

# Technology Based Outreach to Increase Access to Care and Support Crisis

## Presenters

Olanda Torres, Director of Operations, *Mental Health America*

Sandy Bumpus , Executive Director, *Oregon Family Support Network*

## Moderator

Lynda Gargan, Ph.D, Executive Director, *National Federation of Families*

June 30, 2020



**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

# Disclaimer

- This webinar was developed [in part] under contract number HHSS283201200021I/HHS28342003T from the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services (HHS). The views, policies and opinions expressed are those of the authors and do not necessarily reflect those of SAMHSA or HHS.

# Mental Health Navigator Service

Olanda Torres

Director of Mental Health Navigator Pilot Program

*Mental Health America*



# A Supportive Service

## Mental Health Navigator Services

Connects individuals and families seeking mental health and substance use services with the appropriate providers

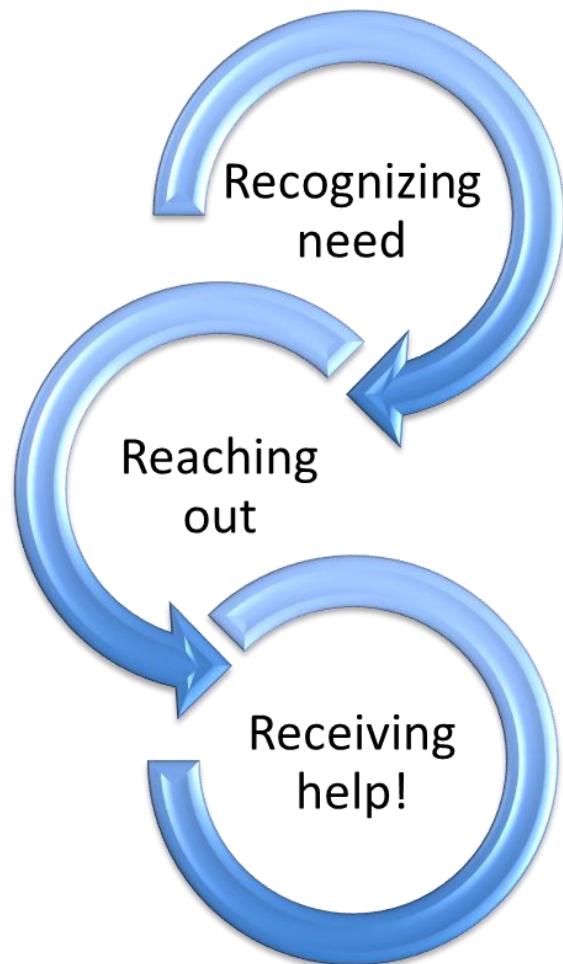
Call 765-742-1800  
or Schedule an appointment online at

[www.mhawv.org/mhn](http://www.mhawv.org/mhn)

