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# Service gaps



## **Bridging Service Gaps: System Integration Strategies for Service Providers Working with Young Adults with Mental Health Issues**



Webinar presented by Ryan Melton, Felecia Campbell, Marc Fagan, and Eileen Brennan, August 26, 2014

# Presenters



## **Ryan Melton**

Clinical Director at the EASA Center for Excellence, Senior Research Associate Regional Research Institute, Oregon



## **Marc Fagan**

Vice President of Clinical Operations and Youth Services at Thresholds, Illinois



## **Felecia Campbell**

EASA Peer Support Specialist, Oregon



## **Eileen Brennan**

Research Professor Pathways RTC, Portland State University, Oregon



# Webinar Objectives

Participants will be able to:

1. Understand the challenges and outcomes for young adults related to service fragmentation;
2. Discuss state-level and individual-level strategies for addressing service gaps;
3. Learn about strategies employed by organizations such as EASA and Thresholds to overcome service gaps;
4. Describe processes of service integration and of building bridges across systems and services.



# Eileen Brennan

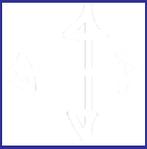


Eileen Brennan, Ph.D.  
Research Professor  
Pathways RTC, Portland State University,  
Oregon



# Challenges related to service fragmentation

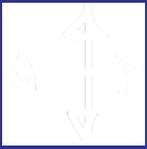
- Gaps in service continuity due to:
  - Separation between youth and adult-serving systems
  - Age-based eligibility policies
- Absence of transition services in most states
- System fragmentation and different eligibility criteria
- Different missions and goals of systems and programs
- Differences in service provider training and identity
- Lack of incentives for collaboration and coordination
- Primary service systems may shape young adult identity.



# Outcomes for youth & young adults with mental health needs

- Complete high school at lower rates than youth with other disabilities
- Participate in post-secondary education and enter employment at lower rates than other youth
- Have significantly higher rates of substance abuse, homelessness, and involvement with the criminal justice system than other youth with disabilities
- Have higher rates of unintended pregnancy than other youth.

Unfavorable outcomes due in part to services that are not comprehensive.



# State and program strategies to address service gaps (GAO, 2008)

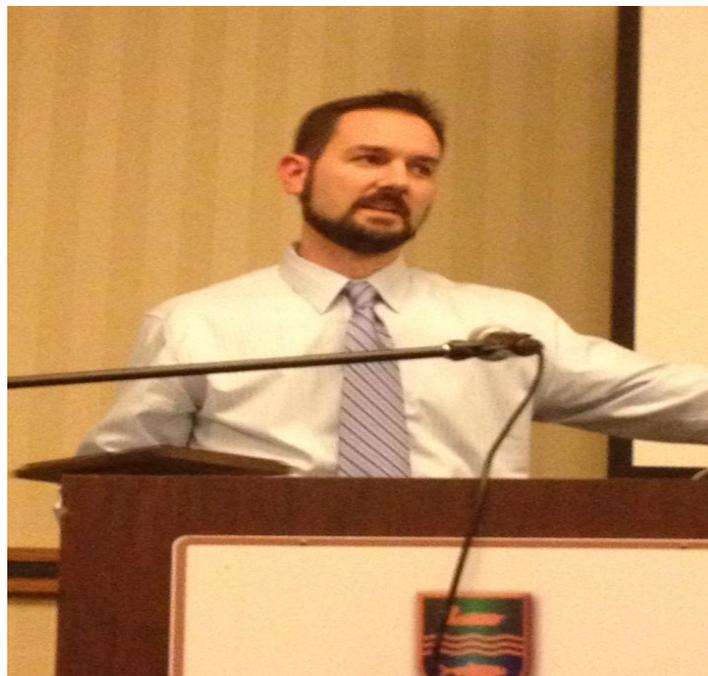
- Broadening eligibility criteria for mental health services to include young adults who do not meet all traditional criteria
- Coordinating referral, eligibility determination, and service delivery to address service gaps
- Developing formal referral processes across agencies and systems
- Use of statewide and local interagency task forces to develop policies and identify resources
- Leveraging federal and state funding sources, and
- Involving young adults and families in developing policies and aligning supports.



