

# **MCPAP Clinical Conversation:** **Massachusetts Department of Mental Health:** **Child, Youth, and Family Services and Resources** **Available in Your Community**

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# Overview

- ▶ Overview of DMH Children, Youth, and Family (CYF) Services
- ▶ How to apply for DMH CYF services
- ▶ Description of DMH CYF services
- ▶ How can PCPs and DMH work together on behalf of DMH youth/families?
- ▶ DMH resources available to youth/families who are not DMH authorized
- ▶ How to get more information?

# DMH/CYF Services

- ▶ DMH plays a specialized role in the healthcare delivery system as we provide supplemental services for people of all ages with the most serious mental health needs.
- ▶ As a tertiary agency, we provide services that are NOT available to children, adults & their families from any other agency/system (commercial insurance, MassHealth, other state agencies such as DCF, schools, community programs, etc.)
- ▶ DMH services are not entitlement services as opposed to services provided by MassHealth CBHI services, Department of Education, or DCF.
- ▶ DMH CYF staff operate out of 27 site offices in 5 different geographic areas across the Commonwealth: Metro Boston, Northeast, Southeast, Central, and Western regions.
- ▶ Go to this link to find out which DMH Office covers your patient's cities/towns: <https://www.mass.gov/guides/find-which-dmh-office-covers-your-city-or-town>

# DMH/CYF Services

<b>Number of Youth/Families served by DMH in FY 2018 and FY 2019*</b>		
<b>Child, Youth, Family Service Type</b>	<b># Served FY18</b>	<b># Served FY19*</b>
Case Management	878	780
Inpatient	66	56
IRTP	120	93
CIRT	18	14
CT-Continuum	416	336
CT-Res Schools	94	76
CT-All others(GH, STARR..)	165	115
Flexible Support Services	3250	2290
Therapeutic Day Services	557	497
<b>Total unduplicated count of people served based on DMH EMR enrollments</b>	<b>3,956</b>	<b>2,972</b>
Community and School Therapeutic Supports**	3,000	2,000
Juvenile Court Clinics	1,457	921***

\*FY2019 numbers are as of March 15, 2019.

\*\*These services are not captured in DMH's EMR system, therefore the number served is an estimate of the number served in FY 18 and FY19 as of March 15, 2019.

\*\*\*8 Number reflects persons served by Court Clinics as of 2.28.2019.

# DMH CYF Services-Limited Scope vs. Other State Agencies

- ▶ DMH CYF serves a small subset of children and adolescents with serious emotional disturbance in Massachusetts with the most serious needs who cannot meet these needs through other agencies, insurance, school, etc.
- ▶ For example:
  - DMH CYF provides services to between 3,500 and 4,000 youth annually
  - MassHealth members that received CBHI services in 2017 was 37,417
  - MA Department of Children and Families served over 50,000 children and adolescents in 2018
  - MA Department of Elementary and Secondary Education reports that 16,969 children currently receive special education services due to emotional impairment for the 2018/2019 school year.

# Department of Insurance: Bulletin 2018-07

- ▶ The Division of Insurance and DMH issued a joint bulletin to clarify certain mandated benefits for child and adolescent behavioral health services.
  - <https://www.mass.gov/files/documents/2018/12/14/BULLETIN%202018-07%20%28Child-Adolescent%29.pdf>
- ▶ The effect of Bulletin is to require state-regulated commercial insurance plans to cover several home and community based services (similar to MassHealth CBHI services):
  - In-home behavioral services
  - Family support and training
  - In-home therapy
  - Therapeutic mentoring
  - Mobile crisis services
  - Intensive care coordination
  - Community-based acute treatment
- ▶ State-regulated plans only cover about 45% of all commercially insured in Massachusetts.
- ▶ Bulletin goes into effect July 2019, however the actual requirements won't go into effect for specific employer plans until their annual renewal dates typically July 1, Sept. 1, or Jan. 1.
- ▶ Commercial insurers may or may not contract with MassHealth providers.
- ▶ DOI and DMH will be overseeing commercial plans implementation of this Bulletin. Stay tuned!!!!

