to 30%. Children and youth in Los Angeles County who received Wraparound experienced fewer total days out of home. They were also in less restrictive settings when they were placed out-of home.

- **Reduce the probability that a child will repeat a grade**

For a national study of 1,084 children and youth, in systems of care students had a 6.3% probability of repeating a grade for children and youth served in Children's Mental Health Initiative-funded systems of care. The national average is 9.6%.

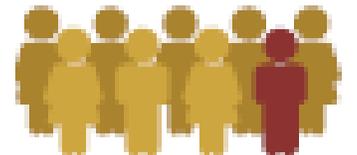
- **Reduce school drop out**

In a study conducted by Snyder and Dillow, 2010 and 2012, 8.6% of students between the ages of 14 and 18 years with emotional disturbance who are served under IDEA, Part B, dropped out of school. The national average for youth with emotional challenges is a 20% dropout rate.

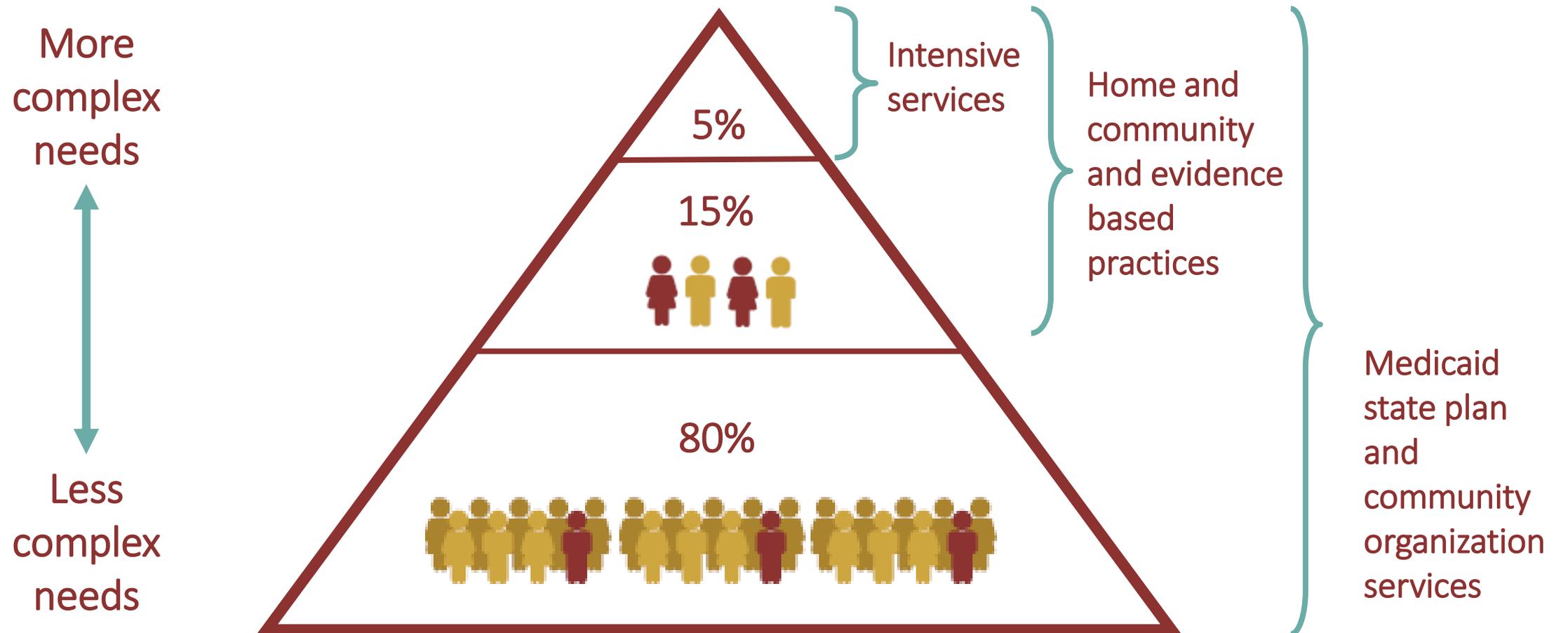
Palmetto Coordinated System of Care Goals

