

PROJECT/PROGRAM NARRATIVE

System of Care (SOC) Expansion Implementation Continuation Grant Application Washington State System of Care Project (WSSOCP)

Description and explanation of changes, made during this budget period

No changes were made during this budget period to the projected time line or to the approach and strategies. Changes were made to the goals during this budget period to more clearly reflect the the finalized *T.R. et al. v. Kevin Quigley and Dorothy Teeter* Settlement Agreement, as well as to reflect our intent to sustain the work of this SOC project through the implementation of the Settlement Agreement.

The updated goals of the WSSOCP are to:

- 1) Infuse SOC values in all child-serving systems.
- 2) Expand and sustain effective leadership roles for families, youth, and system partners.
- 3) Establish an appropriate array of services and resources statewide, including home- and community-based services.
- 4) Develop and strengthen a workforce that will operationalize SOC values.
- 5) Build a strong data management system to inform decision-making and track outcomes.
- 6) Develop sustainable financing and align funding to ensure services are seamless for children, youth and families.

Summary of key program accomplishments and progress relative to approved objectives

The majority of our grant project's accomplishments to date have focused on creating the foundation and infrastructure for statewide system-change, aligned with the Settlement Agreement. Washington made progress in each of the Infrastructure Development, Prevention, and Mental Health Promotion (IPP) areas, identified by SAMHSA as key components (objectives) for effective change. This summary highlights some of the accomplishments made and outlines our continued progress toward our project goals.

Policy Development:

A number of key policy changes have occurred over the course of the grant. These accomplishments include:

- The development of Family Youth and System Partner Round Tables (FYSPRTs) as a governance structure that provides a collaborative process for decision-making at the local, regional, and state level.
- A signed cross-system Memorandum of Understanding (MOU) between child-serving state agencies/administrations that guides efforts to: cross-collaborate on a state and regional level; align funding sources; develop cross-system training; develop data-informed quality improvement processes; and increase youth and family participation in all aspects of policy development and decision making.
- The approval of the Washington State Children's Mental Health System Principles that reflect System of Care values. The adoption of these principles is driving system change efforts as contracts, services, and policies are developed and revised.
- The development of FYSPRT Organization Criteria to assist Regional FYSPRTs' efforts to support organizations and communities interested in developing Local FYSPRTs.

- Policy changes occurred as a result of legislation that further demonstrated improved readiness to change systems in Washington State. This legislation includes Engrossed Substitute House Bills [1519](#), [1336](#), and [1774](#) and Second Substitute Senate Bill [5732](#), which focus on increasing service coordination, developing performance measures, improving outcomes, and increasing the use of evidence-/research-based and promising practices. While some of the above referenced legislation focuses on adults, it was based on legislation passed in 2012 ([Engrossed Second Substitute House Bill 2536](#)) specific to children and youth, and applies to transition-age youth on Medicaid under the age of 21.
- Approval of the proposed Settlement Agreement that is grounded in SOC values and principles. It is anticipated that more legislation related to children’s mental health will be passed as a result of the approved settlement agreement.
- Progress toward creating a “Resource Toolkit” that will be completed in Year 2. Workgroups have been formed and are currently working on identifying the necessary elements and creating sample documents to this toolkit.

Workforce Development:

Some of the most significant workforce development accomplishments include:

- The development of a new Washington Administrative Code (WAC). WAC [388-877A-0350](#), Recovery Support Services Requiring Program-Specific Certification—Wraparound Facilitation Services, became effective July 1, 2013. This WAC creates an avenue for non-traditional mental health providers to gain certification on a limited scope bases to provide Wraparound facilitation. This not only provides reimbursement opportunities to non-profit or other child-serving systems (such as a Boys and Girls Club or a family organization) but also creates a place at the table for them in coordination.
- The development and implementation of a Child Adolescent Needs and Strengths (CANS) Tool, specific to Washington State. This tool requires specific training and certification. At this time, 19 individuals are certified to administer a CANS assessment. CANS has been identified under the mediated Proposed T.R. Settlement Agreement, filed on August 29, 2013, as the statewide assessment tool for screening referrals to the Wraparound with Intensive Services (WISe) Program. Washington plans to have 250 individuals certified by the end of Year 3.
- The development of a specific Youth and Family Training Curriculum. This training curriculum provides an avenue for individuals who pass the Peer Counselor test to be able to work with youth and families in mental health and recovery services throughout Washington State as an agency affiliated Certified Peer Counselor.

