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Provider Relations

Network News and Views

A NEWSLETTER FOR THE NETWORK PROVIDERS OF THE
CMHS INITIATIVE AND THE CHILDREN, YOUTH AND FAMILY NETWORK

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A Letter to Providers

Greetings!

And welcome to the inaugural issue of the Provider Relations' *Network News and Views* newsletter. For us, it is a symbol of the exciting changes we see on the horizon as we approach our third year of Provider Network development. Before I go any further, I would like to extend a heartfelt thanks to all of our providers for patiently standing by our side through our developmental challenges. Through a unified effort, we conquered them together.

This past summer, all of us had to face new challenges with the State's funding shortfall; for CYFN, this resulted in significant reductions to the flex fund budget. This development had an immediate impact on the volume of services we could request of our "direct" contract providers. In response, providers came together in a Provider Forum to discuss the matter. Seizing the opportunity, the forum generated many excellent ideas for optimizing the Provider Network on behalf of families and the system of care through collaboration.

As a direct result of the funding shortfall and the Provider Forum, a new component is being added to the Provider Network: the *Collaborative Provider*. This category of provider will give the Initiative a greater range of alternative, non-traditional providers to draw from, while minimizing the use of flex funds. Inside this issue, you will find an outline of the benefits of the Collaborative Network. We're planning to host another forum in the Spring for the launch of the "*Collaborative Network*".

Another significant development in recent weeks is our transition from *CareManager* to a new data management system. We are excited about the features of the new system that is being designed. CYFN's Helpdesk will work closely with you during the transition phase as we rollover into the new system. Please do not hesitate to contact, Magda Hodgers, Helpdesk Coordinator, for support.

Our intent is for future issues of the *Network News and Views* newsletter to serve as a means for agencies to inform each other of new services or programs being offered in the community. We also wish to publish stories of your successes while working with families as a wraparound team member. Please forward a brief narrative to Todd Kaprielian, Provider Relations Representative.

Have a wonderful holiday season and we look forward to our collaboration!

Evelina Jaime

Manager, Provider Relations & Network Quality Improvement

Information Management is a Top Priority for CYFN's Network

Effective December 1, 2002, CYFN assumed the role of operations manager for the Children's Mental Health Service Initiative (CMHS Initiative). In this new role, information management, performance monitoring and network operations remain a top priority for CYFN and its nine Board agencies.

As previously announced, the County's contract with Community Care Systems' CareManager ended in November.

To support network operations, CYFN will soon begin training network providers on a new system designed to support both intensive case management and wraparound. The new system uses an Internet platform to make documentation and billing accessible to all network providers. The system reports utilization, service costs and performance measures to demonstrate the cost-effectiveness of the CMHS Initiative.

We look forward to working with our providers to schedule the trainings on the new system. For additional details about this transition, providers may contact Magda Hodgers, the Helpdesk Coordinator, either via telephone (858-560-2626 x305 or 800-929-1809) or email (helpdesk@cyfn.org).

Funded by:



San Diego County
Children's System of Care



Provider Forum

On September 12, 2002, CYFN held its second Provider Forum. The necessity for having this forum came from the news of the County's recent budget cap on the Network Provider Payment Account (NPPA) and the impact this action had on all of CYFN's families and its Provider Network.

Simply put, the NPPA is used to reimburse providers in the Network for the direct, fee-for-services they provided to CYFN families and it provides wraparound flex funds. By

placing a cap on these funds, CYFN had little choice but to quickly impose caps of its own on the usage rate of these services. The result was that in the month prior to the Forum, all of CYFN's providers saw a significant decline in the number of services their respective agencies were authorized to provide.

In light of these recent developments, foremost in everyone's mind were questions surrounding the short and long-term impact these

budget caps would have on the Children's Initiative, its families and the provider network.

Coming into the Forum were a range of provider stakeholders. Some participants represented large, prominent mental health agencies in the County, others belonged to smaller, independent agencies and some were private practitioners.

This diversity of those attending resulted in a rare opportunity to share a variety of perspectives on what

could be done to ensure long-term viability. Of those present, an extensive range of suggestions were made; here is a sample:

- Network Providers could collaborate on grant applications or RFPs to contribute additional funds to the flexible fund account for children and families in the CMHS Initiative. This would allow the CMHS Initiative enrollment to expand and increase access to flex fund

(see PROVIDER FORUM, page 4)

PROVIDER SPOTLIGHT

Operation Save Our Youth's Lives (SOYL)

Operation Save Our Youth's Lives (SOYL), Inc., offers a new and innovative set of educational programs aimed at teaching empowerment and awareness in conjunction with good order and discipline so that youths may make more informed decisions as they move toward becoming productive citizens.

