

*Hampton Systems of Care: Child
Centered, Family Focused, Community
Based Practices and Outcomes*

**Hampton Comprehensive Services Act
2009 Year in Review**



Developed by
Triad Training and Consulting Services

Comprehensive Services Act in Hampton Virginia 2009 Overview

For the past 15 years the Hampton Virginia Comprehensive Services Act (CSA) Team has supported *best practices* Systems of Care efforts in Hampton and across Virginia. Hampton has gained recognition locally, regionally and across the state for efforts to sustain and support children and young adults living in families; reducing the need for institutional care; and supporting the Hampton Department of Human Services in reducing the number of children, adolescents and young adults entering the foster care system. The outcomes related to these efforts are provided throughout this report.

The Hampton Community Policy and Management Team (CPMT) and the Hampton Family Assessment and Planning Team (FAPT) have increasingly shared the knowledge gained and the lessons learned with communities across the state and across the country. These efforts have been lauded and published by such diverse organizations as the National Alliance for Mental Illness and the Casey Strategic Planning Group. Communities as far away as Colorado have collaborated with Hampton systems of care efforts to develop strengths based and family focused approaches for supporting children and families with the most complex needs.

Hampton systems of care efforts have continued to focus on the outcomes that families relate are most important to them. Every young person receiving support from Hampton CSA is measured several times a year on key indicators including family stability, permanency, school success and community success. In 2009 Hampton has designed several new indicators related to *quality of life* that will be measured beginning in 2010.

One of Hampton's sustained successes has been the ability to avoid out of home and out of community institutional placements. Hampton has developed a robust community based system of care across all child serving agencies. These efforts have been led by the Community Policy and Management Team and the Stakeholders Group initiated and facilitated by Judge Jay E. Dugger. These efforts have resulted in no children originally residing in Hampton being placed in out of home and out of community institutional settings. Hampton continues to actively support children, adolescents and young adults in Virginia and across the country living in families that result in lasting and permanent connections.



Triad Training and Consulting Services has supported Hampton's Systems of Care efforts in developing outcomes related reports since 2005. This report offers observations on Hampton's work supporting children, families and communities in 2009.

Mike Terkeltaub
Executive Director
Triad Training and Consulting

Hampton Virginia Systems of Care Core Values and Beliefs

- Hampton partners with all who can support children and families' successful outcomes.
- We begin with outcomes not process.
- Families are the experts about their families.
- All stakeholder groups are accountable for positive outcomes for children and their families at home, school and in the community.
- Child centered, family focused and community based service delivery is the law in Virginia and must be implemented through new practice models.
- Do ***whatever it takes*** to support the success of children and families.
- Trying hard is not good enough.*