To build a better, more modern behavioral health system that improves:

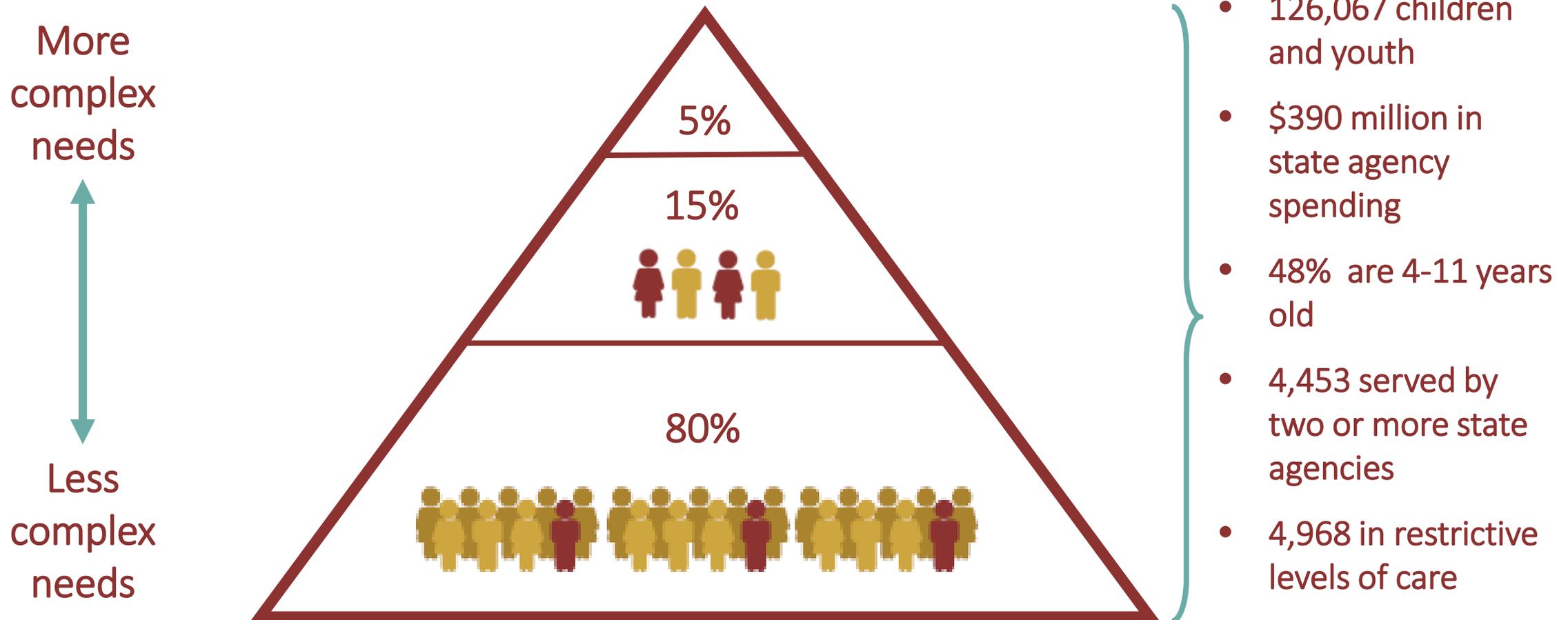
- clinical and functional outcomes for children and youth,
- access to home and community based services,
- resiliency for children and youth,
- resiliency for parents and caregivers, and
- per capita cost of care