# Applying for DMH Services

- ▶ Steps in the DMH Application Process:
  1. Download application here: <https://www.mass.gov/dmh-application-forms>
  2. Fill out the DMH application in its entirety.
  3. It is recommended that you submit clinical information with the forms, as DMH needs clinical information to support the mental health diagnosis in order to determine if applicant qualifies for DMH.
    - Clinical information includes outpatient and inpatient records, testing, admission and discharge reports or summaries, assessments/treatment plans, and Individualized Education Plan (IEP) if one is in place.
  4. DMH may ask for additional information if needed; we can make a determination about the application sooner when all info is received.
  5. Mail/Fax/Hand Deliver application to the DMH Office that covers your town/city. Go here: <https://www.mass.gov/guides/find-which-dmh-office-covers-your-city-or-town> to identify office.

# What is the Service Authorization process?

- ▶ After an application for DMH services is submitted, the DMH service authorization process begins:
  1. A DMH staff member will contact the applicant (or their parent/guardian) within seven (7) days of receiving the forms.
  2. DMH may ask to meet with applicant and guardian in person.
  3. DMH has 90 days to complete the service authorization process.
  4. If applicant qualifies for services, DMH will determine what service(s) is needed and if it is available.
  
- ▶ DMH services are limited. DMH uses criteria to prioritize these services.  
<http://www.mass.gov/eohhs/docs/dmh/regs/reg-104cmr29.pdf>



# Service Authorization: Clinical Criteria

- ▶ CYF-Under age 22, Adult-18 & over
- ▶ Qualifying Diagnostic Categories-Schizophrenia and other psychotic disorders, Mood Disorders, Anxiety Disorders, Dissociative Disorders, Eating Disorders, Borderline Personality
- ▶ Functional impairment in multiple domains as a result of qualifying diagnosis
- ▶ Primary cause of the functional impairment is the mental illness
- ▶ Duration-has lasted for at least one year or is expected to last one year

# Service Authorization-Disqualifying Diagnoses

- ▶ The following diagnoses do not qualify as the primary cause of functional impairment for the purpose of service authorization for any individual of any age:
  - Neurodevelopmental Disorders
  - Neurocognitive Disorders
  - Mental Disorders Due to a Another Medical Condition (e.g., traumatic brain injury)
  - Substance-Related/Induced and Addictive Disorders
  - Disruptive, Impulse Control and Conduct Disorders

# Service Authorization: Needs/Mean Criteria

- ▶ What services does the applicant/family already have?
- ▶ What is being identified as an unmet need?
- ▶ What are they saying they want?
- ▶ Can the applicant/family access the needed service in another way? (e.g., insurance, other state agency, etc.)
- ▶ Is the service available through DMH ?

# Services for Youth/Families Authorized for DMH

- ▶ DMH offers the following services for DMH-authorized youth and families:
  - Case Management
  - Flexible Support Services
  - Therapeutic Day Services
  - Continuum Services
  - Out of Home Treatment Services
  - Intensive Residential Treatment Services
  - Continuing Care Inpatient Services

# CYF Case Management:

- ▶ These services may include but are not limited to:
  - Assessment of needs, service planning, care coordination, and advocacy
  - Individual support to the youth and/or to the caregivers
  - Linkage to other community-based supports
- ▶ Case Management Services are typically provided when other intensive services are also being provided by DMH (and not typically as a stand-alone service)

# CYF Flexible Support Services

- ▶ Flexible Support Services (“Flex”) include:
  - Clinical Services
  - Therapeutic Support
  - Young Adult Peer Mentoring
  - Parent/Caregiver Peer Support
  - Flexible Funds
- ▶ Flex Services are offered via a Team, Individual Practitioner, or Group modality.
- ▶ Each CYF Area Office has contracts with a # of vendors to provide these services to authorized clients throughout the region. \*Note: Clients/families are expected to access services through their insurance first (e.g. CBHI services through Masshealth)

# CYF Therapeutic Day Services

- ▶ Therapeutic After School Programs provide youth with recreational and skill building activities and clinical services in a structured environment.
- ▶ Therapeutic Day Services include the following service Models:
  - Model I: Community Therapeutic Recreation Program
  - Model II: Therapeutic Psycho-educational and Recreational Program
  - Model IIIa and Model IIIb: Therapeutic Milieu Afterschool Program
  - Model IVb: Intensive Day Services
- ▶ DMH contracts with vendors to provide 29 Day Programs statewide.

# CYF Continuum Services

- ▶ Intensive home-based wrap-around services inclusive of a range of interventions.
- ▶ Targets youth who are at risk for out-of-home treatment and have family willing to engage in the treatment services.
- ▶ Focus of treatment is to address challenges that occur in the home, community and/or school to promote stable functioning in the youth.
- ▶ Provides a “Continuum” of supports, including individual/family therapy, outreach, peer mentoring, family support, OT & psychiatry consultation. May include out-of-home treatment & respite supports if necessary for a particular youth/family.



