

Act Early State Team Meeting

Monday, May 15, 2023 | 11:00 am - 12:30 pm



Welcome

Today's Schedule

- | | |
|-----------------|---|
| 11:00 am | Welcome & Introductions |
| 11:05 am | Update – No Wrong Door project |
| 11:30 am | Update – Help Me Grow in Wisconsin |
| 11:55 am | Group Discussion |
| 12:25 pm | Wrap-up |
| 12:30 pm | Adjourn |

Meeting Objectives

- Share updates on the Governor's Autism Council
- Share and support efforts to improve families' transition from diagnosis/identification to treatment
- Identify ways to collaborate to improve the family experience across different communities
- Learn about a community-led effort to support families and connect them with services

Introductions

No Wrong Door— Supporting Kids Together

Michelle Lund, LPC,
Children and Youth with Special Health Care Needs (CYSHCN)
Program Director

May 13, 2023, WI Act Early State Team Meeting

Background

- Many bureaus, divisions, departments, and state agencies have roles and responsibilities for serving children with special needs.
- About 235,000 children, ages 0 through 17 have a special health care need.
- Approximately 23% of children, ages 3 through 17, have at least one mental, emotional, developmental or behavioral problem.

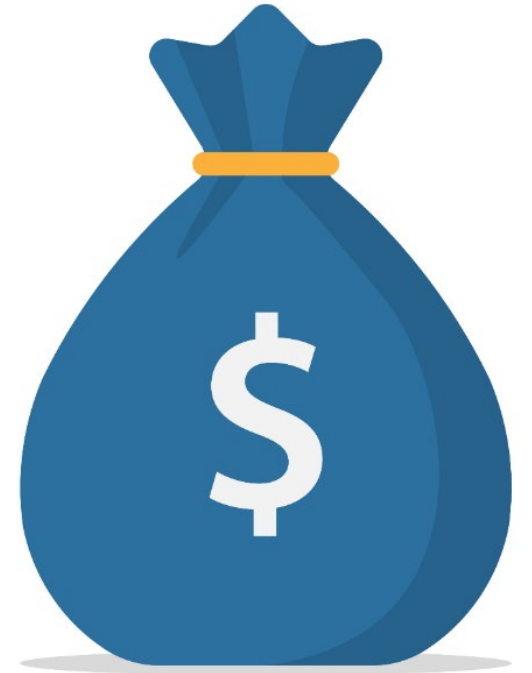
Child and Adolescent Health Measurement Initiative. 2020-2021 *National Survey of Children's Health (NSCH)* data query. Data Resource Center for Child and Adolescent Health supported by the U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA), Maternal and Child Health Bureau (MCHB). Retrieved 04/03/23 from www.childhealthdata.org.

Current State

- There are a range of intake pathways, delivery systems, resources, and unique eligibility criteria that families must navigate to learn about their options and get access to services.
- There is no shared, common language to describe the supports and services available to children and youth with special health care needs.

ARPA Provides New Opportunities

- The federal American Rescue Plan Act (ARPA) provides funding to support activities to enhance, expand, or strengthen services that help children stay in their homes and communities in Wisconsin.
- ARPA provides Wisconsin one-time, time-limited funding for this initiative.

