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 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
My contact info

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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

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