The webinar will start shortly. All participants have been placed on mute.
Understanding Systems of Care in NYS: What Schools Need to Know

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NYS Office of Mental Health
New York’s History

- SAMHSA System of Care grants (1994-present)
- NYS OMH, 2016
  - Pilot an evidence based practice model (Wraparound) within Health Home Care Management
  - Lead & Support statewide System of Care Implementation
- NY State Education Department, 2018
  - Implementing Project AWARE in Buffalo, Brooklyn and Rensselaer
  - Overlay of System of Care framework
Defining System of Care

In simplest terms a system of care is a . . .

- coordinated network of . . .

- community-based services and supports . . .

- for children and youth who are experiencing challenges (and their families).
The SOC Approach is...Simply put – how a community takes care of its own

- An organizational framework for system reform
- A value base for systems and service delivery
- A guide to implementation – unique to each state, county or community
- Adaptable based on context and environment
- Flexible for innovation
- Applicable for different
  - age groups
  - levels of need
  - cultural groups
Why System of Care?

It is proven to achieve the following outcomes:

- Promoting wellness of children and youth across their lifespan
- Multi-system sharing of resources and responsibilities
- Array of necessary and appropriate services and supports
- Collaboration across systems and traditional funding silos
- Engaging and supporting families in raising their children with health and resilience
What Schools Need to Know

- SOC provides a structure for achieving health and wellness for all children which supports academic success
- Contains many of the same aims as the Community School Model
- Aligns well with MTSS
- The framework requires external partnering beyond the school walls
SOC Components

**Philosophy**
Values and principles that provide the foundation for service systems.

**Infrastructure**
Governance, financing, partnerships, and CAPACITY for planning, evaluation, quality improvement, and workforce development.

**Services and Supports**
Interventions with youth and families at the service delivery level. These are consistent with the SOC values.
SOC Core Values

The Systems of Care Philosophy comes from these Core Values.

Family Driven
Youth Guided
Community Based
Culturally and Linguistically Competent
Individualized
Evidence-based and Community Defined Practices

These core values must guide our efforts to infuse the Systems of Care philosophy into our infrastructure, services, and supports.
Core Value: Family Driven

• Assumes and asserts that **families are the experts** in their lives, their needs and their goals. They, not the service provider or expert, **must be the ones to decide** what they need.

• As recipients of service, family members and caregivers **must be represented and have a voice** on policy, management and service delivery levels **for all children** in the community.
Core Value: Youth Guided

...means that young people have the right to be empowered, educated, and given a decision making role in the care of their own lives as well as the policies and procedures governing care for all youth in the community, state and nation.
Core Value: Community Based

- Children, youth and young adults should have a community-based network of services available to them in more normative and less restrictive settings.
- Decisions about the mix of services to be offered, service coordination mechanisms, and use of resources are made at the local level.
Core Value: Culturally & Linguistically Competent

• Agencies, programs and services are responsive to the cultural, racial and ethnic differences of the populations they serve.
• Communities address the structural barriers and value differences encountered by ethnic minorities.
• Children and families served within their own unique and specific contexts.
Core Value: Individualized

- Meet the unique needs of a given child and family.
- Approach to services is flexible.
- Wraparound practice model is one of the most significant practice-level approaches to individualized planning and service delivery.
Core Value: Evidence Based and Community Defined Practices

- Important to provide effective, evidence-informed clinical interventions, services and supports to improve outcomes.
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**SOC Philosophy**

**PRINCIPLES**

- Broad array of **effective supports and services**
- **Individualized**, Wraparound Practice Approach
- **Least restrictive**, clinically appropriate setting
- Family and youth **partnerships at all levels**
- Care Management for **coordination at services level**
- Cross-agency **collaboration**
- Developmentally appropriate services for both **young children** and for **youth in transition** to adulthood
- Link with mental health **promotion, prevention, and early identification**
- Continuous **Accountability**
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SOC Infrastructure

Core Areas for Systems of Care Implementation

- Implementing policy, administrative and regulatory changes
- Developing and expanding services and supports, care management and individualized approach
- Providing training, technical assistance and coaching
- Generating support and an advocacy base
- Creating or improving financing strategies
Systems of Care

