



## **Family and Youth Success Program (previously known as STAR) Provider Covid-19 Meeting**

March 27,2020

Participants:

TNOYS – Lauren Rose, Ann-Charlotte Proffitt, Shannon Bloesch, Rachel Brownlie, Mary Bergeron  
Providers and Agencies — Over 50 staff who work at providers and agencies were represented

Presenters/ Speakers:

- Jessica Kilpatrick, STARRY
- Jeff Reed, DETCOG
- Kimberly Rodriguez BCFS Health and Human Services
- Jamie Freeny, MHA of Greater Houston

### **Welcome and Updates on TNOYS Response to Covid-19**

- Lauren welcomes everyone
- Review of what TNOYS has been working. On other calls, we have learned that providers have encountered the following challenges:
  - Reduced referrals
  - Increased demand for services for people experiencing homelessness
  - Reduced residential capacity statewide
  - Increased workforce costs for providers
  - Strong need for getting food, other supplies to families/youth
  - Fundraising concerns

TNOYS' response so far has included:

- Put out emergency response resource center
- Guidance for providers on emergency response plans
- Guidance on remote case management/ remote mask
- Working to get hand sanitizer/ cloth masks to members

### **Update on Comfort Food Care Package Program (Andrea Sparks, Office of the Governor)**

- The Governor's office has launched a pilot program to get food out to STAR provider youth and families. Local restaurants, in partnership with local restaurant association, are going to help market these packages to their patrons and the public who want to help keep restaurants afloat and help vulnerable youth and families.



- Restaurants are signing up for this program because it helps them stay afloat, while also helping families.
  - Patrons can purchase a comfort food care package for a family in need at the same time that they order food for themselves.
  - Some restaurants will use employee and some will use Favor.
  - Favor has agreed to deliver for free, but tips for drivers are included in the cost of the care package.
  - Local restaurants and the Texas restaurant association will market this program to the public.
    - The public will be able to purchase a comfort food care package on the restaurant's website as a donation.
    - When the public starts donating, restaurants will call or email STAR providers regularly to let them know the # of meals that have been donated and ask when they should make them, and where they should deliver them. Providers can reserve meals for another day if they don't have a need for them right then.
    - Meals can go to youth, families, or shelters and other residential facilities.
  - Sasha Rasco will provide more guidance on how this will work with STAR providers, but, as Andrea said, "we want to partner with you because you know the needs, you're in every county, and restaurants need a point of contact."
  - The Governor's office is working on logistics but hope to launch early next week. They are starting a pilot in Austin today.
  - **Questions**
    - Is the information online yet?
      - A: no, but it will be out shortly
    - Janette M-J: How would this work for STAR? The comfort food is only good for one day and at this time we need to provide groceries for families that will last at least a week. Also, STAR has a limit for food.
      - A: The idea is that restaurants are providing foods that will last a few days. For example, one restaurant will provide fried chicken, mashed potatoes, and a nice salad. Grocery stores, like HEB, are working on programs, but they aren't out yet.
      - A: STAR can provide up to \$250 to families, \$150 of which can go to food, so she's asking if that will go into the limit. Andrea thinks this is in addition, and she will make sure Sasha includes that in communication to network.
    - Shannon Bloesch: Is the thought process that families and organizations would need to register?
    - Samantha K: What is in the food package? If I have a big family, will there be enough for everyone?
      - A: That depends on the restaurant. What they can provide, what they're good at, etc. They know that they are feeding families, so most are complete meals for 4-6 people.



- A: Package will be defined by the restaurant, so it's one standard package.
- Some concerns expressed that families need groceries, not one meal.
  - The Comfort Food Care Packages should be enough food for multiple meals; but is not intended to replace groceries, only supplement.
- Wes Cunningham: How is the food being transferred to families in Austin?
  - A: Families do not go to the restaurants. Restaurants will deliver the food, or Favor will deliver for free. Favor will give the restaurant a portal with addresses.
  - STAR providers also have the flexibility to choose if providers want to deliver themselves.
  - Favor can't deliver beyond 5(?) miles of restaurant, so may be a challenge for rural communities, and we'll address that when it comes
- Do we have restaurants participating in other areas? If so, which ones?
  - A: Still working on contacting restaurants and getting them on board, but yes, we should have restaurants in all regions.

### **Peer-to-peer Information Sharing on how STAR providers are adapting and Open Discussion**

Jessica Kilpatrick, STARRY:

- Starry transitioned into remote capacity a few years ago, and already had some experience with electronic health records
  - They are using GoToMeeting to do telehealth
  - They have a phone system called Jive that they use, that is cloud-based. It enables providers to call from a jive number instead of their personal number.
  - They started using electronic health records a few years ago.
    - At first they didn't have what was necessary to do intake, because before it was all in person.
    - Both clients and staff have a way to log in and upload information.
  - They had to create a consent form specific to telehealth.
  - In response to COVID-19, STARRY case workers all called clients and offered them telehealth sessions, and asked them to scheduled via telehealth.
  - STARRY's administrative assistants called former clients to tell them about telehealth, focusing on clients in the highest risk zip codes first.
  - To market their Telehealth services, STARRY Facebook posts and boosted them, and updated their website to say they were offering telehealth. They are thinking about promoting on snapchat to reach younger folks.
  - They have been advertising on the radio to let people know that resources/ telehealth is available
  
- STARRY is providing a lot of telehealth training/ resources for staff. They knew the transition would be daunting, so they tried to provide as many training opportunities and resources as they could.



