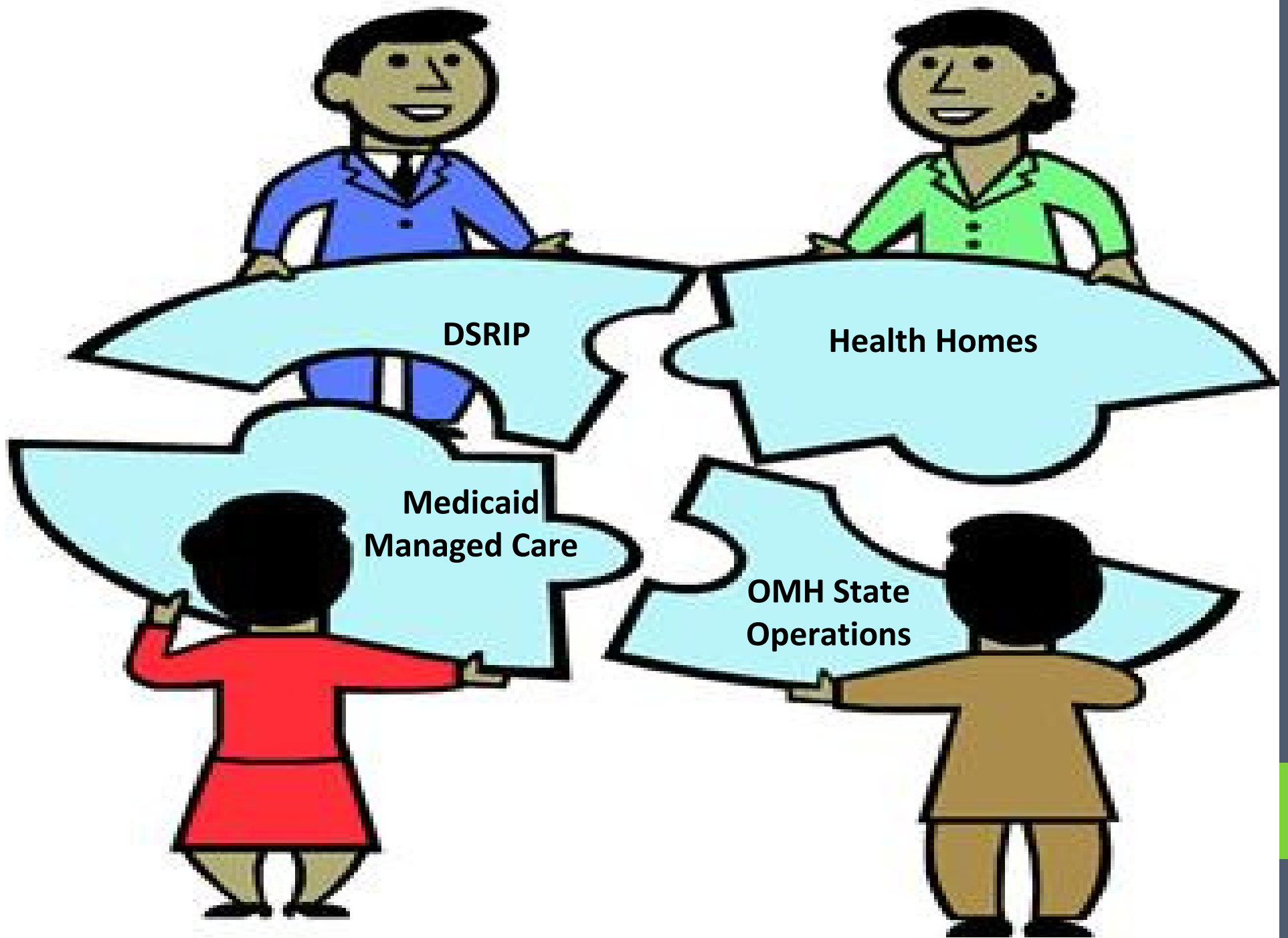
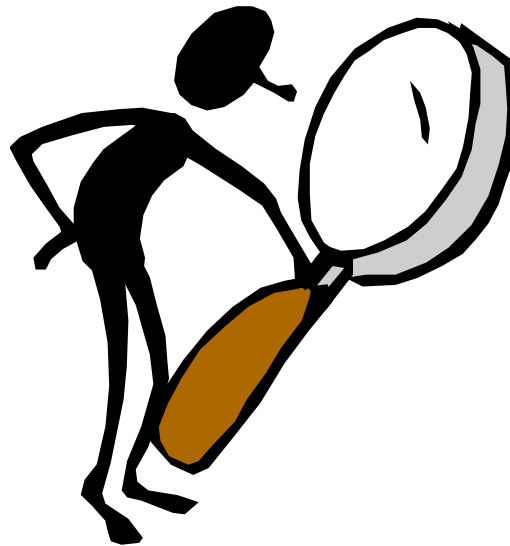


