Making the Connection:
County Mental Health, Community Providers, and Other Campuses

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Agenda

- Welcome
- Community referral needs and challenges
- Making the Connection:
  - Community Perspective ~ Michele Renfrow
  - College Connection ~ Sylvia Worden & Antoinette Navalta Herrera
- Q&A re: Strategy Development
- Sharing Best Practices
- Summary & Closing

Finding, Developing & Sustaining Community Resources

- Identifying potential partners
- Identifying benefits to both parties
- Taking the initiative
- Making the connection
- Building the relationship
- Sustaining the collaboration

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ORANGE COAST COLLEGE

Community Perspective:
Keys to Navigation & Collaboration

Michele Renfrow, Clinical Psychologist,
Resource Navigation and Crisis Specialist

The Keys to Navigation & Collaboration

1. Impact Meeting Model

2. Relationships

Impact Meeting Model

1. Monthly
2. Many different players
   - ✓ Diverse Meeting of the Minds
3. Facilitator Responsibility
   - ✓ Answer Questions
   - ✓ Meet Requests
4. Connections between meetings
5. Acknowledge pay offs regularly

Relationships

- Busy people forming relationships
- Must have a pay off
- Must be consistent

Relationships (Cont'd)

Busy people forming relationships

- ✓ A monthly investment will diminish the amount of time spent attempting to access resources

Relationships (Cont'd)

Must have a pay off

- ❖ What can we provide
  - ✓ Mutual Collaboration
  - ✓ Service
  - ✓ Kudos
    - ❖ Verbal praise
    - ❖ Certificates
  - ✓ If all else fails, food & drink

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Relationships (Cont'd)

Must be consistent

- ❖ Monthly
  - ✓ The number that keeps people from feeling anonymous in the collaborative relationship

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Connecting College to the
Community

Sylvia Worden, MSN, NP
Orange Coast College

One thing that worked...

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Two Questions:

1. How do we connect to community agencies?

2. How do we get our staff members to use the community agencies?

OCC Staff Retreat and In-service Day

We asked them to come to us:
Didi Hirsch Mental Health Services

- New dedicated OC Suicide Hotline
  - Funded through Cal MHSA
- Our staff began recommending the hotline
- Now—the agency keeps us supplied with hotline cards
  - Speaking engagements on campus
  - They attend our health fairs

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Other Invited Agencies

- Orange County Central Assessment Team
- County Mental Health TAY
- OCAPICA Project FOCUS
- NAMI

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Benefits

- Our staff members understand the agency
  - We understand the agency's mission
- Better communication both ways
  - They take our phone calls or call back
  - Sometimes we can do something for them

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Whom to Invite?

- Who are you already working with?
  - County Mental Health
- New agency
- Familiar agency with a new program
- An agency you've been trying to use
  - Crack the code to making a referral
  - How do you get a student into their system?

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Entice your speakers and your audience

- Hold the event outside the workplace
- Serve good food
- Offer continuing education credit
- Gather a large audience
  - Include other colleges, other disciplines within your college

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An alternate plan

- Give staff or interns release time to visit agencies and report back
  - These usually result in the one person who visited using the agency more
- Plan a day when the entire staff can visit the agency
- Show a commitment to the agency
  - Example: offer NAMI courses on site

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Measure Success

- Increased successful referrals to agency
- Decreased difficulty in connecting to decision-makers by phone or email
- *Better services for our students*

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Connecting College to the Community

