Caring Together

Business Models

2019 Stakeholder Engagement Sessions
August 28, 2019
Agenda

➢ Welcome Back
➢ Feedback Summary on Best Practices
➢ Business Models Discussion
Feedback: Family Partners

- Family Partner goes in to support the parent but can be flexible, based on decision in partnership with parent, to meet with other family members. Parents are the guide.
- Keeping same FP is best practice, especially given so many other service changes they experience.
- If going to higher level of care, could FP stay on the periphery (at a reduced level of intensity) because we know the youth will go back to community.
- If it’s a family service, maybe it should be aligned with where family is versus where the youth is.
Feedback: *Family Partners*

- **Family Partner / Family Coordinator**
  - Consider fit with DMH Flex Services, which includes Family Partners.
  - Consider different levels of care within the FP service, from one-one multiple contacts each week to support groups.

- Consider a Family Coordinator position as part of program staff, rather than FP.
  - Family Coordinator would orient family to the program, helps connect with community resources, etc.
  - FC would also have lived experience.
  - FC would be in a leadership role.
Feedback: YAPM

• Need more YAPMs so that they are not so isolated – both within a program and in the general service system. Consider hiring more than one at a time.

• YAPMs need consistent supervision.

• YAPMs need flexible schedules in order to tend to their own needs as well as to go back to school, etc.

• Build career track/steps – otherwise YAPM can be stagnant role, especially if they are part time.

• Consider being more flexible with age requirement.

• FP and YAPM can work together well with same family but need to be in sync, need to develop partnership.
Feedback: *Program Leadership*

- **Family Advisory Council:**
  - Leadership is key, skill of staff person running the meeting keeps you coming.
  - Members could be drawn from families whose children no longer at program and want to give back.

- **Youth Advisory Council:** offer incentives to start, have someone who has influence in the organization co-facilitate, implement the ideas.

- Set expectations for family/youth feedback at leadership level but allow flexibility about how, e.g., “describe what your plan is”, examples include:
  - Invite all parents (past and present) to give feedback at a quarterly meeting.
  - Use 1 parent support group session each year to have Agency leaders and/or board members seek feedback.
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

- Coordinating procurements and awards with DCF
- Continuum / Group Home relationship
- Securing capacity
- Staff Retention
- Flex funds
- Rates will not be a topic of discussion
Coordinating Procurements

What we’ve learned

• DMH intends to issue its own RFRs for its own programs.
• DMH’s timeframe might be different from DCF’s.

Design considerations

• What are the implications of ending current contracts at different points in time?
Program Subcontract Relationships

What we’ve learned

- The intent for limited # of subcontracts in order to build strong working relationships was not realized.
- Not all Group Homes have the ability or interest in partnering with Continuum Programs.

Design considerations

- What are the benefits and challenges of Continuum program subcontracting with Group Homes?
Securing Capacity

What we’ve learned
- DMH has lost access to needed capacity.
- DMH would prefer to “own” capacity.

Design considerations
- What are the benefits and challenges to DMH contracting for whole programs?
- If DMH allowed DCF to “borrow” slots, what would an effective gatekeeping function look like?
- What is the impact of having smaller programs?
Closing Remarks

• Debrief of Today’s Meeting
• Outstanding Questions
• Next Meeting:
  – **Date:** Friday, September 13
  – **Topic:** Performance Measures