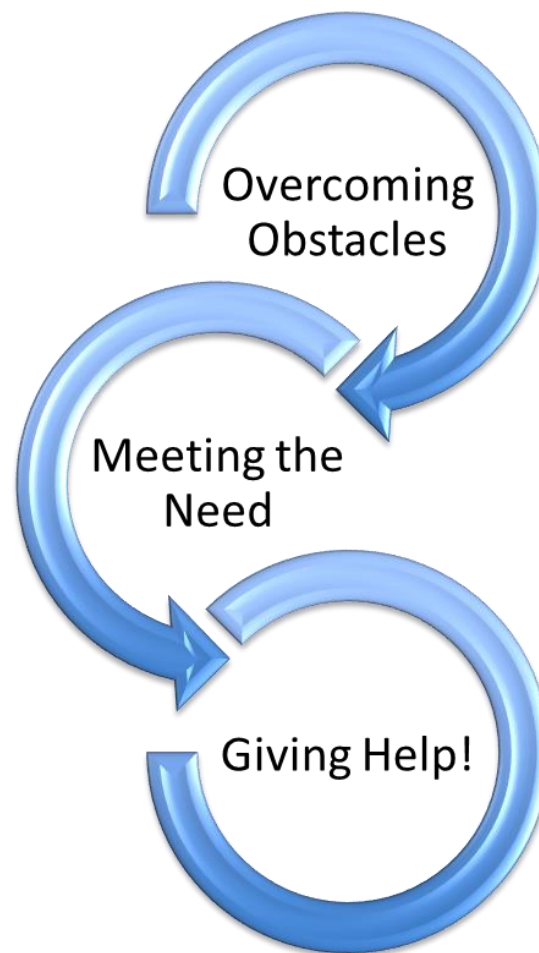


# How the Mental Health Navigator Service Works

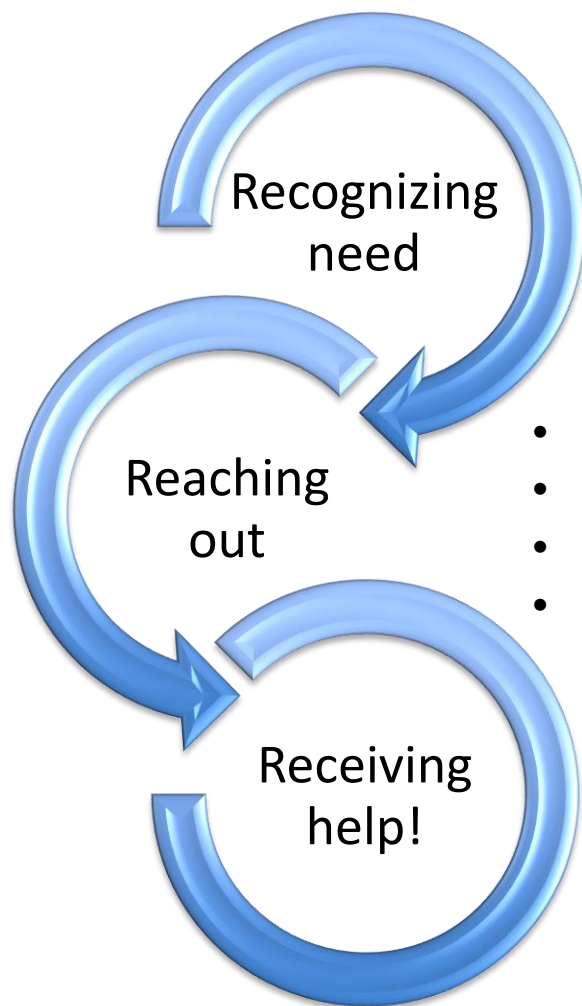
## The Individual in need



## The Mental Health Navigator



# The Individual in Need

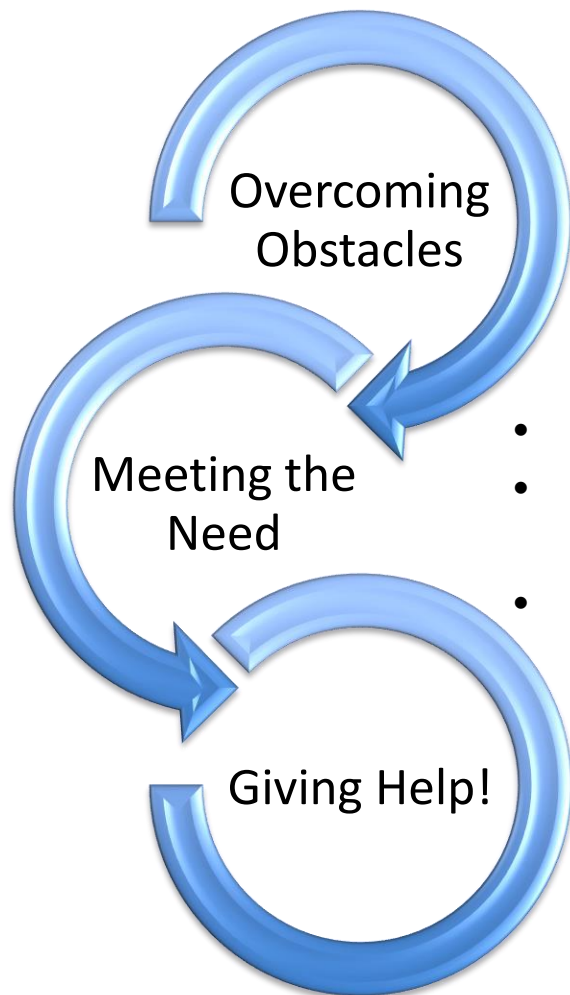


- Barriers
- Limited providers
- Transportation
- Insurance

- Referred or self-initiated
- Clinics, Hospital, School etc.
- Online Scheduler
- E-mail/Phone scheduling

- Learn of options
- Obtain direct referral
- Have appointments scheduled
- Follow-ups to maintain action plan