# Strategies to support young people navigating service systems

- Assist youth to identify and achieve goals across life domains
- Be familiar with available local, state, and federal supports [See Bazelon Center's *Moving On* Report]
- Develop relationships with providers you refer youth to.
- Cultivate relationships with culturally specific agencies
- Collaborate across systems to develop shared goals and coordinated plans
- If youth wish, accompany them to visit new agencies and meet new providers
- Coach youth in skills to advocate on their own behalf in reaching out to new providers, teachers, or employers.

# Ryan Melton

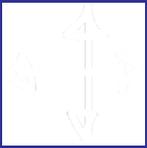


Ryan Melton, Ph.D., ACS, LPC  
Clinical Director at the EASA Center for  
Excellence and Senior Research  
Associate at Portland State  
University's Regional Research  
Institute, Oregon

# What is EASA?

- [www.easacommunity.org](http://www.easacommunity.org)
- <https://www.facebook.com/easacommunity>
- <https://twitter.com/EASACommunityOR>
- <http://easacommunity.tumblr.com/>





# Mission of EASA

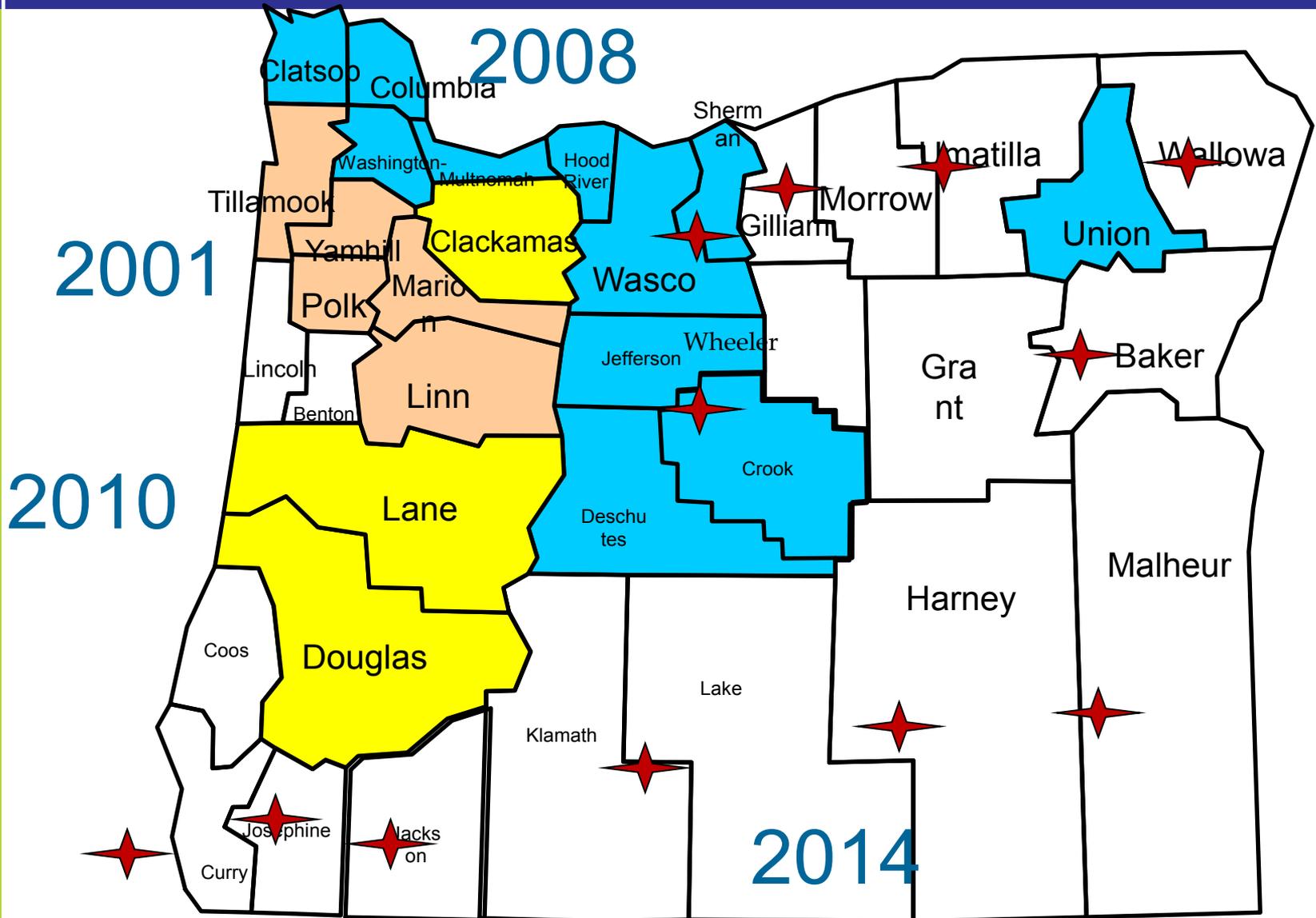
ENTER ON PATHWAYS TO POSITIVE FUTURES

- Keep young people with the early signs of psychosis on their *normal life paths*, by:
  - Building community awareness and
  - Offering easily accessible, effective treatment and support
    - Network of educated community members, Participants & highly skilled clinicians
    - Most current evidence-based practices with adolescent and young cultural adaptations



