



2018 AWARD WINNERS

Quality Commitment

START Program Buncombe DSS & Family Preservation Services of NC

Buncombe County Department of Health and Human Services and Family Preservation Services of NC (FPS) joined forces to implement a Sobriety Treatment and Recovery Team (START). The Buncombe County START program is based on the START Kentucky Model and considered a Promising Practice according to the California Evidence Based Clearinghouse for Child Welfare. START is a child welfare program for families with co-occurring substance use and child maltreatment delivered in an integrated manner with local addiction treatment services. START pairs child protective services (CPS) workers trained in family engagement with FPS Family Mentors (Peer Support Specialists, who are in long term recovery and have had their own child protective services case as part of their life experience) and a FPS Coordinator using a system-of-care and team decision-making approach with families, treatment providers, and the courts. The System of Care approach for START incorporates multiple theories and principles that guide interventions at different points in time. Essential elements of the model include quick entry into START services to safely maintain child placement in the home when possible, and rapid access to intensive addiction/mental health assessment and treatment.

Each START CPS worker-mentor dyad has a capped caseload, allowing the team to work intensively with families, engage them in individualized wrap-around services, and identify natural supports to increase child safety, permanency, and parental sobriety and capacity.

The goals of Sobriety Treatment and Recovery Teams (START) are to ensuring child safety, reducing entry into out-of-home care (keeping children in the home with the parent when safe and possible), achieve parental sobriety in time to meet ASFA permanency timeframes, improve parental capacity to care for children, parental engage in essential life tasks, reduce repeat maltreatment and re-entry into out-of-home care, and expand behavioral health system quality of care and service capacity as needed to effectively serve families with parental substance use and child maltreatment issues.

Technology

Trillium Health Resources in Partnership with CHAT providers and Inflexxion

As part of Trillium Health Resources' Advancing Technology Priority, Trillium, in partnership with the CHAT Providers (Integrated Family Services, RHA, Access Family Services, Pride of NC, Dream Provider Care, Port Health and Coastal Horizons Center) and Inflexxion, the developers of CHAT, believe that technology can increase member outcomes and access to care.

Trillium members complete the self-administered web-based interview on a tablet, smartphone or computer. Once the member completes the assessment, they meet with a therapist to finalize the assessment process. Trillium providers are able to build off of the electronic assessment to complete the comprehensive clinical assessment that is used for treatment planning.

Trillium piloted the CHAT (Comprehensive Health Assessment for Teens) in 2015 with three providers. Results showed a decrease in mental and substance use only diagnoses from 2014, while co-occurring diagnosis increased from 2.37% to 23.94% during the pilot. Research indicated that adolescents have a higher rate of self-disclosure using CHAT by allowing them to respond to questions while in a private setting and at their own pace. This allows adolescent members to address needs earlier on in the treatment planning process.

Trillium providers have completed over 925 CHAT assessments since it was launched in 2016. The CHAT allows us to capture these trends more rapidly. For example, we know that 18% of our CHAT users are seriously bullied or harassed in school compared with 7% of the National Average. We also know that 33% of CHAT users have used Marijuana/THC. Being aware of ongoing trends allows Trillium and CHAT providers to strategically plan and prepare for the needs of our adolescents.

Learn more at www.trilliumhealthresources.org/trillium-initiatives/standardized-comprehensive-electronic-assessment-tools

Whole Person Care

Atrium Whole Person Care Programs

Atrium Health is one of the most comprehensive public, not-for-profit healthcare systems in the nation, and a recognized leader in healthcare delivery, quality and innovation. Atrium Health's Mission, **"To improve health, elevate hope and advance healing – for all"** is achieved through high quality patient care delivery, education and research programs, and numerous collaborative partnerships and initiatives.