# The Mental Health Navigator



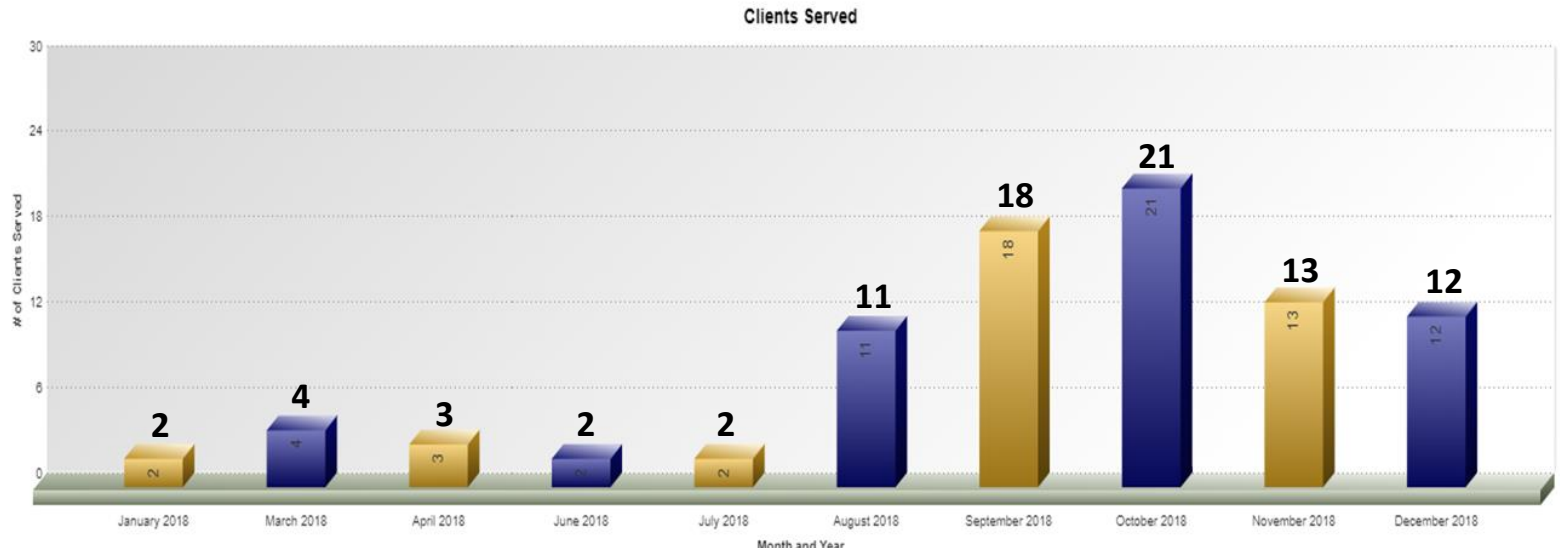
- Establishing relationships with providers
- Consistent tracking of preferred demographic and acceptance status
- Business collaboration with Transportation and Health Insurance Navigators

- Complete Consents of Release
- Offer in person, tele-conferencing, e-mail collaboration, or traveling services
- Online screenings

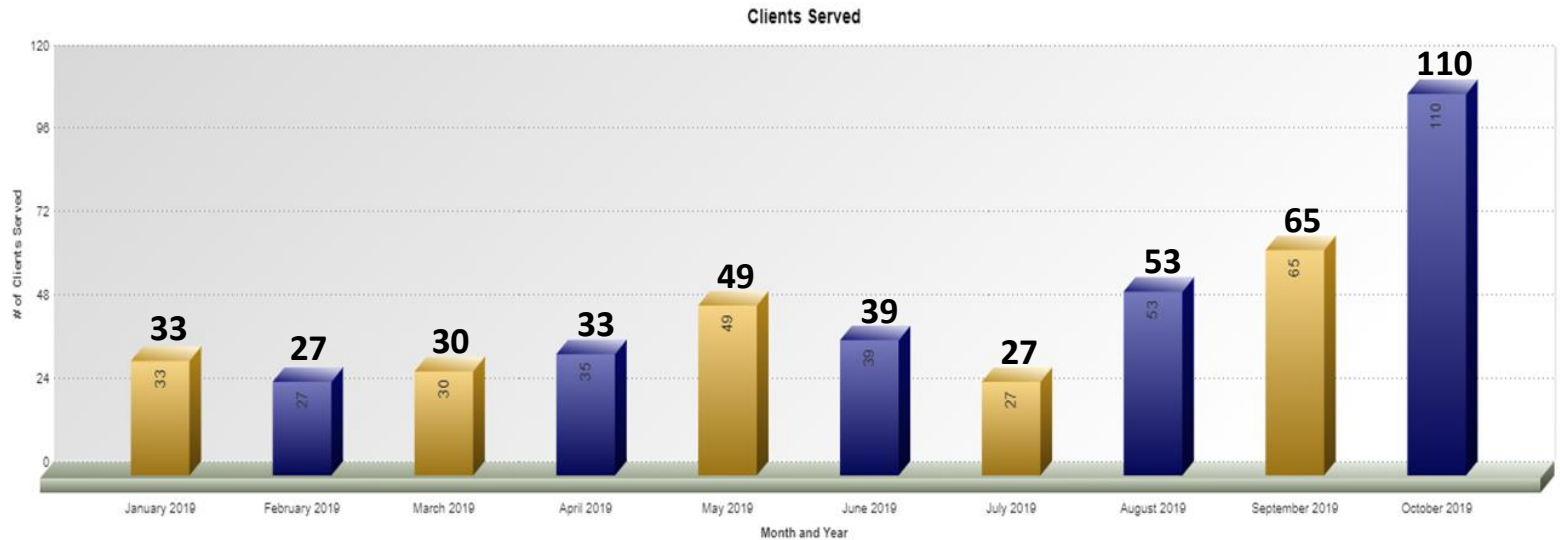
- Submitting and tracking referrals
- Case Management follow-ups
- Encouraging the use of supportive services
  - Warm Line
  - Support Groups

