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Spring 2003

Provider Relations

Network News & Views

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

A Letter to Providers

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Dear CYFN Network Provider,

Welcome to the spring issue of the *Network News & Views*! As announced in our December issue, by Spring 2003, a new component has been added to the *Provider Network*: the “Collaborative Provider”. In this issue, you can read more about this enhancement to the *Provider Network* that promises great benefits, both for our families and providers (see page 4).

As you know, since the Summer of 2002, CYFN and many other child serving agencies throughout the county have faced many challenges due to the state budget crisis. Our strategy has been to minimize the fiscal impact through community partnership and engagement. The addition of “collaborative providers” is just one way we envision to lessen the fiscal impact while sustaining the *Provider Network* services, continuing to assist families and supporting the System of Care in preserving its gains.

Also announced in our last issue, CYFN would be using a new tracking system. Effective March 1st, our Direct Contract providers have begun using the system; we’re please to report that it is operating smoothly (see below for additional developments).

Finally, as we approach the end of the fiscal year, Provider Relations will focus on outcomes and quality improvement. This study will give us information on how we have done as a network of providers in meeting performance indicators and in meeting family team plan needs for quality assurance, customer satisfaction and continued improvement.

I want to thank you for your continued support and collaboration in providing services to CYFN families.

Euelina Jaime

Manager, Provider Relations & Network Quality Improvement

CYFN’s Information System Update: County closes “Shadow RUs”; SANDIS, the Initiative’s new tracking system

There were two significant developments over the past few months: first, the County discontinued using “shadow” reporting units (RUs); second, CYFN began training providers to use SANDIS, the Initiative’s new data management system.

On March 12, CMHS Deputy Director, Alfredo Aguirre issued a letter giving formal notice the County would no longer use the shadow RUs they originally created “to track services utilization and outcomes” of Initiative children and youth.

The letter states “We have asked United Behavioral Health to retire all shadow RUs effective March 14” Instead, providers are instructed to open Initiative

youth to the “basic set of RUs” already in use for non-Initiative youths.

The County intends to capture the information on utilization and outcomes through a different method.

On February 19, CYFN held its first provider training on the Initiative’s new data tracking system: SANDIS.

Given by Provider Relations, the initial training targeted the direct (fee-for-service) providers presently seeing clients.

By the end of the training, several participants expressed their enthusiasm for the new system and found it very easy to navigate.

Providers utilizing the system can expect modifications over the next few months. These changes will consist of minor changes to enhance the system’s functionality and refine its usability, but leave the basic format of the system intact.

Providers using SANDIS are not expected to experience any significant problems. Of course, as questions arise when new systems are introduced, providers are encouraged to contact our Provider Relations Helpdesk Coordinator, Magda Hodgers.

Funded by:



San Diego County
Children’s System of Care



PROVIDER SPOTLIGHT: *CHANGING LIVES THROUGH ART AND MUSIC*

Lisa Falls, Art Therapist

Lisa Falls is an Art Therapist in private practice in Mission Valley. Before entering private practice about a year ago, Lisa provided Art Therapy in San Diego for six years with over four years in a hospice setting as a Bereavement Counselor and a year and a half as an Art Therapist in residential treatment programs for children and adolescents.



"Using art in a therapeutic healing process really works," says Lisa. "Sometimes words are too hard to find to communicate what is inside. You don't need to be an artist to benefit from Art Therapy."

Art Therapy offers an alternative to speaking while addressing emotional issues. With Art Therapy, the focus is on the process of working with art materials, rather than the outcome. She works with people by helping them to express themselves through the use of such art materials as pencils and pastels, paints and collage and even clay and wood. Using such a diverse range of materials allow participants to express themselves in whatever medium they are most comfortable.

Art Therapy helps children and adults to articulate what does not work in their lives in a different and constructive way, and can also assist in developing better problem solving and coping skills. One can learn to process feelings in a constructive, artistic fashion.

"Lisa has been a great help and partner in breaking through some cultural differences that arose with my family from Iraq," says CYFN Family Team Coord. Jared Aaker. "We have both grown and learned so much about a culture we don't often have an opportunity to work with.

I have been so happy with the breakthrough I have seen in both my client and the family. Art Therapy has been a huge success!"

Last year CYFN and Lisa co-created the *Youth Art Project* where she served as the Art Therapist. "I have been very excited about the opportunity to work in this unique program. Our focus has been on art creation in different media, including murals and canvas painting." Lisa found it rewarding, watching the transformation of both art and artist. "Our artists grow from positive interaction with peers and adults, while learning and enhancing skills. The look on their face on completing a beautiful mural and hearing praise for their creation is priceless."

Lisa works with youth, adults and families. She has experience in dealing with grief, loss and life transition issues, including traumatic loss from suicide, homicide or sudden death, single parent support, foster and adoptive family and youth behavioral issues.

