

# The NH Children's System of Care and the NH Wraparound Model – How Does it all Work?

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DoubleTree by Hilton Manchester, NH

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## Objectives for Today's Presentation

- ❖ Provide a brief overview of the development of NH Children's System of Care
- ❖ Provide an overview of what a Care Management Entity is and the services provided
- ❖ Identify ways in which the System of Care can work together and identify areas of opportunity

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## NH Children's System of Care Partners



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## System of Care Defined...

“A spectrum of **effective, community-based** supports, that is organized into a **coordinated** network, builds **meaningful partnerships** with families and youth, and addresses their **cultural and linguistic** needs, in order to help them to succeed at **home**, in **school**, in the **community**, and throughout life”

(Stroul & Friedman, 2010)

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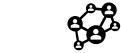
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## Systems of Care are Effective!

**Decreased suicide rates,** substance misuse, juvenile justice involvement, and inpatient/residential stays



**Increased cross-system collaboration** and improved use of Medicaid and other resources.

**Increased use of evidence-based practices** and an expanded array of home- and community-based services and supports.



**More stable living situations** for children and youth, including fewer out-of-home placements and fewer placement changes.



**Improved family functioning** and reduced caregiver stress.

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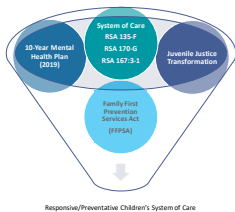
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## Children's System of Care Overview

Children's System of Care (SoC) – Implementation Drivers



- 2012:** SAMHSA System of Care (SoC) Grant (Building Blocks to NH's Children's SoC and High-Fidelity Wraparound Model)
- 2016:** RSA 135-F – SOC Law: Joining NH DHHS and NH Education Dept. to develop SoC continuum
- 2016:** Care Management Entity Model developed/implemented (providing high-fidelity wraparound).
- 2019:** 10-Year Mental Health Plan (first MH plan with children written in).
- 2019:** Legislation passed (amending RSA 135F and providing funding to support Children's SoC expansion).
- 2022:** Juvenile Justice transformation (SB94)

Responsive/Preventative Children's System of Care




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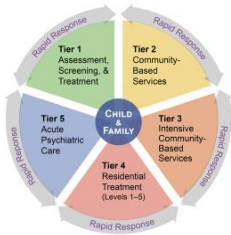
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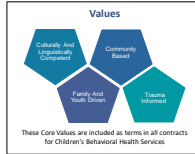
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## Children's System of Care Overview

### NH Children's Behavioral Health System of Care Framework and Values



- SoC Framework is designed to ensure that:
- Children & their families receive an array of services across an integrated continuum of care, and
  - All services and supports adhere to System of Care Values




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## Learn more about NH's Children's System of Care!



<https://childrensbehavioralhealthresources.nh.gov/>  
OR  
<https://cbhrc.nh.gov>

**Welcome to the Children's Behavioral Health Resource Center!**

Linking children, youth, young adults, and caregivers that experience mental health or substance use concerns and the people who support them to high-quality proven practices.

**Welcome Families!**

Visit here to find services and supports, view our list of team leads, and other topics of care.

[EXPLORE](#)

**Welcome Providers!**

Providers can use here to find upcoming services, health training opportunities, and other resources.

[LEARN MORE](#)




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## What is a Care Management Entity (CME)?

Organizational entity that serves as a centralized accountable hub to coordinate all care for youth with complex behavioral health challenges who are involved in multiple systems, and their families.

### Goals of a CME

1. Improve clinical and functional outcomes;
2. Enhance system efficiencies, and control costs;
3. Foster *resiliency* in families and youth.

**To achieve these objectives, CME works to:**

- a) Improve access to appropriate services and supports
- b) Reduce unnecessary use of costly services (e.g., out-of-home care and lengths of stay)
- c) Employ health information technology to support service decision making
- d) Engage youth and their families as partners in care decisions to improve their




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## NH Children's System of Care Website



<https://nhcsoc.org/about-csoc/what-is-csoc/>



### Story and History

The New Hampshire Children's System of Care (CSOC) began as a joint initiative between the Endowment for Health and the New Hampshire Charitable Foundation. The partnership, known as the Children's Behavioral Health Collaborative (CBHC), set out to assess and address the strengths and challenges of meeting the behavioral health needs of children and youth in New Hampshire.

