

RCCMHC- Provider/Agency Experiences

“There is no similar collaborative available.”



Partnerships, Policy and Collaboration



Youth, Family and Community Engagement



Capacity Building and Professional Training



Cross-System Services and Supports



Community Defined/Driven and Data-Informed Decision Making



Resource Sharing & Development

<https://www.rccmhc.org/our-work>

Personal Stories & Comments

- It has been great working with the collaborative over the past 14 years.
- Opportunities for support and information for children and families with mental health concerns. **There is no similar collaborative available.** Access to the information provided in these collaborative meetings is very important, the resource fairs are crucial, as are the ease of system navigation as provided by Wendy Goodman.
- As a mental health provider and former Co-Chair of the Ramsey County Citizen's Advisory Committee, I have appreciated the collaboration that I have been able to engage in with RCCMHC for the past 10 years. Through the partnership, we were able to **create and provide trainings** to clients, their parents, professionals and other community members regarding the benefits of ensuring that we deliver and **provide exceptional and culturally responsive mental health services** to our all of our children and families in Ramsey county. Through the partnership we also reviewed **legislative agendas and policies** that benefits our county and state and designed and gave input and ideas to help create the movie "The Whole Story.
- **I have participated in other collaboratives and have found the work of RCCMHC the most involved directly with families.** The director is very caring and truly listens to youth and families, with genuine concern for continually improving the family voice.

"I have had several difficult cases in case management that involve deep trauma and complex generational mental health struggles. Thru case consultation RCCMHC has helped me sort out what would be good support services for each individual in the family. Being a case manager can be overwhelming and RCCMHC has helped me to be able to ground myself and re focus on the needs of the family. They have a calming and caring presence that you won't find anywhere else! They also have the "best of the best" in resources and make referrals easier and more streamlined. The connections with parents has been great because they allow my families a safe space to ask questions and learn about navigating the system and empowering them to be strong advocates for their children. We need RCCMHC as a continued support resource and a piece that seems to hold us all together!"

- RCCMHC has offered opportunities to youth and families **unlike any other agency I have worked with.** We act as a hub- connecting parents to personal supports, professional supports, education, and activism. I have observed them providing a wide array of services and options to families, in a responsive way. **Passionate commitment to serve is demonstrated.**
- RCCMHC is dedicated to serving the needs of families and children, and they are an **important source of support to the entire community (school, agencies, families).** RCCMHC has provided much support

(resources, finances) to keep programs up and running, and without them, we would be losing a major contributor to families and the community.

- The events we have attended as presenters and as exhibitors have always been excellent and show a **vested interest in supporting families** who would otherwise not have the support or networking opportunities they need to help their children with mental health, emotional or behavioral needs.
- As a facilitator for the parent group- I have been able to witness the change that occurs within parents regarding their understanding of mental health, for their child and for themselves. **The work we do is unlike most community agencies in that we provide a vital link for families to a larger community.**
- There would be a large loss to many families in Ramsey county if the Local Collaborative resources and services were no longer available. I don't understand why Ramsey county would give up access to those resources.

It fills a much needed gap in services for families that lack the capacity to advocate on their own or access the care they need through the complicated maze of services and agencies that provide care. They are working to create system change within schools, neighborhoods and pockets of populations that are difficult to reach due to historical issues and resulting lack of trust.

- Families need various **resources and safe places** to get help. When I asked about redundancy, a social worker once told me "Families don't all get there needs answered in the same place or the first time." I learned then that as families process things likely over a number of years, services need to be continuously offered at that right time.
- Also I've seen a few families using the "**All in one place**" binders for important paperwork."
- I think RCCMHC should continue its important work in our community. Supports outreach to community of colors.
- Your training film demonstrates that RCCMHC is beneficial to the community.
- Every session we hear so much from families that really appreciate the services RCCMHC offers and how their **kids love the experience.**
- I believe current leadership always look to provide very necessary support & presence in St.Paul schools, police, crises centers, professional mental health provider.
- A parent once shared with me "I don't know where me and my family would be or what situation I would be in had it not been for this Collaborative and the support and resources they help us with.
- The collaborative has been very supportive of our agency and our families in the community. We hope that the collaborative can continue to work in partnership with the county and other collaborative partners.
- RCCMHC came in to support our School-linked mental services this year at a major time of need due to budget cuts from DHS. Many agencies in Suburban Ramsey had to pull out of their school districts due to

the lack of funds, and when RCCMHC was able to help support, we were able to go back into some of these schools and provide the much needed services for the children.

