

Prevention in Kansas

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Kansas Family Mobile Crisis Response successfully launched

The Kansas Family Crisis Response Services successfully launched the Crisis Helpline and Mobile Response program on Oct. 1. The crisis line assists families at all times and locations convenient for them. Services are available for all Kansans 20 years old or younger, including anyone in foster care or formerly in foster care.

To further understand how the program works, see the following answers to the frequently asked questions:

Q: What is Crisis Response and Support and Mobile Service?

A: Over-the-phone support and

problem solving to help resolve a caller's behavioral health crisis that began Oct. 1, 2021, through the helpline 833-441-2240, 24-hours a day, 7 days a week, 365 days a year.

Q: Who uses the Crisis Response and Support helpline?

A: Parents or caregivers who determine their children are in a psychiatric, emotional or behavioral health crisis. In addition, youth or young adults who have self-determined they are experiencing a psychiatric, emotional or behavioral health crisis.

Q: What if I or my child doesn't have health care insurance?

A: You can still use the Crisis Intervention helpline and Response Mobile Service for free.

Q: Who answers the Crisis Response helpline?

A: Trained professionals who help deescalate behavioral health crisis via a Crisis Helpline.

Q: What happens if my situation cannot be solved over the phone?

A: If the crisis cannot be resolved or deescalated over the phone, a local Community Mental Health Center (CMHC) will be contacted to respond with mobile crisis services. Local emergency services may be contacted if needed.

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(continued) Family Mobile Crisis Frequently Asked Questions

Q: What services can the Mobile Crisis Team provide?

A: Crisis intervention, safety planning and referrals for ongoing treatment services and resources.

Q: Where does the Mobile Response Team go?

A: Mobile Crisis will cover the entire state of Kansas. Response times and methods of contact may vary based on needs of the family and travel distance.

Q: How is it determined how quickly someone will respond to my families call?

A: Time frames will be determined based on assessment of the situation.

Q: Do they speak Spanish or other languages?

A: Interpreters will be utilized at no charge.

Q: Are the Mobile Crisis Team clinicians trained?

A: Yes, the team will be led by a licensed mental health professional.

Q: Are there types of environments Mobile Crisis cannot be delivered in?

A: Mobile Crisis Intervention services cannot be delivered when an individual is in an inpatient status;

hospital, PRTF, or other institutional settings.



Q: What happens after they respond?

A: The Mobile Crisis Team will assist the family/guardian and child/youth with connecting to community resources.

Q: If Mobile Crisis is called and responds, does the individual in crisis have to go to the hospital?

A: No, having a Mobile Crisis Team respond does not automatically require someone to go to the hospital. The primary goal is to help stabilize

the situation within a natural setting (home, provider's office, school, or other location) to avoid unnecessary contact with the emergency departments. If the crisis evaluation determines that an imminent risk exists and cannot be resolved by developing a safety plan or collaborating with natural supports and current providers, the team may need to help facilitate an alternate level of care. That level of care typically includes hospitals and or respite programs.

Q: What are events/triggers of behavioral health crisis situations?

A: Events might include but are not limited to home or environmental stressors, school/work stressors, stopping or changing medication or missing doses or substance use.

Help us inform Kansas families. The number for the mobile crisis is 1-833-441-2240

For questions about the Mobile Crisis Response, contact Brenda Soto, Director of Medicaid and Children's Mental Health: brenda.soto@ks.gov

KANSAS FAMILY CRISIS RESPONSE AND SUPPORT

Serving Kansans ages 20 years old or younger, including anyone in foster care or formerly in foster care who is experiencing an emotional, psychiatric, or behavioral health crisis.



1-833-441-2240



Parent Advocate Program Pilot with Kansas Legal Services

Many families that make contact with DCF are often recovering from familial, health, or economic challenges or crises. DCF strives for a child welfare system that supports families facing difficulties and keeps children and families together and strong. Families should experience the system as transparent, one where their voices are heard and rights are known and protected. To work towards this ideal, Kansas Legal Services (KLS) in partnership with DCF, launched an advocacy prevention program pilot in Butler, Cowley, Douglas and Sumner counties offering support and high quality legal services for families.

Starting October 1, DCF staff working alongside families in the pilot counties will offer the Parent Advocate program. The program is voluntary and outside of DCF's purview. KLS Parent advocates and attorneys work one-on-one with families to connect them to resources and high quality legal services at no cost to them.

The parent advocates have either experience with working families, lived experience with difficulties families face or both. When a referral is made, parent advocates are the first line of assistance for families, and if needed, they involve a Kansas Legal Services attorney when appropriate. Jennifer Irwin, Lead Parent Advocate in Cowley county expressed her enthusiasm for the program, "I feel tremendously fortunate to be a part of the Parent Advocacy Program. I look forward to helping families stay together by offering needed support and resources to parents. There is nothing that can replace familial bonds.