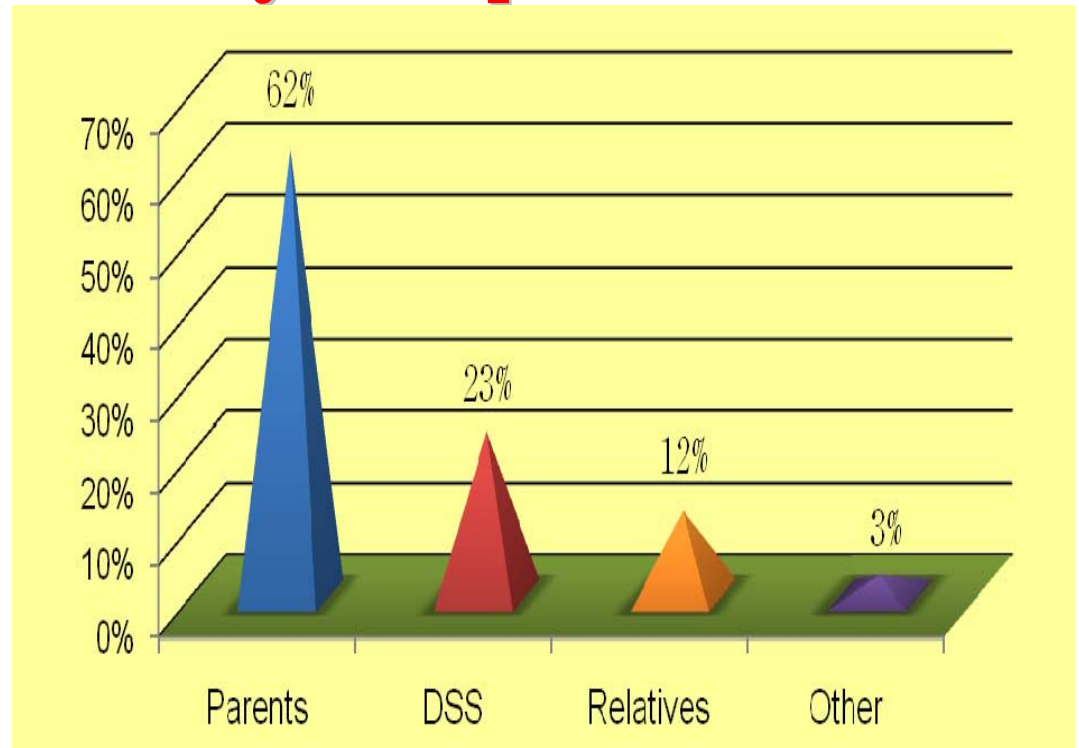
*[Trying Hard Is Not Good Enough](#)

by Mark Friedman – 2005





Custody of Children Served by Hampton FAPT



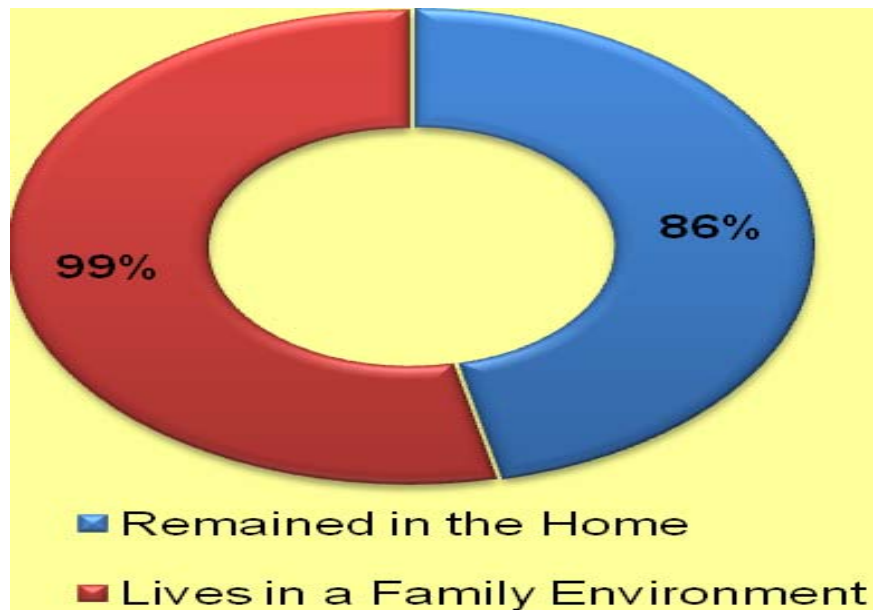
In 2009 the Hampton Family Assessment and Planning Team (FAPT) supported 446 children and families and gathered outcomes data for 269 of those children and their families. This data is gathered each time a family and young person comes to FAPT for a case planning review. FAPT members utilize the FAPT Outcomes Form and ask questions at FAPT to insure the correct data is collected.

74% of the young people supported by Hampton FAPT in 2009 were in their parent's or relative's custody. Hampton's ability to keep children with their families has been influenced by several initiatives. Hampton began reducing the number of children in foster care in 2002. These efforts were supported by the development of comprehensive community based services; the development of the Stakeholders Group initiated by Judge Dugger; and the CPMT commitment to keeping families together. Hampton has also strongly supported the Virginia Children's Service System transformation led by First Lady Anne Holton.