Financing:

In Year 1 of the grant, staff obtained additional funding from two sources, the Unified Federal Block Grant and State Appropriated Funds.

- Unified Block Grant funds were utilized for: family and youth trainings; leadership development; and youth and family participation in policy-related activities; and the development and training of mental health providers in the CANS assessment tool.
- An appropriation of state funding was provided to broaden the availability of mental health first-aid training provided to teachers and education staff.

Washington State anticipates the receipt of a significant amount of state funds in Year 2 as the result of the Proposed Settlement Agreement. These funds will be used on infrastructure and to support the commitments made in the agreement. Since the submission of this grant application, Washington State has been confident that the T.R. Settlement Agreement would provide the financial sustainability needed to continue making progress with system change.

Accountability:

Significant efforts and progress has been made toward promoting the importance of family-driven and youth-guided care, to include:

- Contracting with four family-run organizations to develop regionally-based FYSPRTs to ensure the authenticity of voice and equality in system-process and decision-making that affect children, youth and families.
- Contracting with a statewide youth organization, Youth N Action, for youth involvement in activities at the state and regional level.
- Increasing the number of family and youth members on local, regional, and state work groups, advisory groups, and councils.
- Establishing tri-leads, representing family, youth, and system partners in the Statewide and Regional FYSPRTs.
- Supporting leadership development for family, youth, and system partners.
 - Youth participated as evaluators for the WA SOC Implementation Evaluation.
 - A Leadership Academy, facilitated by Ellen Kagen of Georgetown University, was hosted for family, youth, and system partners.

Partnership/Collaboration:

A number of partnerships have been formed during the project period:

- In addition to the creation of the four Regional FYSPRTs, mentioned above, seven local FYSPRTs have created charters and are working towards full membership.
- The cross-system MOU of key system partners, mentioned above, has heightened their level of involvement with one another and with the Regional FYSPRTs to improve a variety of mental health-related practices.
- Over the past year, the State was privileged to partner and collaborate in various arenas with three Sovereign Nation Tribes; Tulalip Tribe, Yakama Tribe, and Lummi Tribe.
- Washington also recently became a partner in the national Building Bridges Initiative.

Through this project and the Settlement Agreement, Washington State continues to strive to have youth and family voice at all levels and in every aspect of its work and to expand partnerships. With the approval of the Settlement Agreement, additional community mental health agencies and Regional Support Networks are beginning to be more involved with the FYSPRTs and the rollout of services that are grounded in SOC values and principles. Over the next five years, as the Settlement Agreement is implemented statewide, we anticipate a significant increase in partnership and collaboration.

Awareness:

A variety of mental health awareness promotion activities were accomplished. Over the course of the last year, numerous conversations, presentations, events, and meetings occurred locally, regionally and statewide. We will continue to promote awareness of mental health through a

variety of activities including participating in Mental Health Awareness month and other social marketing avenues. We will raise additional awareness to mental health as we rollout and promote Wraparound with Intensive Services (WISe) across the state, over the next five years.

Evaluation Efforts:

Two major accomplishments related to evaluation include the completion of a youth-conducted assessment of SOC Implementation and an evaluation of the first ever statewide training for youth and family peer counselors. Results of both of these evaluations will serve as a baseline to focus ongoing improvement and evaluation efforts.

- Youth managed logistics and conducted 72 interviews of other youth, family members, system partners, therapists and providers across the state using Beth Stroul's tool for rating implementation. They then analyzed the information and presented their results to statewide and regional FYSPRTs.
- The peer support training evaluation was led by Eric Bruns, University of Washington Evidence-Based Practice Institute; it provided data on each component of the training and trainees satisfaction.