Together, the parent advocate and attorney can help families with some of the following issues;

- Accessing public benefits and assisting with the application process and appealing denials
- Assisting families with educational issues– Individualized Education Program, 504 plans, and truancy, coordinating with the District Attorney's office as appropriate
- Lack of supervision barriers- addressing why parents are leaving their children unattended, assistance with how to pay for needed services and support, and providing legal advice
- Addressing unsafe housing situations and making necessary referrals, helping in situations beyond a families control, such as rental issues or evictions
- Family violence– connecting with resources (batterer's intervention or shelters), provide legal advice and assists with filing protection from abuse or stalking orders
- Expungements– old criminal records and identification issues that may be limiting employment or housing opportunities.

"We are thrilled to be providing this crucial new service to parents. This prevention program can provide a vital array of services, including legal option to solve problems in struggling families. Our team is committed to helping parents continue in their role as primary caregivers for their children," said executive director of Kansas Legal Services, Marilyn Harp.

The pilot will expand January 2022 to include Leavenworth, Kingman and Reno counties.

call, visit 1800childrens.org, or download the app 1800childrens to find resources near you

1-800-CHILDREN

24/7 JUDGMENT-FREE PARENTING SUPPORT



Powered by Kansas Children's Service League



Strategic Implementation Teams Community Engagement Volunteering pilot



The DCF Strategic Implementation Teams, or SIT Teams, are helping the agency prioritize and realize goals identified by DCF staff. The focus of the SIT teams are:

- Enhance Employee Experience
- Community Engagement
- Diversity Equity and Inclusion
- Measurement

Members of the teams include a variety of staff from all divisions, programs of DCF, and all geographic areas of Kansas.

Since June of 2021, these teams have met twice a month and have developed pilots to explore what steps can help effectively advance these agency goals. One such pilot from the Community Engagement team allowed for DCF employees to volunteer alongside communities partners for 2 hours a month. Community Engagement team member, Sylvia Brown, a Wichita region Team Decision Making (TDM) Supervisor, took her unit to work with the local partner Kansas

Family Advisory Network (KFAN). The unit helped KFAN organize donations from the community in the KFAN family clothing closet. The opportunity also gave DCF a chance to meet and connect face-to-face with many of the KFAN staff in their environment. “It was an awesome team building experience. I have a new staff member and it was an awesome way to show her how DCF connects to the community.” said Brown.

Other staff remarked how educational the volunteering experience was for them. “I knew a little bit about the services KFAN offered, but it helped seeing each room and being told what services were provided in them. When I have TDMs with clients and KFAN can’t participate themselves, I will feel more confident describing their services.” said Danielle Lasseter, TDM Facilitator.

Nina Shaw-Woody, Director of KFAN was also grateful for the help and sent a thank you to the team through email.

Above: DCF staff volunteering at KFAN (alphabetical); Maria Bocco-Oyler, Sylvia Brown, Danielle Fenwick, Whitney Hansen, Nichole Hestermann, Danielle Lasseter, Also pictured, Nina Shaw-Woody of KFAN.

“The awesome organizational skills the DCF staff brought was phenomenal. These ladies came in with a willingness to not just help but also to learn more about what KFAN does for families, not only in their community but across the state. It was nice that we became more real in their eyes. What was also nice was to see the faces behind the names.”
— Nina Shaw-Woody, Executive Director & therapist at Kansas Family Advisory Network

Read the KFAN spotlight in [this previous issue of the newsletter](#), or learn more about KFAN at: <http://www.kfan.org/>

Crossover Youth Practice Model updates

August Update, by michelle.montgomery@ks.gov, KDOC Crossover Youth Practice Model Coordinator

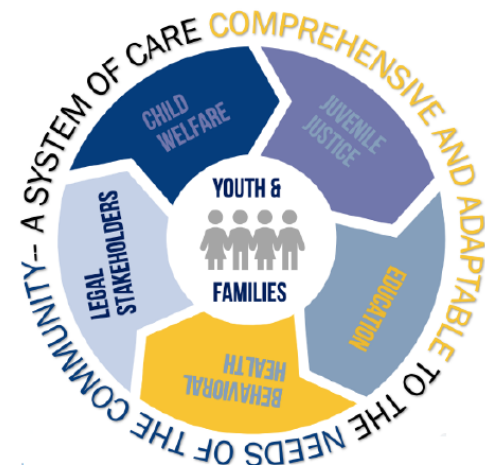
As the Kansas State Policy Team (SPT) begins the task of discussing protocols and processes that can be implemented on a statewide level, the team invited Assistant Director, Leigh Housman, and Juvenile Services Supervisor, Robin Rooks, from the Douglas County Juvenile Intake and Assessment Center (JIAC) to attend the July SPT meeting.