“RCCMHC has played an important role in engaging our community by allowing families and community partners to come together to ensure that the needs and relevant issues in Ramsey County are being discussed. They help to explore and develop solutions that are innovative and positive for our larger community. “

- **The amount of services provided is critical for our large, diverse metro population.** It would be a real shame to see these gatherings and community fairs cease. Where else in the cities can families go to connect with and learn from dozens of agencies; all providing support?!
- Every time we present or exhibit, we get calls and requests from individual families who have attended these events to help them with advocating for their child or youth at school.
- Seeing how children thrive when they are a part of a system that understands and can be not only empathetic to their needs and their plight but to also provide the equitable services and resource to strengthen their families is **PRICELESS**.

RCCMHC is committed to youth and whole-family wellbeing

- **The RCCMHC's model is a holistic model** that recognizes the importance of working with the whole families to ensure the best outcomes
- I have been extremely impressed with Wendy Goodman and Jaime Ballard's dedication to families. They are committed to **GENUINELY LISTENING** to families and to provided a wealth of services and support for families.
- I have seen 100% increases in all these areas w/ RCCMH's new leadership under direction of Wendy Goodman. Jaime Ballard is very skilled with organizational & professional communication. Both of these talented leaders have made the current membership of parents & families grow in huge numbers! Relevant training for parents combined with outstanding activities for children. RCCMH is **the best, most proactive, positive & person centered family mental health program in the Twin Cities**
- The total focus is on youth and whole-family well being, approached through policy updates, resource navigation for parents and children, providers and anyone in the community.
- Referring families as I work in the homes as a occupational therapist with SPPS early intervention.
- RCCMHC works from a whole family, systemic viewpoint, that **works to heal generations of trauma while remaining focused on the individual.**
- Very positive
- Absolutely the best! Leadership is totally committed to provide family wellbeing!

- I have seen that RCCMHC continue to build relationships with clients and parents in Ramsey county and have provided a space for them to have a voice in ensuring that our county is being responsive and sensitive to their needs.

“RCCMHC has been steadfast in its commitment to ensure youth and families are at the forefront of decisions being made that impact their lives.”

- RCCMHC displays a wealth of resources to both families and providers by connecting the two to focus on youth and whole-family well-being. This platform allows an open dialogue between families and providers to address quality of care surrounding mental health.

RCCMHC is committed to diversity, health equity, and cultural responsiveness

- I've witness staff working to build relationships with children and families. **RCCMHC's commitment to children and families is engrained in their practice.** Our agency has been part of the collaborative for some time now and we have seen the commitment of the collaborative to serve youth and families, especially from the communities of color.
- RCCMHC seeks out ways to represent the diverse community they serve via social media presence, committee/chair reps, agenda topics, etc.
- RCCMHC is committed to serving all youth and families. The agency supports access for all!
- Strong commitment observed.

“As a partner organization, we have been impressed with RCCMHC's inclusion of many diverse families, their ability to engage and listen to the leadership of those families in driving their service delivery.”

- RCCMHC has been an integral piece in **helping me to locate resources that are culturally appropriate and which support diversity and inclusion.** They work with all populations and strive to bring equality to the mental health community by making sure that all people have equal access to services.
- Very positive and RCCMHC continue to support our Annual Africa. Mental health Summit
- 10 out of 10
- I've noticed how **RCCMHC consider parents involvement and cultural awareness** when working with families. RCCMHC values the parents' voice and encourage parents and community members to advocate for their families and their communities.
- **The RCCMHC has worked diligently to address health equity** as it relates to mental health services for children.

- I have worked with Jamie Ballard to have Think Small table at a couple mental health fairs. I have also used the resource guide myself to provide services to agency families I have worked with. RCCMHC has worked hard to serve the diverse community of families in their county, and respect their unique needs and challenges

“I've found that RCCMHC care and work culture models the commitment to diversity, health equity and cultural responsiveness from involving, listening to and the community they serve at all levels.”
