

## OLDER ADULT SUMMIT MENTAL HEALTH SYSTEM TRANSFORMATION PLAN

In order to make the improvements in the mental health system recommended by the participants of the Older Adult Summit numerous steps will be taken over a three year periods. The first two years will be dedicated to making the current system more accessible and relevant to the county's senior population in need of mental health treatment and support. The third year will be dedicated to building on the invigorated organizational and community environment to continue addressing the serious mental health related challenges seniors face with larger initiatives.

In 2012, the first year, the focus of system transformation will take place primarily within in the mental health system and take advantage of opportunities readily available with our partners. As all efforts started in the first year continue, the second year focus will be to work with our partners in the community who serve seniors to create significant partnerships that will help deliver better services for seniors to prevent and address the mental health issues they face.

The first two years will develop the foundation, both within the system and with our partners to ensure accessible and effective senior orientated mental health service delivery. These years will serve to create an organizational and community environment to undertake more transformational programs and initiatives aimed at addressing the serious challenges seniors face in the third year, 2014.

Through studying the input received at the summit, eight interconnected, developmental areas of focus have been identified. Each is very pertinent to the goal of the delivery of accessible and effective mental health services for senior clients and the general community. In this plan, we first provide education and prevention services, we then build connections and outreach to seniors and we make sure we are eliminating all barriers and improving access. We make sure the quality of our service is at the level seniors require; we support the family and caregivers center to the lives of seniors who need their care and we integrate mental health and physical health. We recognize that policy and financial issues are critical components to success.

These are the eight areas of focus which define our purpose and illustrate the process we will follow:

**PREVENTION AND EDUCATION - To prevent and reduce isolation, depression and other problems faced by seniors, communicate genuinely and improve their connections in our community; educate to develop knowledge and understanding for families and the community.**

**CONNECTIONS AND OUTREACH - To engage seniors build trusting relationships, serve them in their environment, provide transportation and respectfully reach seniors who need mental health services.**

**ELIMINATING BARRIERS AND IMPROVING ACCESS - Eliminate barriers faced by seniors who need mental health services so that persons who have serious mental health problem receive easy and convenient access to help that alleviate their condition.**

**SERVICE QUALITY - Quality mental health services for seniors must be available in the home, address social isolation and depression, include persons with dementia if they can benefit from mental health services, and be provided by staff with a full range of expertise tailored to serve this age group.**

**FAMILY AND CAREGIVERS - Family and caregivers who care for seniors must be offered caring support, which provide resources that give them respite, help them help their loved one and connect them with other families and caregivers.**

**PHYSICAL HEALTH - Seniors often face complex medical issues, therefore seniors should receive mental health services that are coordinated with physical health; integrated services should result in better access, service quality and outcomes for seniors with mental health problems.**

**EFFECTIVE POLICIES - Critical policy issues related to making transformative improvements to services for seniors require attention and action from policy makers at all levels.**

**FINANCE ISSUES - Financial barriers to mental health services faced by seniors prevent access and must be resolved to make the services seniors require available to them at funding levels equitable to other age groups.**

## OLDER ADULT SUMMIT SYSTEM TRANSFORMATION PLAN

### *Illustrating the Eight Areas of Focus*

#### PREVENTION AND EDUCATION

<i>To prevent and reduce isolation, depression and other problems faced by seniors, communicate genuinely and improve their connections in our community; educate to develop knowledge and understanding for families and the community.</i>
<b>YEAR ONE – 2012</b> <ul style="list-style-type: none"><li>• Identify many friendly mental health service access points for seniors who need services. Publicize these access points in the community education campaign. <u>MHD</u></li><li>• Review current suicide prevention activities for seniors and identify how they can be strengthened to respond to the input received at the Older Adult Summit about seniors and suicide. <u>MHD</u></li><li>• Conduct a multilingual community education campaign on aging and mental health, for seniors and their families using public service radio time and working with faith communities. <u>MHD</u></li></ul>
<b>YEAR TWO – 2013</b> <ul style="list-style-type: none"><li>• Provide educational seminars for all persons that work with senior on how to identify and respond to mental health related problems seniors' experience. <u>Partners</u></li><li>• Collaborate with all senior centers to provide socializing activities and educational groups that explain mental health issue and make mental health services available for seniors who need them. <u>Partners</u></li></ul>
<b>YEAR THREE - 2014</b> <ul style="list-style-type: none"><li>• Work with seniors' centers to strengthen and develop relationships between seniors and other generations through new activities provided jointly by mental health and senior center staff. <u>Partners</u></li><li>• Identify and promote additional multigenerational community service programs to strengthen and develop more relationships between seniors and other generations. <u>Partners</u></li></ul>