# EASA's Evolution

RESEARCH & TRAINING CENTER ON PATHWAYS TO POSITIVE FUTURES



# Felecia Campbell

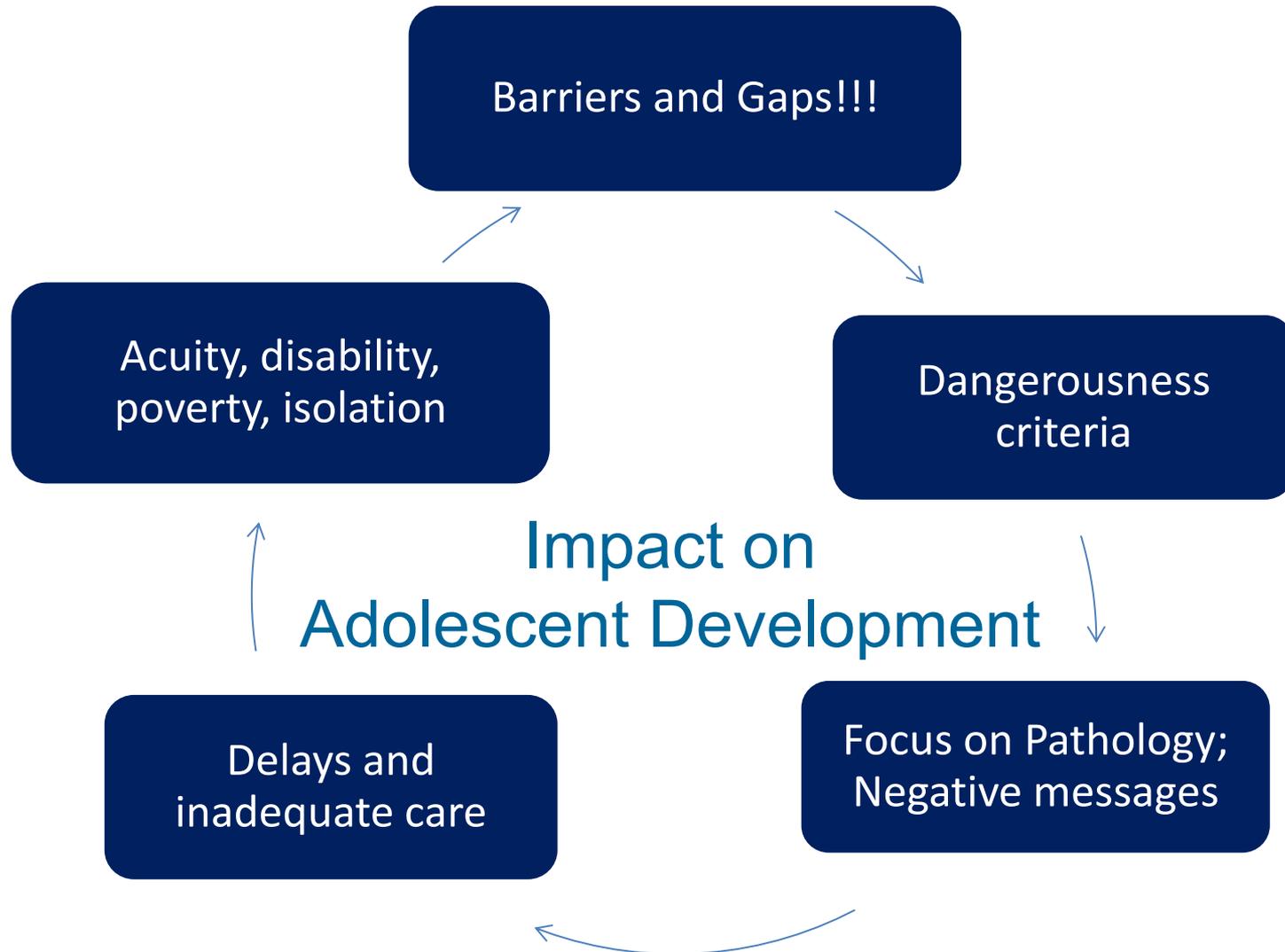


Felecia Campbell,  
EASA Peer Support  
