



Youth Mental Health Navigation Project

September 27, 2017

Agenda

1. Project background
2. Initial thoughts for a navigation system
3. Key questions
4. Deliverables and timeline
5. Community feedback



Background – why a navigation system?



- Nearly a quarter of teens in Santa Clara and San Mateo counties reported they think they need help for emotional and mental health problems—a more than 200% increase since 2005
- However, many families are struggling to access the support they need when their teens are faced with mental health challenges:
 - **Problem recognition** – families may be in denial or unaware of problem; they may wait too long to get help, hoping the problem will go away, until problem exacerbates
 - **“Black box”** – lack of visibility into existing resources or where to start; no centralized “hub”
 - **Capacity constraints** – long waitlists for therapists and programs; demand is growing and exceeds supply; therapists are moving outside the Bay Area
 - **Financial constraints** – many providers do not accept insurance

Initial thoughts for a navigation system



- A service or system that provides centralized support to families, empowering them to access the adolescent mental health resources they need in an efficient manner, that is:
 - Supported by an up-to-date clearinghouse / resource bank
 - Vetted by CHC or another trusted source
 - A hybrid of information that the families want and the navigator thinks would be useful
- A closed-loop system in which the family is supported until they find the resources right for them (not just a list handoff)
- A flexible system that can be accessed by multiple users: parents, teens, therapists, doctors, school counselors

Key questions

1. Why are families struggling to access the support they need?
2. What is the current landscape of existing navigation systems and databases?
3. What should our navigation system look like, and how clinical should it be?
 - a. Who is the navigator?
4. How can we interest mental health specialists in becoming part of our navigation system and keeping us updated as to their availability?
5. How might we scope a pilot to test our navigation system?
6. How can we design a model that it is scalable and sustainable?

Research, deliverables and timeline



- Research process – Q4 2017
 - Interview experts to identify needs, challenges, and design options
 - Review existing navigation systems and databases
- Deliverables – Q4 2017
 - Summary of findings and recommendations
 - Marketing plan, operational plan, and technology plan
 - Metrics for success
- Next step: launch pilot – 2018
 - Launch a pilot to test our model, learn, and refine the system

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Community feedback



- We can't run the system out of CHC or Stanford...
 - Who should own it? Where should it sit?
- Other questions or feedback?

Thank you

Interviews and contributing thought leaders



Name	Organization
Julia Bernstein	Beacon Health Options
Therese Brennan-Marquez	Castilleja School
Mary Hofstedt	Challenge Success
Christine Wang	CHC
Cristel Owen	CHC
Joan Baran	CHC
Melanie Bielefeld	CHC
Michael Campbell	CHC
Mindy Rogers	CHC
Ramsey Khasho	CHC
Clare Hunt	Crisis Text Line
Megan Jones Bell	Headspace / Stanford
Katie Bell	Healthy Teen Project
Jasmine Lopez	HEARD Alliance
Shashank Joshi	HEARD Alliance
Caroline Fitzgerald	HopeLab

Name	Organization
Bridget McCormick	LMFT
Joey Vaughan	LPCH
Tracy Bianchi	Menlo School
Mackenzie Drazan	MiResource
Amy Heneghan	PAMF
Becky Beacom	PAMF
Kim Erlich	PAMF
Geetha Arun	Parent
Lianne Swanson	Postpartum Support Int'l
James Everitt	Sacred Heart
Sara Gandy	Sacred Heart
Rachel Warren-Lewis	Stanford Psychiatry
Steve Adelsheim	Stanford Psychiatry
Victor Carrion	Stanford Psychiatry