In order to achieve this mission, the CBHC sought to implement a system of care rooted in NH by developing and maintaining an integrated and comprehensive service delivery system for children and youth with behavioral health needs. The model, called Collective Impact, requires a coalition with a common vision, continuous communication, shared activities, and trust organizations to serve as the glue.

With these commitments in place, CSOC has been able to cut across sectors, professional groups and funding silos to improve the behavioral health of children, youth and their families in the Granite State.




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## Tier 3 – When a Child or Youth Needs More Intensive Community-Based Services

- High Fidelity Wraparound (EBP): provided through the Care Management Entity Model
  - Fast Forward program
  - Early Childhood Wraparound (EC Wraparound)
    - All services integrate CANS
  - Transitional Residential Enhanced Care Coordination (TR-ECC)
- Partial Hospital Programming
- Intensive Outpatient Treatment
- Certified Intensive In-Home Providers – many are using the CANS




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## Care Management Entity (CME) Services are Provided?

Care Management Entities  
(2 CMEs under contract with DHHS)  
**NFI- North**  
**Connected Families NH**

Early Childhood Wraparound (birth-5y.o.)

Fast Forward (5-21y.o.)

Transitional Residential Enhanced Care Coordination (TR-ECC)

- High-Fidelity Wraparound
- Utilizes Evidenced-Based Assessment and Outcome Measures
- Family/Youth Peer Support Services (NAMI NH)
  - Lived Experience and Empowerment of Family voice
- Customizable Goods and Services
- Service Provider Development

- Providing transitional supports for youth moving in or out of a residential settings.
- Coordinating and making referrals to supportive community services
- Assisting families with applying for services & making referrals
- Conduct ongoing assessments by utilizing the CANS & Preparedness Tool




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### NH Wraparound Model Core Components




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### Wraparound Overview Fast Forward and Early Childhood Wrap

#### What IS wraparound

- Based on a clear set of values and principles
- Highly structured planning process
- *Caregiver, infant, young child* and youth driven
- Capitalizes on family strengths, culture, and values and is Solution focused
- Dynamic teams and supports (public, private, and natural)
- Includes family peer support
- Led by a *trained* facilitator (receive coaching and rigorous certification process)

#### What wraparound is NOT

- A *specific set* of services offered
- A *typical* team meeting
- Any meeting held without the caregiver or child(ren)
- An *immediate or quick* solution
- A *crisis* intervention or response
- A *standing interagency* team

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### Wraparound Framework

- **Hello:** Initial contact; engagement of family; getting to know family and building rapport
- **Help:** Agreeing on, providing, and delivering a range of interventions, services, & supports
- **Healing:** Modifying initial helping activities to produce family report of healing
- **Hope:** Future oriented activities designed to sustain family's experience of hope




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### Eligibility



#### Early Childhood Wraparound

**Eligibility Criteria:**

- Children ages **0 through 5** and their caregivers
- Children that have an identified concern, serious emotional disturbance, mental health diagnosis, developmental diagnosis
- Children that are Medicaid eligible
- Caregiver with
  - Severe and Persistent Mental
  - Substance Use Disorder
  - In recovery
- Concerns for abuse/neglect
- Family is multi-systems involved

#### FAST (Families and Systems Together) Forward

**Eligibility Criteria:**

- Children/Youth ages **6 through 21** and their caregivers
- Children/Youth that have an identified concern, serious emotional disturbance, mental health diagnosis, developmental diagnosis
- Children/Youth that are **Medicaid eligible**

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### Family Peer Support Specialist

