

CCBHC Child, Youth and Families Learning Community: Clinic Office Hours

Clinic Visioning Exercises

Introduction

The Certified Community Behavioral Health Clinic (CCBHC) Child, Youth and Family Learning Community is a monthly peer-learning opportunity to help CCBHCs improve access to and quality of services for meeting the needs of children, youth and families. The learning community features national experts, state representatives and CCBHCs from across the country with a focus on supporting strong design and implementation approaches for CCBHCs.

This learning community is part of the [CCBHC-E National Training and Technical Assistance Center](#) and the [CCBHC State Training and Technical Assistance Center](#), established by the National Council for Mental Wellbeing and funded by the Substance Abuse and Mental Health Services Administration to support the expansion of CCBHCs across the U.S. The National Council has partnered with [UConn's Innovations Institute](#) and the [National Association of State Mental Health Program Directors](#) to create the learning community as an important component of this technical assistance effort. *Certificates of attendance are available.*

Participants in the learning community will:

- Understand the value of children's services and the framework and role of child-serving systems and how they align with CCBHC implementation.
- Identify design and implementation approaches states and CCBHCs can establish to meet the unique needs of children, youth and young adults with behavioral health needs and their families.
- Explore strategies and examples to support CCBHC fulfillment of requirements to serve children and youth.

Each month, participants will take part in a webinar followed by cohort-specific office hours on the content covered and tailored to the needs of clinics and states. This visioning document supports **clinic participants** in the learning community and the **clinic office hours cohort**. Questions here will guide office hours as we move through the content of the learning community together. The visioning exercise document is organized into five parts that complement the presentation topics of the learning community.

Preparation for the first office hours: Please review this visioning document and arrive ready to discuss your clinic's answers to Part 1. If other participants from your clinic are joining, we encourage you to work together on this visioning exercise.

Part 1: Climate and Organizational Culture

Presentation: March 24, 12 p.m. ET

Clinic Office Hours: April 8, 3 p.m. ET

This presentation explored climate and organizational culture shifts needed for a CCBHC to effectively serve children, youth and families, while considering the leadership strategies used to implement these shifts.

In this office hours session, we'll explore your clinic's current services, gaps and needs for promoting a positive climate and organizational culture. This system analysis and gaps assessment will inform visioning for your clinic, which will be discussed in later sessions.

1. What is your community's landscape and climate for children, youth and families? What are the biggest needs for this population, and how are those needs identified?
2. What is your vision for your CCBHC's climate and culture around children, youth and family services? What is your role in enhancing your community and/or state's support for children, youth and family services?
3. In what ways is your CCBHC currently set up to promote a positive climate and culture for delivering quality children, youth and family services? How does this extend to your designated collaborating organizations (DCOs)?
4. What external factors should you consider as you design your CCBHC's children, youth and family services? Consider potential barriers as well as facilitators, such as state system structures; existing community services and supports, and existing or potential partnerships.
5. Are there gaps in your CCBHC's existing services or capacity to serve children, youth and families? How might you address those gaps? Factors to consider may include existing agency structure; availability of partner organizations and services; allocation of staff time and resources to children, youth and family-specific services; availability of children, youth and family-trained providers. Also consider how the external factors you identified may support or influence these factors.

Part 2: Service Line Development for Children and Youth

Presentation: April 28, 12 p.m. ET

Clinic Office Hours: May 13, 3 p.m. ET

Developing an effective service array that fulfills CCBHC requirements for children, youth and families requires selecting specific services and tailoring supports. This presentation explored strategies to establish children's services, including opportunities that stem from DCO arrangements.

During this office hours session, we'll explore your vision for the role your clinic will play in expanding or partnering with existing providers to develop a robust continuum of children, youth and family services.

1. What is your vision for how your clinic will engage with, partner with or supplement existing children's system of care work and services? What needs to happen to achieve this?

