



CLIENTS	Caregivers, Whole Family, Youth (Middle and Highschool, Transition ages, and LGBT)
NUMBER	200+ unduplicated youth/families
ETHNICITY	Asian, African American, Immigrant, Latino, Caucasian
INCOME	Unknown
DIAGNOSES	ADHD, Anxiety, Attachment Disorder, Depression, FAS, PTSD

Pride and Strength

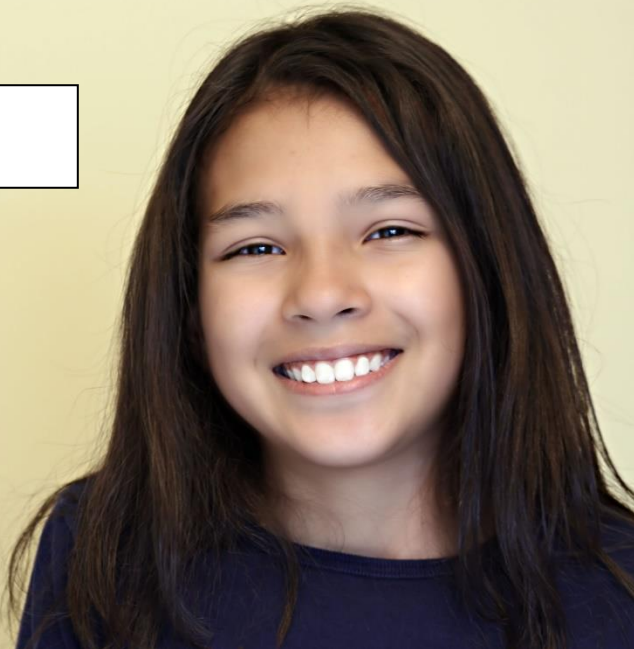
"It was amazing to see these youth, who are homeless and have such limited resources, dancing and singing into that mic. They made this event their own and showed their pride and strength."

-Staff member after the LGBTQ client celebration event.

MENTAL HEALTH CAPACITY BUILDING

- Immediate, walk-in counseling to 23 people
- Family Healing Event: 35 community members
- LGBTQ event: 30 youth and family/peers/supports
- Therapy equipment, supplies and client supports for 200+ clients
- Clients reported feeling welcomed, positive, and strong

JAZMIN



PROBLEM/CHALLENGE

In August, Jazmin came into Face to Face for STD testing and treatment. During her appointment, Jazmin explained that she had run away from home at the end of the school year and had been "couch hopping" with friends over the summer. She said she was feeling depressed and anxious so the Face to Face staff told her about their "walk-in" appointments for counseling and gave her a bus token.

INTERVENTION

Jazmin returned the next day as a "walk in" and was assigned to a staff for therapy. After her 2nd appointment, her family was invited to a Face to Face Family Healing event at the local community center.

IMPACT/SUCCESS

All of Jazmin's family members came to the Family Healing event: both parents and three kids. Jazmin's parents talked with other parents and learned trauma and stress tools while Jazmin and her siblings practiced self-care and learned some stress reduction skills. At the end of the event, they participated in a closing drum circle. Jazmin said it felt therapeutic- like she was letting things go.

Jazmin has now moved back home. She and her family continue to see the Face to Face therapist and are working to increase positive outcomes and reduce depression and anxiety symptoms.



Ramsey County Children's Mental Health Collaborative (RCCMHC) Funded Services

FUNDED AGENCY: Face to Face Health and Counseling is a youth-serving medical and mental health clinic, and homeless youth drop-in center.

FUNDED PROGRAM/SERVICE: Mental Health Capacity Building

STATEMENT OF NEED: Need for increased access, efficiency, and quality client care in mental health programming.

COLLABORATING AGENCIES: We collaborated with county staff including mental health case managers, probation officers, child protection case managers, PCA services, respite providers, shelter placements, local schools, the RCCMH collaborative, and day treatment centers in our work with clients and in our outreach about the additional programming offered as a result of this grant. We specifically partnered with Arlington Rec Center, Face to Face Academy, Tru Art Speaks and Irreducible Grace Foundation for programming as a result of this grant to do specific healing events.

