

# Module 8:

## Planning Partnerships and Collaborating to Bridge Service Gaps

### Objectives

1. To know about the gaps in services for youth and young adults with mental health needs.
2. To understand the challenges to collaboration and partnerships.
3. To gain skills for collaboration and partnerships.
4. To engage and support youth to meet their needs.
5. To assist young adults who are seeking accommodations.
6. To support youth to be advocates.

### Scenario



#### Working with Young Adults with Co-Occurring Disorders ~ Travis

Travis, aged 24, lives in an apartment in a complex built for people with disabilities. He has a diagnosis of autism spectrum disorder (ASD) as well as an anxiety disorder but is proud of his ability to manage his affairs on his own. He prefers to hide his diagnosis, and refuses to admit that he is like the other people in his apartment community. Travis is successful using the bus, has a job that he likes as a bagger at a local grocery store, and he seems to do quite well in his own structured routine. Travis gets along with his parents but prefers to be a “grown-up” and to see them only occasionally. Zach, the service provider from the non-profit disability services organization has been pleased to see Travis doing so well.

Travis calls Zach, expressing anger about one of his neighbors who has complained to management about his playing loud music early in the morning. Travis is demanding that Zach sort out the problem. Travis says that he needs the sound of beating drums to get himself up and “psyched” for work. Zach talks to the apartment manager and discovers that when the manager suggested that Travis get headphones so others wouldn't have to hear the loud music, Travis became angry and demanded a “reasonable accommodation.” He argued that wearing headphones or ear buds was NOT acceptable, given his hyper-sensitivity to the feel of anything near his ears. Travis has been warned that he will face eviction if he cannot turn down the banging music. In turn, he says indicates he will file a discrimination complaint based on his disability if the apartment manager bothers him about it again. As your colleague, Zach seeks consultation about what he should do.

## Questions for "Travis" Scenario

After reading and thinking about the scenario above, consider the following questions:

1. What else would you want to know to be able to address this situation?
  2. What would you recommend that Zach do to resolve this problem? Who do you suggest that Zach consult or collaborate with to resolve Travis's situation?
  3. What assumptions does this scenario raise for you?
  4. Are there things you might do to avoid a similar situation in the future?
  5. Have you ever had a similar experience that could help you to respond well?
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## Module 8 Questions

Here we offer questions to guide your examination of how module 8 content could be applied in your work with the young people in your community:

1. What have you done as a service provider to bridge the gaps between service systems? Think of an example of where you partnered successfully with staff from another agency to meet the complex needs of a specific young person and/or family. What did you do that contributed to success?
2. In your experience what has been the most effective way to support young people who are advocating to meet their own needs?
3. Think of an example of where you have consulted with or supported a young person to gain accommodations either in school, college, or employment. How did it work out?
4. What have you done to partner with a young person or family member engaged in advocacy on behalf of others?
5. Have you ever partnered successfully with youth to advocate for a policy or program change? What do you attribute the success to?