The President's New Freedom Commission Mental Health Subcommittee on Children and Families (2003) framed the issue of children living with their families and struggling with mental health issues as a "public health crisis." The report states that "emotional problems in children often are both serious and long lasting and can lead to tragic consequences: poor academic achievement, failure to complete high school, substance abuse, involvement with the correctional system, lack of vocational success, inability to live independently, health problems and suicide." The report goes on to say that there needs to be a renewed commitment to "promote the emotional wellbeing of children and ensure that children live, learn, work and thrive in their communities."

In 2009 86% of children supported by Hampton FAPT lived with their family and 99% lived in a family environment including living with their family; living independently; living in a therapeutic foster home; or living with foster parents.

Children Served by Hampton FAPT Living at Home or with a Family





Success Stories

We share the success of a young man whose anger led him to threaten to kill his family. His violent rages ended in multiple hospitalizations and detention. Today he is living at home; graduated high school; going to college part-time; and also has a job.



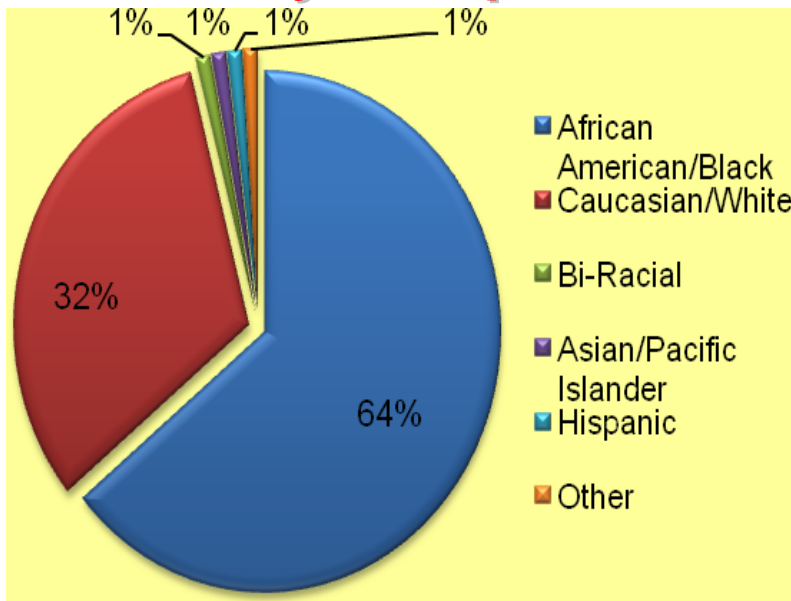
We tell the story of a young woman who entered foster care with her siblings at the age of three. She stayed in school while struggling with learning and emotional disabilities. She threatened to harm her foster siblings. Today she has moved into her own apartment; graduated from high school; is working part-time; and begins college this summer.

Hampton has supported a young woman who suffered the tragic loss of a family member. She has significantly struggled in school and ended up placed on probation. Today she has served as a child advocate; has graduated high school; and plans to begin college this summer.



FAPT provides supports for a young woman who was sexually assaulted at an early age. She struggled with depression and substance abuse and began to fail in school. She also was very afraid to spend time in the community. Today she is a senior in high school; on track to graduate; has made lots of friends; and hasn't abused substances in several years.

Ethnicity of Children Served by Hampton FAPT



The United States 2000 census noted that 49.55% of Hampton citizens are Caucasian/White; 44.68% are African American/Black; and 2.84% are Hispanic. Hampton CPMT strives to develop services and supports that are culturally and linguistically competent. Hampton children and family services leadership understand that differing cultural views can influence both family and service providers perceptions related to parenting roles and functions; expectations of young people; beliefs about what defines successful outcomes; views of families about needing and accepting help from non-family members; fears about being judged unfavorably; and non-belief by families in traditional program formats and strategies (adapted from Building Culturally and Linguistically Competent Services, Katherine Seitzinger Hepburn, M.S.).

