

Technical Assistance for Complex Trauma within Children's Health Homes

January 25, 2017

Agenda

- Introductions
- McSilver's Role
- Readiness Assessment Review
- Upcoming Trainings

About the McSilver Institute

The McSilver Institute for Poverty Policy and Research at New York University Silver School of Social Work is committed to creating new knowledge about the root causes of poverty, developing evidence-based interventions to address its consequences, and rapidly translating research findings into action.

CTAC & MCTAC Overview

CTAC & MCTAC are training, consultation, and educational resource centers that offer resources to all mental health and substance use disorder providers in New York State.

MCTAC provides training and intensive support on quality improvement strategies, including business, organizational and clinical practices to achieve the **overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.**

McSilver Institute's Role

- The NYS Department of Health has engaged the McSilver Institute to provide training and technical assistance around the implementation of Complex Trauma within Children's Health Homes
- The Readiness Assessment (RA) is a key piece of our work together as the information provided by Health Homes and Care Management Agencies will help to guide and tailor trainings and resources.

Our Team



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Complex Trauma Definition

Complex trauma describes both children's exposure to multiple traumatic events and the wide-ranging, long-term impact of this exposure. These events are pervasive and severe, such as neglect or abuse. They usually begin early in life and can disrupt many aspects of the child's development and the very formation of a stable sense of self. Many children with complex trauma histories suffer a variety of traumatic events, such as physical and sexual abuse, witnessing domestic and community violence, separation from family members, and re-victimization by others.

Complex Trauma Readiness

- The McSilver Institute has prepared a Complex Trauma Readiness Assessment (RA) to help Care Management Agencies and Health Homes assess their organizational strengths and challenges related to implementing Complex Trauma-specific work.
- It is designed to identify key areas in which additional support is needed to improve efforts to respond to children with complex trauma histories and their families.

Who should complete the RA?

One survey should be submitted per Care Management Agency (CMA)

- The team should include clinical, financial, and care manager representation, and where possible, a family member

One survey should be submitted per Health Home

- The team should include Administrative, Clinical, and Operational Leadership.

Why Complete the RA?

- When successfully completed, this tool offers a snapshot of Health Home and Care Management Agency levels of readiness as well as an assessment of the need for specific areas of technical assistance.
- Results will help to guide and tailor technical assistance, trainings, and resources.
- While individual responses won't be shared, your results will be sent back to you and benchmarked to the aggregate results of your peers around the state.

Readiness Assessment Domain Areas

- Defining and Understanding Complex Trauma: Assesses the Health Home and Care Management Agency's overall understanding of Complex Trauma and readiness to educate staff. (HH: 7 questions; CMA:8 questions)
- Health Home Complex Trauma Screening and Service Referral Process: Assesses the overall understanding of the referral process. (HH and CMA: 10 questions)
- Service Plan Development and Providing Trauma Informed Services: Assesses the service plan development and treatment process as well as efforts to develop a feedback loop to improve services. (HH: 5 questions; CMA: 7 questions)

Readiness Assessment 101

- Readiness Assessment will be available online and distributed via email
- Your organization will receive the link to the assessment as well as a PDF version via email
- **The completed assessment is due by 2/8/17**
- CMA's and HH's are strongly encouraged to complete the assessment as a team
- This tool will be completed at two time points in order to demonstrate change in organizational readiness and identify areas of need: 1) before any technical assistance activities and 2) after receiving technical assistance.
- Individual information will not be reported, only aggregated information will be shared with all parties.

Readiness Assessment 101 (cont.)

For each statement on the assessment you will be asked to respond either *Yes, No, or Unsure* OR rate the statement from 1 to 5 with:

1= We are not at all ready (we will definitely need technical assistance and guidance to get this done in a timely manner)

2= We are somewhat ready (we are likely to need technical assistance to get this done in a timely manner)

3= We are moderately ready (we may or may not need technical assistance to get this done on our own in a timely manner)

4= We are mostly ready (we are unlikely to need technical assistance to get this done on our own in a timely manner)

5= We are definitely ready right now (we currently have the needed knowledge, resources, infrastructure, and plans in place)

CMA's and HH's may want to complete the assessment via hard copy/paper and then input the responses into the online version to save a copy.

Once completed, the online survey input tool automatically uses skip logic so that participants are asked to respond to relevant questions based on the information they provide throughout the process. For example...

Are you a Health Home or Care Management Agency?

Health Home

Care Management Agency



Health Home Name

Adirondack Health Institute

Catholic Charities of Broome County

Central New York Health Home Network (CNYHNN)

Greater Rochester Health Home Network

Children's Health Homes of Upstate New York (CHHUNY)

Kaleida Health - Women and Children's Hospital of Buffalo

Care Management Agency Name

What Health Homes does your CMA provide care management within?

Adirondack Health Institute

Catholic Charities of Broome County

Central New York Health Home Network (CNYHNN)

Greater Rochester Health Home Network

Children's Health Homes of Upstate New York (CHHUNY)

	1	2	3	4	5
1. Our organization is ready to engage children and families around the Complex Trauma determination.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Our organization is ready to educate staff on NYS's Complex Trauma definition and determination process (e.g., by providing materials or through staff meetings and other learning opportunities).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Our care management staff understand the NYS Complex Trauma definition and determination workflow for children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yes, No, or Unsure Questions

Likert Scale Questions

10a. In relation to Complex Trauma, our organization understands the roles and responsibilities of the:

Referrer/Licensed Assessor

Yes

No

Unsure

You will know your RA has been successfully submitted when you see...



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We thank you for your time spent taking this survey.
Your response has been recorded.

Powered by Qualtrics

Save the Date: Upcoming Trainings

Half-day, in-person events for Health Homes and Care Management Agencies on:

- Defining and understand complex trauma
- Understanding and administering the complex trauma assessment and referral process
- February 21 – Albany, NY
- February 23 – Rochester, NY
- February 27 – New York, NY

More information and registration coming soon!

Questions?

If you have additional questions or technical difficulties completing the Readiness Assessment, contact us at:

HHcomplextrauma.info@nyu.edu