

Executives Meeting
County of San Diego
8/3/09

Present: Debra Willis-Zanders (Director, CWS), Mack Jenkins (Chief of Probation), Patty Kay-Danon (CWS Assistant Deputy Director), Alfredo Aguirre (Mental Health Director), Katie Astor (chief, Children's Mental Health), Philip Hanger (assistant Deputy Director, Mental Health)

TBS Agenda Item: Katie Astor reported on the 9 Point plan and the initial forums held in May and June, 2009.

Intent of 9-Point Plan

1. Court settlement plan – unique structure that allows DMH and Counties to craft solutions rather than the court mandating remedies or sanctions. 4% threshold is goal.
2. There needs to be system level discussion of the decision makers in the county. This meeting is already accomplishing a high level discussion about the needs of children in our system(s) and we would like TBS to be a consistent part of the discussion.
 - a. Maximize services across systems to maximize outcomes. Key component: coordination of care issues
 - b. The youth that qualify for TBS and other high end services have high needs. Discussion is needed on how the County is providing services to them and how the County might do business differently and organize services, not just TBS to meet the needs of children across systems.
 - c. TBS target:
 - Psychiatric hospital discharges
 - CWS
 - Probation
 - Kids already in treatment that might be considered for Level 12 or higher group home without additional intervention or that are placed in group homes, need stabilization or transition to lower levels of care.

Report on Forum

1. Conducted 4 forums (Participants responded to 4 questions developed by DMH): 2 family forums (one Spanish speaking), 1 youth, 1 stakeholder forum. We received good feedback about perceived barriers to services, and learned some lessons to help us with future forums. Common themes of the forums included:
 - a. **Family forum** – low turn out (4 attended one, 7 attended another)
 - make TBS primary service
 - recruit more male coaches
 - inform school personnel
 - b. **Youth forum** – (8 attended)
 - kids like the interventions
 - no activities – want more outings – age appropriate interventions
 - joint outings – with 2 coaches
 - 1 felt TBS was not helpful
 - c. **Stakeholder forum** – (105 attended)
 - providers and families need continuous outreach and education about TBS
 - educate school personnel and getting referrals from schools – issue: capacity because kids would not be in treatment.
 - providing services in schools
 - services longer to ensure skill development
 - need training with interventions especially with adolescents (not sure if State will provide this)

Reviewed dashboard slides –focused on those that show current utilization of TBS and goal.

Referrals within last 2 months

- Increased from high 20s to 38 (June), 38 (July)

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- wider base of referring parties
- hospital referrals have increased
- CAPS our contracted hospital has not been referring. (presentation is scheduled)

Actions to increase participation: County TBS is taking the following action to begin mitigation:

1. Outreach and education across systems. TBS is presenting the scope of the TBS program and referral process at staff and other meetings with mental health providers, CWS, Probation, Regional Center, Group v forum etc.
2. Outreach through participation in system meetings that include case consultation. For example, TBS has attended the Level 13-14 meetings, CWS case consultation meetings for the residential unit and will reach out to others such as a Probation case consultation meeting.
3. TBS has enhanced its' outreach to the psychiatric hospitals. A partnership has been developed with the Transitional Services Program (TSP) that is designed to transition youth from hospitals.
4. County TBS will conduct telephone follow up satisfaction surveys with families referred to TBS. TBS has also developed a survey monkey to gauge the satisfaction of therapists involved and the people that are referring (eg CWS). The goal of the surveys is to have a neutral party obtain feedback about the services.
5. Strategy meetings with the 2 TBS contracted providers to increase referrals and address issues raised in forums.
6. Augment New Alternatives contract to increase capacity for TBS.
7. Increase monitoring of monthly referrals to ensure improvement.
8. Explore increasing the number of out of county placements that can provide TBS to our children/youth out of county.

Executive Discussion:

1. It was confirmed that there are plenty of kids who meet the class and need services.
2. CWS is committed to assisting. Consideration of developing parameters for social workers and requiring TBS for children meeting the parameters. Patty and Katie will have follow up discussions.
3. Juvenile Probation inquired about their involvement in forum and out outreach to probation
4. Discussed dashboard.

Kathleen Astor, LCSW
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County of San Diego