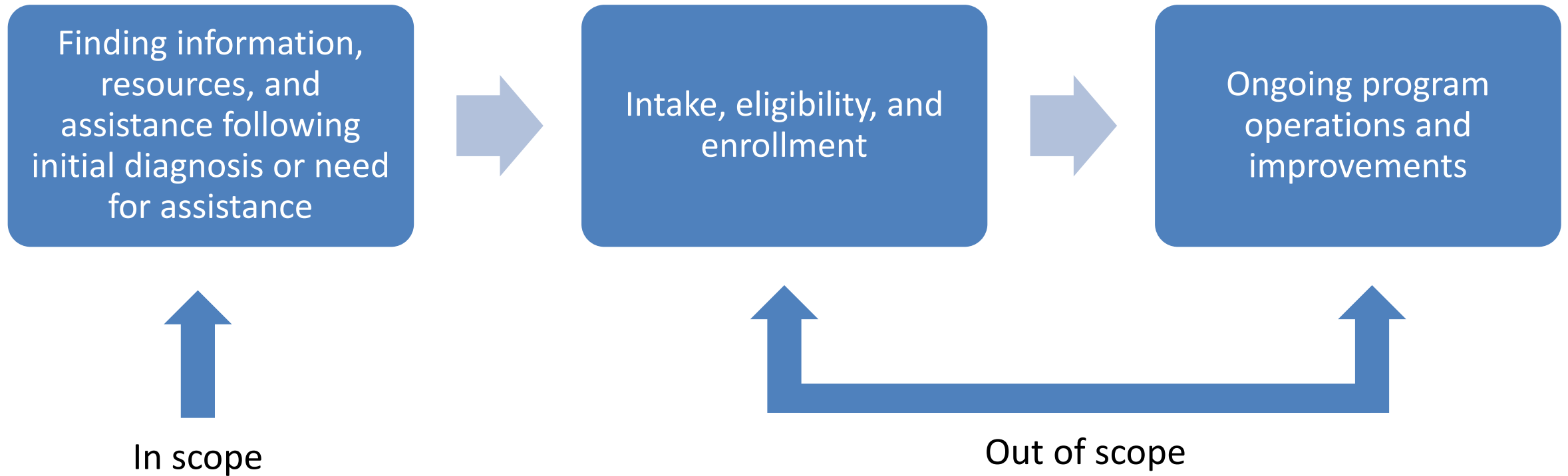


No Wrong Door – Supporting Kids Together

- **Vision:** Support families of children with special health care needs find the right next step for their family following initial diagnosis or the initial need for assistance.
- **Outcome:** All Wisconsin families of children with special health care needs will have an easier way to identify, navigate, and access needed resources.



Project Scope



Population Scope

- Children and Youth with Special Health Care Needs (CYSHCN) and their families.
- CYSHCN are children who have or are at increased risk for chronic physical, developmental, behavioral, or emotional conditions. They also require health and related services of a type or amount beyond that required by children generally.

Engaging the Community

- DHS brought together key voices to inform this project.
 - Parents and other individuals with lived experience
 - Counties
 - Community organizations partners and advocates
 - Service providers
 - DHS staff
 - State agency representatives



Advisory Committee

The advisory committee raised or emphasized the importance of:

- Centering families in this work.
- Using plain language.
- Having families see themselves in this work and new brand.
- Ensuring accessibility for different languages, abilities, learning styles, and devices.
- Including children with behavioral health conditions in the scope.

Advisory Committee, cont.

- Putting equity at the forefront of this work.
- Acknowledging different families need different levels of support in their journey.
- Setting realistic expectations of families, professionals, and state agencies.
- Having the right partners at the table.
- Creating sustainable solutions.
- Measuring quality.

