Mercy Care – Access to Care for Transition Aged Youth (TAY) and Employment

Kyle R. Morris and Janette M. Lopez
Why – keep a youth connected to care?

16 years old
Talking about transition plan

17.5 years old
Submission of SMI determination

18 years old
Children’s system coordinating with GMH/SU or SMI for continued services

What needs to happen prior to 18 years old...
Child and Family Team (CFT)

- Child and Family Team formed at initial intake and Individual Service Plan (ISP) completed
- First behavioral health service to take place within 21 days
- Starts with child, caregiver, behavioral health case manager, DCS specialist and family
- Process – not just a meeting
- Develop crisis plan, strengths, needs and cultural discovery
- Identify needs/goals and brainstorm or plan how to meet the needs based on strengths and culture (i.e. services/supports)
- Assess progress and make appropriate adjustments
Examples of a CFT Composition

- Medical care
- School
- Other agencies
- Community support
- Behavioral health
- Extended family
- Immediate family
Transition Planning

The child and family treatment team should begin discussing what adult services might look like when the youth is 16.5

Transition planning is person-centered, and the youth should have a voice when planning for their future

The child and family team should always have a back up plan in the event that a youth is not approved for SMI services

Young adults can receive SMI and DDD services

Coordination of care is essential when planning for a successful transition
Referral Process for individuals with General Mental Health Substance Use (GMHSU, 18+)

• The CFT plans the transition to GMH/SU, identifies a clinic, and schedules an intake
  • If children services are not in place the member and/or guardian contacts Member Services or a BH Provider directly
• Eligibility will be determined
• Initial Assessment will be scheduled within 7 days
Referral process for individuals with a Serious Mental Illness (SMI)

Call member services for an evaluation through Crisis Preparation and Recovery (CPR) 1-800-564-5465

For children 17.5 to 17.99 who are connected to a children’s behavioral health provider, refer through current children’s provider

Evaluation is completed and paperwork is sent to Crisis Response Network (CRN) for review

A determination is made within 3-20 days

For more information on the SMI Determination Process, visit www.crisisnetwork.org
Transition Age Youth (TAY) Programs

- TAY programs are available for members 15-25 years old (Child, GHM/SU, SMI)
- Person centered programs that help youth advocate for themselves and create goals that come directly from them
- Focus areas: Education, Employment, Living Situation, Social Skills and Personal Well-being
- Most TAY programs are community based and offer subject groups
- TAY Facilitators or coaches offer one-on-one support and help with coordination for the transition planning process
What is Supported Employment?

Supported Employment is an evidenced-based service model centered on core principles which assists people with mental illness to find and keep competitive employment that is meaningful to the person.

The core principles of Supported Employment to be applied in service delivery. Supported Employment emphasizes:

- Member preferences
- Zero exclusion
- Jobs exist in the open labor market
- Pay at least minimum wage
- Integrated work setting
*Mercy Care Advantage (MCA) is an HMO SNP (Special Needs Plan) with a Medicare contract and a contract with the Arizona Medicaid Program.*
How does a member get referred to Mercy Care Employment services?

Simply express interest in employment to get connected with employment services. Some employment related services are available at the health home.

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**ALTCS** – member connects with their MC Long-Term Care Case Manager or MC Care Manager

Mercy Care Member Services:
1-800-624-3879

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Mercy Care

ACC
ALTCS
*MCA
DDD
RBHA

RBHA – member connects with their CM and/or Rehabilitation Specialist (RS) / clinical team

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Link Member to RSA/VR Program

Member wants a job

Link member to RSA/VR program/info

ACC/ALTCS: Direct contact with local RSA offices – Contact RSA/VR (See website for local office) via phone or in person

RSA website: [https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr](https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr)

DDD: The process begins with the member and planning team; Support Coordinator coordination. (Support Coordinator contacts member’s DDD Employment Specialist to make the referral directly to RSA).

RBHA: VR Counselors have a monthly VR Orientation / information session at assigned SMI clinic sites. There is a Collaborative Protocol for RBHA members.