As Atrium Health's largest campus for delivery of behavioral health services, the Behavioral Health Charlotte (BHC) campus is a centerpiece of behavioral health service delivery in Mecklenburg County and the surrounding areas. Consisting of a psychiatric emergency department staffed 24/7 with board certified psychiatrists, a 66 bed inpatient unit, and 10 outpatient programs on its campus, the volume of patients seen combined with the service array uniquely positions BHC to leverage relationships with the MCO and community providers.

The goal of the Whole Person Care is the coordination of health, behavioral health, and social determinants, in a patient-centered manner with the goals of improved beneficiary health and wellbeing through more efficient and effective use of resources. BHC has been able to maximize this approach by utilizing a recovery oriented, trauma informed approach consisting of collaboration with community stakeholders, embedding Certified Peer Support Specialists in the inpatient units, emergency department, and outpatient programs, and by operating innovative, trauma informed programs such as First Episode psychosis, and Zero Suicide, as well as training staff in Community Resiliency Model (CRM). As a result of these efforts BHC has seen an increase in post discharge follow-up for outpatient appointments, a reduction in readmissions, and an increase in patients feeling empowered to take charge of their own recovery.

www.atriumhealth.com

Community Inclusion

Trillium and Oxford Houses' Initiative 2020 Vision for Recovery

Oxford House's initiative and contractual partnership with Trillium Health Resources, 2020 Vision for Recovery, which began in 2016, primary goal was to add 20 new sites with more than 100 beds total to the

Trillium 24-county coverage area over a four-year period. In addition, the new partnership included resource development to support residents of the Oxford Houses, through relationship with community partners such as community colleges, vocational rehabilitation, court systems, and Divisions of Employment Services. Trillium's combined their experience and resources and vision for sober living with the Oxford House system of operations to create a unique model that increases sober living options for people in eastern NC. The shared vision between Trillium and Oxford House is helping to improve the lives of many people in the Trillium coverage area. Today 13 Oxford Houses, with over 103 total beds, have been created through this initiative and are a safe haven for those they serve.

Trillium Health Resources is a Local Management Entity/Managed Care Organization (LME/MCO) responsible for publicly funded mental health, substance use, and intellectual/developmental disability services and supports for people living in eastern North Carolina. More information on Trillium Health Resources can be located at <http://www.trilliumhealthresources.org/>

Oxford Houses are a clean and sober housing option for individuals in recovery from a substance use disorder. Through a 26-year contractual partnership with the NC DHHS MH/DD/SUD, as of October 2018, there are over 255 Oxford Houses statewide, with locations in 37 cities. Most Oxford Houses were located in urban areas until this initiative began. With an average of 8 beds per house, there are more than 1,900 Oxford House beds in the state. More information on the Oxford House Model is available at <http://www.oxfordhouse.org>.

Individual and Family Initiatives

First in Families of NC

First In Families of North Carolina (FIFNC) supports people with disabilities and their families throughout all 100 counties of North Carolina to meet crucial, self-defined needs necessary to live in, connect with, and give back to their communities. Sometimes referred to as social determinants of health, or healthy opportunities, such needs are widely recognized and proven to be vital to whole person and whole family health. FIFNC believes that individuals and families are the experts on their needs and does not offer any specific menu of services. FIF meets these needs through two key programs; Family Support and Lifetime Connections. Both short-term and long-term goals can be met through FIF's provision of needed goods and/or services, education, and future planning support (including Lifetime Connections personal networks). FIF also provides information, referral and system navigation, typically serving largely people not connected to formal services.

First In Families was started in 1995 by parents who believed the community was rich in untapped resources, including the gifts and talents of those with disabilities and their families. They crafted a way to support people with disabilities and their families to live in - and contribute back- to their communities. The ensuing model supports families while also being guided by their expertise. It is an integral complement to the formal service system and leverages private dollars. FIFNC has received recognition as a promising practice for family support by public and private policy entities, including the NC Council on Developmental Disabilities, University of Illinois Department of Disability and Human Development, and the Commonwealth of Virginia. FIFNC won the GlaxoSmithKline Impact award in 2015.

More information on FIFNC and its initiatives can be found at www.fifnc.org.