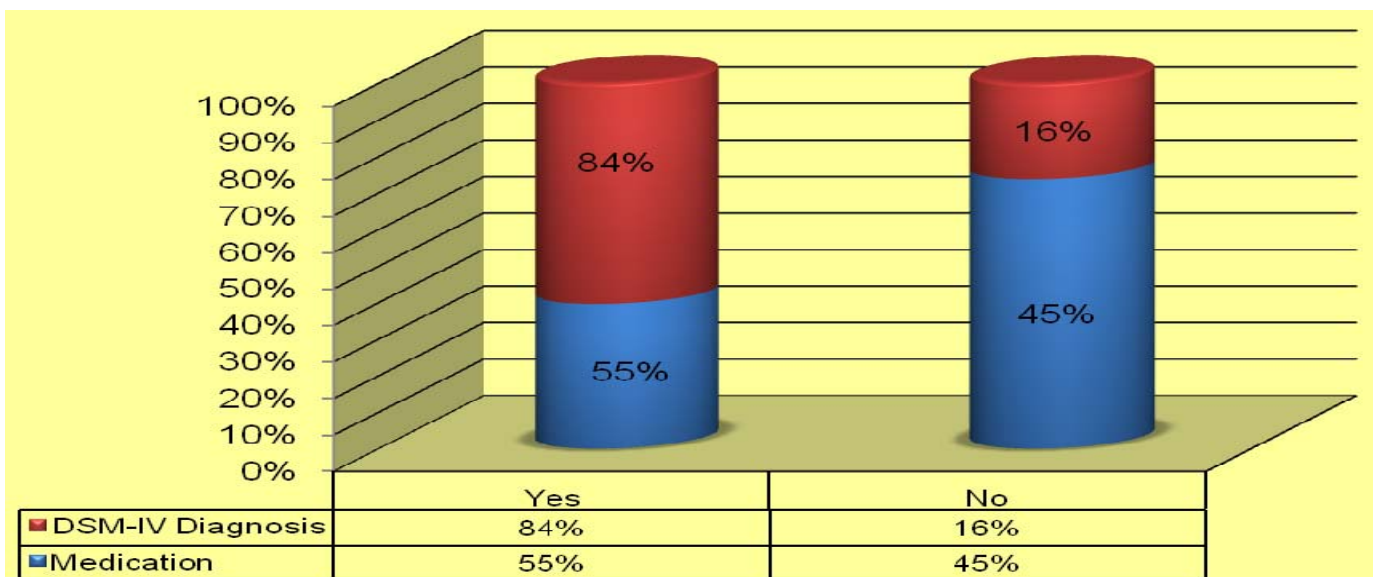
Hampton FAPT strives to “*match*” service providers and families to support cultural and linguistic competence and insure successful outcomes at home, school and in the community.

Children supported by the Hampton Family Assessment and Planning Team have complex needs. 84% of the young people have an Axis I diagnosis while 55% are taking at least one psychotropic medication. It is the firm belief of Hampton CPMT and Hampton FAPT that young people (and adults) are not defined by their diagnosis. The diagnosis may offer some insight into potential supports and services but each young person with a diagnosis is an individual with unique strengths and needs.

