

IMPROVING CRISIS SERVICES FOR CALIFORNIA'S CHILDREN AND YOUTH

MENTAL HEALTH SERVICES OVERSIGHT AND ACCOUNTABILITY COMMISSION

Project Framework

Purpose:

Document the current state of crisis services for children and youth throughout California. Develop recommendations for improving the delivery of crisis services. Identify outcomes and strategies to measure them for children, youth, family members and the communities in which they live.

Goals:

1. Increase policy and decision makers understanding of the nature of mental health crises among children and youth
2. Develop a shared understanding among stakeholders of the current crisis service delivery system and its role within the continuum of care in diverse locations and communities throughout the State
3. Document challenges and constraints of the existing service delivery system and potential benefits of improved access and coordination (e.g. cost avoidance, prevention, improved individual outcomes, improved communities)
4. Increase policy and decision makers understanding of the drivers that impact the accessibility, quality and effectiveness of crisis services for California's children and youth (e.g. State or local policies and/or procedures, funding/costs, licensing, staffing levels, etc.)
5. Develop new strategies and/or identify existing models to improve access to effective crisis services for children and youth.

Tasks and Activities:

Advisory Workgroup A workgroup will be formed to explore and refine the goals of this project and advise the Commission in decisions regarding project tasks, activities, work products and recommendations. The workgroup will include subject matter experts on crisis services and key stakeholders representing mental health consumers, family members, state and county leaders, service providers and others. The workgroup will be charged with defining crisis services; exploring the role of these services within a continuum of care that is prevention focused and recovery oriented; identifying challenges, barriers, opportunities and best practices; and developing recommendations to improve access, service coordination and outcomes. Advisory workgroup meetings will be open to the public and strive to incorporate a range of perspectives and experiences to support the development of shared knowledge and ensure that group recommendations address the needs and interests of diverse communities throughout California. At a minimum the Advisory Workgroup should include subject matter experts from mental health, healthcare, schools, counties, law enforcement, and consumers/family members.

MHSOAC Subcommittee To ensure this project is consistent with the direction of the MHSOAC, a subcommittee of the Commission, chaired by Commissioner John Boyd, will guide all phases of the project. The Subcommittee will formulate action oriented policy recommendations and communicate these to the full Commission and stakeholder communities. During the initial phase of the project the Subcommittee will meet with the Advisory Workgroup.

Literature Review A thorough review of available written materials including academic articles, white papers and public sector reports will shape and focus the project scope, support the development of problem definitions, and identify potential service delivery models or system improvement efforts currently underway in other jurisdictions. Information gleaned from the literature review will be summarized and provided to the Subcommittee, Advisory Workgroup, and stakeholders to support a shared understanding of the problem and development of potential solutions.

Site Visit(s) Commission staff will organize one or more site visits to support the development of foundational knowledge regarding crisis services, their availability and accessibility; increase understanding of how they function within the larger mental health service delivery system; and identify potential challenges or barriers to accessible and effective service delivery systems. Site visits may include crisis stabilization units, emergency departments, mobile crisis teams, or similar service locations.

Panel Presentation(s) Panel presentations before the full Commission are envisioned to support the Commissioner's understanding of the problem and identification of potential opportunities for addressing existing challenges. Panels including individuals with lived experience, subject matter experts, policy leaders, advisory workgroup members and members of the public will provide additional foundational knowledge and first person experiences supported by a discussion of existing barriers, challenges and potential opportunities for improvement. Sufficient time will be scheduled during panel presentations to allow for an in-depth discussion between presenters and the Commission.

The panel presentation(s) will be designed to explore the following topics related to crisis services for children and youth:

1. How do we define a mental health crisis?
2. What services are currently in place for children and youth experiencing crisis or at risk of needing crisis services? What is the unmet demand?
3. What is working and what is not working in terms of the existing service delivery system and its relationship to needs?
4. What models or examples of best practices should be explored or promoted to improve California's mental health system as it related to children and youth in crisis or at risk of crisis?
5. What are the barriers or potential obstacles to expanding or replicating successful models across the state, and what are the opportunities or recommendations for overcoming those obstacles?

Project Schedule:

This project is expected to last five to six months with projected completion by February 2016. An initial half day combined Advisory Workgroup and MHSOAC Subcommittee meeting will be held in early September followed by a site visit and panel presentation to coincide with the September 24th meeting of the full Commission. An informational packet including background materials, presenters bios, summary of written material, and potential areas for additional exploration will be prepared to support that September 24th Commission meeting. It is anticipated that an additional site visit and panel presentation may be conducted during the Commission's October meeting likely in Santa Barbara. A final report summarizing the project findings and recommendations will be developed in concert with the MHSOAC subcommittee and presented to the full Commission during their January 2016 meeting. (Refer to attached project schedule for additional details on proposed timing of tasks and activities).

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PROJECT SCHEDULE			
Date*	Task/Activity	Participants	Goals
9/14/2015	· Advisory Workgroup Mtg.	· MHSOAC Subcommittee · Workgroup members · MHSOAC Staff	· Formalize project scope and goals (e.g. how do we define crisis, what does the current system look like, what are the challenges and barriers) · Refine schedule and activities · Finalize selection of panel members for Commission meeting · Establish foundational knowledge
9/23/2015	· Site Visit—Edgewood Center	· Workgroup members & Commissioners	· Gain increased understanding or alternate service models and identify challenges and opportunities for improvement
9/24/2015	· Panel Presentation	· Full Commission	· Share information with full Commission, engage key stakeholders in problem definition and discuss solutions
10/7/2015	· Advisory Workgroup Mtg.	· MHSOAC Subcommittee · Workgroup members · MHSOAC Staff	· Document current service delivery system including challenges and obstacles · Review alternate models and system improvement efforts · Guide selection of potential site visits and panel members
10/22/2015	· Panel Presentation · Site Visit	· Full Commission	· Share information with full Commission, identify strategies for improving outcomes
11/9/2015	· Advisory Workgroup Mtg.	· MHSOAC Subcommittee · Workgroup members · MHSOAC Staff	· Summarize project findings and identify potential action oriented policy recommendations
Nov-Dec. 2015	· Draft Summary Report and Recommendations	· MHSOAC Staff	· Organize, summarize and document activities and workgroup recommendations
1/6/2016	· MHSOAC Subcommittee Mtg.	· MHSOAC Subcommittee · MHSOAC Staff	· Secure input and approval of summary report and recommendation prior to presentation to full Commission
1/21/2016	· Commission Review & Approval	· Full Commission	· Commission to review, discuss and approve action oriented policy recommendations for improving crisis services for children and youth

*All dates are tentative at this time and subject to change.