# Clients Served

2018



2019





# What is next for the Navigator Service Program?

- Becoming evidence-based
- Establish remote offices in surrounding areas
- Establish working relationship with courts



# Contact Information

Olanda Torres

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<https://www.mhawv.org/mhn>

# Reach Out Oregon

## Creating a Community of Support for Parents Through Web-Based Tools and A Family Support Warmline

Sandy Bumpus  
Executive Director  
Oregon Family Support Network  
4275 Commercial St. S.E. Salem, OR. 97302



**Oregon  
Family Support  
Network**

# Goals for Today's Presentation

## Setting Context

- Oregon Demographics
- How are the Kids in Oregon?

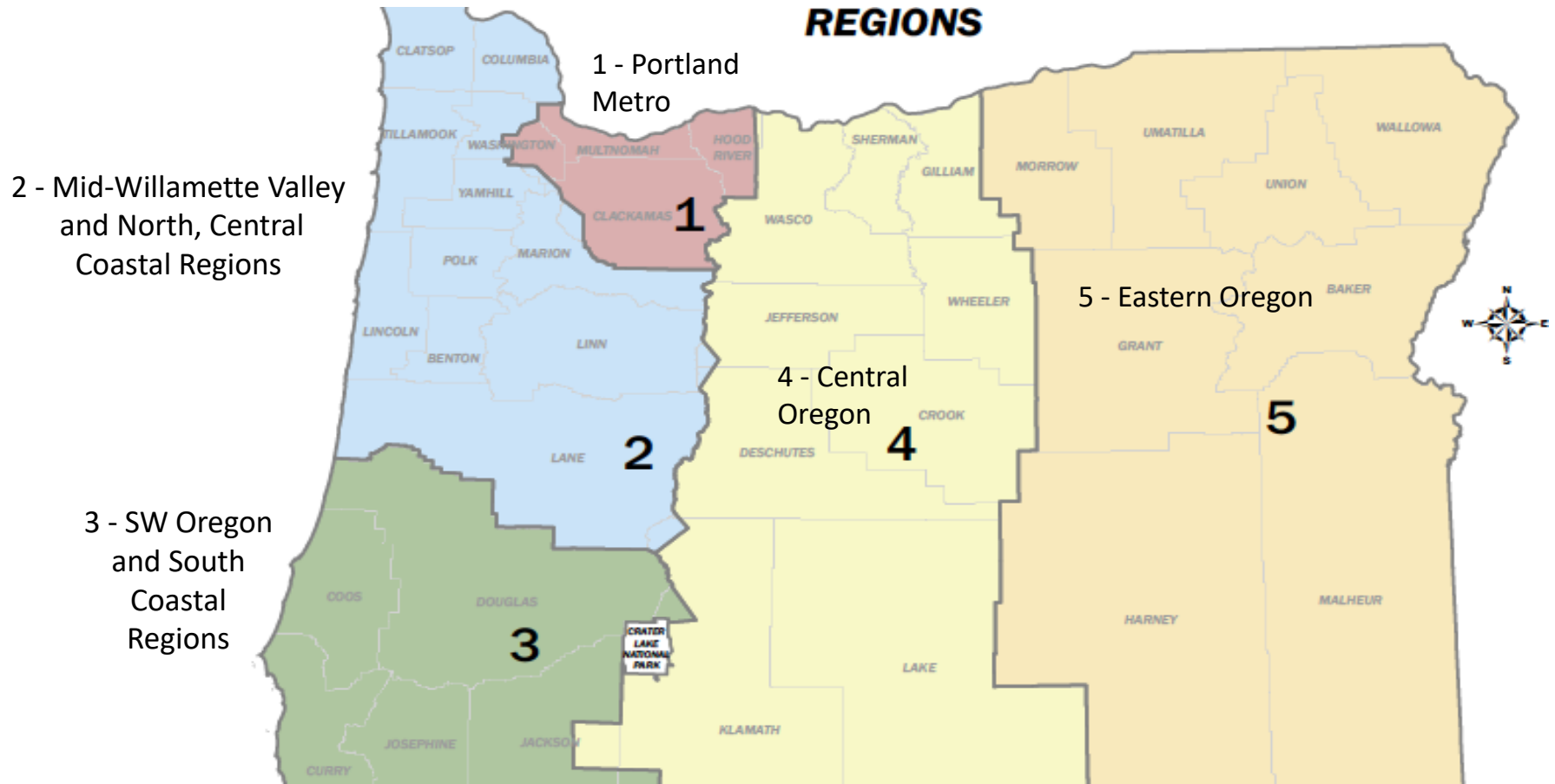
## What is REACH OUT OREGON?

