



HENNEPIN COUNTY  
MINNESOTA



# System of Care in Hennepin County

March 2024

# Agenda

- System of Care in Hennepin County Presentation
- Partner Panel
- Question & Answer Session
- Next steps & session evaluation

*What works best is anything that increases the quality and number of relationships in a child's life. People, not programs, change people.*

Dr. Bruce Perry, Mind and Heart Foundation



# Vision

Hennepin County has a comprehensive, integrated, and culturally responsive children's mental health service system that meets the mental health needs of Hennepin County children, youth and their families in the least restrictive and most appropriate setting

# What is System of Care?

A System of Care is a spectrum of effective, community-based services for children and youth with or at risk for mental health or other challenges and their families.

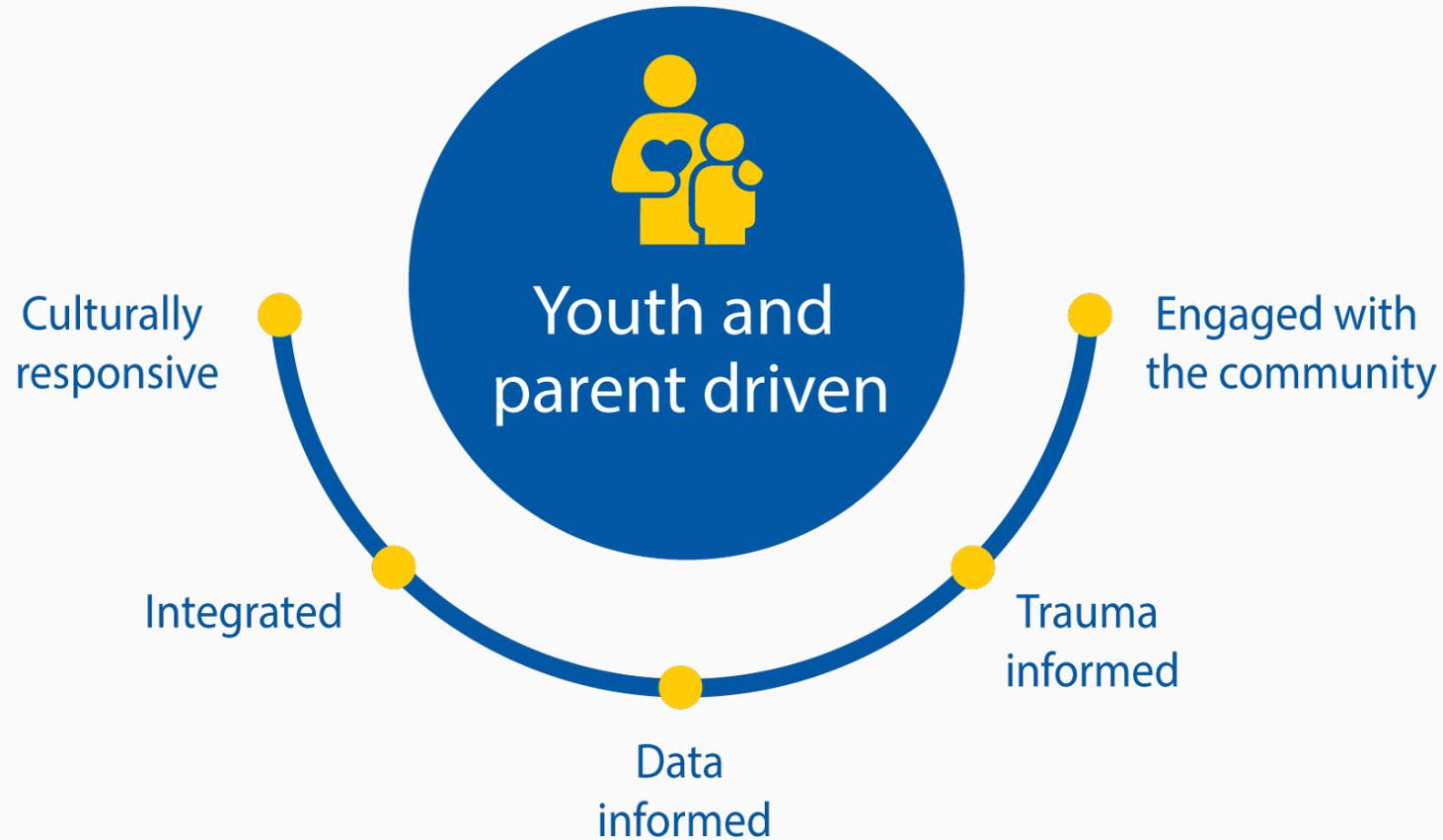


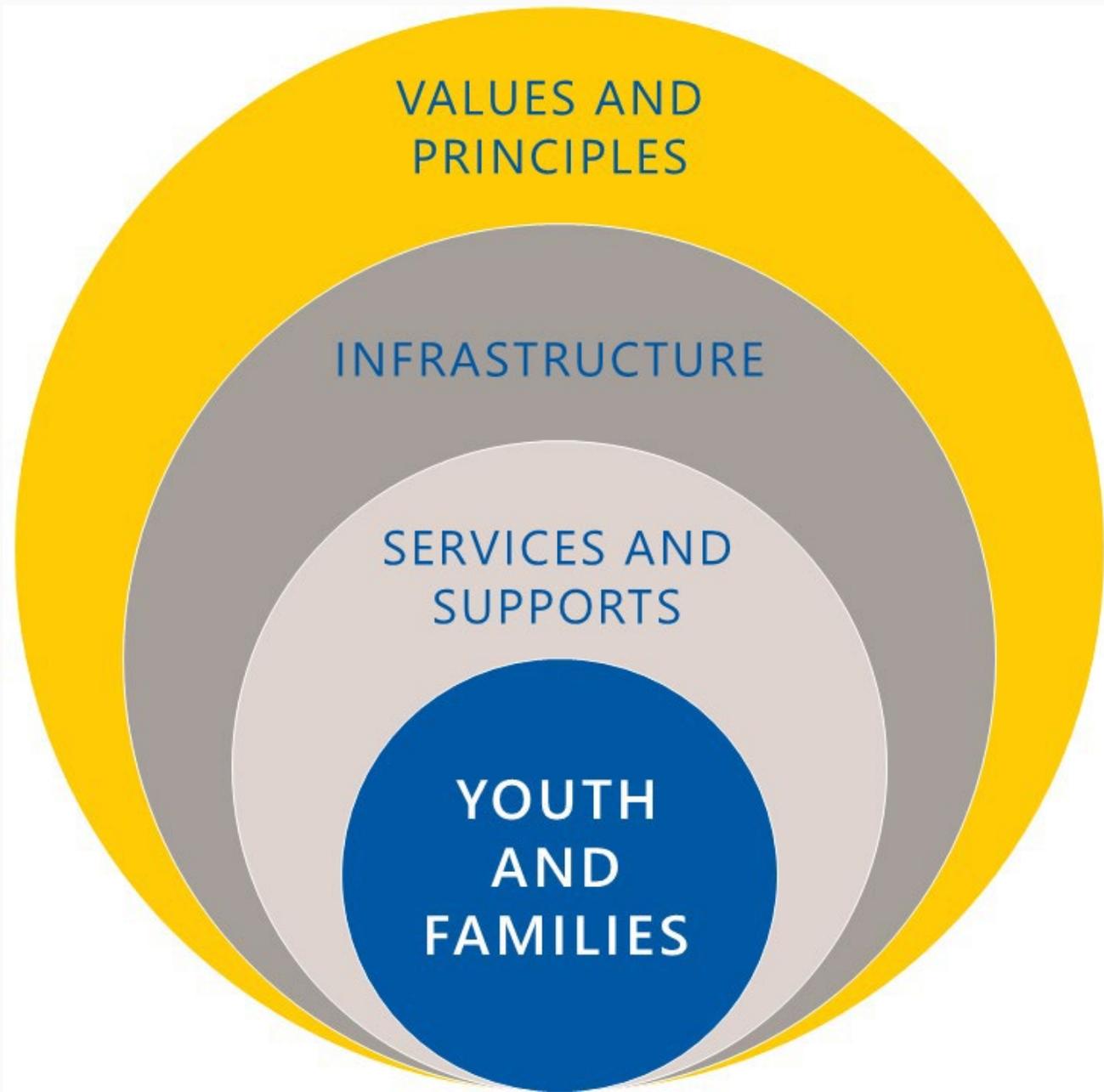
# System of Care is...