#### CONNECTIONS AND OUTREACH

<i>To engage seniors build trusting relationships, serve them in their environment, provide transportation and respectfully reach seniors who need mental health services.</i>
<b>YEAR ONE – 2012</b> <ul style="list-style-type: none"><li>• Study how mental health services for seniors are being delivered in senior friendly, natural environments, identifying what more can be accomplished. Implement improvements. <u>MHD</u></li><li>• Survey transportation problems for elder clients served by mental health programs. Solve problems that are identified. <u>MHD</u></li><li>• Evaluate mental health outreach programs that connect seniors who need mental health services to the services to determine if these services are effective. Solve problems that are identified. <u>MHD</u></li><li>• Work with the Mental Health Department's new multicultural center funded by MHSA to include services for seniors. <u>MHD</u></li><li>• Define Mental Health System values for older adult services. Glean from summit and invite input from current older adult clients, their families and mental health staff. Apply values to elder services. <u>MHD</u></li><li>• Evaluate navigation issues faced by elder mental health clients who also receive other services. Improve the process with effective referrals, coordination and follow up among the multiple agencies. <u>Partners</u></li><li>• Help design a transportation plan that improves senior access to mental health services and other community activities. Implement this plan in coordination with the Senior Agenda. <u>Partners</u></li></ul>
<b>YEAR TWO – 2013</b> <ul style="list-style-type: none"><li>• Identify the community cultural centers in the county and reach out to their members to provide education and information about health and mental health services for seniors. <u>Partners</u></li><li>• Develop a network of programs that serve senior that will work together to prepare a resource directory for all staff that include service descriptions, client criteria and contact person for referrals. <u>Partners</u></li></ul>
<b>YEAR THREE - 2014</b> <ul style="list-style-type: none"><li>• Study the feasibility of joint outreach activities about mental health services for seniors with local art groups. Implement all feasible opportunities. <u>Partners</u></li><li>• Develop a plan for regional one-stop centers for seniors which maximize the synergy of integrating public agencies and community services, include the involvement of existing centers that serve seniors. <u>Partners</u></li></ul>

## ELIMINATING BARRIERS AND IMPROVING ACCESS

*Eliminate barriers faced by seniors who need mental health services so that persons who have serious mental health problem receive easy and convenient access to the help that alleviate their condition.*

### YEAR ONE - 2012

- Revise access criteria for persons over 60 years of age to include persons suffering serious distress from major senior issues such as the loss of loved ones, serious medical problems, and social isolation. MHD
- Make the Call Center friendly to seniors by accepting referrals from family members, care givers or other persons who are involved in the lives of seniors who need services. MHD
- Make transportation services available to all older adult mental health clients who cannot drive and for whom lack of transportation poses a barrier or provide services in their home or other convenient locations. MHD
- Identify and train persons to serve as senior advocates among mental health staff, including clients and family member staff. MHD
- Publicize the affordability of receiving county funded mental health treatment services. MHD
- Transportation – see Outreach and Connection transportation action

## SERVICE QUALITY

*Quality mental health services for seniors must be available in the home, address social isolation and depression, include persons with dementia if they can benefit from mental health services, and be provided by staff with a full range of expertise tailored to serve this age group.*

### YEAR ONE - 2012

- Establish a requirement for all providers of mental health services for seniors which stipulate services are to be provided in the home whenever a client is unable to leave their home to receive services. MHD
- Develop strategies for mental health providers of older adults to address issues of social isolation. MHD
- Improve current practices by psychiatrist pertaining to (1) differentiating between dementia and depression and (2) how medication practices consider medication side effect unique to older adults. MHD
- Establish a culturally competent case conference group for providers of older adult services to strengthen staff competencies in serving clients over 60 years of age. MHD
- Identify all early intervention efforts for seniors and evaluate their responsiveness to the recommendations from the summit. Address improvements that are identified. MHD
- Identify peer mentors who work with seniors, would like to work with seniors, have skills to serve seniors and want to develop skills to work with seniors. Develop a dynamic peer mentor program for seniors. MHD
- Create a monitoring system that tracks the participation of clients over 60 years of age by ethnicity. Identify and implement strategies for improving services for ethnic groups that are under represented. MHD
- Search for best practice models for older adults. MH
- Values – see Values section in Connections and Outreach

### YEAR TWO - 2013

- Establish multidisciplinary care teams for staff who serve seniors with complex needs. Invite mental health, health care and other pertinent providers to participate. Partners
- Identify more culturally based practices for serving older adults. MHD
- Define “Elder Driven Services” criteria and ask all mental health providers who serve seniors to conduct a self evaluation against these criteria and to implement an improvement plan. Identify any need resources. MHD
- Test the feasibility of an 800# mental health support line for seniors which would be integrated with existing mental health call lines. Prepare a cost benefit analysis. Fund with available funding. MHD