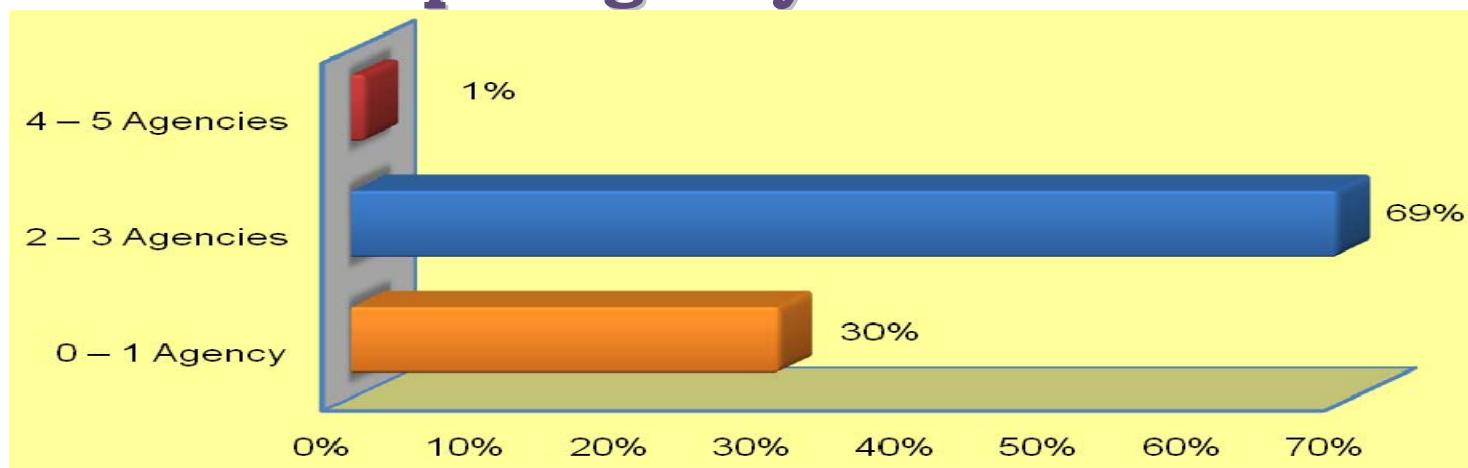
Medications are consistently monitored by Hampton partner psychiatrists and modified when appropriate. Hampton CPMT and FAPT support judicious utilization of medications and support a wide range of supports and interventions for successful outcomes for children and their families. These include, but are not limited to in-home supports; independent living skills development; housing; coaching and mentoring; counseling; educational support; job training and support; and individualized supports.



Children Served by Hampton FAPT that take Medications or has a DSM-IV Diagnosis



Children Served by Hampton FAPT with Multiple Agency Involvement



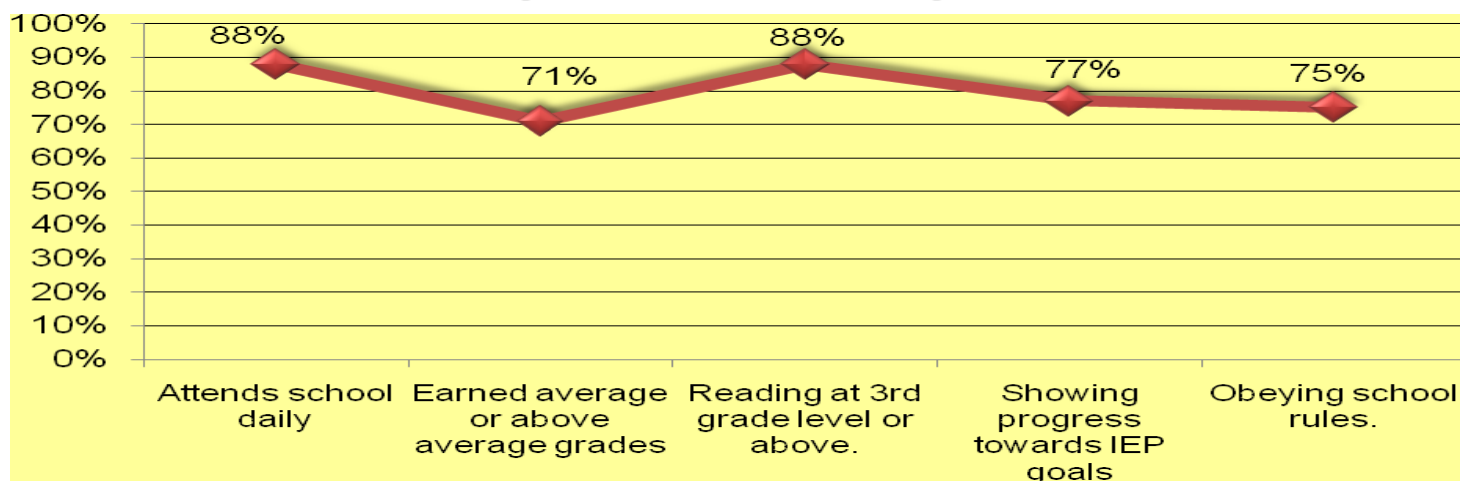
The multiple agencies identified in this graph are the “core agencies” of Hampton CPMT and FAPT. They include the Hampton Department of Social Services, Hampton Public Schools, Hampton Health Department, Hampton/Newport News Community Services Board, Hampton Court Services Unit and Local Community Based Providers.