New York's Family Peer Support Services:

Preparing for Sustainability and Growth



Look at these changes and initiatives.....



...though the lens of Family Support.

Health Homes for Children and Youth

What is a Health Home?

- ❖ A DOH initiative created by the Affordable Care Act to coordinate care for Medicaid eligible consumers who have chronic conditions.
- ❖ Serious emotional disturbance (SED) in youth is considered a chronic condition.
- ❖ Six services fall under the Health Home umbrella: comprehensive care management, care coordination, health promotion, comprehensive transitional care/follow-up, patient & family support, and referral to community & social support services.

What is the goal of Health Homes?

- ❖ To integrate and coordinate primary, acute, and behavioral health care for “high-end” consumers who are Medicaid eligible.

Who are the key players/key providers for youth?

- ❖ DOH-lead agency overseeing Health Homes.
- ❖ Key providers who will transition to DOH Care Coordinators: OMH children’s case managers, OMH Waiver Intensive Care Coordinators, OCFS B2H Health Care Integrators, Care Coordinators within the DOH Care at Home and Medically Fragile.

Health Homes for Children and Youth

What is the status of Health Homes for Children?

- ❖ Adult Health Home implementation began January 2014. Projected implementation for youth October 2015
- ❖ Health Home application for kids released November 2014.
- ❖ Current Adult Health Homes as well as new providers who meet Health Homes criteria specifically designed for youth can apply to become a Children's Health Home provider.

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_children_letters_of_interest.htm

Implications of Health Homes for Family Peer Support (FPS) Providers ?

- ❖ Family Peer Support providers have been identified in Children's Health Home Application as an OMH service that Health Homes should collaborate with as a "down stream" provider.

What can I do as a FPS provider to prepare myself for Health Homes?

- ❖ Check to see if you're on the Children's Health Home OMH provider list.
- ❖ Get to know and the current Adult Health Homes within their region as well as keep track of the newly formed Health Homes for youth which will be released??

Medicaid Managed Care (MMC)

What is the MMC initiative in New York State?

- ❖ A process of transitioning traditional Medicaid fee-for-service behavioral health services to managed care for adult and children.

What is the goal of Managed Care?

- ❖ Manage cost, utilization, and quality of behavioral health services for adults and youth Medicaid recipients.

Who are the key players?

- ❖ DOH, OCFS, OASAS, OMH and their respective provider networks.

Current status?

- ❖ Adults-projected implementation NYC 2015, rest of State October 2015
- ❖ Youth-projected implementation January 2016

Medicaid Managed Care

Implications of MMC for Family Peer Support Providers?

- ❖ Family Peer Support Providers and Services will be:
 - it's own distinct service/discipline,
 - a proposed State Plan Service,
 - a service incorporated into the proposed Mobile Crisis Team
 - required to abide by the rules and regulations of the Federal Center for Medicaid Services (CMS).

Implications of MMC for families?

- ❖ Allows broadest access to Family Peer Support Services.
- ❖ Can serve families as their youth move in and out of 1915i or 1915c services.

Medicaid Managed Care (MMC)

What can I do as a FPS provider to prepare myself for MMC?

Be prepared to articulate the following:

- ❖ What is the service you offer to families?
- ❖ What is the cost of the service?
- ❖ Who is the target population?
- ❖ What are the outcomes for consumers who have utilized the service?
- ❖ Are these consumers satisfied with the service?

Delivery System Reform Incentive Payment (DSRIP) Program

What is DSRIP?

