



Caring Together

Best Practices

2019 Stakeholder Engagement Sessions
August 6, 2019

Agenda

- Welcome Back
- Feedback Summary on Young Adult Programs
- Best Practices Discussion

Feedback: *Age Reframe* Policy

CYF and Adult services systems hold different expectations of transition age youth. Need to find balance in the transition - balance each youth's developmental age and readiness with social /legal expectations of “being an adult”.

- General expectation that young adults should have: ID, bank account, know how to use public transportation.
- Assign developmentally appropriate markers for each age, e.g., staying overnight at a friends house by age 16.
- Build steps in the system to accommodate varying levels of need, maturity, development, etc.
- Help parents prepare for the shift in their role. Help parents teach their kids skills, instead of deferring to programs

Feedback: Young Adults Programs

- Need more pre-IL programs. Blending younger TAY and over 18 is challenging due to different rules, boundaries, freedoms.
- Need continuum of living situations within one program, i.e., GH, staffed apartments, support living at home.
- Need to support for TAY with higher levels of acuity, including transitions from in-patient.
- There is a housing gap – specific programs are needed for ages 17-22.
- There are models that work but more are needed across the state.
- Could day programming be from DMH's Adult side (i.e, clubhouses) – or could there be specific clubhouses for 18-25 year olds?
- Partnership with schools, resource centers, employers

Feedback: Young Adult Practice

- Programs may need consultation re: substance abuse, harm reduction, self-harm. Consultants for the youth themselves by outside providers, empowering.
- Need good assessment of skill sets and capabilities – cognitive level, executive functioning, etc. Include OT perspective. Programs should select tool(s); DMH should not mandate specific tool(s).
- Require treatment plans to have rehab/life skill goals
- YAPM and peer support should be supported. DMH could expand training for YAPM. Train program staff about YAPM role.

Feedback: Staff

- Working with young adults requires special knowledge and skill.
 - Currently, programs are used to working with children whose parents have custody.
 - Everything is designed for kids and then retrofitted for TAY.
 - Need to help broker the relationship between parents and TAY
- Less about education level of staff and more about competencies that are needed (judgement, boundaries, experience with age group, family systems knowledge, knowledge of resources, energy, flexibility, creativity, emotional intelligence, knowledge of developmental norms and rehab skills)
- Family Partners could be helpful, e.g., helping parents tolerate risk

Areas for Feedback

Focus Areas of Improvement

1. Continuum
2. Group Home
3. Family-based Placement
4. Young Adult Programs
5. Clinical Interventions
6. Best Practices
7. Business Models
8. Performance Measures



- Integrating Lived Experience
- Family and Youth Advisory Councils
- Staff Development

Integrating Lived Experience: Family Partners

What we've learned

- Families highly value having a Family Partner
- DMH is now purchasing FPs through Flex Services
- Introducing FPs to families early is best
- FPs help teams /staff understand family's experience and perspectives.

Design considerations

- Do FPs partner with parents/ caregivers, or all family members?
- How to manage transitions in services that might lead to transitions in FPs.
- Where should FPs be located: GH, Continuum?

Integrating Lived Experience: Young Adult Peer Mentor

What we've learned

- YAPMs are more newly emerging than Family Partners.
- The “system” is still learning how best to utilize and support them.
- There are some key parallels to FPs, e.g., helping teams understand youth experience, being part of the team early.

Design considerations

- How can we support recruiting and retaining this transient workforce?
- What are the supervisory best practices?
- Can a YAPM and a FP work with the same family? What are the best practices for doing so?

Integrating Lived Experience: Program Leadership

What we've learned

- Family and/or Youth Advisory Councils seem to hold promise, but have not taken hold.

Design considerations

- What structures and processes would support family / youth input into program decisions, operations?
- Should there be a position in addition to / instead of FP - e.g., Family Coordinator?

Closing Remarks

- Debrief of Today's Meeting
- Outstanding Questions
- Next Meeting:
 - Date:** Wednesday, August 28th
 - Topic:** Business Models