This does not include the many agencies and individuals providing a variety of services supporting children and their families coming to FAPT. These include, but are not limited to, community based in home providers; counseling and therapy providers; independent living providers; therapeutic foster care; domestic violence providers; financial support providers; housing agencies; church and faith based organizations; local recreation centers; YMCA and Boys and Girls Club; and NA/AA supports.

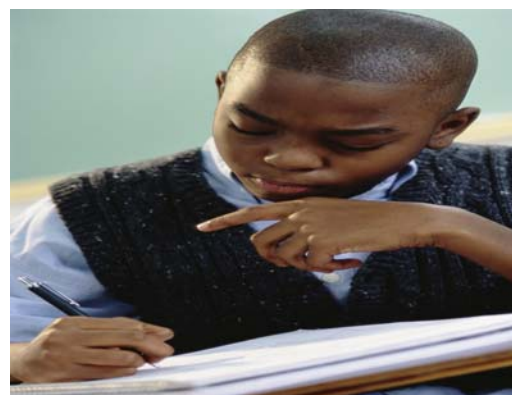
Individuals representing each of these agencies and directly supporting a specific child and family join FAPT if they are providing services or can provide services and resources in the future.



Children Served by Hampton FAPT with Success in School



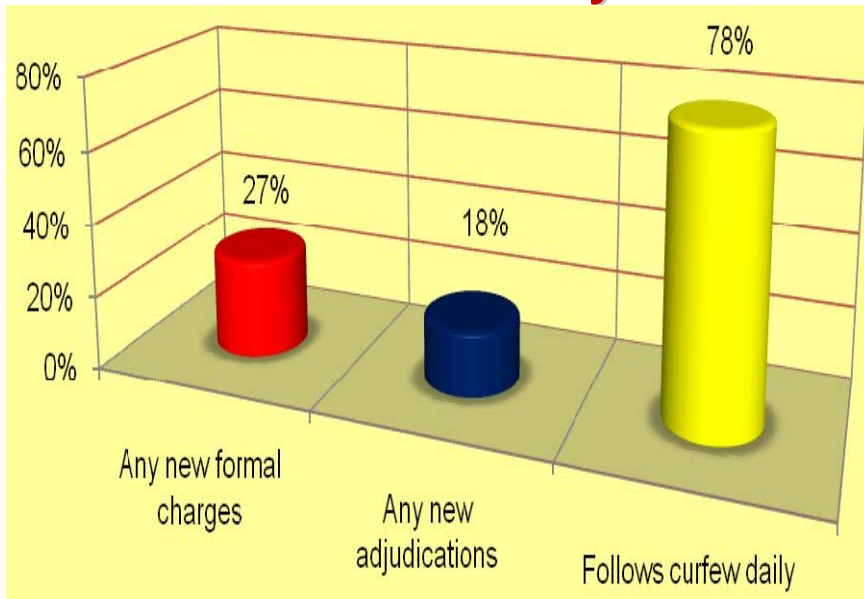
Hampton FAPT serves Hampton's children with the most complex needs. The young people with similar needs across the country often struggle in school and in the community. 88% of the children coming to Hampton FAPT read at a third grade level or above and 88% are attending school daily.



71% of children supported by Hampton FAPT are earning average or above average grades. This is a similar number to Hampton City Schools "all student on-time high school graduation rates" (76%). This is promising data as many of the children supported by Hampton CPMT and FAPT have a long history of school related issues.