The success of SOYL's programs has had a strong impact on the community and the county. The SOYL approach is one of continuous case management. From the time a youth enters the program until they graduate from high school, SOYL acts as advocate, counselor, teacher and mentor. The SOYL programs cover critical after-school and weekend hours when the risk and temptation of negative behavior are most prevalent. Consequently, SOYL graduates are encouraged to continue the legacy of leadership and teaching by acting as mentors and role models for other youths in the program. Programs

featured and the intended outcomes include the following:

Violence Prevention Through Literacy Program

This program is specifically designed for youths, ages 12-18, to embrace literacy, and become aware of the value of taking advantage of their educational experience.

Upon completion of this program, students improve their vocabulary, reading, writing and computer skills, in addition to acquiring knowledge and techniques in the advocacy for violence prevention.

Empowerment and Awareness Academy

This academy is a six-week program for male and female youths, ages 12-18. The curriculum consists of both practical and academic social skills training, being facilitated for 90 minutes on Monday and Friday evenings from 5:30-7:00 pm at the SOYL classroom.

Upon completion of this academy students will be more cognizant of quality

decision making, utilize self-improvement techniques that they have learned, and practice autonomous decision making in order to make higher quality choices when challenged by pressures within and/or outside their immediate environment.

The Behavior and Leadership Academy

This academy is modeled after the curriculum from the High School NJROTC program, which has been instituted at the secondary school level since 1965, and is now in over 500 high schools in the U.S., including U.S. military bases abroad.

This practical exercise is facilitated on Saturdays between 2:00-4:00 pm, for youths ages 6-18, in the SOYL outdoor laboratory.

Upon completion of this academy, students exhibit good order and discipline, while purposely being committed to an arduous practical environment, which requires them to make higher quality choices.

For more information, you can contact SOYL's Executive Director, Wesley Etheridge Sr., via email at wesley@operationsoyl.org or phone at 619-726-3139.



You can also visit their website at www.operationsoyl.org and their *Violence Prevention Through Literacy Journal* at www.soylnews.org.



THE BENEFITS OF A COLLABORATIVE NETWORK

"Collaboration is a mutually beneficial and well-defined relationship entered into by two or more organizations or groups to achieve common goals."

– Educational Leadership, 1994

"Collaboration is a process to reach goals that cannot be achieved acting singly, or, at a minimum, cannot be reached efficiently. As a process, collaboration is a means to an end, not an end in itself. The desire end is more comprehensive and appropriate services that improve family outcomes"

– Charles Bruner, 1991

Why create a Collaborative Network? Until recently, the Provider Network has been comprised of either subcontracted County providers or CYFN direct-contracted services. The recent budget constraints of this fiscal year and a steadily increasing demand for services have forced CYFN to review this structure and consider adding a component emphasizing collaboration.

The purpose of a network based on collaboration is to be able to provide an array of non-traditional services regardless of the status of the flex fund account. It also advances the system of care by serving youths and families more comprehensively, with fewer barriers.

A few reasons for forming a network based on collaboration at the community and provider levels include:

Community Benefits

- Improved assistance to families
- Improved outcomes for children, families and communities
- More efficient use of resources
- Help keep youth and families from "falling through the cracks"

Provider Benefits

- Opportunities to collaborate with other network agencies
- Technical and networking support to providers willing to collaborate on grants and RFPs
- A *Certificate of Recognition* as an "Initiative Collaborative Provider"

- Contributing to the further development and advancement of the System of Care

Discussions with community providers have begun, and we're encouraged by the response. We will have more details for you in the coming months followed by a provider forum in the Spring to launch the *Collaborative Network*. For details, contact Evelina Jaime at x302.

Ask Magda

Tips from the Helpdesk Coordinator



While we are using our interim data management system, we need you to submit your progress notes to CYFN. Instructions for using this system were sent out November 15 to all active providers. Here are some tips to keep in mind.

- Instructions for accessing our interim system included a link to the data entry form located on the CYFN web site. If this link was inactive in your email, you can access the form yourself by going to our web site (www.cyfn.org) directly.
- Before submitting a progress note, please print a copy for your client's file.