- Have lived experience in a caring for a child with a serious emotional disorder
- Ensure that the family's culture is respected and that their voice is heard
- Help the family learn how to navigate and advocate within the system
- Fosters a sense of resilience and hope within the family
- Help the family identify natural and community supports
- Help families gain skills and confidence to continue living their family's vision




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### Thoughts From NH Wraparound Families About Family Peer Support

- Family Peer Support was invaluable. Our FPS was great in reminding me that I am a human being, and my feelings and emotions were valid, and I have a right to feel the way I feel.
- Even the days when I did not answer text messages or phone calls it was good to know someone cared about me and my family when we were in a not so good place
- I felt like the outside world was judgmental and uncaring. Family Peer Support helped me feel like me and my family mattered.




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### Youth Move NH's Youth Peer Support Services



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### What is Youth Peer Support?

- Provided by a highly trained Youth Peer Support Specialist who is a young person with lived-experience
- For young people 13+ enrolled in NH TRECC or Wraparound
- Voluntary/optional support which occurs only if the young person wants to participate Regularly scheduled 1:1 meetings between the young person and the YPSS
- YPSS offers direct support to young person during family & care team meetings that take place as part of Wraparound and TRECC

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### Data!



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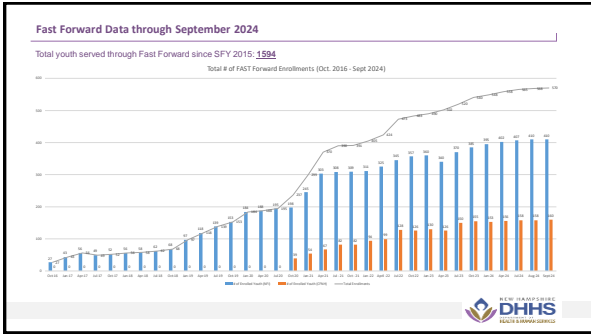
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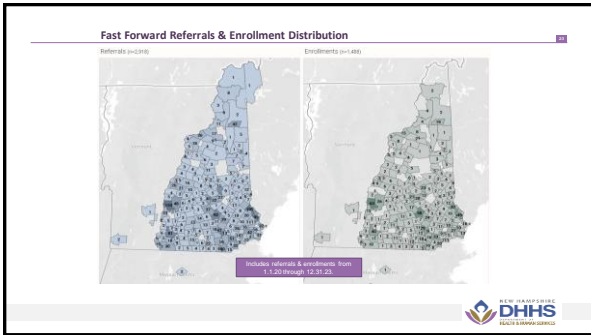
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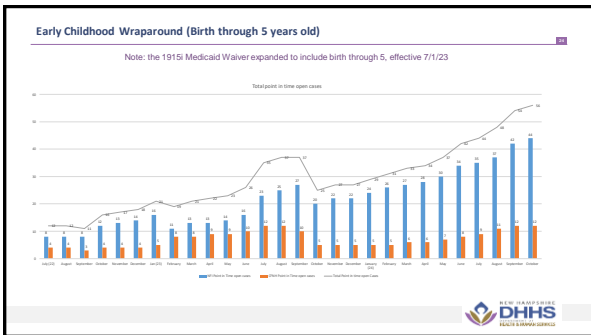
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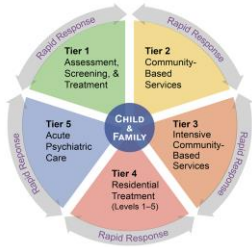
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## Where Do You Fit In?



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## Core Values Review



These Core Values are included as terms in all contracts for Children's Behavioral Health Services

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## How to Refer

BCBH Program Areas -Questions and referrals can be sent to:  
[earlychildhoodbh@dhhs.nh.gov](mailto:earlychildhoodbh@dhhs.nh.gov)  
[FASTForward@dhhs.nh.gov](mailto:FASTForward@dhhs.nh.gov)  
[BCBHInquiry@dhhs.nh.gov](mailto:BCBHInquiry@dhhs.nh.gov) (TRECC)

### Websites:

[CME | NFNorth](#)  
[Connected Families NH | Moving Forward Together](#)

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