We continue to define and add to the Measures of Statewide Performance, which allow us to track outcomes. This work is ongoing and will be supplemented in the future with the addition of data from CANS (Child and Adolescent Needs and Strengths) assessments, conducted on all children and youth referred to WISe, beginning in January 2014.

Difficulties/problems encountered in achieving planned goals and objectives

During this grant period, the most significant challenge related to the delay in the approval of the T.R. v. Quigley Settlement Agreement. During the mediation period, all negotiations were confidential. This affected timelines as we waited for decisions to ensure work aligned with the settlement agreement as we moved forward. This delay also affected our rollout of collecting data on the National Outcome Measures (NOMs), as we had planned to begin NOMs in conjunction with WISe implementation. We continue to meet regularly with the early-adopters of WISe to address their concerns, as they believe "conducting such a rigid scripted assessment interferes with the engagement process of Wraparound".

Additionally, a significant amount of time and effort was spent attempting to hire a Youth Liaison and a Family Liaison. It was difficult to get a classification within an appropriate pay-range because these positions require life experience as opposed to education and work experience. In December of 2013, we were able to post the job announcements for these two positions by contracting through Washington State University.

Even with the challenges faced over the last year, we anticipate that we will achieve our goals and objectives within the project period.

Milestones and accomplishments anticipated with the new funding request

During the first and second year of this project, DBHR was engaged in mediation of the T.R. litigation. On December 19, 2013, the judge signed off on the proposed Settlement Agreement. This agreement, grounded in SOC values and principles, will drive system change over the next

five years. Based on the requirements of the agreement and building on frameworks developed in the first few years of this project, we anticipate that we will have several accomplishments in the coming year.

- The governance structure mediated in the Settlement Agreement was grounded in the FYSPRT model that was developed as a result of the SOC Planning grant. The inclusion of the FYSPRT structure as the governance body in the Settlement Agreement creates needed sustainability. By Year 3 of this grant, we anticipate that two additional Regional FYSPRTs will be fully operational. This will allow for better access and participation by our island and Olympic Peninsula communities.
- Another major component of the Settlement Agreement is the development and implementation of Wraparound with Intensive Services (WISe), inclusive of CANS. Both of these services will begin in the current year, Year 2, using an Early-Adopter Model. This model will allow for five RSN communities across the state to pilot the WISe and CANS model and provide feedback and modifications. In Year 3 of this grant, we will have the WISe Manual completed with the feedback from providers and youth and families. In year three the CANS algorithms will be completed, also based on the initial role out in this current year.
- A Limited Scope Agency Toolkit for providing Wraparound Facilitation Services is under development and will be available for use in the third year of the project.
- Building off the highly successful Leadership Academy event held in Year 1, we will continue working with Ms. Kagen and consultants from Portland State University so that by Year 3, we will have established our own Washington State Leadership Academy curriculum and a cadre of in-state trainers. This academy and technical assistance provided by the cadre will primarily address leadership needs of the FYSPRTs.
- We anticipate that the university, family, youth, and state co-led training collaborative will be operational by Year 3. This collaborative will provide a sustainable system to support WISe, CANS, the Washington State Leadership Academy, Certified Youth and Family Peer Support and Evidence Based Practices (EBPs) trainings.

Key staff changes

During the current year, the following staff changes occurred or are occurring:

- Margarita Mendoza de Sugiyama, SOC Project Manager, retired in December 2013. Kristen Royal filled this position. Her level of effort is set at 1.0 FTE.
- The Project Support position, found in the original grant application, was converted to a Communications Consultant. Jessica Bayne was hired in this position at .65 FTE.
- Lastly, as mentioned in the challenges section of this narrative, we have faced many setbacks in hiring the Family Liaison and the Youth Liaison positions. As a result, we contracted for these positions through Washington State University. We are now in the process of beginning interviews for these positions. The job descriptions were submitted with the original grant application. Resumes will be submitted once the positions are filled.