A registered, board certified Art Therapist, Lisa received a BA at UC Berkeley, an MFA from Brooklyn College and a Masters of Professional Studies in Art Therapy & Creativity Development from Pratt University in New York. She also holds an EFT (Emotional Freedom Techniques) Certificate of Completion.

Lisa is President of the San Diego Art Therapy Assoc., and is currently teaching at UCSD Extension in the Art Therapy and Bereavement Certificate programs. She has taught and presented at the San Diego Museum of Art, SDSU, National University and SDUIS.

You can contact Lisa at 619-295-2787 or email lfallsarttherapy@aol.com

Muzik in the Age of Reason

...is a musical training program that employs a value-based (*honor, trust, respect, reliability, purpose, ancestry, unity and faith*), multimedia approach to teach and empower youth in attaining a higher level of social consciousness, that will enable them to evaluate their choices and allow for an opportunity to become valued, functional and productive members of society, utilizing critical thinking skills and using music as a common denominator. The program serves school-aged youth from a culturally diverse population in economically challenged, inner-city areas of San Diego.

The program has served CYFN since 2001, by providing weekly socialization workshops for some of its clients. They also conduct numerous in-school and after-school workshops at such sites as: Palm Middle School Lemon Grove, O'Farrel Community School, (Governor's Gang Intervention Grant), Toussaint Teen Center, Teen Summit, and Thurgood Marshall Teen Summit. The program is designed to:

- Help youth recognize that they are responsible for their actions;
- Assist families in reconnecting by improving communication and emphasizing family values;
- Equip parents with strategies for coping with difficult situations;
- Teach the practice of discovering the music within oneself;
- Help youth cope with transitions (i.e., from one school or grade to another, from youth-teen-young adulthood, geographic relocations, change of peer groups, friends, etc.);
- Teach self-discipline and commitment by employing critical thinking, emotional management techniques, and impulse control to avoid many of the negative consequences in life for youth and adults;
- Encourage working together, building a greater sense of community, boosting of self-esteem/self-worth;
- Promote respectful interaction with others.

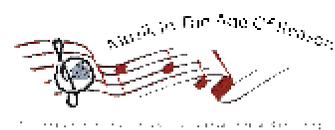


Anthony Ackee, who founded **Muzik in the Age of Reason** in 1999, holds a degree in Behavioral Science from

National University and has 28 years of experience in the field of mental health and adolescent counseling. Anthony was Program Manager for San Diego Youth and Community Services' *Mid-City Teen Recovery Center*. Prior to joining SDYCS he worked as Child and Adolescent Program Coordinator at Charter/API Behavioral Systems, and served ten years in the U.S. Navy where he was a Drug and Alcohol Counselor.

A resident of San Diego since 1982, he is well known throughout the community as an advocate for youth. Anthony is an Elder with the Passage Foundation for Children (The Rites of Passage Program) at coming of age for African-American youth. He has deep roots in the San Diego arts community dating back to the early 1980s with the former County Public Arts Advisory Committee, the City of San Diego Commission for Arts and Culture, African-American Writers and Artist Inc. of San Diego, and The Sankofa Bird Project. He has published "Continuance In The Struggle" poetry 1989.

For further information please call 619-741-2407 or on the web at <http://www.thinkmuzik.com>





CYFN Enrollment Outreach

Occasionally Provider Relations receives calls from providers and families asking if a child can enroll into CYFN's program. Though we certainly encourage you or parents to contact CYFN to discuss enrollment possibilities, Provider Relations is not the best department to contact.

Ideally you want to speak with Clark Kiser, Manager of FRACO: *Family Resource and Community Outreach*. Clark also serves as CYFN's representative on the *Enrollment, Eligibility and Disenrollment Committee*, which reviews all applications and oversees the enrollment process.

"Right now", says Clark, "CYFN has openings for children

and youth under 17½ years of age. We have space available for youth that are MediCal-eligible. Because of fiscal considerations, we have, on a limited basis, openings for youth who are SB163-eligible."

"Right now, CYFN has openings for children and youth under 17½ years of age"

Additional eligibility requirements for enrollment include:

- *The youth is currently a ward or dependent of the court or active to AB2726 services. Siblings of these children or youth may be eligible.*

In some instances, children or youth not meeting criteria, **may** still be eligible if the following apply. The youth:

- *Requires a high level of mental health services*
- *Has significant difficulty functioning at home, current placement, school, or in the community*
- *Is at risk of high-level intervention in one of these areas:*
 - A more restrictive placement (e.g., Juvenile Hall or group home)*
 - Hospitalization*
 - Unable to make reasonable academic gains due to emotional or behavioral disturbances.*

"If a provider is not sure if a child may be eligible, they can encourage the parents to give me a call," says Clark. "I can speak with them and see if there's anything we can do. As part of our 'no wrong door' policy, I can help steer parents towards other service programs available in our county."

