PARENT SUPPORT NOW:
A PROJECT TO REDUCE THE TIME SPENT OUT OF HOME FOR CHILDREN 0-3 YEARS OLD EXPERIENCING DCS EMERGENCY REMOVALS IN KINGMAN AND BULLHEAD CITY, ARIZONA
Today’s Presenters

- Eric Perry, Regional Director of Northern AZ, MIKID
- Nancy Osborn, Kingman Family Support Manager, MIKID
The Current Partners

- Superior Court Kingman, AZ
- Superior Court Bullhead City, AZ
- Health Choice Integrated Care (HCIC) originally Northern AZ Regional Behavioral Health Authority – (NARBHA)
- AZ Department of Child Safety (DCS)
- Mohave Mental Health Center (MMHC)
- Southwest Behavioral Health Center (SWBHC)
- Mentally Ill Kids In Distress (MIKID)
Parent Support NOW is a parent to parent connection that provides immediate support, education and assistance to families with navigating the various systems families may interact with upon DCS involvement once there has been an emergency custodial removal.

The original pilot project initially focused only on DCS emergency removals of birth to three-year-old children in the Kingman, Arizona area.

In August of 2016, we expanded the program to include Bullhead City, Arizona.

The program is currently also being developed and implemented in Yuma, Arizona.
The project used a model that was designed but not implemented by Family Involvement Center and then Northern Arizona Regional Behavioral Health Authority (NARBHA) to implement in Coconino and Yavapai Counties, Arizona. That project was not implemented, but is currently being reconsidered in Yavapai County.

The primary intent of this program is to as quickly as possible connect a MIKID Family Support Partner to parents whose children have just been removed from their care by the Arizona Department of Child Safety.

**MIKID Family Support Partners will help families:**

- To navigate the DCS system by assisting the family to prepare for (and accompany them to) meetings to assist the family in advocating for themselves.
- Connect families to parent support groups, trainings, presentations, and other community resources.
- Assist families in navigating the AZ Children’s Behavioral Health System, and other government or private systems.
- Assist families in connecting or reconnecting with family members who can be supportive.
- Liaison with the court system and attorneys to help a family be successful, in meeting court expectations.
Project Goals

- The ultimate goal of the Parent Support NOW project is to increase the number of successful reunifications of the child with their family of origin, if and when appropriate, and
- Reduce the overall time between removal and permanency.
- Several months after the project started, HCIC provided MIKID with an incentive based contract amendment to include financial incentives for children successfully reunified in less than 6 mos. Reconciled every six months.
- Secondary objectives will be:
  - increase the family of origin’s engagement and participation in treatment (their child’s and/or their own)
  - increase the family’s connections to informal/natural supports
  - increase connectivity to other parents that can serve as mentors
  - increase the family’s confidence regarding maneuvering State systems, and
  - measure the family’s overall satisfaction with the project.
- These secondary objectives will be measured via selected items in the MIKID Client Satisfaction Survey.
What We Did

- Kingman Superior Court Judge, The Honorable Richard Weiss, requested a meeting with representatives of child welfare and behavioral health to discuss how to get services to families sooner than was happening in his court at the time.
- The first meeting was held in the Judges Chambers, April 7, 2015, with representatives from all of the Partner Agencies present.
- All participants agreed to meet monthly to discuss barriers and solutions to getting Family Support to parents in the DCS system sooner.
- In our May meeting the Director of Children’s Services at the time for NARBHA, presented an overview of a project developed by the Family Involvement Center & NARBHA, but never implemented, called Parent Support Now (PSN).
What We Did

- It became clear to the group that we were discussing developing the same process to use in Kingman, but thought we needed some changes and permission from the Family Involvement Center (FIC) to use the basic model.
- Between the May and June meetings, Dick Geasland, CEO MIKID, contacted Jane Kallal, ED FIC and was readily granted permission to use the model.
- Some changes to the original program description and flow chart, based on our partner discussions for the June meeting, and from that point the partners began to customize the PSN project to work in the Kingman partnership area, including focusing on the 0 to 3 yr. olds being removed by DCS for the Pilot Project.
- The original Pilot was launched September 2015.
Step 1:

At the time of the DCS emergency removal, the DCS Specialist will inform the family of origin of parent-to-parent support and education services available through MIKID and provide the parents with the Parent Support NOW flyer and referral form.
Step 2:
DCS sends information regarding the family of origin to the Behavioral Health Home (BHH) who is tasked with providing the 72-hour Urgent Response Assessment. DCS will inform regarding any exclusions to the family’s involvement.
Step 3:
The BHH completes the 72-hour Urgent Response Assessment
Step 4:
Upon filing of the petition for the child, the Superior Court will notify MIKID of the date and time of the family’s scheduled Pre-Hearing Conference (PHC).
Step 5:
MIKID and the BHH will attend the family’s PHC. MIKID will inform the parent(s)/caregiver(s) of the Parent Support NOW program and offer its availability to eligible parent(s)/caregiver(s).
Step 6:
If the parent/caregiver is amenable to participating and is eligible for the service, the BHH will obtain all necessary ROIs from DCS needed for participation in Parent Support NOW (BHH’s ROIs for MIKID and each parent participating).
Step 7:
The BHH will update the member’s Behavioral Health Service Plan (BHSP) to include the service(s) and obtain all necessary signatures.
Step 8:
Once the BHSP has been updated and appropriately signed, the BHH will provide a copy of the BHSP, the most recent assessment, and MIKID’s referral form to MIKID as required to authorize the provision of services.
Step 9: Upon receipt of the BHSP, assessment and referral form, MIKID will commence services with the family.
FAMILY SUPPORT

- Family Support Partners/Parent Partners deliver peer-to-peer support to families.
- With firsthand knowledge of navigating the Children's Behavioral Health System and other youth-serving systems, they walk side-by-side with parents/caregivers to provide assistance in achieving their goals and ultimately developing independence.
Family Support Groups

- Support groups are comprised of men and women, parents and guardians, who provide parent-to-parent support.

- The purpose of this group is to share experiences among themselves, share resources in the community, and develop natural supports.
First Year Outcomes
September 2015 thru January 2017

- Served 56 children
- 12 Returned to Parents successfully so far
- 23 Close for other reasons
- 21 Currently Active
- 12 Currently awaiting referrals
- 11 Currently being processed
- 12 Families reunified in average length of out-of-home of 4.6 months. Current Statewide average for 0 to 3 yr olds is 24 months.
- First six months of incentive reached for 12 families
- The Project expanded to Bullhead City, AZ, August 2016.
Thank you

Questions?
Presenters Contact Information

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