**THEIR FUTURE IS OUR BUSINESS.**



- Hosted in-house trainings on telehealth and tele mental health for children and families.
  - Trainings are all recorded so staff can watch anytime.
  - They also shared many resources and activities on Google drive from various sources, Mission Capital, TNOYS, PEI, etc.
  - They created a training on working from home: How to take care of yourself, take breaks, make a schedule, that kind of thing.
  - They use something called Workplace to connect in an informal way.
  - Director of Pastoral care does an online prayer once a week. She also sends gifts to the staff (little happies)
  - They sent a surveymonkey to staff about what's working, what could be better, what they need
- Funding: Had many of their grant requirements lifted, providing flexibility for them to adapt in light of COVID-19
    - Amazing support and resources from PEI as well
  - They created a online visitation resources for parents who are coparenting, incarcerated, etc., and might need to do visitation via video chat.

Jeff Reed, DETCOG:

- DETCOG in very rural area, limited broadband access
  - Because of this, they “went back to the drawing board”, and have been working with a lot of clients through the U.S. mail
- PEI has been a big help for them. They reached out to PEI and reworked their plan, reworked budget to provide additional services
  - Reduced travel budget for March and April and bumped up ancillary services
  - PEI has increased funding to up to \$250 per family with half going toward for food
    - Decided to give Walmart gift cards in increments of \$25
    - When they set up everything with client, they send them a self address stamped envelope. When clients sign and mail back their consent form, they get the gift card get sent back to them.
      - Many people are using the gift cards to buy minutes for their phone, which is a win-win when DETCOG needs to provide services over the phone.
      - DETCOG is only purchasing gift cards in increments of about \$1,000 at a time, but it's enough to get case managers started.
        - The gift card idea is helping to Helps motivate families to participate and stay in contact so that they can be referred to other services that DETCOG provides
      - Today.tamu.edu – Texas A&M resources, including a resource on how to talk to children about COVID <https://tyan.tamu.edu/adolescents-and-covid-19-ten-tips-to-connect-with-youth-during-this-unusual-time/>



THEIR FUTURE IS OUR BUSINESS.



- In the event of a lockdown, they are working on determining how they will enter client files into the system
  - Only real avenue they have is to mail the forms into the home office directly so they can be entered. Some of the forms, they can use their phones to take pictures, but not all staff members have access to fax machines. Trying to figure out how to get forms in in a timely manner, but they think they'll figure it out.
- Jeff suggest that if star providers are having a hard time getting referrals or attention from clients, providers can go back into case files from years past and identify which families they really need to check in on. Case managers will know which clients really need services – this is a resource if referrals from schools become harder and harder to come by.

Kimberly Rodriguez BCFS Health and Human Services

- BCFS is also doing telehealth and remote case management
- They are doing wellness check-ins daily to check in with clients and making sure everyone has what they need
  - Things are changing so fast for clients, things folks did not need a couple days ago they need now. Wellness checks help them stay on top of that
  - They are continuing to try to meet client's needs where they are
  - If clients don't have a computer or internet, they have to figure out how to get information to them
  - Strengthening Families Program: Want to provide something for parents, youth, or both
    - Team has created great resources on how to access zoom and other technology for training
    - Training on how to provide for clients
    - Tech support has ended up being a really important role they are having to play
  - PEI has been great about staying in contact, being flexible, etc.

#### **Updates from Providers, Shared in the Chat Box during the Conversation:**

Damon Bowden: We are using teleconferences. 8x8 system for phone and video conferencing. Families are being receptive to services but the ideas for gift cards may really help us.

#### **How can TNOYS support you?**

Questions from Lauren:

- How helpful would the new Family and Youth Help Program be across the state? Would it be helpful for us to develop materials for you to use in your communities to share information?
- How will they identify families when schools and other community groups are not seeing families right now?



**THEIR FUTURE IS OUR BUSINESS.**



Bethany: We are looking for staff webinars and trainings on how to work with/talk to/serve clients so that staff who are working remotely can stay engaged (bwilson@gsmc.org)

- Lauren: We will work to identify some of those resources and share with the group
- Engaging clients and just more staff trainings in general (they have TBRI, but they are looking for others/what else is out there)
  - SMB recommended motivational interviewing
  - Bobby Mangham wants Motivational Interviewing trainings (Robert.mangham@communityhealthcore.com)

Patricia Pena: Any educational materials on information on how to speak to children or teens on COVID-19 in Spanish.

Damon Bowden: WhyTry? has some useful virtual curriculum to share with families.

Many requests for virtual trainings.

**Update shared by Jamie Freeny, Director of Center for School Behavioral Health, MHA of Greater Houston**

- Sent a behavioral health need assessment to mental health professionals, parents, and teachers in the greater Houston area asking about needs of youth, parents, providers, teachers, school counselors, etc.
  - Working to disseminate the survey to as many school districts as possible
  - At the end of April, they'll do another round to see what progress has been made and what needs still linger → at that time, more of the virtual services will be set up, so we'll have a better understanding of how effective those are.
- Happy to share with anyone who is interested.
- Disseminating a behavioral health resource list for parents, teachers, and mental health professionals. Updating regularly: mhahouston.org
- Releasing virtual training in the next couple of weeks that focus on caring for the caregiver (to reduce risk of child abuse and domestic abuse + raise awareness of it)
  - Recognize stressors taking place during COVID and how parents, youth, educators can cope. Connectedness with others in era of social distancing (connection platforms, social distancing and your state of mind, mental health and the media, etc.)
  - Free for organizations to share; for educators to share with their families.



**THEIR FUTURE IS OUR BUSINESS.**