

Vermont Child Health Improvement Program



Straight talk: What young adults have to say about trying to access Vermont's Mental Health System of Care and about the quality of services offered

Authors and Presenters

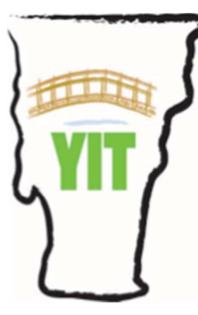
- Montana Greene
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- A HUGE Thank You to Ebony Nyoni of NCSS!!!

- Jody Kamon
- Nancy Pandina
- Thomas Delaney
- Jesse Suter



VCHIP is honored to work in collaboration with:

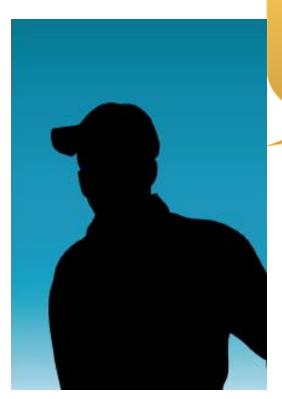








Goal of today: Action



"I kind of feel like we have too many [surveys] as it is...We sit...and talk...but then nothing happens, which isn't any of our faults or your fault...It's just...we shouldn't be talking...we should be doing."



The Young Adults in Transition Grant



Federally funded by the Substance Abuse Mental Health Services Administration

Vermont provides some matching dollars

Statewide across all 12 Agency of Human Service districts

6 year effort

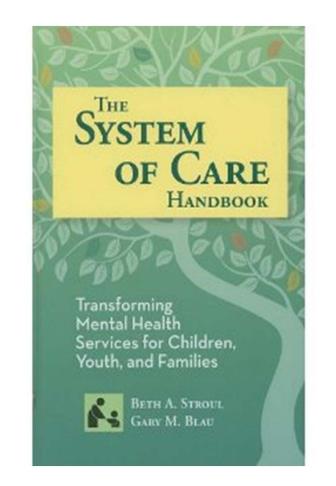


System of Care: A National Movement

National ongoing effort in existence for over 25 years

Vermont was one of the first communities ever funded

Vermont has received 3 System of Care grants over the past 25 years spanning ages 0 to 21





What is a System of Care?

A spectrum of effective, community-based services and supports for children and youth with or at risk for mental health or other challenges and their families

Organized into a **coordinated network** that builds meaningful partnerships with families and youth

Addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life



Our Vision

Young adults in Vermont are empowered, healthy, valued, and engaged in their communities





What do we want to talk about today?

What has worked well for you in getting services through your community's system of care?



What things do you think should be different or be changed in your community's system of care?

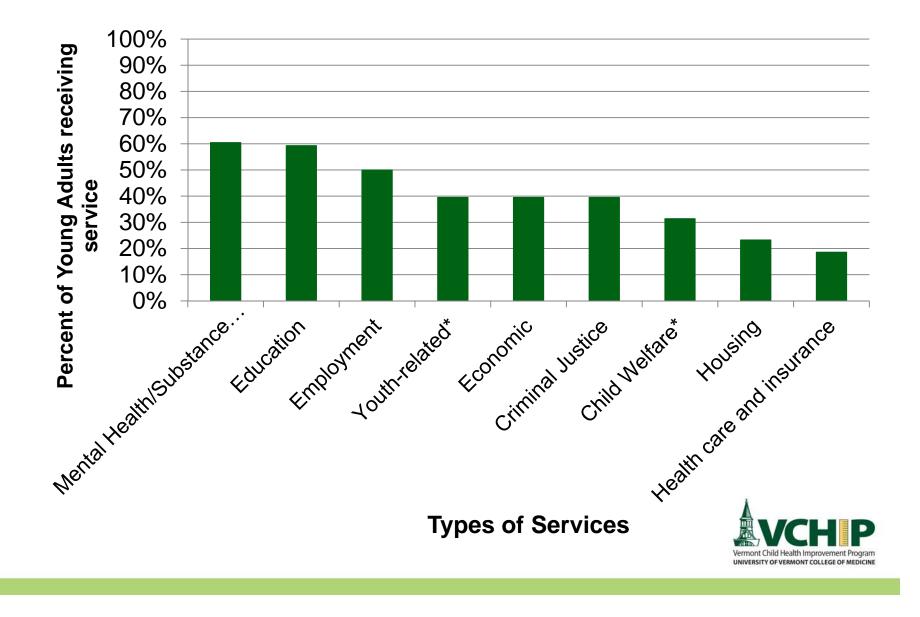


Who participated?

- 86 young adults age 18 and older
- Receiving services in their community
- 11 groups from 12 counties across the state
- *counties' names are highlighted



What are some ways you are involved (or have been involved) with the system of care in your community?







What Young Adults Said Worked Well











Relationships with youth workers



"And they care, which is hard to come by, people who actually care."

"Really, really supportive...they almost acted just like a family they were so supportive."

"...listened to what I had to say."

Almost in in said it's about the relationship.

How services were delivered



"...help connect you with what's in the area that is good for you and what you need."

"He works around my schedule."

Almost in in talked about the importance of how services were delivered.



Outcomes #1 : Educational

"....When I got my GED, they were really helpful."

"...pretty much all life skills. That made my life a lot easier for me."

