



Bridging Local Systems

Strategies for Mental Health and
Social Services Collaboration

Trillium Region

June 19, 2017

Sponsors

- NC Institute of Medicine
- The Duke Endowment
- The NC Department of Health and Human Services and its Divisions of
 - MH/DD/SAS
 - Social Services
 - Aging and Adult Services
 - Medical Assistance
- The NC Council of Community Programs
- The NC Association of County Directors of Social Services

Goals of Bridging Local Systems

- Strengthen communication and collaboration between LME/MCOS and DSSs
- Improve shared outcomes for two shared populations:
 - Children and families served by child welfare and behavioral health
 - Adults served by Adult Protective or Guardianship Services

Agenda

- Overview and introductions
- What do you want to accomplish?
Part 1/Part 2*
- What are other regions in the state talking about?
- Prioritizing your issues and desired outcomes for regional meetings
- Self-organizing follow up and follow through

Overview and Introductions

- Introductions of participants
- Background and context
- Rules of the Road
- Your desired outcomes

Rules of the Road

- Encourage creativity and flexibility
- Look for opportunities to lead
- Discourage non-productive criticism of each other
- Avoid getting “lost in the weeds” of individual cases

- *We are creating ideas, not decisions.

Desired Outcomes for Your Region

Are there **new** opportunities for collaboration?

- What specific outcomes do **you** want to achieve by participating in this project?

LME-MCO: What can we accomplish?

- Our money has been reduced just like yours has. Can we offset some of the impact of reduced funding by finding new ways to help each other out?
- Can DSS get the Innovations Waiver indicator in more promptly so we can be paid appropriately?
- Are there ways for our clients to get their food stamp applications processed faster?
- Can DSS provide day care subsidies for children with IDD?
- Can we agree to talk to each other before having our attorneys summons us to court?

LME-MCO: What can we accomplish?

- How can we better educate clients (and maybe each other) about travel reimbursement for medical appointments for Medicaid covered individuals?
- Can DSS provide in-home special assistance for more people who choose to live at home?

DSS: What can we accomplish?

- How can we get more help for adults with residential placement needs? Special Assistance is often not enough. This is an APS issue.
- Can our frontline staff get easier access to Trillium staff? The 1-800 # is perceived by some as an obstacle.
- Can we figure out how to coordinate more effectively for individuals transitioning from facilities and state hospitals into the community?

DSS: What can we accomplish?

- Can we get more stable funding for Community Support Teams? Problem: as consumers stabilize, services decrease which leads to destabilization and hospitalization.
- How can we reduce the rate of service denials for Intensive in-home services, therapeutic foster care, PRTF?
- How can we decrease the time required for service authorizations? This can take up two weeks or longer and if there is an issue you are starting over again and the child welfare agency “picks up the tab.”

DSS: What can we accomplish?

- How can we work together to ensure consistent, high quality providers?
- Are the denial rates for services substantially increasing?
- Can our System of Care strengthen its ability to make changes and improvements in the system in addition to networking and cross training?

DSS: What can we accomplish?

- How can we continue to meet challenges with accessing effective “mobile crisis” intervention?
- How can families get help navigating access to higher levels of behavioral healthcare?
- How does Trillium balance its values related to cost saving versus service delivery?

Getting Focused

- What is working well already in our communication and collaboration?
- What are the highest priority issues that you are facing now?
- How do we make it happen?
 - Low hanging fruit?
 - Create workgroups?
 - More brainstorming sessions?
 - Ongoing structure to make it happen?

What are some other regions talking about? In Partners...

Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry Yadkin

Transitions to Community Living

- Agreed that a focus on individuals that DSS believes can be successful would be a constructive step.
- Partners will convene a group of TLCL staff and DSS adult services managers to develop a process for working together to transition TLCL clients.
- Partners will arrange training for DSS on the TLCL regarding identification of people most likely to succeed and how DSS and Partners can move forward together on the initiative.

What are some other regions talking about? In Sandhills...

Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond

Is it possible to create a blended funding mechanism to expedite the referral/assessment/authorization process for DSS kids?

Can we begin to build more common vocabulary?

Is there value in DSS sharing lists of children in foster care with the LME-MCO each month?

Aspirations for Future Collaboration

- What would you like to see happen to maintain and strengthen communication and collaboration between DSS and LME-MCO?
- Do you have feedback for the Steering Committee?