- Developing Vision for Reach Out Oregon – Gathering Input
- Going from Design to Implementation
- Funding Strategies
- Let's Take a Tour

## What's the Impact?



# Setting Context



# Oregon Demographics

- 4.2 MILLION PEOPLE LIVE IN OREGON
- # OF CHILDREN = 873,567

Most of Oregon is rural

Eastern Oregon – 16 counties (Pendleton – larger populations)

Central Oregon – 9 counties (Bend/Redmond – larger populations)

Southwestern OR - 5 counties

Languages Spoken Other Than English (15.4% of Oregonians)

- Spanish – 9.3%
- Chinese - .837%
- Vietnamese - .726%
- Russian – 6%
- German – 4%
- French, Korean, Japanese, Tagalog – 3%

# How Are The Kids Doing?

Oregon State Health Authority recently reported:

- Suicide is the 2<sup>nd</sup> leading cause of death among youth ages 14-24(?)
- 16.5% of children and youth in Oregon live in poverty\*
- 18.9% of children, youth and families experience food insecurity\*
- 30% of households in Oregon are single family households (2013-2017)

NOTE:

We expect those items with an \* to increase as a direct result of COVID-19.

# What is Reach Out Oregon?

Reach Out Oregon is a way to build community with families raising children experiencing mental, behavioral, and emotional challenges.

Community members include families, teachers, medical professionals, and many others

**We invite you to join this community and to help build it.**





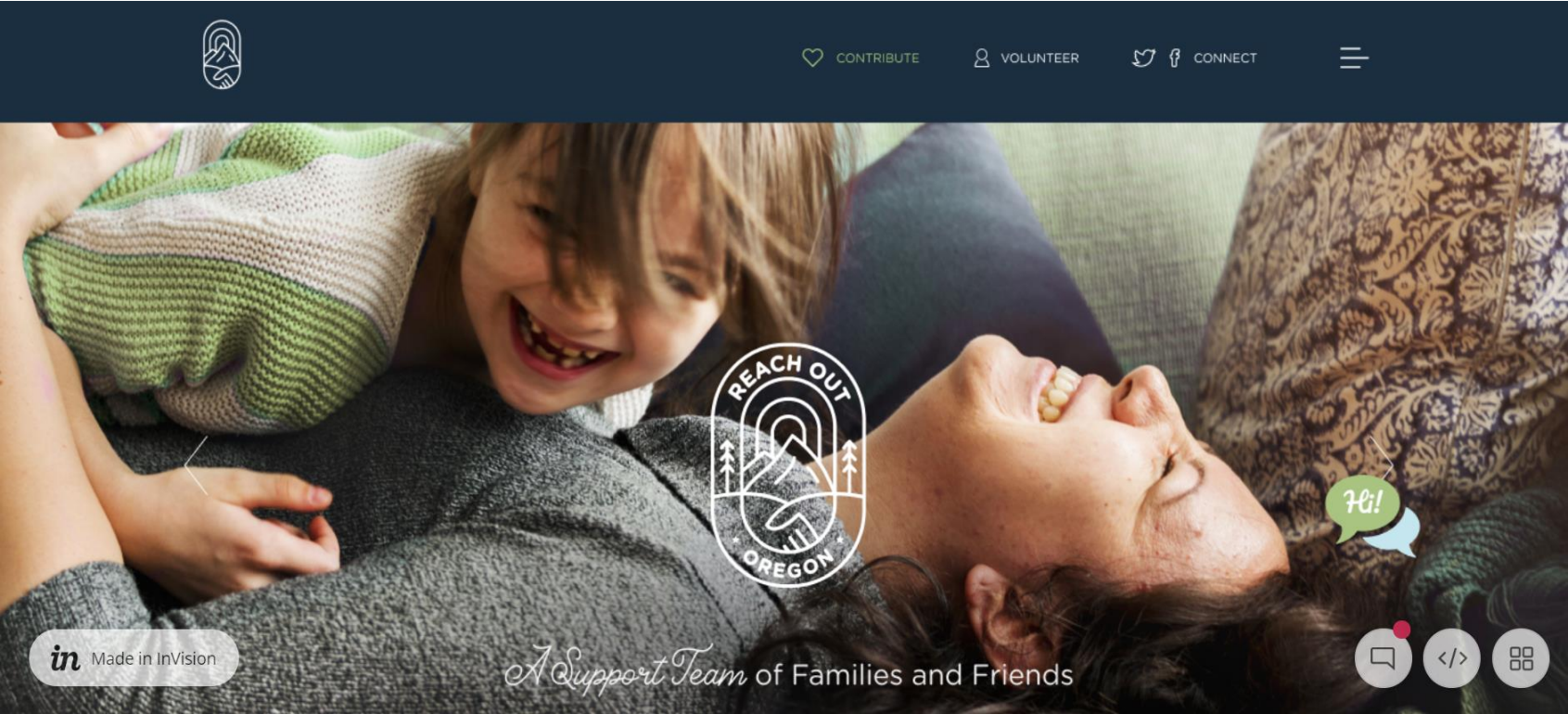
# Why is Reach Out Oregon Needed?