Key Activities

Branding and
Marketing

Leveraging
Technology

Strengthened
Partnerships

An easier way to
learn about, find,
and get resources
children and
families need

Children and Youth with Special Health Care Needs (CYSHCN) Program

Regional Centers

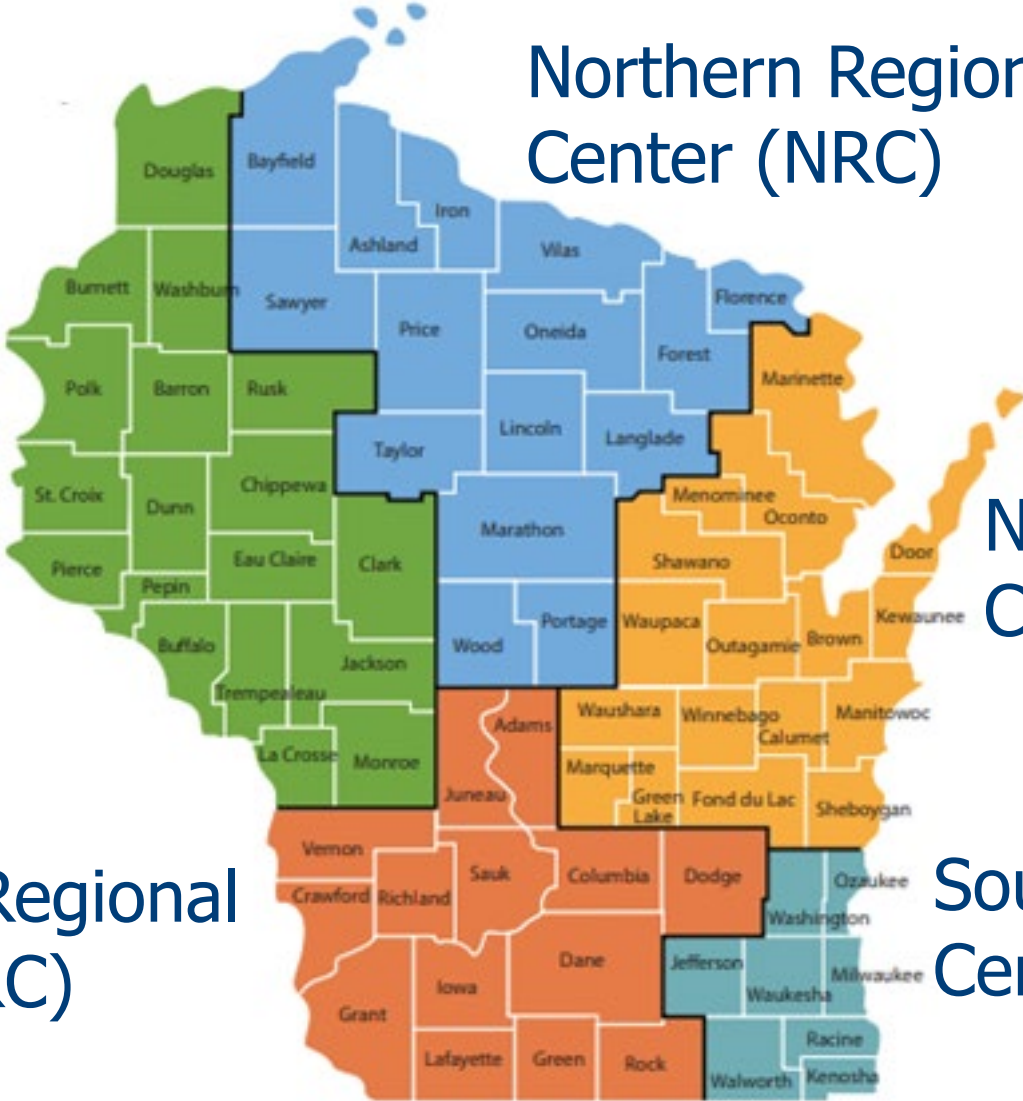
Western Regional Center (NRC)

Northern Regional Center (NRC)

Northeastern Regional Center (NERC)

Southern Regional Center (SRC)

Southeastern Regional Center (SERC)



Services Provided by Regional Centers

- Information, referral & follow-up on available services and resources for CYSHCN
- Library resources
- Linkages to community providers
- Parent/guardian support
- Technical assistance and education
- Trainings

CYSHCN Network Partners

- Family Voices of Wisconsin
- Genetic System Integration (GSI) Initiative
- Youth Health Transition Initiative (YHTI)
- Wisconsin Medical Home Initiative (WISMHI)
- ABC for Health
- Well Badger
- Family Peer Support Matching

No Wrong Door Project Details

Accessing Services

- The No Wrong Door Project will enhance and expand the services the information and referral (I and R) specialists currently provide as part of DPH's CYSHCN program.
- Develop a single marketable number that can be used for a statewide audience to direct families to resources and supports.