Specialist, Oregon

Young people's perspective on the challenges of service gaps and how to bridge them.



# Why EASA is Needed?





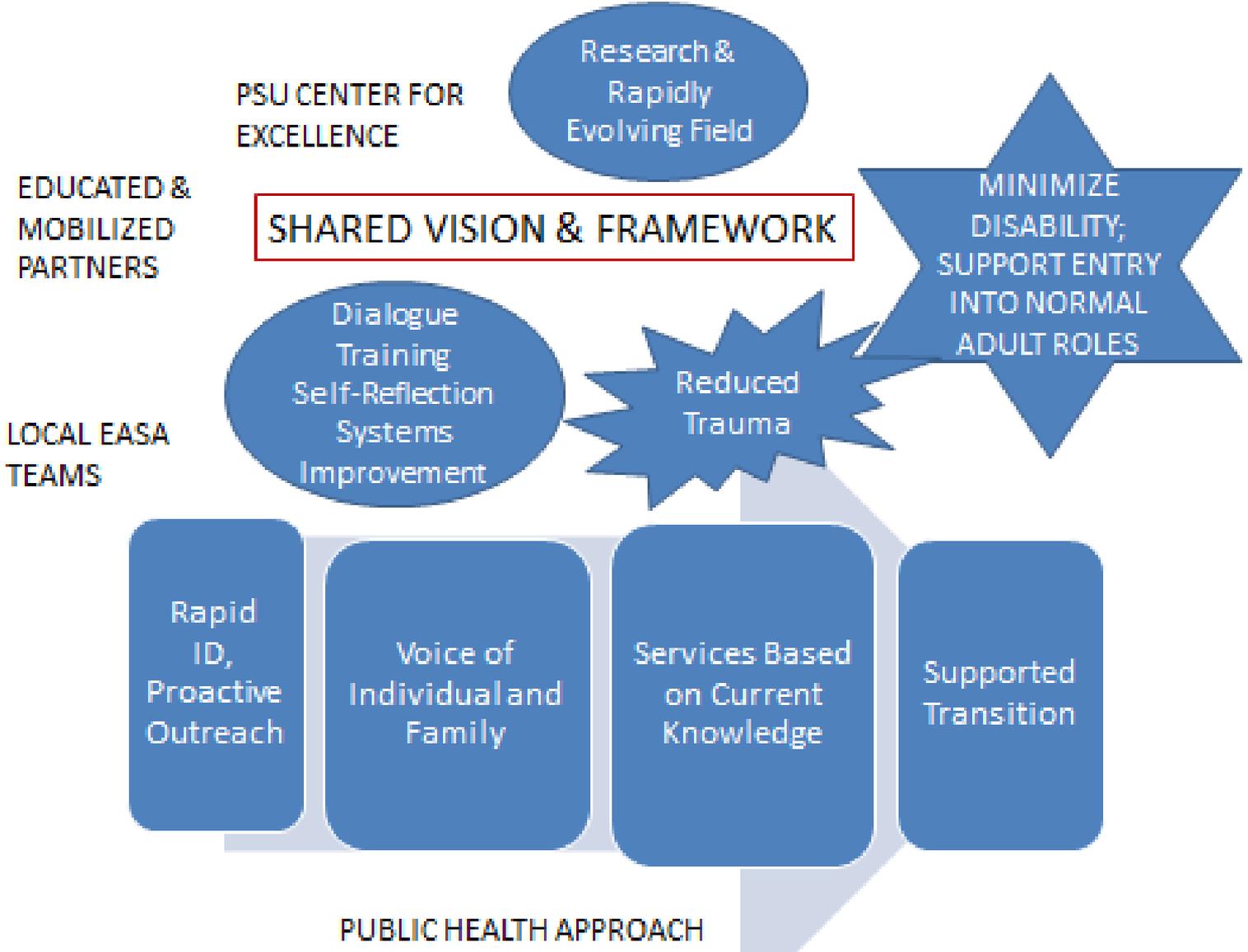
# Bridging the Gaps!!