For County Providers

- To track the services rendered to CYFN-enrolled youths, the Initiative has created "shadow reporting units".
- Remember to close all regular reporting units related to active CYFN-enrolled children. These cases will be opened under the shadow reporting unit.
- If you do not see the service code you need for your RU in the CYFN billing system, then you will need to contact the Family Team Coordinator (FTC) for authorization. Please be prepared to give the FTC the following information:
Client #, Service Code # and Total Minutes.

If you have additional questions, please contact Magda Hodgers at the Helpdesk at x305.

The Provider Relations Team



From left to right: Evelina Jaime, Tyler Fletcher, Magda Hodgers and Todd Kaprielian

3247 Mission Village Dr.
San Diego, CA 92123

858-560-2626
Fax 858-560-2858

- **Evelina Jaime, LCSW**
Provider Relations/QI Network Manager
Extension: 302
evelinaj@cyfn.org
- **Magda Hodgers**
Helpdesk Coordinator
Extension: 305
helpdesk@cyfn.org
- **Todd Kaprielian**
Provider Relations Representative
Extension: 312
toddk@cyfn.org
- **Tyler Fletcher**
Provider Relations Assistant
Extension: 318
pruser@cyfn.org



PROVIDER FORUM

(Continued from page 2)

- services for all types of providers wanting to offer non-traditional services.
- Providers could meet with Family Team Services to let them know about the different resources we have available in the community.
- Waivers from the State of California to allow more flexible use of existing funds.

- Providers currently under contract could discuss different contracting arrangements (e.g., moving from individual to group activities; a collaboration agreement, reducing per unit rates; looking at a fixed monthly rate for providers to stabilize revenues).
- Network Providers would be interested in collaborating with each other to co-author grant proposals to sustain their current programming.

As can be expected, many of the suggestions ranged in complexity, involving State, County and provider participation. CYFN has taken each suggestion and initiated an action process.

For its part, Provider Relations has begun meeting with active providers for annual reviews and to discuss the possibility of a reduction in reimbursement rates as well as the terms of a non-binding, collaboration agreement.

To be sure, more on these items will follow as they develop. For providers with questions about a particular action item, they may call Todd Kaprielian x312 for additional information.

Listing of Network Providers

Aspen Community Services
 Children's Hospital & Health Center
 Counseling Ministries
 Lisa Falls, MPS, ATR-BC
 Family Health Centers of San Diego
 Dr. Alan Flitton, PsyD
 Sue Goodell, MFT
 Harmonium
 Heartbeat Family Partnership
 Home Start
 Dr. Robert Horowitz, PhD
 Institute for Counseling
 Martin Day Care
 Mental Health Systems
 Muzik in the Age of Reason
 North County Lifeline
 Operation Save Our Youth's Lives (SOYL)
 Paradise Valley Hospital/ALLY
 People Skills International Foundation
 Professional Pastoral Center
 San Diego Center for Children
 San Diego Youth & Community Services
 San Ysidro Health Center
 SAY San Diego
 South Bay Community Services
 Southeast Counseling and Consulting Services
 Therapeutic Services, Inc.
 Union of Pan Asian Communities
 Vista Hill
 Dr. Eke Wokocha, PhD
 Dr. Barry Worthington, PhD
 YMCA Youth & Family Services
 Dr. Ronald A. Zappone, MD

A Special Thank You From the Executive Director

This year's budget created unexpected surprises with significant impact for all of us. I want to personally thank each of our providers for their continued support of the CMHS Initiative. A special word of acknowledgement goes to those programs that experienced the greatest impact during the recent changes: Home Start, Harmonium's FASS program, Mental Health Systems' Behavior Management program and Heartbeat Family Partnership.

Warm holiday wishes to all,

Karen Wells

Special Events and Programs

Harmonium

A Celebration of our Communities: A Holiday Celebration Honoring our Community and Corporate Partners

Date: December 12, 2002 Time: 5:30 – 7:30 p.m.

Description: An annual event to honor Harmonium's partners including stakeholders, volunteers, donors and staff.

Location: 8450 Mira Mesa Blvd. (S.D. Regional Teen Center)

Cost: The event is free, but donations are appreciated

For RSVP information: Lynn Shelton at 858-566-5740 x105

San Ysidro Health Center Winter Festival

December 18, 2002 Time: 3:00 – 6:00 p.m.

Description: An annual event for children and families; including pictures with Santa, snacks, raffles, music, and assistance to apply, register and obtain many services.

Location: 4004 Beyer Blvd. (San Ysidro Health Center)

Cost: The event is free

Contact Name: Tina Estrada 619-662-4463