- A framework for reforming children's mental health systems
- Focused on creating a comprehensive and coordinated system of services and supports
- Organized around a core set of values and principles



# System of Care – Values & Principles





# Values & Principles

Youth & parent driven

Integrated

Culturally Responsive

Trauma informed

Data Driven

## Service Pillars



Family Response & Stabilization



High Fidelity Wraparound



Service Continuum

## Governance

System of Care Governance

Family & youth leadership

Hennepin County CMH leadership

## Infrastructure

Policy  
Financing options & models  
Data and continuous quality improvement

# Children's Mental Health - Guiding Principles

Youth and families are at the forefront of all planning and decision making.

Individualized services that meet the needs of the child, youth, and families.

Respond in ways that respect and honor the cultural/linguistic needs of the youth and family.

Right service, right time, and right duration.

Strengths-based.

# System & Practice Level Characteristics

From

- Eligibility focused
- Only professional services
- Deficits focused
- Controlled by professionals

To

- Needs focused
- Natural supports & professional services
- Strengths focused
- Partnerships with families & youth

# Rationale & Vision for System Change

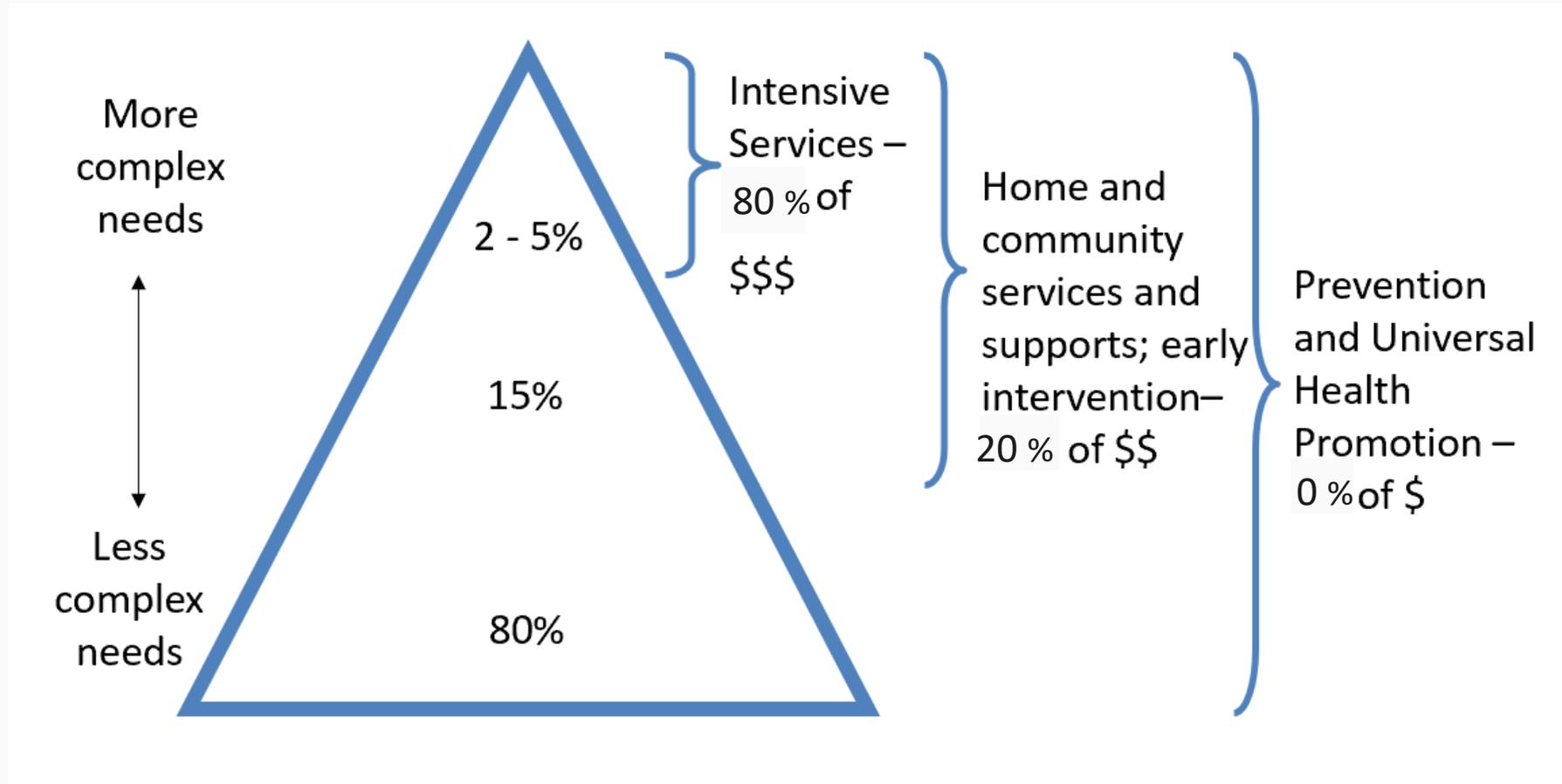