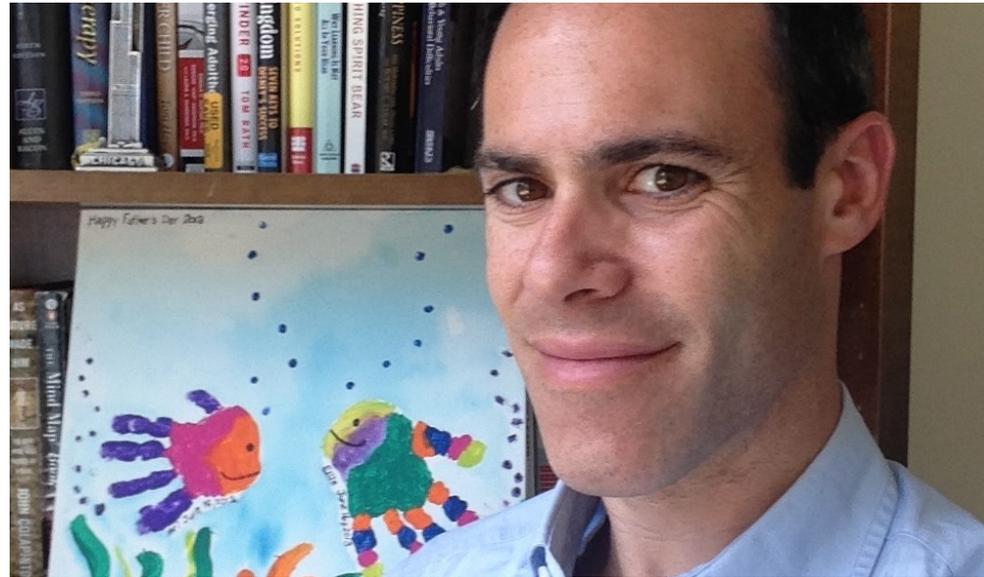
# Putting it all together!!

RESEARCH & TRAINING CENTER ON PATHWAYS TO POSITIVE FUTURES





# Marc Fagan



Marc Fagan, Psy.D.  
Vice President of Clinical  
Operations and Youth Services  
at Thresholds, Illinois

# Thresholds Youth Programs

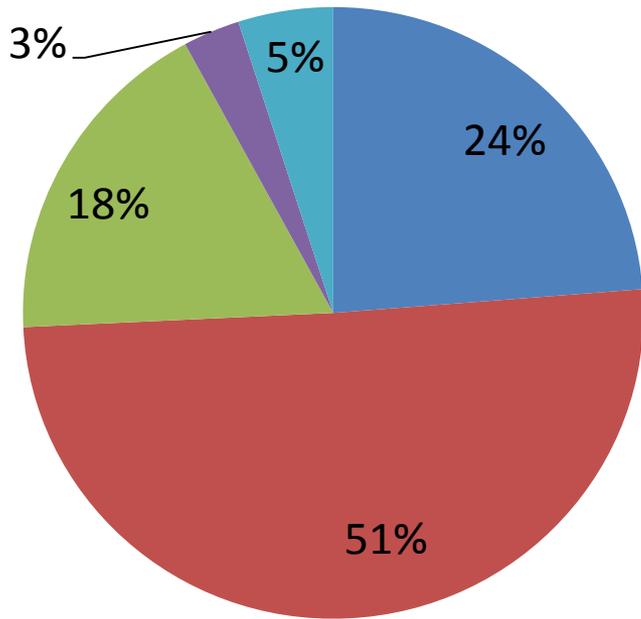


- 16-26 y/o
- Residential, Transitional Living, Parenting, School
- Community Based
- Founded in TIP Principles
- Bridge to Adulthood

