



REACH Consumer Steering Committee

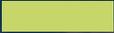
February 12th, 2025



Health and
Human Services

Agenda

- ▶ Principles of care
- ▶ Plan for 2026 activities
- ▶ Crisis plan requirements
- ▶ Public comment



Principles of Care



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Principles of Care

- ▶ The settlement agreement describes child and family-centered values and principles which have guided our work
- ▶ We have received feedback from the subcommittees throughout the year about how to infuse key principles into REACH
- ▶ Today, we want to highlight a few key principles and consider how we can ensure they are upheld through implementation

Family Voice and Choice

Description of Principle

- ▶ Family and youth perspectives are gathered and prioritized throughout engagement
- ▶ Care planning is grounded in members' perspectives
- ▶ Options provided by the care planning team reflect family values

Subcommittee Feedback

- ▶ Uniform assessment focuses on a family's self-identified needs and goals
- ▶ Assessors and care coordinators should be trained to collaborate with the family and center their values
- ▶ Coordinators will present service options aligned with family goals
- ▶ Families collaborate in building and have final decision power over their care plan
- ▶ Transition out of services is based on whether the child and family's goals are met

Strengths-Based

Description of Principle

- ▶ The care plan will identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members

Subcommittee Feedback

- ▶ Uniform assessment is strengths-based
- ▶ Strengths identified in assessment will be incorporated in the care plan
- ▶ The care plan should reflect, utilize, and bolster members' strengths

Team-based

Description of Principle

- ▶ The care team consists of individuals agreed upon by the family and committed to the family through informal, formal, and community support and service relationships
- ▶ The team works together to develop and implement a plan to address unmet needs and work toward the family's vision.

Subcommittee Feedback

- ▶ Coordinators will assemble a care planning team with unique roles
 - Outlined in the Intensive Care Coordination Recommendation
- ▶ Members of the care planning team will be continuously engaged to assess member progress and update the care plan
- ▶ Members may provide updates individually to protect the time of families and providers
- ▶ Services and supports will be provided in settings relevant to the family and child that draw on supports

Discussion

- ▶ In your experience, what makes members feel empowered collaborate in their care planning process?
- ▶ How can the state ensure that care plans focus on building strengths in addition to addressing needs?
- ▶ How can we ensure that the whole care team, including natural supports, is engaged throughout service delivery?
- ▶ Is there anything else, such as training or engagement processes, that the state should consider to make sure these values are upheld in REACH implementation?