# CYF Out of Home Treatment Services

- ▶ The vast majority of youth served by DMH are supported in the community, in alignment with our mission to provide services that promote recovery in the least restrictive environment to maintain family connection and community tenure
- ▶ A small # of youth may be supported in the following settings:
  - Residential school
  - Intensive group home
  - Group home
  - Pre-independent living

# CYF Highest Levels of Care: IRTPs and CCU

DMH serves youth ages 13-18 with serious mental illness who require a locked setting to access intensive treatment and for those who meet civil commitment criteria in two types of post-acute inpatient psychiatric units:

- 1. Intensive Residential Treatment Programs (IRTPs):** Offer an array of specialized and individualized clinical services and an on-site DOE-contracted school.
  - NFI (Two co-ed units at Worcester Recovery Center & Hospital)
  - JRI Cohannet Academy (all female unit in Taunton)
  - JRI Centerpoint (all male unit in Tewksbury)
  - JRI Merrimack Center (co-ed unit in Tewksbury that serves youth with developmental disabilities as well as mental health diagnoses)
- 2. Inpatient Continuing Care Units (CCU):** For youth who need the most intensive level of clinical treatment, specialized hospital care available, as well as an on-site DOE-contracted school. Two co-ed units at Worcester Recovery Center & Hospital.

# DMH CYF: Vignette 1

- ▶ 10 y.o. male, lives with his mom & siblings. He has an IEP (soc/emot) and attends a therapeutic day school.
- ▶ Referred to DMH by CSA/CBHI team (ICC, IHT, TM involved).
- ▶ Client is bright, caring, and loves sports. Even with all of the current community-based supports involved, client is still struggling with self-regulation and peer interactions/social engagement.
- ▶ Client is currently dx by treaters with PTSD & DMDD.
- ▶ Mom is overwhelmed and can't find the right activities for him that provide enough support during out of school time.
- ▶ Mom would like to keep current services in place, but is looking for additional support from DMH.
- ▶ Youth is authorized for DMH Therapeutic Day and Flexible Support Services

# DMH CYF: Vignette 2

- ▶ 15 y.o. female, lives with her adoptive parents.
- ▶ She has struggled for a number of years with depression, anxiety, and suicidal thoughts.
- ▶ She attends a therapeutic school and is reportedly doing well there, when she can get up & out to school.
- ▶ Referred to DMH by current Outpatient (school-based) provider & in-home team, as client continues to regularly require crisis support and has had multiple inpatient admissions in the past year.
- ▶ Family is engaged in services, but team is struggling with how to support this client due to her acuity.
- ▶ Team is worried that client is at risk for needing out of home treatment without more intensive intervention.
- ▶ Youth is authorized for DMH Case Management Services and Continuum Services

# Opportunities for Partnering between PCP's and DMH for youth/families served by DMH

## Collaboration and treatment planning for:

- Youth with complicated co-morbid medical diagnoses
- Youth with Eating Disorders
- Youth on complicated psychotropic medication regimens at risk for developing metabolic syndrome
- Youth with Somatoform Disorders
- Youth being referred back into the community who may need a referral to local outpatient mental health services

# DMH Resources for Non-DMH Authorized Youth/Families

- ▶ DMH offers many community resources to youth, young adults, and families which do not require DMH service authorization including:
  - Parent and Family Support Programs
  - Transitional Age Youth/Young Adult Access Centers
  - CEDAR-Center for Early Detection, Assessment, and Response to Risk

# CYF Parent and Family Support Programs

- ▶ The DMH Family Support Programs provide parent peer support to parents and other caregivers of children, youth, and young adults who have mental health needs, and are available to all parents and caregivers of children, youth, and young adults with mental health concerns.
- ▶ Services are provided by professionals who have personal experience being a caregiver of a child with mental health needs and are free of charge.
- ▶ **Example: Bay Cove Parent Support Program**
  - Parent support groups throughout Metro Boston
  - Family resources & trainings
  - Free for families (not billed through insurance)
  - Does not require DMH or other agency involvement

