

# **Stark County System of Care Expansion Planning: Key Notes from First Meeting March 26<sup>th</sup>, 2015**

**Agenda:** Introductions, ground rules for discussion, discussion of the significance of the youth voice, definition of a system of care, call for youth and young adult leader, and discussion of issues surrounding the system of care (see notes below).

## ***What would you like the system of care to look like?***

- Families making better choices
    - Not doing drugs, money management, educational aspects: teaching kids fundamental skills
  - There is a lack of normalcy
  - Not all parents know what to do
    - Adolescents would listen to peers, specifically, a person who has suffered through a mental illness
      - Need a peer support specialist
      - Near to Peer has worked
        - Characteristics of peer specialist
          - Not afraid to talk about the things they went through
            - IEPs and behavioral
            - Foster care/Unstable home life
          - Close to age (early 20s)
          - Genuinely supportive
          - Does not criticize actions or feelings
          - Do not have too much going on and that their support will not be a trigger for them
- Mental health is associated with stigma
- Need a directory of services with agencies and what they do
  - Break down by person and specialty area rather than place
  - Helps to navigate the system and know where to go
    - Clients fall out of treatment sometimes because they get lost in the system
    - Once they are referred there is a disconnect because of confidentiality and release information
      - Need a referral program with focus on coordination of care
      - Have patients fill out release forms when possible
      - Need a follow through program to make sure patients are attending meetings
- Need better interagency talk and communication
- A happy client is someone that has a good provider/client working relationship, knowing you are making progress and reaching goals that have been set
- Preferred method of communication is text
  - It is easier to describe how you are feelings
  - Compensation for bills
  - Crisis text has a 24 hour hotline

- Social media posts
  - Facebook, Twitter, Instagram, Snapchat, Kik, Yelp, Vine, Whatsapp, Backchannel
  - Ways to communicate
    - Use Facebook to share information
    - Backchannel- use phone to text out live questions
  - There is also the problem of social media bullying
- Some schools have a great support system
  - If someone hears, people care
  - They have meetings at school regarding stigma
  - Mental health is more accepted
- Make information proactive rather than reactive
  - Give it during elementary/middle school years
  - Should be peer led
  - High school is hard because they do not want to listen
  - Start with general information and then get more specific as time goes on, just like classes
  - Add suicide chapter in health classes
  - Educated parents and families along the way
    - Kids are reliant on their parents
    - If parents do not understand mental illness it's a barrier
  - Remove stigma from mental health
- Sometimes it takes a wake-up call for parents to understand
  - Parents need to understand the seriousness of the problems and issues
  - Create an app that would have advice and information
  - When parents do not have knowledge of mental health, adolescents will not get the care they need
- Need an intensive outpatient treatment facility or at least access/transportation to one like Akron General's

***What do you think of when you hear system of care?***

- Hospitals, foster care, youth support for mental illness