TAY (in High School): Member/parent inquire if High School (HS) has a co-located Transition School Work (TSW) VR Program representative. If so, they would get connected via co-located VR-TSW. (Every school contract is unique, not all have TSW VR).

NOTE: If HS does not have a co-located VR-TSW member/parent would go directly to a local RSA office.
IEP/Service Plan:
- Identifies the need for services
- Progress and input needed from all
Who likes being told what to do?
How do you connect with an individual?
How do you connect with an individual?

• Active listening
• Hobbies or interests?
• Favorite bands?
• Favorite things to do in town?
• Pets?
• Weekend plans?
• Keep things positive
• Have a connection story
• Show you care
• Make the individual feel valued
• What’s important to you?
• What makes you feel alive?
How do you stay connected?

• Person-centered
• Individual feels valued and validated
• What are the future plans of the individual?
• What are the barriers?
• Is there involvement with all key agencies in the IEP/Service Plan?
• Open line of communication
Frequently Asked Questions

How do I get connected with Mercy Care? Young adult and/or guardian contacts Member Services – eligibility will be determined

What is CFT – Child and Family Team (behavioral health)? This is a behavioral health decision making team to coordinate care and consists of any and all providers, parents/guardians, teachers, community members, natural supports, that directly impact the individuals life

How do Teachers get connected to the CFT (Child & Family Team) Process? Parents/Guardian

Who should the teacher reach out to if students are connected with behavioral health services: for IEP meetings? Parents/Guardian

How do we ensure collaboration with the VRC-TSW and assigned VRC-BHS co-located at an SMI clinic? When a TAY is opened with VR with a VRC-TSW the member stays on this specialty VRC caseload until they are past 18 years old and closed successfully with the VR Program. This means the member now 18 years and up could be connected to an adult SMI clinic. VRC-TSW would work collaboratively with the VRC-BHS co-located at an SMI clinic to ensure member coordination of care with clinical team.
Resources

AHCCCS Covered Behavioral Health Services Guide
  • https://www.azahcccs.gov/Shared/BehavioralHealthServicesGuide.html

AHCCCS – Health-e-Arizona

AHCCCS Freedom to Work
  • https://www.azahcccs.gov/Members/GetCovered/Categories/workingdisabled.html

ARIZONA@WORK (One-Stop Centers)
  • https://www.arizonaatwork.com/

Arizona Technology Access Program (AzTAP)
  • http://aztap.org/

Disability Benefits 101 (DB101)
  • www.az.db101.org

Employment First
  • https://sonoranucedd.fcm.arizona.edu/az-employment-first?destination=node/1595

Mercy Care
  • https://www.mercycareplan.com/find-a-provider
# Coordination of Care – Agencies Resources

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<tr>
<th>Mercy Care Providers</th>
<th>Mercy Care Staff</th>
<th>Department of Economic Security (DES)</th>
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| • Child & Family Team (CFT) (Behavioral Health)  
• Psychosocial Rehab Provider  
• Supported Employment (SE) Provider  
https://www.mercycareaz.org/  
Mercy Care Member Services: 1-800-624-3879 | • Mercy Care ALTCS Case Manager  
• Mercy Care Acute – Care Manager  
https://www.mercycareaz.org/  
Mercy Care Member Services: 1-800-624-3879 | • DDD Support Coordinator  
https://des.az.gov/services/disabilities/developmental-disabilities  
• RSA/Vocational Rehabilitation (VR) Program  
https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr |

Department of Economic Security (DES) (DES):  
https://des.az.gov/services/disabilities/developmental-disabilities  
https://des.az.gov/services/employment/rehabilitation-services/vocational-rehabilitation-vr
Autism Spectrum Disorder
Centers of Excellence Resources

Touchstone Health Services
http://www.touchstonehs.org/

Southwest Behavioral Health Services
https://www.sbhservices.org/
## Contact information

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[https://www.mercycareaz.org/](https://www.mercycareaz.org/)
Thank You