# Parent/Professional Advocacy League

- ▶ The Parent/Professional Advocacy League (PPAL) is a statewide family organization dedicated to improving the mental health and well being of children, youth and families through education, advocacy and partnership.
- ▶ PPAL's supports include
  - Workshops and trainings focused on children's mental health topics
  - Support groups: <http://ppal.net/find-help/support-groups>
  - MA Chapter of Youth MOVE: <http://ppal.net/for-youth/hope>



# Statewide List of DMH Family Support Programs

## Metro Boston Area:

Parent Support Program at Bay Cove  
66 Canal St., Boston, Ma 02114  
(617) 371-3155

## Northeast Area:

Parent Support Program at Eliot Community  
Services Inc.  
730 Eastern Ave, Malden MA 02148  
(781) 395-0704

## Southeast Area:

Parent Information Network (PIN) at BAMSI  
47 East Grove St, Middleboro, MA  
508-947-8779  
[www.pin.bamsi.org](http://www.pin.bamsi.org)

## Western Area:

The Support Network at  
Western MA Training Consortium  
187 High Street, Holyoke, MA 01040  
(413) 536-2401 x3007  
<https://childrensemotionalhealth.org/>

## Central MA Worcester Area:

PPAL  
40 Southbridge St., Suite 310, Worcester, MA  
01608  
(508)767-9725  
[www.ppal.net](http://www.ppal.net)

## Central MA Framingham Area:

Parent Peer Partnership Program at Wayside  
88 Lincoln St, Framingham, MA  
508.620.0010 x108

## Central MA Canton Area:

Connecting Parents Program at Eliot  
125 Hartwell Avenue, Lexington, MA 02421  
617-983-5803

## Central MA Waltham Area:

Parent Peer Partnership Program at Wayside  
118 Central St., Waltham, MA  
781.891.0555

# YA Access & Drop in Centers



# What is a Young Adult Access Center (AKA drop-in center)?

- ▶ Low Barrier- no appointments, no eligibility requirements
- ▶ Safe for all & Welcoming to diversity
- ▶ Supports for employment, education & housing
- ▶ Recreation, access to laundry, showers, computers
- ▶ Supportive referrals for clinical services (as needed)
- ▶ Staffed by young adult peers along with others focused on positive youth development

# Finding a Young Adult Access Center

## **Impact Center, Springfield**

413-654-1566 or email: [krodriguez@gandaracenter.org](mailto:krodriguez@gandaracenter.org)

## **Zia Center Worcester**

508-751-9600 or email [vesper.moore@centralmarlcor](mailto:vesper.moore@centralmarlcor) or [amey.arrell@thebridgecm.org](mailto:amey.arrell@thebridgecm.org)

## **YouFoward, Lawrence**

781-771-1302 or email: [astevez@jri.org](mailto:astevez@jri.org)