**THRESHOLDS**  
HOME | HEALTH | HOPE

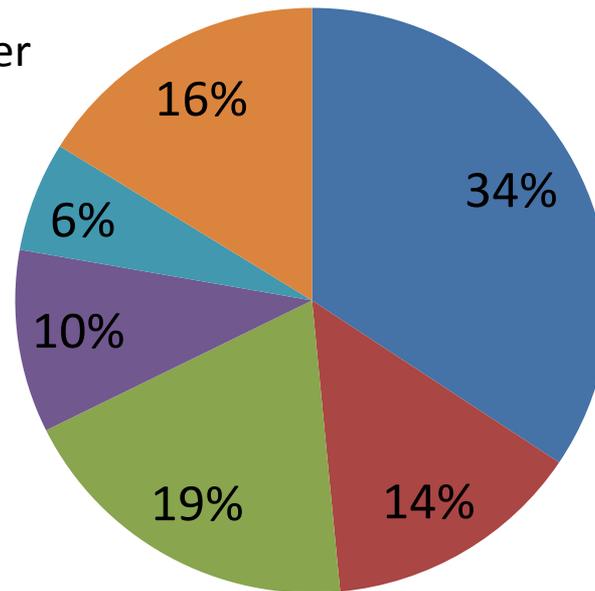


# YAP Member Diagnoses



**Primary Axis-1**

- Schizophrenia/Schizoaffective
- Bipolar/Bipolar NOS
- MDD/other Affective
- PTSD
- Other



**Secondary Axis-1**

- PTSD
- ADHD
- None
- Conduct/ODD
- Substance
- Other

# Bridging The Cliff

Education

Employment

Peer Supports

Family Relationships

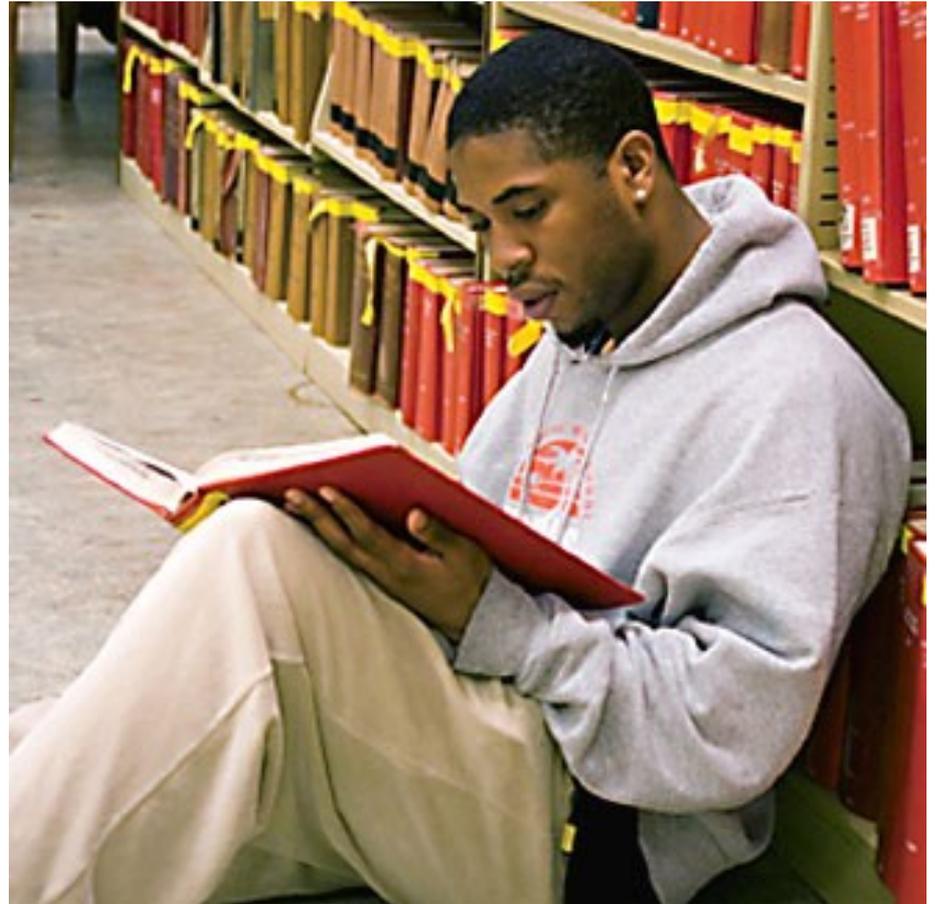
Launch

Housing

Holistic Wellness



# EDUCATION



Academics and Transition:  
Two great Tastes...