## FAMILY AND CAREGIVERS

*Family and caregivers who care for seniors must be offered caring support, which provide resources that give them respite, help them help their loved one and connect them with other families and caregivers.*

### YEAR ONE - 2012

- Establish culturally competent support groups for families and caregivers of seniors with mental illness in English, Spanish, Vietnamese, Tagalog, Cantonese and Mandarin at accessible locations, working with NAMI. MHD
- Work with providers of older adult services to develop and implement a “family inclusion” practice for supporting caregivers of elder mental health clients to incorporate into OA services. MHD
- Prepare written materials to be used for elder clients and their families which explain the confidentiality laws and the way to obtain release of information as desired by the client, per HIPPA. MHD

### YEAR TWO – 2013

- Outreach to families who are caring for seniors in the community to provide information about how they can get support using the multilingual media. MHD

## PHYSICAL HEALTH

*Seniors often face complex medical issues, therefore seniors should receive mental health services that are coordinated with physical health; integrated services should result in better access, service quality and outcomes for seniors with mental health problems.*

### YEAR ONE – 2012

- Determine the current availability of phone consultations on mental health issues and services for medical doctors who serve seniors. Expand phone consultation services, as required. MHD
- Survey the training needs on physical health issues of seniors for of psychiatrist and clinical staff working in the mental health system, and then provide required training. MHD
- Survey the training needs on medical staff of county clinics regarding their ability to support the mental health needs of their senior clients, and then help facilitate required training opportunities. Partner
- Provide educational materials on senior mental health resources and services for medical providers in Santa Clara County, working with the Santa Clara County Medical Association. Partners

### YEAR TWO – 2013

- Study the current a vision of health promotion for mental health clients over 18 with consumer staff and community, implement a stronger vision which include all consumers of the mental health system. MHD

## EFFECTIVE POLICIES

*Critical policy issues related to making transformative improvements to services for seniors require attention and action from policy makers at all levels.*

### YEAR ONE - 2012

- Direct the implementation of treatment protocol that addresses the dimensions of dementia and its relationship to mental illness and the delivery of appropriate mental health treatment. MHD
- Restructure mental health services so that they are assessable and effective in serving all persons over 60 years of age. MHD
- Define and design geriatric mental health services. MHD
- Participate in the Senior Agenda. Partners
- Promote policies and practices within the Santa Clara County Health and Hospital System that incorporate mental health into health promotion for seniors. Partners
- Advocate at the local, state and national level for full implementation of Parity Law for Mental Health Service access for seniors. MHD

### YEAR TWO – 2013

- Implement the delivery of more effective and accessible mental health services for seniors to include services for persons with long term mental illness *and* persons with services needs related to current distresses. MHD

**FINANCE ISSUES**

<i>Financial barriers to mental health services faced by seniors prevent access and must be resolved to make the services seniors require available to them at funding levels equitable to other age groups.</i>
<b>YEAR ONE – 2012</b> <ul style="list-style-type: none"><li>• Provide training for mental health staff on assisting seniors who face financial barriers to services. <u>MHD</u></li><li>• Advocate Medi-cal/Medicare reform to promote mental health service quality for seniors. <u>MHD</u></li></ul>
<b>YEAR TWO – 2013</b> <ul style="list-style-type: none"><li>• Evaluate the current distribution of mental health services by age, ethnicity and diagnosis to determine if seniors are getting adequate access to mental health resources. Make necessary adjustments. <u>MHD</u></li><li>• Ensure that mental health funding for senior services the adherence to the Olmstead Decision. <u>MHD</u></li></ul>

# OLDER ADULT SUMMIT MENTAL HEALTH SYSTEM TRANSFORMATION PLAN

## *Illustrating the Implementation Process Chronologically*

### YEAR ONE - 2012

#### PREVENTION AND EDUCATION

- Identify many friendly mental health service access points for seniors who need services. Publicize these access points in the community education campaign. MHD
- Review current suicide prevention activities for seniors and identify how they can be strengthened to respond to the input received at the Older Adult Summit about seniors and suicide. MHD
- Conduct a multilingual community education campaign on aging and mental health for seniors and their families using public service time on local radio stations and working with faith communities. MHD

#### CONNECTIONS AND OUTREACH

- Study how mental health services for seniors are being delivered in senior friendly, natural environments and identify what more can be accomplished in this area. Implement cost neutral improvements. MHD
- Survey transportation problems for elder clients served by mental health programs. Solve problems that are identified. MHD
- Evaluate mental health outreach programs that connect seniors who need mental health services to the services to determine if these services are effective. Solve problems that are identified. MHD
- Work with the Mental Health Department's new multicultural center funded by MHSA to include services for seniors. MHD
- Define Mental Health System values for older adult services. Glean from summit and invite more input from current older adult clients, their families and mental health staff. Apply values to elder services. MHD
- Evaluate navigation issues faced by elder mental health clients who also receive other services. Improve the process with more effective referrals, coordination and follow up among the multiple agencies. Partners
- Help design a transportation plan that improves senior access to mental health services and other community activities. Implement this plan in coordination with the Senior Agenda. Partners