Children Served by Hampton FAPT Actively Involved in the Juvenile Justice System



The National Center for Mental Health and Juvenile Justice has reported that up to 70% of children involved with the juvenile justice system have mental health issues. Twenty percent have mental health issues so significant that their day to day functioning is seriously impaired. A key principle states that young people should not have to enter the juvenile justice system to access comprehensive services.

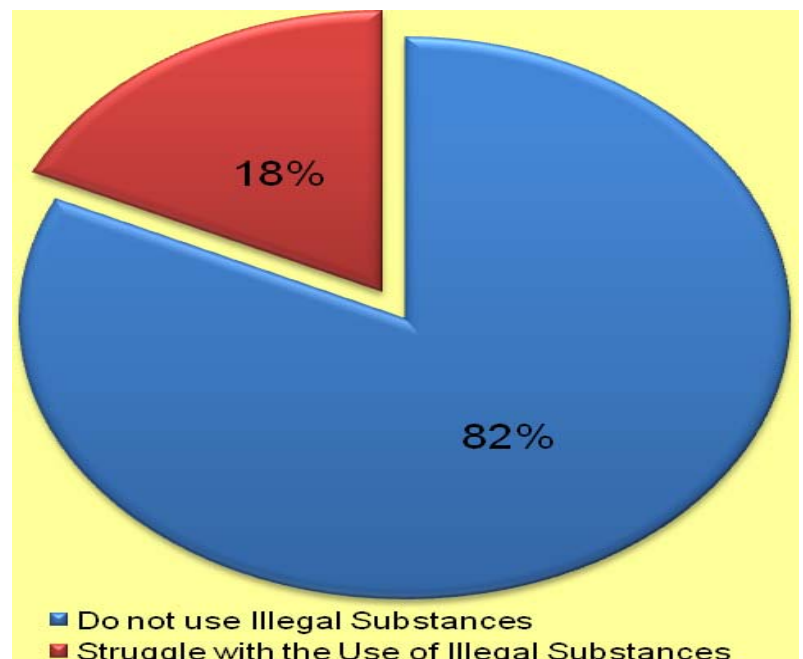
The number of children supported by Hampton FAPT with juvenile justice involvement (27%) offers opportunities for Hampton FAPT to continue to develop innovative supports and services for these young adults and their families.

Among the possible additional information to gather in 2010 will be a breakdown of types of offenses.

Substance abuse continues to be an area of concern for the Community Policy and Management Team and Family Assessment and Planning Team. Eighteen percent of the young people coming to FAPT are identified as having substance abuse issues. This percentage is likely to be higher due to under reporting by young people and their families.

Equally concerning is that 66% of the young people struggling with substance abuse issues relapsed at least once in 2009. This will offer the opportunity for Hampton CPMT and FAPT to develop new and innovative supports and services in 2010 that reduce substance abuse and support relapse prevention.

Children Served by Hampton FAPT with Substance Abuse Issues



Young Adults Served by Hampton FAPT in 2009

Young Adults in College - 9

Young Adults who have GED - 7

Teens who have Recently Graduated from High School - 8

Teens and Young Adults taking GED - 5

Children Served by Hampton FAPT age 5 and under - 8



Youth in Fast Forward

Youth in Fast Forward (YIFF) is a binder based program facilitated by Judge Dugger, whose membership includes The Hampton Juvenile and Domestic Relation Court Judge, CSA Administrator, Hampton Department of Human Services Social Work Supervisor, Hampton Department of Human Services Social Workers, Hampton Private Providers, and Hampton young adults.

Youth in Fast Forward serves as the organizing concept helping young adults transition from the foster care system to adulthood with the most support possible. Youth in Fast Forward focuses on the *3 E's to success: Education, Enlistment, and Employment*. Each young adult is provided a binder that includes all of the important documents they will need as they move to adulthood. Young adults are provided an Independent Living Coach to help them as they define their path to independence and self-sufficiency. Monthly team meetings supporting the many activities necessary to transition successfully to adulthood include the important people each young adult has selected to support them through their transition. The youth serves as the leader of his or her YIFF team. The outcomes that YIFF support include each young adult aging out of care having affordable housing, financial security and permanent connections.