# Drivers to Change

Residential Treatment Utilization

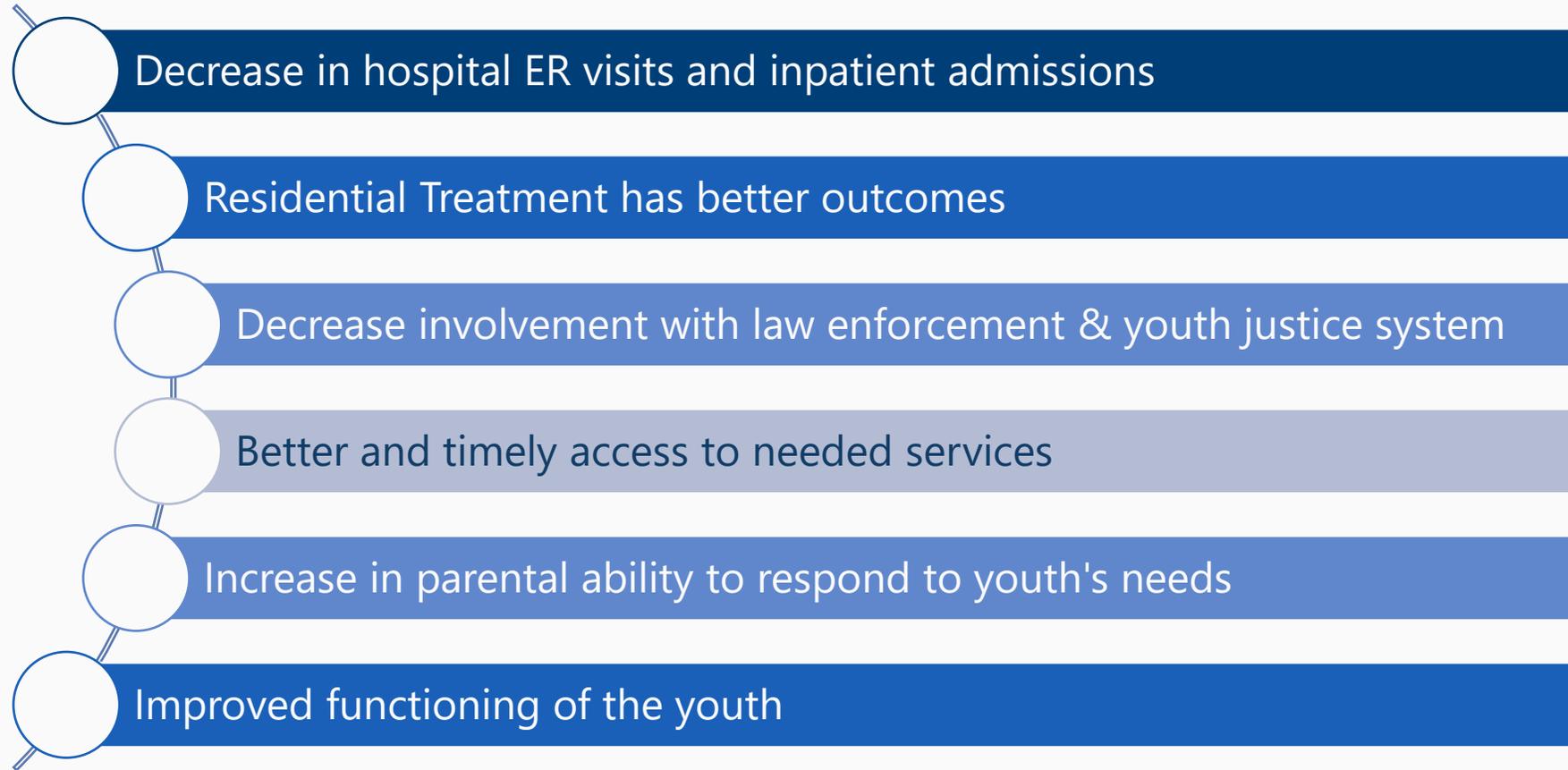
CMH Service System Organization

Parent Input

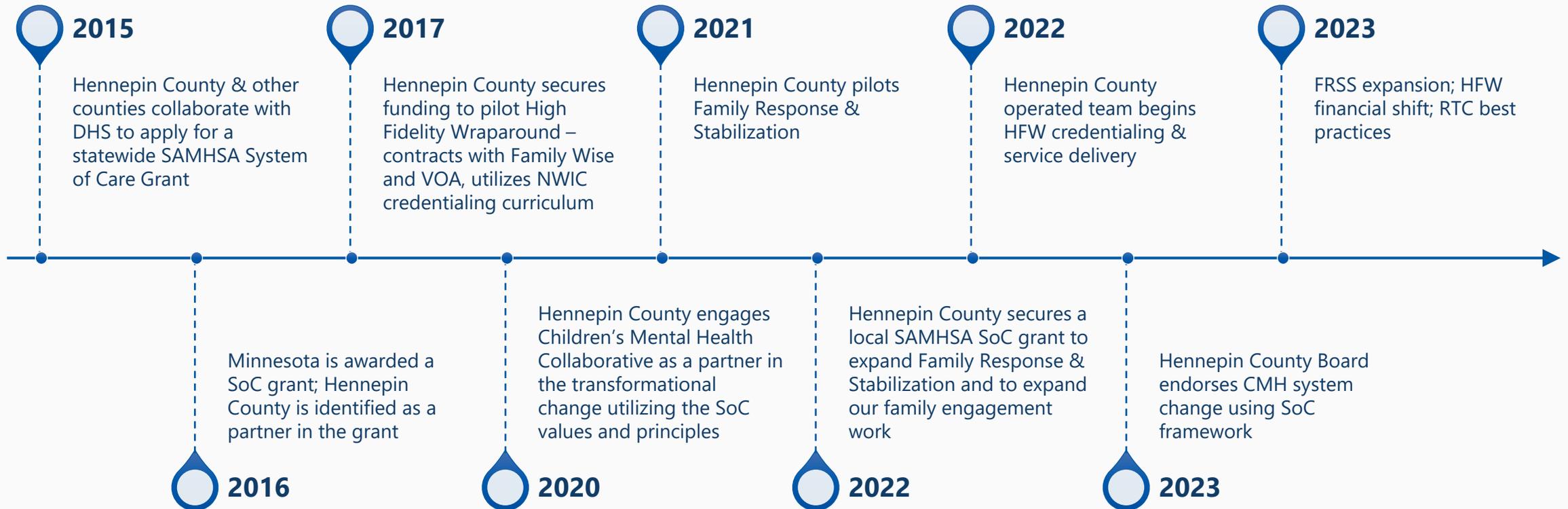
# Funding Allocation – 2017



# Why System of Care



# History of System of Care Work in Hennepin County



# System of Care Service Pillars in Hennepin County



## Family Response and Stabilization

Culturally specific  
Rapid response



## High Fidelity Wraparound

Evidence Based Care  
Coordination Service  
Model



## Service Continuum

Residential intervention  
best practices  
Intensive Community Based  
Early Identification and  
Intervention