#### ELIMINATING BARRIERS AND IMPROVING ACCESS

- Revise access criteria for persons over 60 years of age to include persons suffering serious distress from major senior issues such as the loss of loved ones, serious medical problems, and social isolation. MHD
- Make the Call Center friendly to seniors by accepting referrals from family members, care givers or other persons who are involved in the lives of seniors who need services. MHD
- Make transportation services available to all older adult mental health clients who cannot drive and for whom lack of transportation poses a barrier or provide services in their home or other convenient locations. MHD
- Identify and train persons to serve as senior advocates among mental health staff, including clients and family member staff. MHD
- Publicize the affordability of receiving county funded mental health treatment services. MHD
- Transportation – see Outreach and Connection transportation action

#### SERVICE QUALITY

- Establish a requirement for all providers of mental health services for seniors which stipulate services are to be provided in the home whenever a client is unable to leave their home to receive services. MHD
- Develop strategies for mental health providers of older adults to address issues of social isolation. MHD
- Improve current practices by psychiatrist pertaining to (1) differentiating between dementia and depression and (2) how medication practices consider medication side effect unique to older adults. MHD
- Establish a culturally competent case conference group for providers of older adult services to strengthen staff competencies in serving clients over 60 years of age. MHD
- Identify all early intervention efforts for seniors and evaluate their responsiveness to the recommendations from the summit. MHD
- Identify peer mentors who are working with seniors, would like to work with seniors, have skills to

work with seniors and want to develop skills to work with seniors. Develop a dynamic peer mentor program for seniors. MHD

- Create a monitoring system that tracks the participation of clients over 60 years of age by ethnicity. Identify and implement strategies for improving services for ethnic groups that are under represented. MHD
- Search for best practice models for older adults. MHD
- Values – see Values section in Connections and Outreach

#### **FAMILY AND CAREGIVERS**

- Establish culturally competent support groups for caregivers of seniors with mental illness in English, Spanish, Vietnamese, Tagalog, Cantonese and Mandarin at accessible locations, working with NAMI. MHD
- Work with providers of older adult services to develop and implement a “family inclusion” practice for supporting caregivers of elder mental health clients to incorporate into OA services. MHD
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#### **PHYSICAL HEALTH**

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- Provide educational materials on senior mental health resources and services for medical providers in Santa Clara County, working with the Santa Clara County Medical Association. Partners

#### **EFFECTIVE POLICIES**

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- Participate in the Senior Agenda. Partners
- Promote policies and practices within the Santa Clara County Health and Hospital System that incorporate mental health into health promotion for seniors. Partners
- Advocate at the local, state and national level for full implementation of Parity Law for Mental Health Service access for seniors. MHD

#### **FINANCE ISSUES**

- Provide training for mental health staff on assisting seniors who face financial barriers to services. MHD
- Advocate Medi-cal/Medicare reform to promote mental health service quality for seniors. MHD

### **YEAR TWO - 2013**

#### **PREVENTION AND EDUCATION**

- Provide educational seminars for all persons that work with senior on how to identify and respond to mental health related problems seniors’ experience. Partners
- Collaborate with all senior centers in the county to provide socializing activities and educational groups that explain mental health issue and make mental health services available for seniors who need them. Partners

#### **CONNECTIONS AND OUTREACH**

- Identify the community cultural centers in the county and reach out to their members to provide education and information about health and mental health services for seniors. Partners
- Develop a network of programs that serve senior that will work together to prepare a resource directory for all staff that include service descriptions, client criteria and contact person for referrals. Partners

## SERVICE QUALITY

- Establish multidisciplinary care teams for staff who serve seniors with complex needs. Invite mental health, health care and other pertinent providers to participate. Partners
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## FAMILY AND CAREGIVERS

- Outreach to families who are caring for seniors in the community to provide information about how they can get support using the multilingual media. MHD

## PHYSICAL HEALTH

- Study the current a vision of health promotion for mental health clients over 18 with consumer staff and community, implement a stronger vision which include all consumers of the mental health system. MHD

## EFFECTIVE POLICIES

- Implement the delivery of more effective and accessible mental health services for seniors to include services for persons with long term mental illness *and* persons with services needs related to current distresses. MHD

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## YEAR THREE - 2014

## PREVENTION AND EDUCATION

- Work with seniors’ centers to strengthen and develop relationships between seniors and other generations through new activities provided jointly by mental health and senior center staff. Partners
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