- ❖ A DOH initiative to reduce avoidable hospitalizations (physical and behavioral health) by 25% through delivery systems through the promotion of community-level collaborations

Who are the key players/ key recipients?

- ❖ DOH lead agency overseeing DSRIP
- ❖ DSRIP -recipients leads are predominantly hospitals and are called Performance Provider Systems (PPSs) .

Current status of DSRIP?

- ❖ DSRIP-PPSs identified

https://www.health.ny.gov/emerging_pps//health_care/medicaid/redesign/dsrp_loi_receiv

What should I do as a FPS provider in relation to DSRIP?

- ❖ Although the impact on the entire children's behavioral health system is not known at this juncture, FPS providers should reach out to PPSs in their region to become a member of the provider network.

State Operations: Current Initiatives for Family Peer Support Services

- ❖ 20 State positions have been allocated for Family Peer Advocates in State Inpatient Facilities.
 - ❖ To date, St Lawrence, Western and Sagamore have hired.
- ❖ Regional Parent Advisors are networking with children's state inpatient providers to ensure that:
 - ❖ Staff are knowledgeable about the current status of family peer support services
 - ❖ Newly hired family peer advocates are connected to their peers.
- ❖ In the newly designed Mobile Intervention Teams, Family Peer Advocates will be included as team members.



Outcomes and Quality Improvement

Goal:

- ❖ To better understand and quantify the use, cost and impact of Family Peer Support Programs before the implementation of Medicaid Managed Care.

Strategies:

- ❖ Utilize existing platform-CAIRS
- ❖ Expand FACS survey questions on FPSS
- ❖ Survey/Inventory of FPSS Programs
- ❖ Utilize Family Assessment of Needs and Strengths (FANS)

Next Steps for You:

- ❖ Look at the data for your program with MMC in mind
- ❖ Fill in the gaps in your data collection: use, cost, outcomes, referral sources, etc.
- ❖ Train for and use FANS



**Outcomes and
Quality
Improvement**

Family Assessment of Needs and Strengths (FANS)

NYS Western Region Family Peer Support Services Directors in collaboration with Dr. John Lyons developed the FANS outcome tool to demonstrate that when parents are connected with the Family Peer Support experience they increase their knowledge and enhance skills needed to meet the challenges of raising a child with social, emotional, developmental, and/or behavioral challenges.

©FANS is utilized by other States as an effective tool to measure outcomes for Family Peer Support.

©The FANS is used to help keep everyone focused on why Family Peer Support Services are involved with the parent / caregiver.

©FANS is the parent /caregivers documentation of their personal awareness and the steps they identify.

- © As Family Peer Support is not a clinical program the tool is focused on the strengths and needs of the child's caregiver, not the identified child.
- © FANS creates a platform on which to articulate the shared vision of the work to be done by the Family Peer Advocate in partnership with the family. (Lyons 2013)
- © Helps identify parent / caregiver's skill mastery, empowerment & self-efficacy as well as progress toward their goals and recovery.
- © FANS helps in Family Peer Advocate supervision & skill development.
- © As we move forward into a Medicaid Managed Care Environment, Family Peer Support will become a billable service. Managed Care Organizations will want to ensure that the Family Peer Support Service providers they contract with are effective in the delivery of services that they provide to families.

OUTCOMES: Why Now?

- ❖ Understand the impact of FPSS on a family's life
- ❖ Improve the delivery of FPSS to individual families
- ❖ Gather data to support the future development and expansion across all child serving systems
- ❖ Inform current & future system delivery
- ❖ Sustainability for contracting with insurance plans

FANS Clusters

- ❑ First cluster of four questions hones in on the parent's self care
- ❑ Second cluster of seven questions hones in on the parent's knowledge and areas of skill development
- ❑ Third cluster of two questions hones in on the parent's internal awareness of external challenges
- ❑ Fourth cluster of questions hones in on assuring the parent's voice in service delivery
- ❑ Talents/Interests/Hobbies, Recreation, Optimism, & Social Resources.
- ❑ Listening, & Communication skills, Involvement in Services, Knowledge of Family Needs, Knowledge of Rights & Responsibilities, Knowledge of Service Options
- ❑ Self-Efficacy, & Burden & Stress
- ❑ Satisfaction with Youth's Living Arrangements, Satisfaction with Youth's Educational Arrangements, Satisfaction with School Participation, Satisfaction with Current Services

Clear Role: FPSS Definition

Goal:

- ❖ To develop a consensus definition of FPSS that clarifies the scope of work and the role of Family Peer Advocates.