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Outcomes #2 : Financial/Jobs

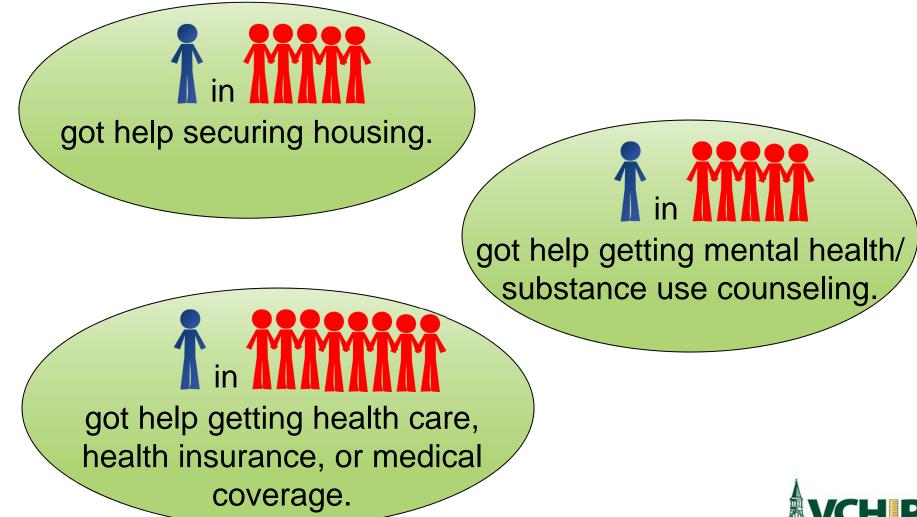


"...they actually help you understand what you need for a job, help you get that. And right now they're helping me get my driver's license."

A in AAAAA got help getting financial assistance.



Other areas young adults said worked well



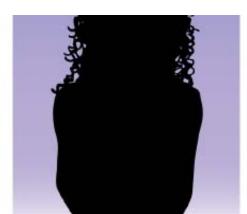


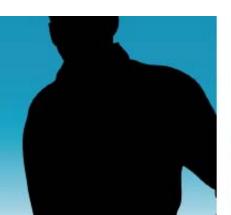
What Do Our Panelists Have to Say



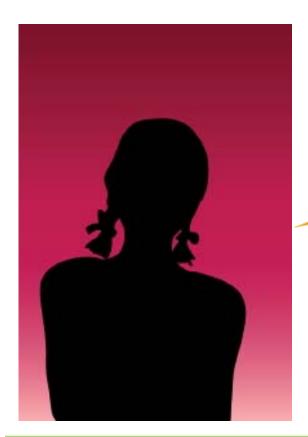


What Young Adults Said Needs to Change





True acceptance: Hear young adults' voices - Care about them



"Personally, I wish they would listen to me more and take my [idea] when I want to do something, how I would do it. Rather than just [doing] everything for me. Makes me feel like a science project."

"The adults that work [with us] need to start caring again, because it gets to a point where they see so many broken people they don't care anymore."

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High caseloads, turnover, and burnout: Not good for anyone



"If I could pick the staff? [Maybe they would be] younger ...somebody with...energy and that has lots of patiencemaybe they need to be reevaluated...after ...30 years of working... maybe you need to be...woken up again... Because it's not just a job when you're talking about people and kids and helping someone."

"I think maybe they've just been there too long or...their sense of what's normal and what they're trying to achieve...their gauge for it...shifts..."

"...[Agencies] need more staff. If they can't handle their caseload that [they've] already got, then they need to get more staff..."

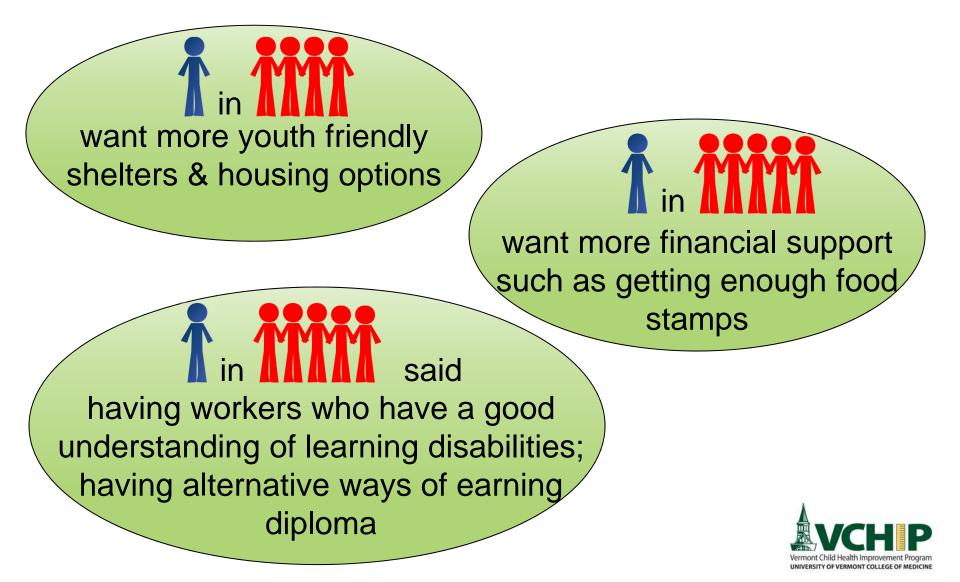
Finding new ways to get young adults the information they want or need

"You need more communication within the community to say what these programs are [and] where you can get them"..."when people are getting help through... counseling...or even at...food shelves... people should put the word out there [about available services]. Because if you're homeless, you don't have a...TV or cable...."

"...the only real way that you can empower somebody like a kid to take charge of the resources and things they're receiving is to just give them information about it and...encourage them to use that information."

in in in in in it is available for young adults to young adults is important.

Other areas young adults said need to be improved



Other areas young adults said need to be improved







What Do Our Panelists Have to Say?



Where Do We Go From Here





Conclusions

Where do we go from here?

Visit:



http://www.youth-in-transition-grant.com/Evaluation-Reports.html