Branding and Marketing

- Currently there are a range of intake pathways, resources, and unique eligibility criteria that families must navigate to learn about their options and get access to services.
- There is no shared, common language to describe the supports and services available to CYSHCN. To address this, the No Wrong Door Project will:
 - ◆ Develop a cohesive brand that captures the depth and breadth of services available to support families of CYSHCN.
 - ◆ This brand will be memorable and will resonate with families, caregivers, providers, and professionals.

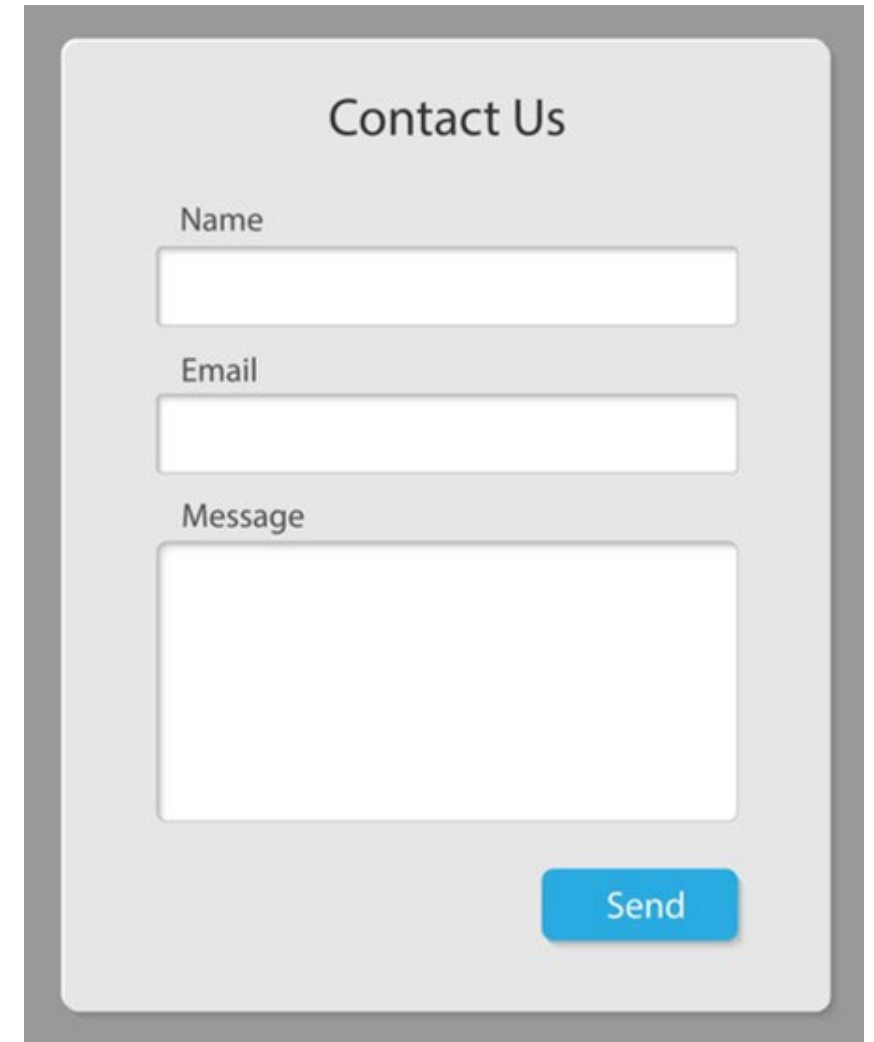
Branding and Marketing, cont.

Once the brand is developed, the No Wrong Door Project will launch a targeted statewide marketing campaign that:

- Promotes the new visionary brand, the regional centers, and the array of services and supports available to support families.
- Multiple media channels will be used, including digital, web, social media, broadcast, and print media that targets families.
- Will also develop marketing materials that target professionals.