For example, you might consider framing such as:

- "Our clinic will serve as a leader in this space and a primary provider of children, youth and family services in the service area and will be linked closely with children's system of care initiatives."
- "Our clinic will provide services for mild- and moderate-levels of care and will partner with existing system of care providers for higher levels of care."
- "Our clinic will provide a subset of children, youth and family services with expectations to partner and establish DCO agreements with established providers for other services."
- ★ **Note:** At a minimum, CCBHCs are required to provide services to children requesting access to care, even if they are partnering with others for some services. Children's services may not be completely provided through DCOs.

2. What insights do you have on your state's expectations of CCBHCs as they relate to serving children, youth and families and aligning with existing systems of care? If limited, consider what questions you have for your state.
3. Who on your staff can help support the development of your children, youth and family services? What relevant trainings will be needed?

Part 3: Building Necessary Cross System Partnerships

Presentation: May 28, 12 p.m. ET

Clinic Office Hours: June 10, 3 p.m. ET

Children and youth interact with different systems than adults. This webinar identified and strategized how to establish crucial relationships between CCBHCs and education, juvenile justice and child welfare systems to ensure appropriate connectivity for children, youth and families.

During this office hours session, we'll explore your clinic's vision for establishing system partnerships and how CCBHCs, and their financing, can play a supportive and connective role in these systems.

1. What partnerships between children's systems and providers currently exist in your service area and can be leveraged by your CCBHC? What partnership would you like to establish or grow? What support from your state, municipality or another entity would facilitate this?
2. What gaps exist in the relationships between child- and youth-facing systems in your community? What children, youth or families are not being reached?
3. How can your CCBHC fill these gaps? Consider staffing opportunities, like outreach coordinators, and service site locations, like offering services on-site with system partners.
4. Consider the opportunity CCBHC prospective payment system (PPS) brings to financing systems-level needs and bolstering partnerships. What resources might be incorporated into your CCBHC PPS to support strong cross system partnerships (e.g. outreach and engagement staff and activities, supports for training or coordination with partners)?

Part 4: Integration with MRSS and Crisis Response for Youth Populations

Presentation: June 23, 12 p.m. ET

Clinic Office Hours: July 15, 3 p.m. ET

Establishing an effective service array for children and youth requires integrating CCBHC and state crisis response systems with efforts to instill youth-specific crisis interventions, including mobile response and stabilization services (MRSS). This presentation explored the potential for integration.

During this office hours session, we'll discuss your clinic's vision for your role within your state's crisis response system, specifically MRSS for children and youth.

1. What is your vision for the role of your CCBHC within the crisis response system in your service area?
2. How do your existing crisis response services or partnerships meet the needs of children, youth and families? How are they not tailored or appropriate for this population?
 - a. How do the needs of *families* of youth in crisis fit into your crisis response model?
3. What are the gaps for effectively serving this population, in your own services and other services available in your community?
4. Based on your vision for the role, how do you anticipate providing MRSS or establishing a DCO agreement with existing MRSS providers? Who in your service area is already providing these services?

Part 5: Customization for the Lifespan — Serving Early Childhood and Transition-Aged Youth Populations

Presentation: July 28, 12 p.m. ET

Clinic Office Hours: Aug. 12, 3 p.m. ET

Children and youth benefiting from services may require additional customized support. There are many considerations, and this presentation explored strategies for the youngest and oldest in the child- and youth-age range as examples.

This office hours session will explore your state’s vision for meeting the needs of children and youth across from birth to transition age and how CCBHCs can customize services for various ages of children and youth.

1. What is your vision for a customized continuum of services for all ages of children and youth? What is your CCBHC’s role?
2. What staffing needs, EBP trainings or other considerations are there for reaching this vision?
3. What’s the current capacity to serve the varying needs of children from birth to transition age in your service area?
4. What needs, services and potential partnerships are relevant to these specific populations (e.g. postpartum mental health care, career readiness for transition-age youth, adult court versus juvenile court partnerships (at what age do they transition from juvenile to adult)?
5. How can the CCBHC financing model support your clinic’s vision for this service continuum? Are there existing or new costs that can be built into the CCBHC cost structure?