PROGRAM/SERVICE DESCRIPTION: RCCMHC funds supported Face to Face to decrease barriers to service via new patient management system, added cell phones/text messaging, and bus tokens; Increased quality client care and efficiency via updated technology for clients to use to sign treatment plans and reviews and with new equipment/supplies for clients; added direct programming for clients (client LGBTQ celebration event and family healing event); and increased program sustainability (providing walk-in hours, supervision, and staff support).

LENGTH OF GRANT TERM: July 16 to September 28, 2018

AWARD: \$27,000

DATA COLLECTION: We primarily use observation to collect data on client outcomes. We check in with families and youth verbally and through relationship with them.

UNDERSERVED POPULATION: Our programs target youth of color, youth with high barriers, youth experiencing economic hardship, LGBTQ youth, and homeless youth. All clients seen for this RCCMHC-funded project reflect this target population.

PROPOSAL GOALS AND OBJECTIVES THAT WE MET: We increased access to care, increased quality care and efficiency, increased programming, and increased sustainability.

IMPACT AND OUTCOMES

- Walk-in Counseling: we provided immediate, walk-in counseling to 23 people over the course of the grant period.
- Supervision: we provided supervision to 1 interns and 3 unlicensed staff for 2 months.
- Family Healing Event: 35 community members, youth, parents, and families attended this event. They left with self-care tools and gifts and shared a meal and community with one another. Participants were coached to engage in activities with one another to connect and support healing. It was interactive, with people who had never met before sharing personal stories. All participants learned about trauma response, and three different ways to help regulate when they become activated. We collaborated with Irreducible Grace and Arlington Rec Center for this event; one family reported hoping more events like this would happen. Another young person reported feeling much better after the event. All attendees stayed for dinner and talking and most participated in a closing drum circle.

Ramsey County Children's Mental Health Collaborative (RCCMHC) Funded Services

IMPACT AND OUTCOMES (continued)

- LGBTQ event: Collaborated with Face to Face Academy and TruArt speaks for this event. 30 youth, parents, and support people attended the event. Several youth shared poetry and sang songs to express themselves. The event turned into a dance party where young people supported one another to be themselves and were reluctant to leave when the event was over. Several youth also came to help set-up and decorate, reporting a sense of belonging and responsibility to help support the event. Clients reported feeling welcomed, positive, and strong
- We used funding for services/equipment/ supplies directly connected to the provision of therapy and other mental health services. We purchased equipment/supplies to support therapy services (including, art supplies for art therapy program, games, and client fidgets for all client offices), Solution Reach (a new client communication tool which allows us to have automated appt reminders at higher frequency rates, and allows us to target particular needs- like reminders to bring insurance cards or come in for test results. It also allows clients to respond and cancel appointments via text, which is often a preferred method of communication), we supported improved record keeping tool to increase efficiency and compliance in client records and charting, 3 new computers to support increased staff positions to meet increased demand for services, funding also supported therapist cell phone plan for duration of grant, parking fees for therapist at safezone (drop-in center), and bus tokens for 200 clients at both sites to increase access to mental health services.

IMPACT AND OUTCOMES- how they relate to RCCMHC vision and goals

RCCMHC Vision: Ramsey County youth will have the strengths, skills, relationships, supports, and opportunities that they need to experience mental health and wellbeing. Youth gained positive sense of self, as well as tools to function more highly.

Goal A: A Responsive Children's Mental Health Delivery System. We provided walk-in services, we supported people increased access to get here, we improved their care.

Goal B: Health Equity. Walk-in hours, transportation, more sustainable ongoing services regardless of ability to pay, reported positive sense of self after programming, higher quality service provision and supervision.

Goal C: Youth and Whole Family Wellbeing. Family healing event focused on trauma and how to support wellness; more sustainable MH services to promote wellness.

LESSONS LEARNED: RCCMHC learns from the successes and challenges of our grantees. Lessons learned from today's funded programs will inform tomorrow's evidence-based, practice-informed and community-defined services and supports.

Why our program did (or, did not) achieve the desired results: We gather direct feedback from families to better identify how to provide holistic, community grounded wellness. We learn from this trial and error, and hear that families want more. They want to have tools to address their wellness and also want to connect with others.

RCCMHC should continue to support/fund this aspect of the program/service (and why): Continued mental health support for high barrier youth and families! We see clients who are unable to pay or do not have insurance and work with them and their trauma. We need continued support to do this, and to continue to collaborate with youth and community members about their own healing.

We could try this differently next time: Continue to provide funds for innovative programming.