Youth with Behavioral Health Needs



Youth with Behavioral Health Needs



Where We've Been

Planning

DMH
SAMHSA
Planning Grant
2011



Where We've Been

Planning

**DMH
SAMHSA
Planning Grant
2011**

**Governance Structure 2014
Leadership Team including family members
Planning Group
Workgroups**

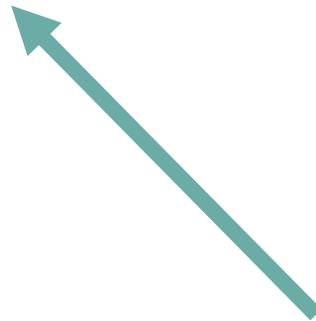


Where We've Been

Planning

**DMH
SAMHSA
Planning Grant
2011**

**Governance Structure 2014
Leadership Team including family members
Planning Group
Workgroups**



How We Got There

Palmetto Coordinated System of Care Leadership Team

- Formed by memorandum dated March 14, 2014
- Members include seven public child-serving agencies: DAODAS, COC, DDSN, DHHS, DJJ, DMH, DSS, three family members, and one youth member
- Meet every other month
- Allocate resources, decide system design



Where We've Been

Planning

**DMH
SAMHSA
Planning Grant
2011**

**Governance Structure 2014
Leadership Team including family members
Planning Group
Workgroups**

SCDHH SAMHSA Expansion Grant 2014



Where We've Been

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**SCDHH SAMHSA Expansion Grant 2014
Workgroup Recommendations 2014- 2016
Over 170 meetings
Family members, youth, providers, & public agencies**



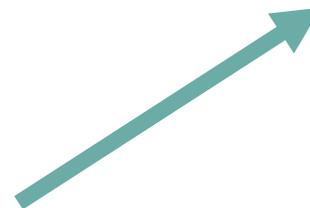
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How We Got There

- **Planning Group**--ongoing
- **Communications**--ongoing
- **Cultural and Linguistic Competency**--ongoing
- **Building Bridges Initiative**--ongoing
- **Service Array**--finished September 2014
- **Ongoing Family and Youth Involvement**--finished October 2014
- **CANS**--finished 2015
- **Provider Capacity and Training**--finished March 2015
- **Outcome Measures**--finished March 2016



How We Got There

Service Array workgroup recommended four priority services that became the basis of system of care services:

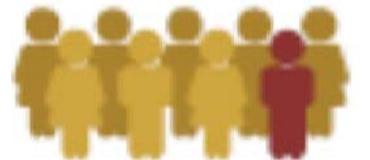
- intensive family services—waiver
- respite—waiver
- youth and parent peer support—grant and waiver
- mobile crisis—contract



How We Got There

Service Array workgroup recommended intensive family services that became the core of community psychiatric supportive treatment in the waiver including, among others:

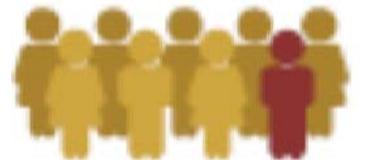
- Homebuilders
- A-CRA
- MST
- FFT



How We Got There

Communications and Social Marketing workgroup recommended:

- logo—done, designed by youth and families
- focus groups—done in 2014-15
- website—done scdhhs.gov/pcsc
- one pager—done



How We Got There



The screenshot shows a web browser window displaying the PCSC website. The browser's address bar shows the URL <https://msp.scdhhs.gov/pcsc/>. The website has a navigation menu with the following items: ABOUT, FOR FAMILY AND YOUTH, FOR PROVIDERS, RESOURCES, WAIVER, and CONTACT. The main content area features a photograph of four people (three women and one man) smiling and talking. To the right of the photo is the PCSC logo, which consists of a stylized figure holding a heart, with the text "PALMETTO COORDINATED System of Care" and the tagline "Linking Behavioral Health Services for Children, Youth & Families". Below the logo are four colored squares (yellow, black, brown, teal). A paragraph of text describes the PCSC as a multi-disciplinary partnership. At the bottom of the page, there are three sections: QUICK LINKS, LATEST NEWS, and FEATURED STORIES. The Windows taskbar at the bottom shows various application icons and the system clock indicating 9:49 PM on 9/15/2016.