Clark Kiser can be reached at 858-560-2626x403 or email: clarkk@cyfn.org

Ask Magda

Notes from the Helpdesk Coordinator



The Initiative's new tracking system, SANDIS, is now operational for Direct contracted providers to enter their Progress Notes. This has been, and still is, a work in progress as we continue to make additional system modifications. Your patience is very much appreciated.

With this said here are some tips to keep in mind:

• **Identifying your client in SANDIS**

We are working on establishing a universal client identifier number. Up until now, you have been able to identify your client in SANDIS using their UBH number. For the moment, the new identifier number is a six digit sequence: "999 + three digits".

If you have any questions regarding this change or to receive a listing of your clients and their numbers, please call me.

• **Reports**

We are working with the SANDIS development team to offer different reports your agency might need or find useful. If you find that SANDIS does not provide you with the information you need in a report, send me an email explaining what is what you want to achieve. We will forward your request to the developer to see if we can add that functionality.

You can reach the Helpdesk and Magda at 858-560-2626 x305 or email helpdesk@cyfn.org

The Provider Relations Team



From L to R: Todd Kaprielian, Tyler Fletcher, Evelina Jaime and Magda Hodgers

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Voice 858-560-2626 • Fax 858-560-2858

• **Evelina Jaime, LCSW**

Provider Relations/Network QI 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
tylerf@cyfn.org



The Collaborative Provider is Here!

The Collaborative Provider is Here! As promised in our previous issue, we are excited to announce that CYFN now features the "Collaborative Provider" for greater enhancement and optimization of the provider network. Effective April 1st, CYFN has five *Collaborative Providers* on board and several applications in progress.

What is it? Unlike our County or Direct contracted agencies, a *Collaborative Provider* is not contracted or obligated to render services to a CYFN-enrolled family. In lieu of a contract, the provider simply agrees to collaborate with CYFN and receive referrals for our families.

The terms of these referrals are arrived at case-by-case. This flexible arrangement affords providers the opportunity to determine a reimbursement rate based on the family's ability to pay and or to explore other payor sources—such as insurance, reduced rates, or other community access criteria. In effect, this option allows the provider to decline or accept the referral.

How do I become a Collaborative Provider? It's easy! If you are already a network provider, just contact Todd Kaprielian, to register your interest to become a *Collaborative Provider*. Provider Relations will expedite the paperwork for you to sign.

If you are not currently a network provider, please complete the application and credentialing process. On completion, a *Collaborative Agreement* will be created to sign by your agency and CYFN.

What are the Collaborative Provider benefits?

- Opportunity to collaborate with CYFN and other providers through resource and information sharing.
- Your services will be highlighted in a *Network News & Views* newsletter and listed on our web page for referrals.
- Opportunities to meet other CYFN providers for collaboration purposes.

• Receive technical and networking support with providers interested in collaborating on grants and RFP's.

• Receive feedback and reviews for organizational quality improvement.

If you would like to join (or know someone who does), or would like more information about this new option, please call Todd Kaprielian x312 or Evelina Jaime at x302.

From the Executive Director

Spring offers a time of renewal, creativity and growth. The new *Collaborative Provider Agreements* signed by many of you marks another milestone in the creative growth of the CYFN *Provider Network*. We look forward to exploring some exciting options to expand access to community services and to the children and families enrolled in the CMHS Initiative.

I wanted to personally thank all of you who participated in the recent training of SANDIS, our new tracking system. We received positive feedback on both the training as well as the system. We hope that you will provide on-going feedback about your experience with SANDIS, so that we can continue to improve its functionality and performance.

Until the next issue, enjoy the beautiful spring weather!

Karen Wells

Special Events and Programs

YMCA Youth & Family Services Annual Celebration "To Honor Our Champions"

Thursday, June 5, 2003 at 5:30 pm

An annual celebration to honor male and female champions in the community: Bob Brietbard and Marti Emerald.

The San Diego Hall of Champions Sports Museum in Balboa Park

\$135 per person; \$200 VIP tickets

Jeff Marquez 619-543-9850x103; jmarquez@ymca.org

The Provider Network

(Listing includes contracted and collaborative providers)

Aspen Community Services
♥ Center for Community Counseling
Children's Hospital & Health Center
Counseling Ministries
Lisa Falls, MPS, ATR-BC
Family Health Centers of San Diego
Dr. Alan Flitton, PsyD
Harmonium
Heartbeat Family Partnership
Home Start
Dr. Robert Horowitz, PhD
Institute for Counseling
♥ Sharilyn Johnson, MFT

♥ Audra Lacey, MFT
Martin Day Care
Mental Health Systems
Muzik in the Age of Reason
North County Lifeline
Operation: Save Our Youth's Lives
Paradise Valley Hospital/ALLY
♥ Pedsplay.com
People Skills International
♥ Center for Complementary and
Alternative Medicine Faith-Based
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

♥ Collaborative Providers as of April 2, 2003