- 1 Isolation
- 2 Shame and stigma
- 3 Navigational challenges
- 4 Confusion
- 5 Need for well-informed peers



A Support Team for  
Families and Friends

# A First Time Look At Reach Out Oregon



A Support Team for Families and Friends

<http://www.reachoutoregon.org/>



# From Design to Implementation

## SETTING THE VISION: Why do we want to do this?

Vision → Guide Us

Family Driven

Expansion of Opportunity

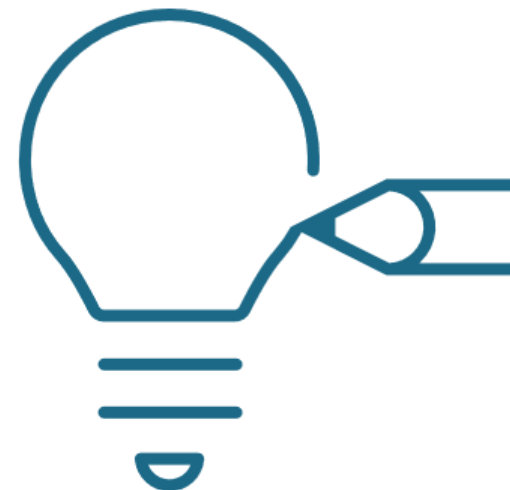
Equitable Across Populations

- Diversity, Equity and Inclusion Statement
- Accessible in multiple languages

Funding Partnerships → Support the Vision

Communities → Guide Development

Organization (OFSN) → Open Access for Families Across the State



# From Design to Implementation

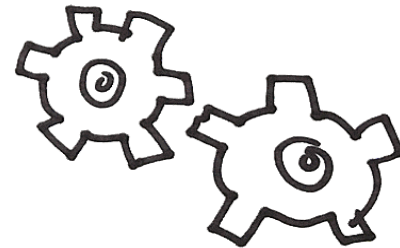
From

IDEA



to

IMPLEMENTATION



Develop a  
Business  
Plan



# Business Plan - Strategies

Budget Item	Year 1	Year 2	Year 3	Current Year	Total
Staffing	Design Team Advisory Board	Operational (1) Go Live!	Operational Expansion COVID-19 Response	Investment	3- yr. investment
Development/ Fundraising	Develop the Resource Public/Private Resources	Operational Expand Public/Private Partnerships COVID-19 Emergency Funding Resources	Operational Expansion Increase Long Term Sustainable Funding	Investment	3 – yr. investment
Community Building	Develop Volunteer Program Outreach &. Communications	Operational	Operational Expansion Increase Partnerships	Investment	3-yr. investment
Evaluation & Reporting	Develop Evaluation Tools	Identify Reporting Indicators	Provide Communication/Impact Briefs	Return on Investment	Long Term impacts

# Who is Funding Reach Out Oregon?

## FUNDING PARTNERSHIPS

### PUBLIC FUNDING

State of Oregon - Oregon Health Authority  
Local/Regional Community Based Mental  
Health Programs  
Coordinated Care Organizations

### PRIVATE FUNDING

Oregon Community Foundation –  
Development  
Collins Foundation – Implementation  
The Ford Family Foundation –  
Implementation

# Reach Out Oregon – Just In Time To Respond To Covid-19

## COVID-19 – EMERGENCY FUNDING

\$56K awarded to expand Reach Out Oregon Family Support  
Warmline

3 days/week → 5 days/week

Monday – Fridays (Statewide)

- Increased staff capacity
- Increased technology support
- COVID-19 Related Resources