# Service Pillar 1: Family Response & Stabilization Services

# Family Response & Stabilization Services



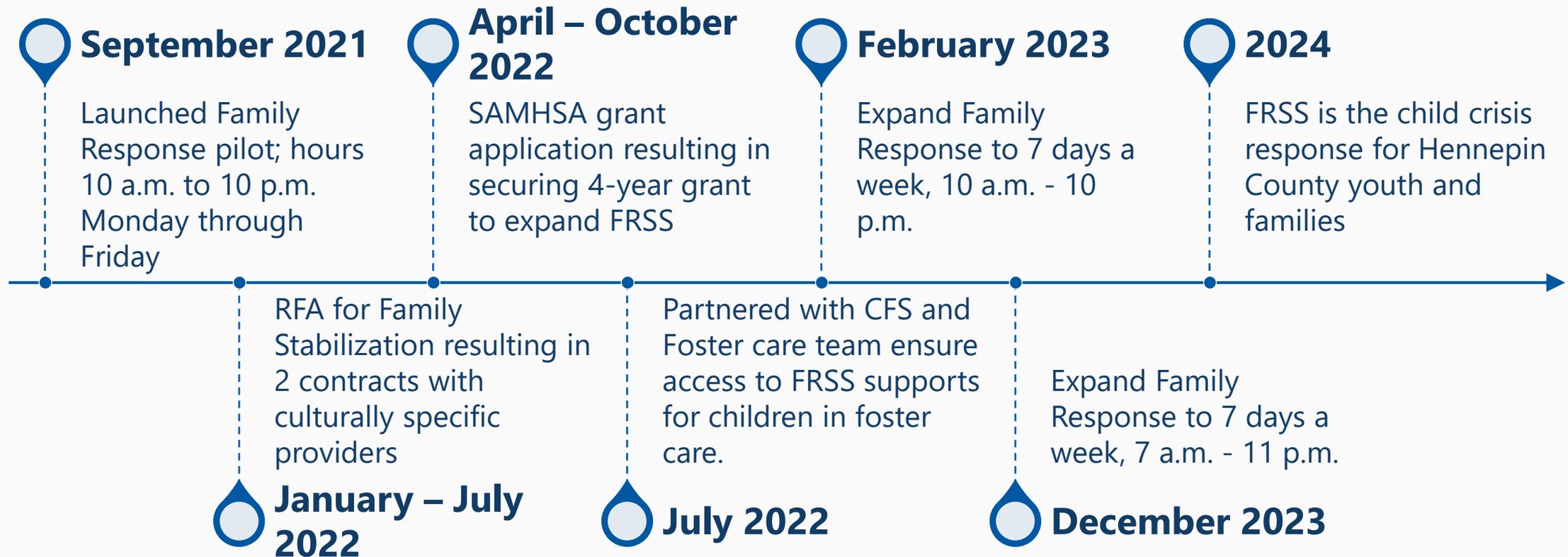
## Family Response

- In-person response within 1 hour of the call
- De-escalation and stabilization of immediate concerns
- Assessment of needs and connection to services
- Support continues for up to 72 hours

## Family Stabilization

- 8-week intervention with youth and family
- Continued support to stabilize
- Skill development
- Connection to natural, informal, and formal supports and services

# History of FRSS in Hennepin County



# 2023 FRSS Data



- 546 calls to FRSS.
- Most referral calls (60%) came directly from parents
- 97% of Family Response meetings were held at the family's preferred time and location

who...	During Family Response services	Within 30 days of completing Family Response
<b>Did not have an ER visit</b>	91%	78%
<b>Did not have law enforcement contact</b>	93%	77%
<b>Remained in the same living situation</b>	96%	78%
<b>Did not have an out-of-home placement</b>	97%	67%