# Supported Employment IPS Model

## Place and Train

- Focus on Competitive Employment in community
- EA choice, Everyone can work
- Employment x Support= Increased Mental Health
- Rapid job search
- Job development based on Interests
- Employment integrated into other services
- Ongoing individualized support



# Supported Employment & Education

Individual Placement and  
Support (IPS)



“In the past year, YAP’s IPS services have been modified as part of a research project through the Learning and Working During the Transition to Adulthood Rehabilitation Research and Training Center under the direction of Maryann Davis, Ph.D., at the University of Massachusetts Medical School. The goal of the research is to specify and standardize modifications to IPS services targeted to the needs of this age (16–21 yrs) and disability group (serious mental health conditions) and to eventually test its efficacy compared to usual practices.”

Source:  
<http://labs.umassmed.edu/transitionsRTC/Research/YAP.pdf>

## Peer Mentorship



Young Adult Individualized Placement and Support Services  
with Peer Mentors: A Developing Evidence Based Practice for  
Supporting Educational and Employment Attainment

# Changes in Family Relationships

- EA Definition of Family
- Re-Negotiation of Family
- Ongoing involvement
- Purposeful Connecting



# Launch

Connecting Services and Housing

Connecting Benefits early

Experiential Learning



# Housing

Transitional Living  
Aggregated Housing  
Subsidized Housing  
Continuum of Payment Contribution



# Holistic Wellness

A close-up photograph of a vibrant green leaf with a single, clear water droplet hanging from its tip. The background is a soft, out-of-focus blue, suggesting a sky or water surface. The overall image conveys a sense of freshness, nature, and holistic health.

- Integration of Physical and Mental Health
- Brain Based/Emotion Connection
- Recovery/Discovery
- Medicaid Expansion
- **Emerge Thresholds**
  - Services for 18-26 year olds

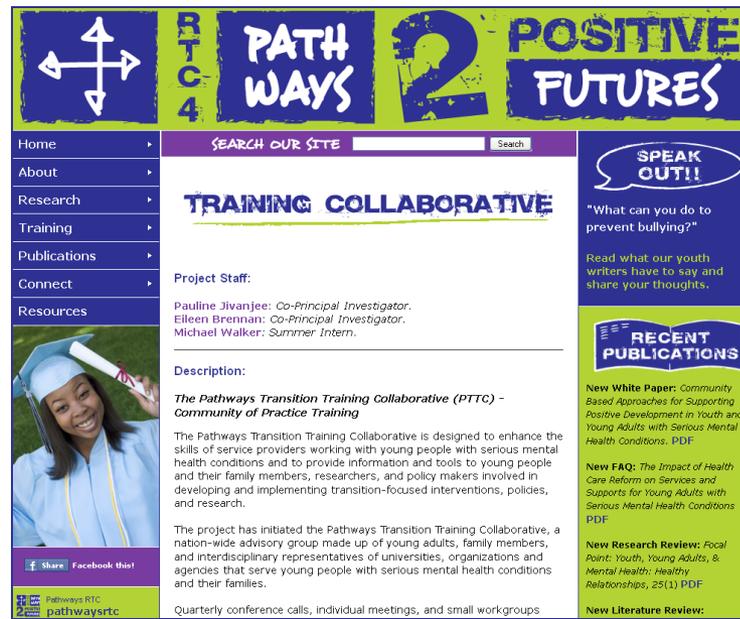
# Question and Answer Session

**Q & A**

**Moderator: Eileen Brennan**

# Slides and References

Today's slides and references are available at:



[www.pathwaysrtc.pdx.edu/  
proj-trainingcollaborative.shtml](http://www.pathwaysrtc.pdx.edu/proj-trainingcollaborative.shtml)



# Additional Questions

**If you have additional questions  
or feedback, please contact us**

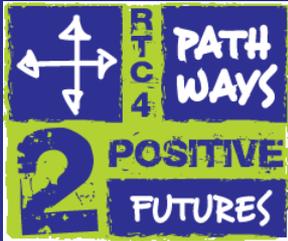
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**Our project website**

[www.pathwaysrtc.pdx.edu/proj-trainingcollaborative.shtml](http://www.pathwaysrtc.pdx.edu/proj-trainingcollaborative.shtml)



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