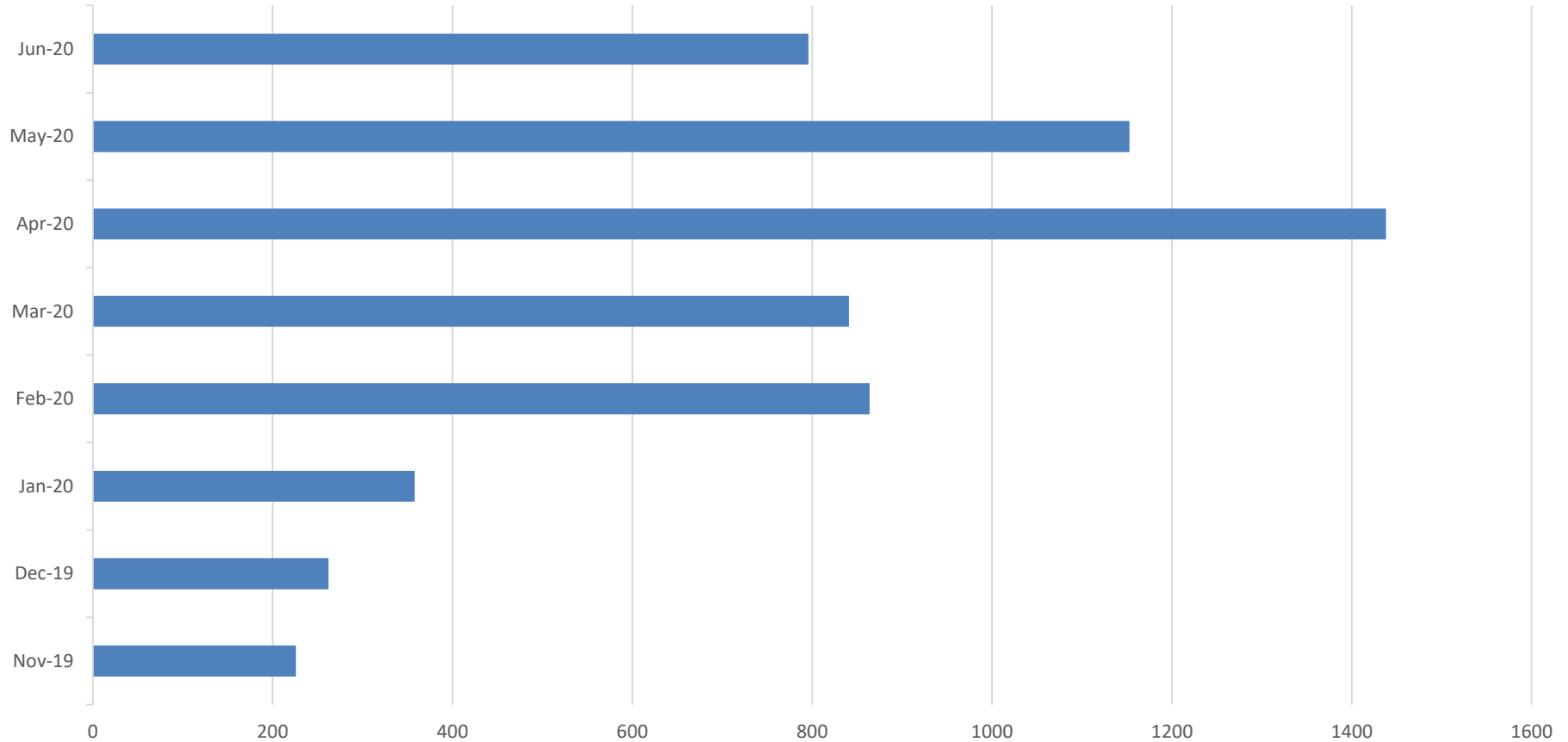
Increase family connections to each other through online support  
and discussion forums