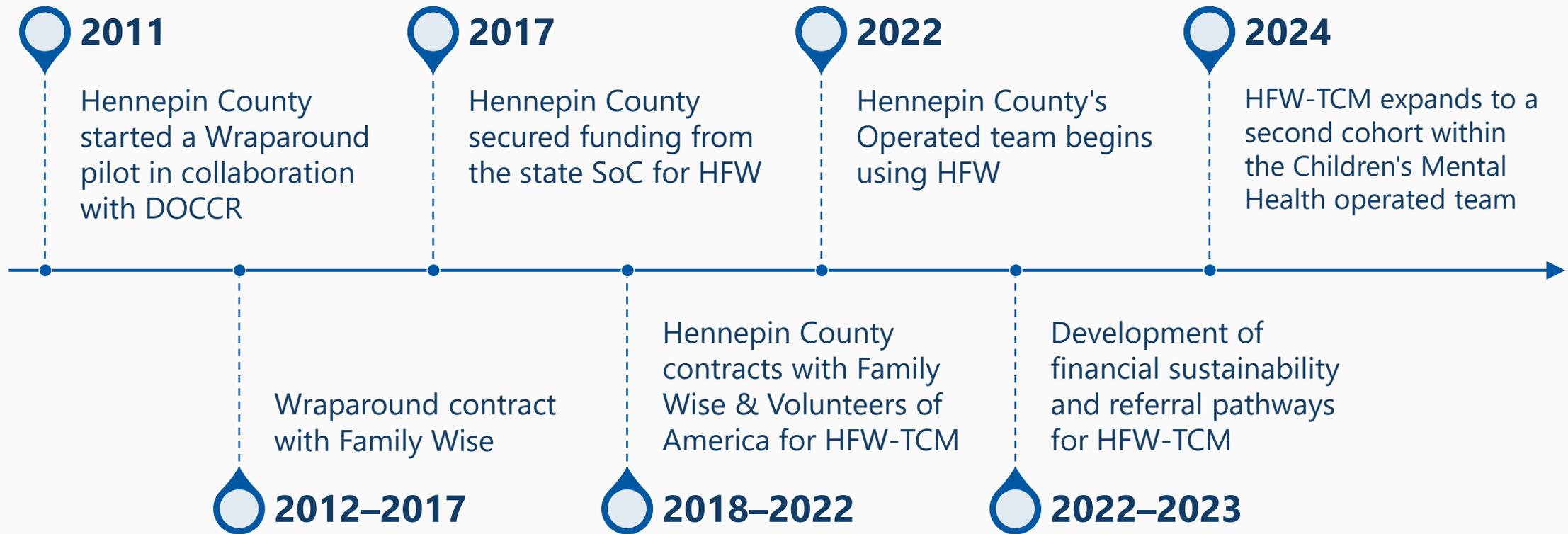
# Service Pillar 2: High-Fidelity Wraparound

# High-Fidelity Wraparound



- Evidence based care coordination service model
- Aligns with system of care values & principles
- Requires training and certification to ensure practice maintains fidelity to the service model
- Research demonstrates cost effectiveness & positive outcomes for youth and families when delivered with fidelity

# History of High-Fidelity Wraparound (HFW) in Hennepin County





# Service Pillar 3: Service Continuum

# Service Continuum



- Continuum provides varying intensity of services to support youth and families to stay in the community
- Focused on engaging youth and families to identify needs and develop an individualized service plan based on those needs
- The system changes how they are willing to pay and support the services

# Service Continuum



- Services incorporate system of care values and principles in service models and delivery
- Comprehensive continuum that includes intensive community-based services
- Remove barriers to access
- Services based on parent/youth identified needs

# Parent and Youth Engagement within a System of Care

# Family Engagement Coordinator

## Building meaningful partnerships with providers and families

Through authentic community engagement, fostering relationships with community service providers and families to deepen the understanding of the children's mental health landscape

## Conducting listening sessions with parents and caregivers

Fostered through community partnerships, gathered valuable feedback and insights that inform SOC practices and policies

## Championing and amplifying family voice

Dedicated effort to work with and within racially and culturally diverse communities to ensure that the diverse perspectives and needs are heard and addressed