PCSC

<https://msp.scdhhs.gov/pcsc/>

ABOUT FOR FAMILY AND YOUTH FOR PROVIDERS RESOURCES WAIVER CONTACT



PALMETTO COORDINATED
System of Care
Linking Behavioral Health Services for Children, Youth & Families

The Palmetto Coordinated System of Care (PCSC) is a multi-disciplinary partnership between families, youth, providers and child-serving public agencies to help children stay at home, in school and, when possible, out of the child welfare and juvenile justice systems. PCSC serves children and youth with serious behavioral health challenges who are in or most at risk of out of home placements by providing best or evidence-based practices and supports that are convenient for children, youth and their families. [Learn more.](#)

QUICK LINKS LATEST NEWS FEATURED STORIES

9:49 PM
9/15/2016



How We Got There

The screenshot displays the PCSC website interface. The browser address bar shows the URL <https://msp.scdhhs.gov/pcsc/>. The page is organized into three main columns:

- QUICK LINKS:** Contains four icons: 'What is PCSC?' (speech bubble), 'Events' (calendar with '30'), 'Frequently Asked Questions' (magnifying glass), and 'Contact PCSC' (phone receiver).
- LATEST NEWS:** Lists three press releases:
 - Cultural and Linguistic Competency Trainings Viewed as Success** (Sep 12, 2016): Of the over 200 family members and professionals who responded to a PCSC survey, 28 percent said...
 - PCSC Conference: Sept. 16** (Sep 1, 2016): There is still time to register for the Palmetto Coordinated System of Care (PCSC) Conference...
 - Family-Driven Services Viewed as One of PCSC's Greatest Accomplishments** (Aug 31, 2016): In a July 2016 evaluation, the University of South Carolina Arnold School of Public Health's...
 - PCSC Receives National Recognition** (Aug 30, 2016): The Palmetto Coordinated System of Care (PCSC) receives the 2016 Excellence in Community...
 - Webinar: Business Transformation Strategies to Ensure a Strong Agency into the Future** (Aug 22, 2016): There is still time to register for today's Building...
- FEATURED STORIES:** Features two articles:
 - Building Bridges Initiative Program and New Hope Treatment Center Partner to Improve Outcomes for Children in Residential Care**: Includes an image of the New Hope Treatment Center and text describing its services to male and female youth between the ages of 12 and 21 who require treatment for psychological and psychiatric illnesses.
 - Building Bridges Initiative Program Provides Support to Marshall I. Pickens Children's Residential Treatment Program**: Text describing psychiatric residential treatment facilities providing inpatient services to Medicaid-eligible youth.

The Windows taskbar at the bottom shows the time as 9:50 PM on 9/15/2016.



How We Got There

Cultural and Linguistic Competency workgroup recommended:

- statewide kick-off done May 2015
- regional trainings ongoing
- July 2016 received national ECCO award



How We Got There

CANS workgroup recommended:

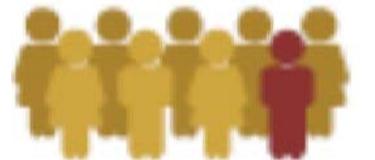
- diagnoses for clinical eligibility for waiver services

CASII (updated CALOCUS) ultimately used as the level of care assessment tool for the waiver

How We Got There

Provider Capacity and Training workgroup researched and commended:

- creation of center of excellence—awarded January 2016
- evidence based practices survey—to be completed by center of excellence in 2017



How We Got There

Outcome Measures workgroup recommended:

- satisfaction measures—to be added to the WFI-EZ
- clinical improvement—as measured by the CAFAS
- family resiliency—as measured by the caregiver strain questionnaire
- administrative data—being programmed for collection and continual improvement



How We Got There

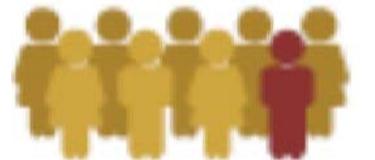
Ongoing Family Involvement workgroup recommended:

- parent peer support --the basis for an administrative contract for waiver support brokers
- family involvement in quality improvement processes which will be the continual improvement committee
- youth representation on the Leadership Team

How We Got There

Building Bridges Initiative Advisory Board recommended:

- review of policies preventing BBI from being implemented
- specific focus on time at home policy is ongoing



Where We've Been

Building Infrastructure

Cultural and
Linguistic
Competency Training
2015-2016



Where We've Been

Building Infrastructure

Cultural and
Linguistic
Competency Training
2015-2016

NAMI Education
Programs June 2015



Where We've Been

Building Infrastructure

**Cultural and
Linguistic
Competency Training
2015-2016**

**NAMI Education
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**USC Institute for
Families in Society
Center of Excellence
January 2016**



