



## **INNOVATION PLAN APPROVAL SUMMARY**

### **Trinity County Innovation**

**Name of Innovative Programs: Milestones Outreach Support Team**

**Total Requested for Innovation: \$132,712**

**Duration of Innovative Programs: Two Years**

**Staff Recommends: APPROVAL**

#### **Review History**

County Submitted Innovation Plan: October 3, 2014

Mental Health Services Oversight and Accountability Commission (MHSOAC) vote on Innovation Plan: December 18, 2014

#### **Innovation Plan Summary**

Trinity County is seeking MHSOAC approval for the following Innovative Project:

##### **Milestones Outreach Support Team**

Trinity County seeks to learn through this Innovative Project if peers serving as the first point of contact in its crisis triage program will increase the quality of services and support positive client outcomes. This proposed Innovative Project builds on Trinity County's first Innovative Project, which demonstrated that providing peer support services to individuals admitted into the County's respite bed was successful in preventing hospitalizations and de-escalating psychiatric crisis situations. The initial Innovative Project helped move Trinity County toward a county-wide, strength-based and recovery model approach. Trinity County views the current Innovative Project as the critical next step in broadening the scope of responsibility for peers, with an accompanying increased training and support program for peer staff. Expanding the implementation of recovery-oriented programming within the County behavioral health system is a key goal and context of this Innovation Plan.

Trinity County was one of the awardees of an SB 82 grant that will allow the County to develop a more comprehensive crisis response effort. Crisis triage workers will be based at the County Wellness Center, Milestones. Peer staff will take the lead in interacting with consumers who present in crisis, de-escalate the crisis, assess needs,

provide support, and manage the referral process. Para-professionals will work side-by-side with peer staff and clinical support will always be available.

Trinity County Behavioral Health has received support from all of its stakeholder groups to support the county in development of its Innovation Plan that would braid Innovation funding with the SB 82 Triage Grant. Consumers would be able to access crisis services without having to come in the “front door” of the agency. Currently, clients seeking services come to the agency and are scheduled for assessments with clinical staff. Being able to come to the wellness center to receive intake and referral from peer staff will place less emphasis on traditional “gatekeepers” to service.

Currently, peers in Trinity County have the opportunity to receive training for volunteer positions at the Wellness Center, which is funded by Community Services and Supports (CSS) dollars. The Superior Region Workforce, Education and Training (WET) Collaborative is developing training for possible peer certification. The County has created a career ladder for individuals with lived experience of mental illness, and will expand the available educational and support resources for this Innovative Project. Peer specialists working at the Wellness Center will have the opportunity to take advantage of the career ladder in their new positions working with the crisis triage workers. For peers hired in this Innovation Plan, the county is interested in offering training from the California Association of Social Rehabilitation Agencies (CASRA).

An unduplicated estimate of how many individuals this project will serve is two hundred (200) per year. Peer specialist services will be available for TAY, adults, and older adults while the triage component of the Wellness Center will be available to individuals of all ages. Trinity County has an ongoing partnership with tribal leaders and members of the Nor Rel Muk tribe. As a result of this relationship, the county believes it is likely that tribal elders will refer individuals identifying as Nor Rel Muk to the Wellness Center to receive peer and/or crisis support.

### **Evaluation:**

The Innovation Program will assess the effectiveness of an integrated peer intake and referral approach to crisis triage services that result in:

- A reduction in client hospitalizations.
- A reduction in client use of the emergency room.
- Successful engagement, learning, and satisfaction for the Peer Specialist.
- An increase in peer professional development knowledge and competencies.
- Successful application of improved professional development applied in the work setting (including assessment by clients).