Plan for 2026 Activities



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Crisis Plan Requirements



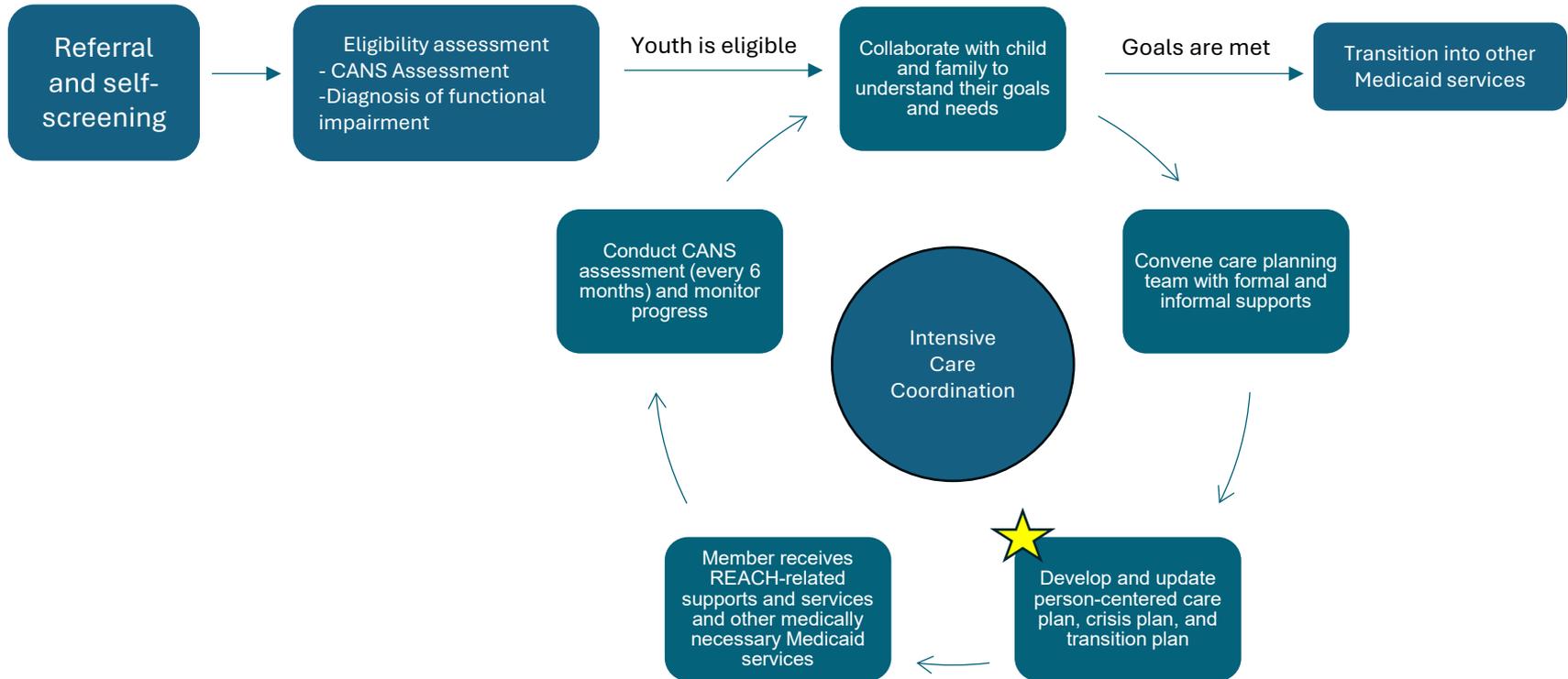
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Context of Crisis Services

- ▶ Through the behavioral health system transformation, crisis services are evolving across the state.
 - [Behavioral Health Service System Statewide Plan](#)
- ▶ People across the state, including children in REACH, will have access to this new crisis service system.
- ▶ We have been holding meetings to ensure this system will meet the needs of youth with SED and the [Settlement Agreement](#).
- ▶ As part of this work, the state will develop expectations for REACH crisis plans.

REACH Service System Diagram - Draft



Mobile Crisis Intervention and Stabilization Services (MCIS) can be received at any time, and coordinators will conduct post-crisis evaluation.

Quality council creates reports, monitors performance, and supports system-wide improvements

Crisis Planning in WISE

Define what crisis means to the family and youth

- Types of crisis
- Benchmarks for progress and changes in the meaning of crisis

Prevent crisis

- Crisis identification and prevention steps
- Care planning team's roles in crisis prevention

Understand what to do in a crisis

- Plan for who to contact for different types of crisis, including the care planning team or mobile crisis response providers
- Information to assess safety risks

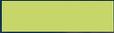


Crisis Follow-up in WISe

- ▶ The crisis plan also describes a process for post-crisis evaluation.
- ▶ The care planning team must meet within 3 days of the crisis to review and update the crisis plan.
- ▶ The crisis provider and care planning team will coordinate on follow-up services.
 - Note: Mobile crisis response teams in Iowa don't currently participate in follow-up, but could under this new system.
- ▶ This may include evaluation of available post-crisis support.

Discussion

- ▶ What kind of information do families need to prepare for a crisis?
- ▶ The WISe program encourages families to prepare for different types of crises, some of which are addressed through mobile crisis intervention and others which are addressed through the care team. In your experience, what role, if any, do members of the care planning team (such as coordinators, providers, and informal supports) have in early crisis management and prevention?
- ▶ In your experience, what is most challenging for families post-crisis? What can we add to the crisis care planning process to ensure that members have a smooth transition back from crisis care?



Public Comment



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