Strategies:

- ❖ Consensus process with FPSS providers
- ❖ Provide sufficient detail to distinguish FPSS from other services
- ❖ Line up with (adapt to) Children's MMC model.

Next Steps for You:

- ❖ Engage in discussion with partners about FPSS definition
- ❖ Evaluate current practice against the definition
- ❖ Consider other funding for activities not covered



Clear Role
and
Common
Definition

Sustainable Business Model

Goal:

- ❖ Conduct a needs assessment and evaluate options for sustainability

Strategies:

- ❖ Use data (service and financial) to inform next steps
- ❖ Understand new requirements, rate structures, contracting, networks, non-Medicaid funding

Next Steps for You:

- ❖ Conduct self-assessment to determine readiness
- ❖ Strengthen capacity of Board and leadership
- ❖ Determine best course of action for your program
- ❖ Out of the box, but realistic planning

Leadership
and Program
Development

Sustainable
Business
Model: Rates,
Contracting,
etc.

Strengthen Competencies: Training and Credentialing

Goal:


- ❖ Meet the requirements of the Center for Medicaid Services and support the workforce to have traditional and new competencies.

Strategies:

- ❖ Parent Empowerment Program (PEP) Training
- ❖ Family Peer Advocate Credential
- ❖ Continuing Education

Next Steps for You:

- ❖ Be sure all staff are trained and credentialed
- ❖ Identify and train for new competencies (e.g. crisis work, documentation, outcomes mindset)
- ❖ Supervise for outcomes



Qualified
Workforce:
Training and
Credentialing

Expanding the Reach of FPSS

Goal:

- ❖ Develop the relationships and (formal and informal) necessary for sustainability

Strategies:

- ❖ Position FPSS for participation: outreach to MCOs, FPSS on provider lists for Health Homes, DSRIP, etc.

Next Steps for You:

- ❖ Develop your local network. Set up meetings and involve FPSS in the conversation.
- ❖ Be prepared to articulate how FPSS can help achieve goals
- ❖ Market to families and individual providers

**Expanding the
Reach of FPSS:
Networks and
Marketing**

What Do I Do Next?

Self-Assessment

- Assess your program's readiness as a business
- Develop and/or update your business plan
- Fiscal strength of agency: diverse funding streams, cash reserves
- Review all policies and procedures
- Evaluate current and new funding streams
- Determine best course of action for your program/agency

Staff Readiness and Credentialing

- All FPA's PEP-trained and credentialed
- All FPA's FANS trained
- Documentation and technology training
- Prepared for new roles

Medicaid Readiness

- Medicaid Number
- NPI Registry Number
- Electronic Medical Record

Join Networks and Develop New Relationships

- Current Health Home providers
- Adult service providers
- Commercial insurance plans
- Family practice doctors and pediatricians
- Community mental health providers
- Hospitals, crisis units, mobile teams
- OASAS providers, probation, child welfare
- Public & private schools
- Private practice therapists and psychiatrists

Marketing

- Focus on outcomes
- Working on common interests and objectives

Forward Thinking Leadership

- Develop advisory committee to help “think outside of the box”
- New ways to provide FPSS (delivery methods)
- New FPSS roles in other systems (where FPSS skills add value)

Helpful New York State Websites

Medicaid Managed Care Listserv

<http://www.omh.ny.gov/omhweb/childservice/LISTSERV/listserv.asp>

New York State Office of Mental Health – Children and Family Services

<http://www.omh.ny.gov/omhweb/childservice/>

New York State Department of Health – Health Homes for Children

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/health_homes_and_children.htm

New York State Health Benefit Exchange

<http://healthbenefitexchange.ny.gov/>

Community Technical Assistance Center (CTAC)

<http://www.ctacny.com/>

Families Together in New York State (FTNYS)

<http://www.ftnys.org/>

New York State Association of Psychiatric Rehabilitation Services (NYAPRS)

<http://www.nyaprs.org/>

Family-Run Executive Directors Leadership Association (FREDLA)

<http://fredla.org/>

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