Enhanced Web Presence

- Branded DHS webpages with an easy to follow pathway and relevant content.
- Includes another way to contact the Regional Centers through the contact us form and organized, engaging content that promotes the Regional Centers and an array of supports for families.



Contact Us

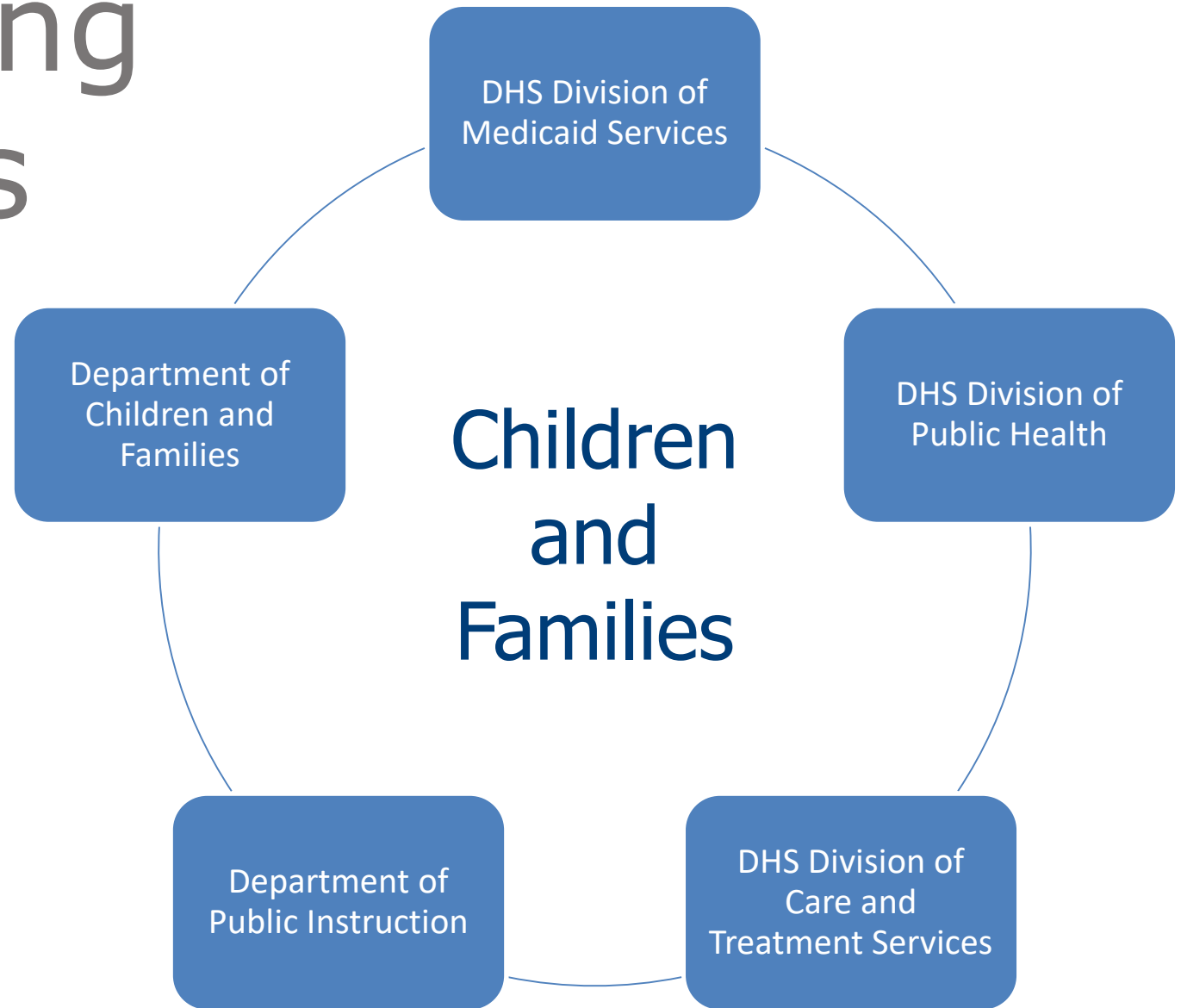
Name

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Message

Strengthening Partnerships

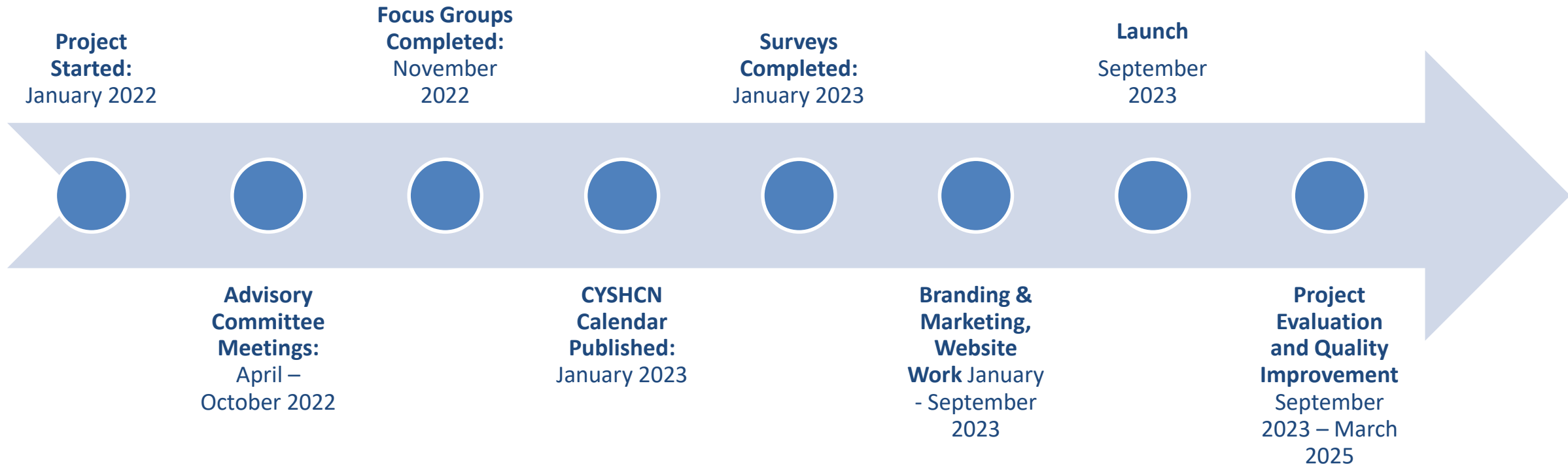
- We are working across state agencies that serve children and families.



Strengthening Partnerships, cont.

- Greater information sharing, collaboration, and educational opportunities.
- Internal DHS collaboration.
- Increased collaboration with Department of Children and Families and Department of Public Instruction.

Timeline



Questions

- Debbie Borquist-Conlon (Project Coordinator)
debra.borquistconlon@dhs.wisconsin.gov
- Michelle Lund (CYSHCN)
michellem.lund@dhs.wisconsin.gov
- Jason Cram (Division of Care and Treatment Services)
jason.cram@dhs.wisconsin.gov

Help Me Grow in Wisconsin

Team Discussion

Team Discussion

- What needs to be in place to support effective alignment and collaboration across programs that impact systems of care for children with autism and other developmental disabilities and their families?
- What can you do to increase alignment and collaboration across programs?
- What is most needed now to improve timely access to early identification, assessment and diagnosis, and interventions and supports that are family-centered and culturally and linguistically responsive?

Wrap-Up

- Evaluation Poll

THANK YOU!