Governance

- Decision-making at a policy level that has legitimacy, authority and accountability
- Policies set collaborative practices at policy and service levels
- Requires structure, and process, in addition to clarity about to population of focus
- Not to be confused with systems management, the day-to-day operational decision-making
Family and Youth Leadership

- Parent Engagement & Participation
- Training & Mentorship
- Participant Supports
- Privacy & Confidentiality
- Evaluating Strategies for Family & Youth Involvement

Infrastructure
Governance, financing, partnerships, and CAPACITY for planning, evaluation, quality improvement, and workforce development.
SOC Infrastructure

Mental Health
Child Welfare
Education
Youth
Civic
Juvenile Justice
Medical
Informal
Crisis Response
Caregivers
Community Provider
Substance Use
Public Health
Coordinated Children’s Services Initiative
Structures
Tier 3 – State level
Tier 2 – County/community level
Tier 1 – Child and family level

Where do schools fit in?
How do schools become active partners?
County Examples

Onondaga County ACCESS
WELCOME Orange
Westchester County CCSI
Chautauqua Tapestry
Essex BRIEF
Yates System of Care Tier Two
SOC Components

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SOC Services and Supports

Array of Services and Supports

• Implement and sustain a broad array of home and community based services and supports that are individualized, coordinated, family driven, youth guided, and culturally and linguistically competent.
NYS Children’s Mental Health System – The Big Picture

- Inpatient psychiatric centers and units, State and Community operated
- Residential Treatment Facilities
- Community Residences
- Crisis Residences
- Teaching Family Homes
- Outpatient Mental Health Clinics
- School Based Mental Health Clinics
- Day Treatment
- Home and Community Based Services (HCBS)
- Healthy Steps
- Project TEACH
- NYS Systems of Care Initiative
- Health Homes Serving Children (care management)
- Family Peer & Youth Peer Support Services
- Child and Family Treatment Supports & Services (CFTSS)
- And other special initiatives
County Single Point of Access

Select a Local Governmental Unit (LGU) from the map or list below for contact information & each LGU’s most current Local Services Plan and CMHC and OASAS peer summaries. Link to CPS/OASAS here.

Visit our About Us Section to find Regional Representatives, CMHDOfficers, and Committee Chairs.
New Children and Family Treatment and Support Services (CFTSS)
What are Children & Family Treatment and Support Services (CFTSS)?

- Mental health and/or substance abuse services in NYS Medicaid
- For children ages birth to 21
- Available to eligible children/youth enrolled in Medicaid
- Services can be provided at home, in the community, or wherever children/youth and their families feel comfortable
Children & Family Treatment and Support Services (CFTSS)

**Other Licensed Practitioner (OLP)** – individual, group, or family therapy at home or in the community for a children/youth who have mental health or substance use needs.

**Community Psychiatric Supports and Treatment (CPST)** – support at home and in the community to help improve relationships with family, friends and others.

**Psychosocial Rehabilitation (PSR)** – help with relearning skills to help support the child/youth in their home, school and community. Children and youth must have a mental health or substance use diagnosis to receive this service.

**Family Peer Support Services (FPSS)** *(CFTSS Beginning July 1, 2019)* - supports families and caregivers to help address the mental health or substance use needs of their child. Provided by an individual with their own lived experience.
Children & Family Treatment and Support Services (CFTSS)

Youth Peer Support & Training (CFTSS beginning January 1, 2020) – supports a young person in learning to self-advocate, understand their illness and plan for their own care. Delivered by a young adult with lived experience.

Crisis Intervention (CFTSS beginning January 1, 2020) – 24/7 response in times of crisis due to behavioral health needs.
How Can I Get These Services?

To get one or more of these services, you need to:

• Find a CFTSS Provider. You can find providers by:
  • Asking the child/youth’s other healthcare providers
  • Contacting the child/youth’s Medicaid Managed Care Plan
  • Asking the child/youth’s Health Home care manager
  • Talking to your local county, such as the Single Point of Access (SPOA)

• Get a Recommendation:
  • A recommendation for CFTSS works like a prescription. You can get one from your pediatrician, or a CFTSS provider can help you get one.
  • Your provider can determine if a child/youth is eligible for CFTSS.
The Children’s Waiver: Home and Community Based Services (HCBS)
What are Children’s Home and Community Based Services (HCBS)?