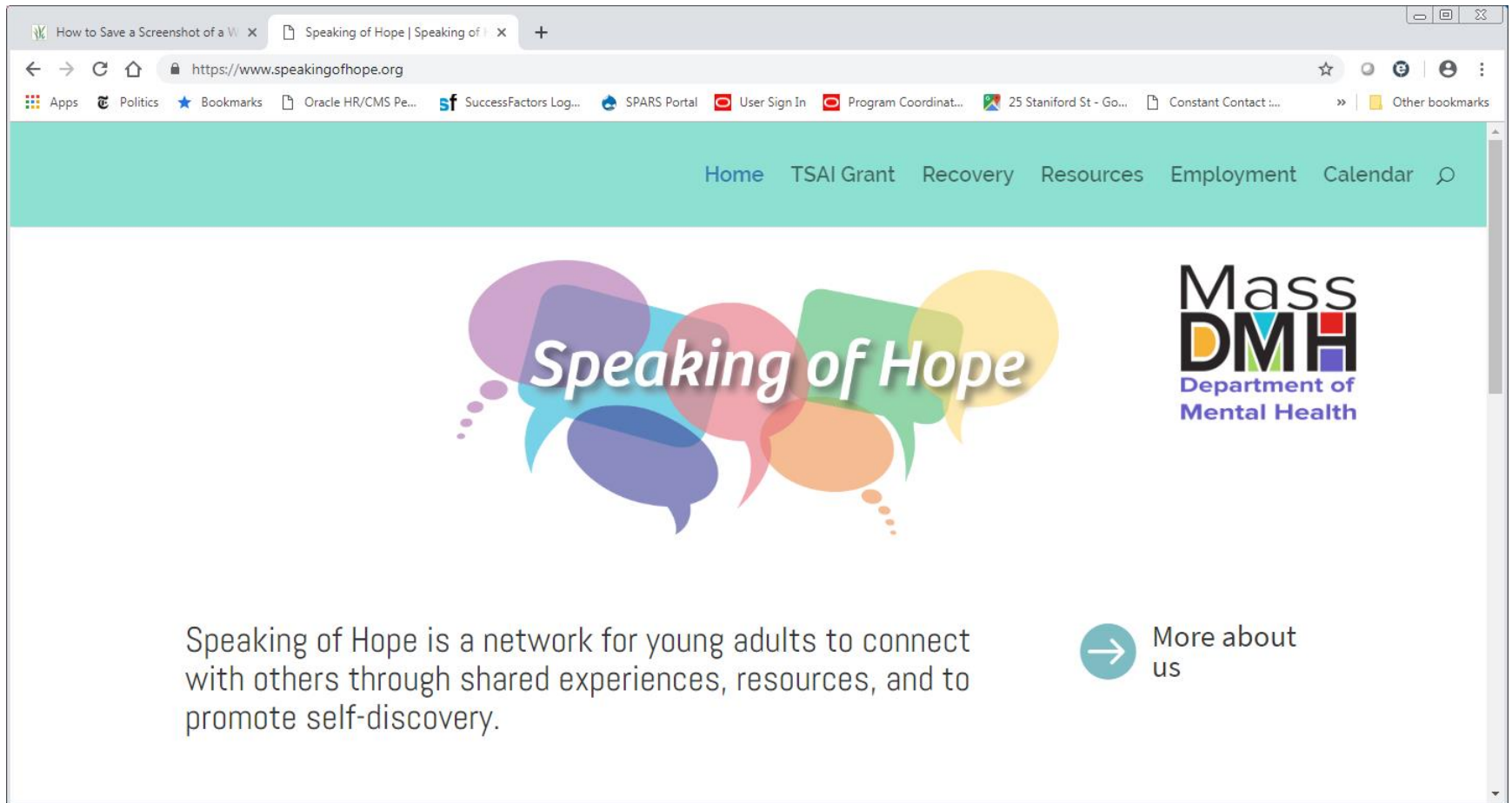
## **Tempo, Framingham**

508-879-1424

## **STEPS, Arlington**

781-646-2846 or email: [Olivia\\_Chiacchia@waysideyouth.org](mailto:Olivia_Chiacchia@waysideyouth.org)

# Find Additional Young Adult Resources at [speakingofhope.org](https://www.speakingofhope.org)



The screenshot shows a web browser window with the URL <https://www.speakingofhope.org>. The browser's address bar and tabs are visible at the top. The website's navigation menu is located in a teal header bar and includes links for Home, TSAI Grant, Recovery, Resources, Employment, and Calendar. The main content area features a large graphic of colorful speech bubbles with the text "Speaking of Hope" overlaid. To the right of this graphic is the logo for the Mass DMH Department of Mental Health. Below the graphic, a paragraph of text describes the organization as a network for young adults. A teal circular button with a white arrow points to the right, followed by the text "More about us".

Home TSAI Grant Recovery Resources Employment Calendar

*Speaking of Hope*

**Mass DMH**  
Department of Mental Health

Speaking of Hope is a network for young adults to connect with others through shared experiences, resources, and to promote self-discovery.

→ More about us

# Center for Early Detection, Assessment, and Response to Risk (CEDAR)

- ▶ CEDAR is a specialized center for young people (ages 14-30 for our clinic) who are experiencing new or worsening symptoms that may be warning signs for psychosis.
- ▶ The CEDAR Clinic provides the following services:
  - Diagnostic and medication consultation
  - Individual therapy
  - Family support and parent coaching
  - Ongoing medication management
  - School coaching
- ▶ For more information: <https://www.cedarclinic.org/>

## Additional Resources for Youth and Families

- ▶ Federation for Children with Special Needs  
<https://fcsn.org/>
- ▶ Family Ties <http://massfamilyties.org/index.php>
- ▶ The National Child Traumatic Stress Network  
<https://www.nctsn.org/>
- ▶ Fathers Uplift Inc. <http://www.fathersuplift.org/>
- ▶ 13 Reasons to Fly <https://13reasonstofly.com/>
- ▶ <https://www.mass.gov/service-details/resources-for-child-youth-and-families>

# For more information: CYF Area Directors

[www.mass.gov/dmh](http://www.mass.gov/dmh)

## **CYF MetroBoston Director:**

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