During the meeting, Robin and Leigh provided team members with details of how and what is currently used by intake workers when a young person walks through the doors of a JIAC. In addition to explaining the step-by-step process taken, they provided insight into challenges that most JIACs face.

Typically, when a youth runs away from a local Douglas County placement, that placement makes a report to law enforcement. Since the placement made the report, intake staff can quickly and easily connect with the appropriate agency and staff to return the youth to the placement, or take any other necessary steps to keep the youth safe. The challenge comes when youth are not from a local placement and cannot or do not inform intake staff of which child-placing agency provides them with services. This leads to difficulties with tracking down the appropriate agency in a timely manner, and when the youth are found, travel and space accommodations can further add time to their safe return. Being able to quickly identify, and connect youth with their supporting child-placing agency and workers is critically important. Without the ability to do this, youth may experience additional trauma, as they spend long hours sitting, waiting, and wondering where they will go and what they will face next.

To assist, Ashley Brown, DCF Statewide Coordinator, developed and shared a Contact Process Map. This resource provides a listing of all on-call provider contacts, as well as steps to take if on-call

staff cannot be reached. Robin and Leigh reviewed the map with the SPT and provided feedback. Once the feedback is incorporated and a process for maintaining the list is identified, the Contact Process Map will be piloted.



September Update, by ashley.brown@ks.gov, DCF Crossover Youth Practice Model Coordinator

Why is data collection pertinent to the implementation of the Crossover Youth Practice Model (CYPM)? Data collection will help understand who the youth are that are being served, brings light to some of the issues crossover youth population face, and shows some of the commonalities or differences within the population. Data helps Kansas make informed decisions about service quality, appropriate services and learn strategies to prevent crossover in the future. Quality data collection allows Kansas stakeholders to create baselines, set benchmarks and chart progress toward goals.

Each county implementing the CYPM in Kansas has formed a data workgroup with participating members from Shawnee, Montgomery and Sedgwick Counties, as well as the three statewide Crossover Youth Coordinators and the Center for Juvenile Justice Reform (CJJR) staff. The collective and/or each county's data group plan to meet virtually each month. The data collecting tasks of these groups are as follows:

- Collect baseline data; includes census data on the general population of youth

in the county and a one-day snapshot of youth in each system. The purpose of the baseline data is to compare the general population of young people to those youth who are in systems.

- Collect Pre-CYPM data; including historical cases of youth who crossed over between Juvenile Justice (JJ) and Child Welfare (CW) before the CYPM was introduced. This will give the counties an idea of what crossover youth experiences and outcomes were prior to CYPM implementation.
- Collect CYPM data; includes cases of youth who have crossed over between the JJ and CW systems after CYPM implementation. This will give a comparison to the outcomes of Pre-CYPM data to CYPM data and help determine if changes due to CYPM have made an impact to crossover youth and their families.

To help clearly establish who the target population is for data collection, the Crossover Youth State Policy Team updated the definition of a Crossover Youth:

Crossover youth can be defined as: a young person age 10 or older with any level of concurrent involvement with the child welfare and juvenile justice systems. Involvement with the juvenile justice system includes: court ordered community supervision and Immediate Intervention Programs (IIPs). Involvement with the child welfare system includes: out of home placement, an assigned investigation of alleged abuse or neglect with a young person named as alleged perpetrator, and/or participation in voluntary/preventive services cases that are open for services.

To learn more about the Crossover Youth Practice Model and information regarding past and upcoming meetings of the State Policy Team please visit:

<https://www.doc.ks.gov/juvenile-services/crossover-youth-practice-model>

Are you a Kansas Parent or Caregiver of a Child?

We invite you to share your experiences, caring for children in Kansas.



PARENT SURVEY

The University of Kansas is surveying parents and caregivers in Kansas to help learn about service needs for families with children across Kansas communities.

The information you and others provide will be used to develop new services and remove barriers to accessing existing services so Kansas children and families can thrive in their communities.

The survey should take about 15 minutes.



TO TAKE THE SURVEY:

1. Scan QR code (left), or;
2. Go to this web address: <https://redcap.ittc.ku.edu/surveys> and enter code: **N3A4M97KA**

PARENTS WILL RECEIVE \$10 FOR COMPLETING THE SURVEY

LOCATION

Surveys are administered in English/ Spanish at your local DCF office, Family First provider offices, and online. Scan the QR Code below/visit the link to take the survey online.

ARE YOU ELIGIBLE?

- Must be 18 years or older.
- Must be a parent or the primary caregiver of a child or youth in Kansas.

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