- Services that help keep children and youth with complex health and/or mental health needs out of hospitals and residential settings

- Help children/youth who are in a hospital or residential setting transfer back safely to their homes and communities

- Support children/youth and their families as they work toward goals and achievements to be successful at home, in school, and in their community

- Offer individual, flexible services that are strength and skill-based to meet the health, mental health, and/or developmental needs of each child/youth
Who can get Children’s HCBS?

Children’s Home and Community Based Services are for children and youth (under age 21) who:

1. Are enrolled or eligible to enroll in Medicaid
   - Some children/youth may be eligible for Medicaid if they are eligible for Children’s HCBS. If a child/youth does not have Medicaid and you think they may be eligible for HCBS, call C-YES at 1-833-333-2937

2. Need extra care at home or in the community to avoid the need for long-term inpatient care

3. Are in a higher level of care and would be able to stay at home with extra support
# Children’s Home and Community Based Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Services Offered</th>
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<tbody>
<tr>
<td>Community Habilitation</td>
<td>Palliative Care – Expressive Therapy</td>
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<tr>
<td>Day Habilitation</td>
<td>Palliative Care – Massage Therapy</td>
</tr>
<tr>
<td>Caregiver/Family Support and Services</td>
<td>Palliative Care – Pain and Symptom Management</td>
</tr>
<tr>
<td>Community Self Advocacy Training and Support</td>
<td>Palliative Care – Bereavement Counseling</td>
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<tr>
<td>Prevocational Services</td>
<td>Environmental Modifications</td>
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<tr>
<td>Supported Employment</td>
<td>Vehicle Modifications</td>
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<tr>
<td>Respite Services (Planned &amp; Crisis Respite)</td>
<td>Adaptive and Assistive Equipment</td>
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<tr>
<td></td>
<td>Non-Medical Transportation</td>
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<tr>
<td></td>
<td>Family Peer Support Services*</td>
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<td>(until July 2019)</td>
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<tr>
<td></td>
<td>Youth Peer Support and Training*</td>
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<td>(until January 2020)</td>
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<td></td>
<td>Crisis Intervention*</td>
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<td>(until January 2020)</td>
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*These services are available as HCBS until they become CFTS Services on dates above.*
The Children and Youth Evaluation Service (C-YES)

1-833-333-CYES
1-833-333-2937
Health Home Care Management
Children’s Health Home Care Management

• Health Home is a care management service intended to help children and youth with complex health and behavioral health needs from entering a higher level of care. This service can help support children/youth and their families by:
  • Coordinating all of your child’s services and providers
  • Finding needed services for your child
  • Finding out if your child is eligible for Children’s HCBS

• Health Home care managers work with children/youth and their families to conduct an assessment and create a Plan of Care that outlines their goals, needs, and services
Children’s Health Home Care Management

Children and youth with Medicaid may be eligible for Health Home care management if:

- They have two or more ongoing health conditions
- They have a single qualifying chronic health condition
- They are enrolled in the Children’s Waiver and get Home and Community Based Services (HCBS)

Children and youth with Medicaid can get Health Home care management by:

- Getting a referral from their current healthcare provider
- Getting a referral from their community provider
- Getting a referral from their Medicaid Managed Care Plan
- Calling your local Children’s Health Home to refer your child/youth directly
Finding a Local Health Home

If a child/youth has Medicaid:

- To find a Health Home in your county:
  [https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm) OR
- Contact [hhsc@health.ny.gov](mailto:hhsc@health.ny.gov) or contact the Health Home Program at the Department of Health at **518.473.5569**
Other Resources

• More information on System of Care on www.msnavigator.org
  (Systems of Care Explained)

• Education on New Services for Children and Families
  https://www.omh.ny.gov/omhweb/bho/childrensmc.html

• List of NYS Health Homes by County
  https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map/index.htm
Contact

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