Where We've Been

Building Infrastructure

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Competency Training
2015-2016**

**NAMI Education
Programs June 2015**

**USC Institute for
Families in Society
Center of Excellence
January 2016**

**Federation of Families
SAMHSA Grant Activities
March 2016**



Where We Are Going

Implementation

High Fidelity
Wraparound at
Continuum of Care
August 2014



Where We Are Going

Implementation

**High Fidelity
Wraparound at
Continuum of Care
August 2014**

**Building Bridges
Initiative
September 2015**



Where We Are Going

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**High Fidelity
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**Community Crisis
Response and
Intervention
Early 2017**



Where We Are Going

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Early 2017**

**Home and
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Where We Are Going

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**USC CARE
Continual
Improvement
Ongoing 2017**



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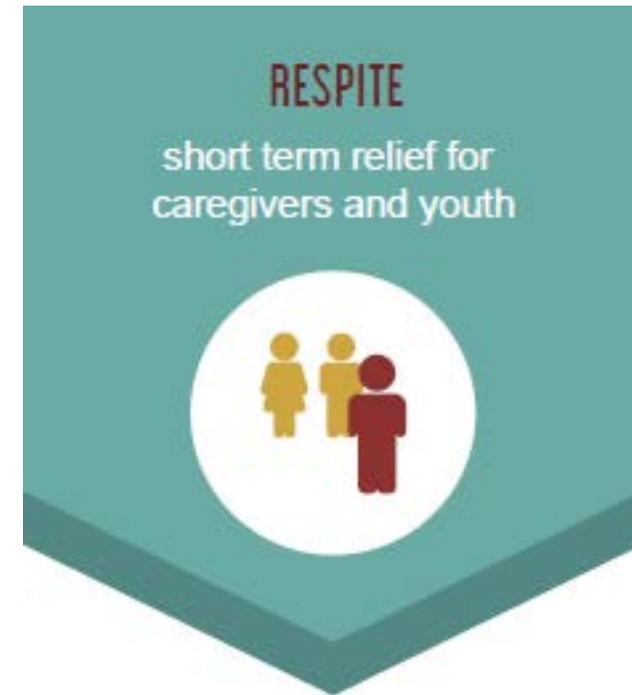
USC CARE
Continual
Improvement
Ongoing 2017



PCSC Waiver Services—Respite

Workgroup this fall to explore

- Provider network
- Developing a trained workforce
- Lessons learned in South Carolina
- Best practices in other states



PCSC Waiver Services—Peer Support

Administrative contract

- Parent Peer Support Providers
- Designed to build resilience

SAMHSA grant funding

- Youth Coordinators
- Design youth peer support training program
- Develop workforce



PCSC Waiver Services—Wraparound

High Fidelity Wraparound

- Continuum of Care in August 2014
- Two nationally certified trainers
- At 6 month reassessment, 94% of respondents felt respected by staff
- 78% felt satisfied with the services they received



PCSC Waiver Services--Employment

Services include

- Employment Skills Development
- Career Exploration and Assessment
- Intensive Supported Employment

Future work includes a workgroup to create a common vision for this service



PCSC Waiver Services--Other

Other Services

- Individually Directed Goods and Services
- Non-Medical Transportation
- Community Psychiatric Support and Treatment
 - evidence-based intensive family service
 - non-evidence-based intensive family service

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

- ✓ a team to coordinate care

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

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- enhanced waiver services for families and youth

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

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- respite relief for families

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

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- enhanced waiver services for families and youth
 - respite relief for families
 - peer support for families and youth

Where We Are Now

Together we can build a better, more modern behavioral health system that has:

- ✓ a team to coordinate care
- enhanced waiver services for families and youth
 - respite relief for families
 - peer support for families and youth
- community crisis response and intervention

Thank You for Your Time

Questions? Need more information?

- email PCSC@scdhhs.gov
- visit our website at scdhhs.gov/pcsc