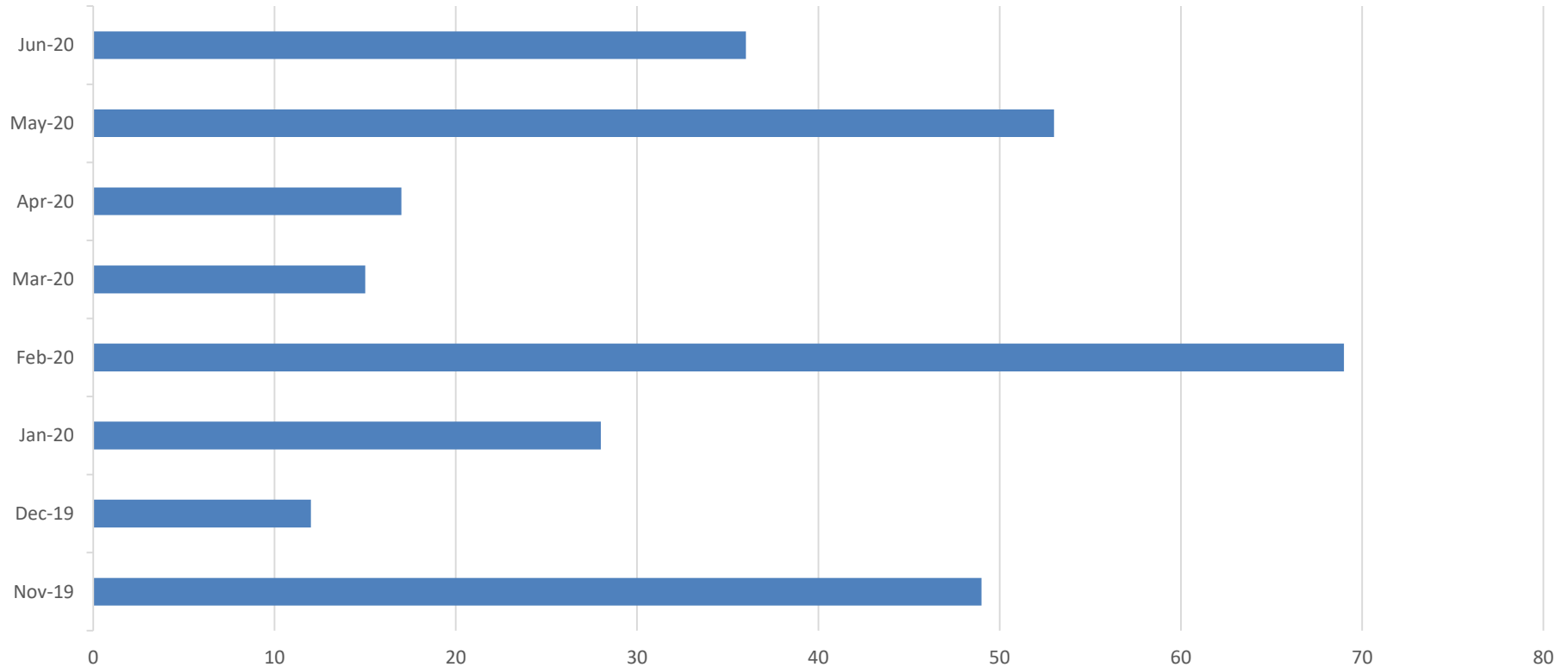
# IMPACT: How Do We Know Reach Out Oregon is Making a Difference?

Website Searches - November 2019 - Current



# Family Support Warmline - Impact

Warmline Calls - November 2019 - Current



# Reach Out Oregon: Supporting Communities through COVID-19



Parents and Caregivers --  
Join Oregon Pediatric Society for a Live Zoom Q&A Session.



## Ask a Pediatrician Child & Adolescent Health in a COVID-19 World Friday, May 15 - Noon to 1 PM

Parents & Caregivers, do you have questions about children's health during COVID-19? Join Oregon Pediatric Society for a Live Zoom Q&A session with pediatricians around the state. Find out about well-child visits, how you can keep your family safe outside, and more.

- How are patients seen safely now at a clinic?
- What kinds of health issues can be addressed by a doctor's video visit?
- Should I postpone my child's immunizations?
- What can I do about my teen's mental health?

Get answers to these and many other questions from pediatricians across Oregon. Registration is required; sign up now:

<https://bit.ly/2xEnP2c>

Contact Cheryl Mahanuk, OPS Membership & Operations Manager, if you have questions ([cheryl.mahanuk@opsoc.org](mailto:cheryl.mahanuk@opsoc.org)).

# Reach Out Oregon Family Support Warmline

## How Families Get Connected to the Warmline

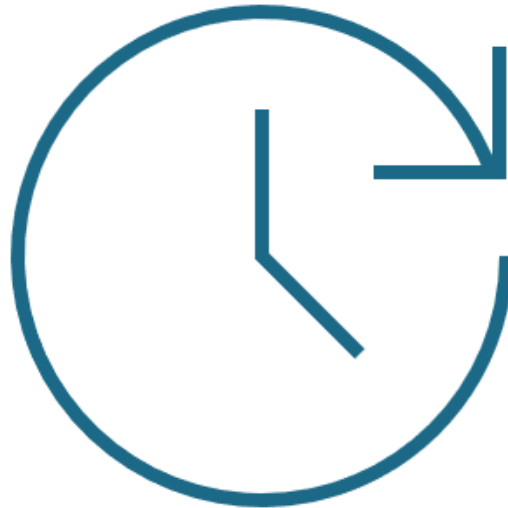
Chat

Phone – 1-833-732-2467 or 1-833-REACH-OR

Facebook – Reach Out Oregon & OFSN FB Page

OFSN Website

# NEXT STEPS: LONG TERM SUSTAINABILITY



# Please Let Us Know What Questions You Have Regarding Reach Out Oregon

- Creating The Vision
- Designing The Project
- Implementation
- Long Term Planning and Sustainability



# Contact Information

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503-363-8068

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

[www.samhsa.gov](http://www.samhsa.gov)

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