## Identifying and addressing gaps in services

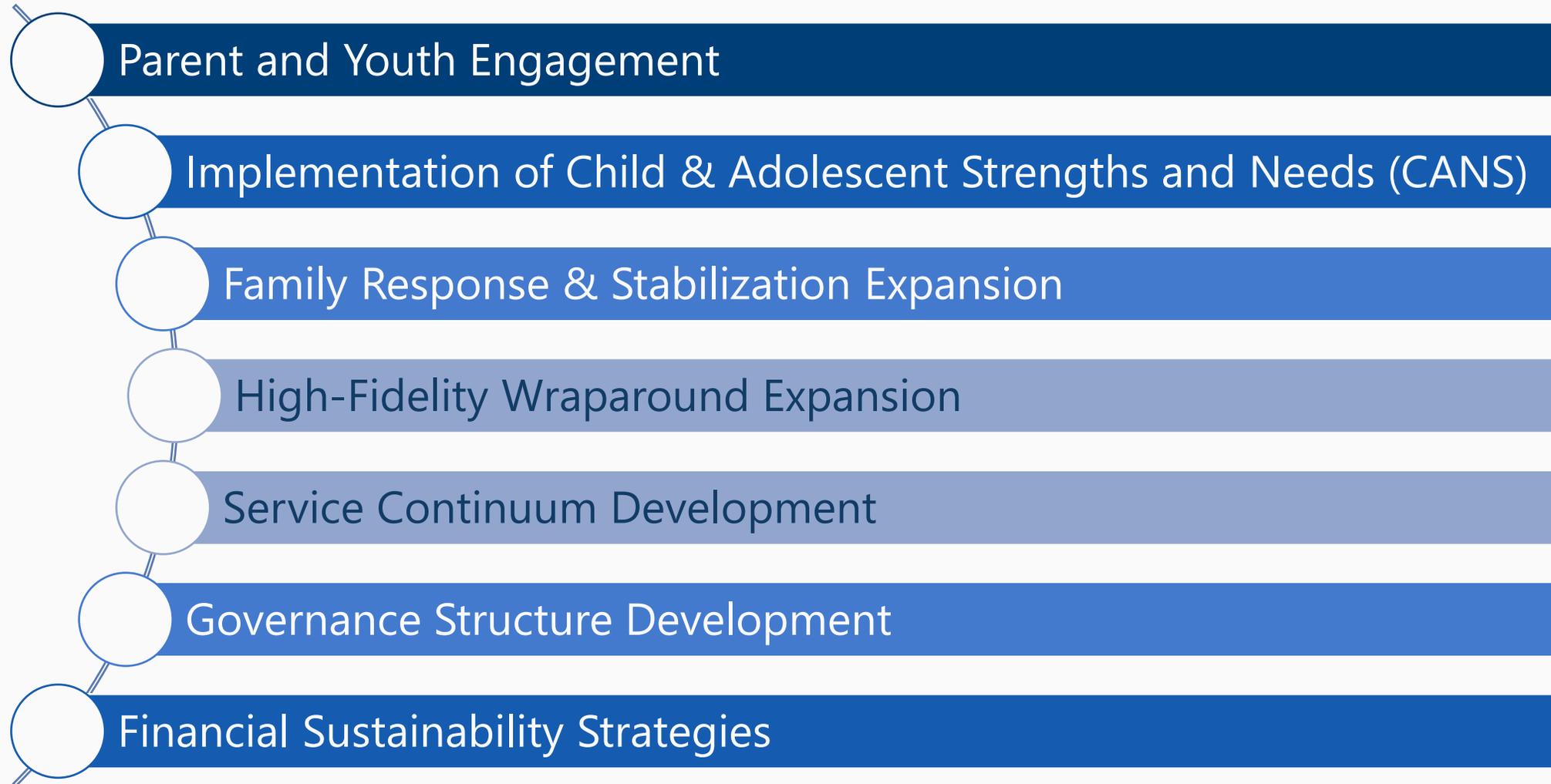
Ensuring a comprehensive and equitable system of care - meeting the mental health needs of young people and their families

# 2024 Strategic Priorities

System of Care in Hennepin County- March 2024



# System of Care Strategic Vision



# Opportunity for Immediate Change

# Where to start

- Keep youth & families at the center
- Engaging in reflection about who benefits & who is burdened by decisions
- Shifting language & how you talk about youth, families, and services
- Practice self-reflection about how you can combat and not perpetuate stigma of mental health & substance use



# Examples of Language Changes

Not Hopeful or Relational

Language of Hope & Partnership

Kids, kiddo, case, client

Children, youth, students, residents

Mom, dad, adoptive mom/dad

Parents, caregivers, non-binary labels

Refusing

Declining

Placement

Treatment intervention

# Partner Panel and Question & Answer Session

System of Care in Hennepin County- March 2024



# How to Stay Connected & Involved

- Hennepin County System of Care Web Page
- Quarterly Newsletter
- System evaluation
- Communities of Practice
- Future Events