Antoinette Navalta Herrera, EdD, MSN, RN
Modesto Junior College

Making Connections

Collaborations & Partnerships		
On-campus	County Mental Health	Community

On-campus

- Other Departments:
  - Counseling Department
  - Campus Safety
  - Human Services Division
  - Allied Health Division
- Senates
  - Student Senate (ASMJC)
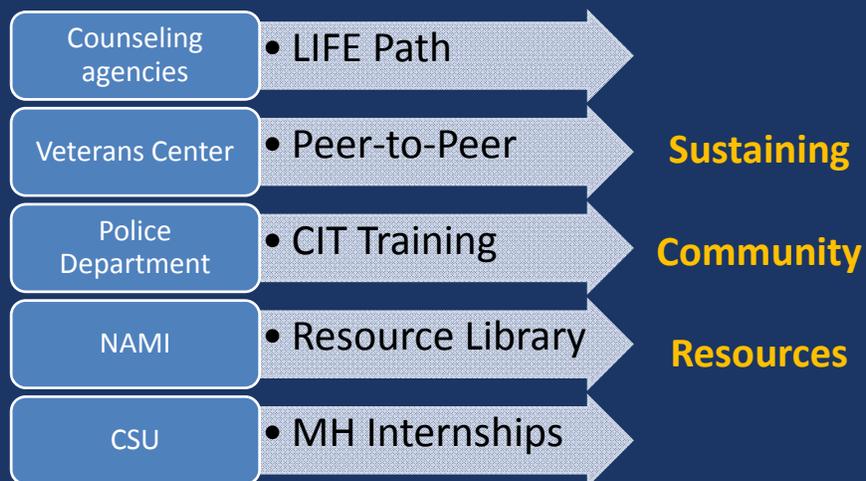 - Academic Senate
- Administration

County Mental Health

- Stanislaus Behavioral Health and Recovery Services

  http://www.stanislausmhsa.com/PEI.shtm

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Community

Counseling agencies	• LIFE Path	
Veterans Center	• Peer-to-Peer	**Sustaining**
Police Department	• CIT Training	**Community**
NAMI	• Resource Library	**Resources**
CSU	• MH Internships	

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Q&A Strategy Development

Sharing Best Practices

Additional strategy development

Summary & Closing

The Keys to Navigation and Collaboration

I. Impact Meeting Model
   a. Monthly
   b. Many different players
      i. Nearly everyone gets something out of a diverse meeting of minds
   c. Facilitator Responsibility
      i. Answer questions
      ii. Meet requests
         1. Get speakers
         2. Get lists or resources
   d. Connections between meetings
   e. Acknowledge pay offs regularly

II. Relationships
   a. Busy people forming relationships
      i. A monthly investment will diminish the amount of time spent on the back end attempting to access resources
   b. Must have a pay off
      i. What can we provide to others
         1. Mutual collaboration
         2. Service
         3. Kudos
            a. Verbal praise
            b. Certificates
         4. If all else fails food and drink
   c. Must be consistent
      i. Monthly
         1. The number that keeps people from feeling anonymous in the collaborative relationship

Michele Renfrow, PsyD, DrMLRenfrow@gmail.com
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Developing and Sustaining Referral Sources

Developing New Referral Sources	- Develop clear referral criteria/expectations - Find potential sources - Interview and build a relationship - Learn how both your systems work - Be sensitive to cultural and stigma issues
Set Up a Referral & Follow-up Process	- Identify key program or agency contact - Agree on clear roles, responsibilities & process for referral, information sharing, services coordination & accountability - Decide how best to link clients to ensure follow through - Ensure timely communication re: staff & program changes - Set up a system to track referrals and their outcome to facilitate consistent follow-up - Develop a process to handle complaints & problems
Reduce Structural Barriers	- Develop & maintain a referral resource guide/database - Nurture strong working relationships with referral agencies - Use written memorandums of agreements (MOA's) that outline the roles & responsibilities of each agency to formalize the relationship and ensure accountability - Regularly monitor and evaluate the referral and follow-up process to identify and address barriers to success

Ask Potential New Referral Sources About:

Eligibility Criteria	Geographic Access	Language Access
• Diagnostic • Income • Geographic • Required documentation	• Public transportation • Parking costs & availability • Transportation vouchers • Van service • Wheelchair access • Home visits • Mobile units	• Bilingual staff • Access to interpreters • Translated forms • Translated education & services information • Language & TDD phone line

Client Fees	Appointments	MH & SU Treatment	Emotional Support
• Free • Sliding scale fees • Medicare • Medicaid • Insurance	• Scheduling process • Evening & weekend availability • Wait times • Wait lists • Reminder calls • Walk-in hours	• Individual • Couples/family • Group • Wellness • Day treatment • Inpatient psychiatric • Detox • Residential • 12-step	• Support groups • Peer navigators • Peer support • Phone check-ins • Coping skills groups • Drop-in centers • Chat rooms