Transition to Adulthood

Hampton's continued Systems of Care efforts has resulted in innovative approaches to support young people transitioning to adulthood. In 2009 Hampton utilized the Virginia Auxiliary Grant to support young people with specific disabilities that are transitioning to adulthood. Hampton utilizes blended funding that includes the Auxiliary Grant and Supplemental Security Income (SSI) to provide new family based living opportunities. Charles lived his life in foster care after his mother was



killed. He lived in several foster homes and has struggled at home, school and in the community. Charles has developmentally delays; short term memory lost; and cannot read beyond a second grade level. Charles has tried to get jobs and works very hard but his disabilities make it difficult to hold down a job. He makes friends easily and is sometimes pressured by bad influences and needs support to make good decisions. He struggles with tasks such as shopping, counting money, forgetfulness and navigating complex systems. Hampton Systems of Care leadership believed that the most important thing for this young

man would be a family that could provide him support and permanent connections. The successful collaborative efforts of the child serving and adult welfare systems resulted in Hampton utilizing resources differently. The Auxiliary Grant offers this opportunity by supporting adult foster care.

Hampton's Systems of Care "Spreading the Word"

In 2009 Hampton Systems of Care Leaders has collaborated with communities throughout Virginia and across the country in developing child centered, family focused, and community based services for children and families with the most complex needs. These collaborations have supported systems change at both agency and practice levels. This effort has focused on sustainability and outcomes driven data.

Hampton has also collaborated with Virginia's statewide *For Keeps* Initiative and the Children's Services Transformation effort. These initiatives emphasize permanent connections and positive outcomes for all of Virginia's foster care youth.

Some of the 2009 collaborations have happened in:

Keystone, Colorado

Denver, Colorado

Lincoln County, Colorado

Larimer County, Colorado

Culpepper, Virginia

Richmond, Virginia

Roanoke, Virginia

Augusta County, Virginia

Chesapeake, Virginia

Corpus Christi, Texas



Hampton has also focused on intensive training geared towards its own Human Services System through the Comprehensive Services Academy.

Comprehensive Services Academy

The Comprehensive Services Academy began in August 2009 as an innovation developed by CSA Administrator Denise Sterling Gallop. CSA Academy, focusing on Systems of Care and Wraparound Philosophy, ensures that Human Services staff across the agency support children and families utilizing Hampton's Core Values and Beliefs. Each of the 12 sessions focuses on *Best Practices* developed by Hampton Human Services and mentors across the spectrum of Human Service Delivery.



Highlights of the 12 week trainings are the Family and Youth Panels. These two active and fast moving dialogues join families and young people with the Department of Human Services direct workers

and management in open and honest conversations. Hampton incorporates "*lessons learned*" from families and young people in future academy classes.



In June of 2002 Natalie's mother brought her daughter to the Hampton Court Service Unit Intake stating that she steals from family members, lies and is sexually active without any form of birth control or protection. Her mother also reported that she leaves the home as she pleases and numerous family members have attempted to care for Natalie but have each returned her to her mother's care. These behaviors were a great concern for her mother because at the time Natalie was just 11 years-old. FAPT recommended that mother and daughter work with the Intake Diversion Specialist to assess their needs and provide linkage to appropriate community based programs.

Several months later, Natalie and her mother returned to FAPT needing additional support. Natalie's behaviors were escalating. In April 2003, Natalie went to court for a runaway petition. She was linked to additional services such as intensive in-home counseling, crisis intervention, anger management and mentoring to help with a fragile self-esteem. Natalie and her mother continued to struggle for several years, with Natalie being placed in and out of the foster care system, residential treatment facilities and juvenile detention.

Through the years Natalie has had her struggles and transitions. She went from her home to a residential treatment center, to foster care and now lives in her own apartment with her two young daughters with continued community support and resources. Natalie has been an active participant in the Comprehensive Services Academy on the Youth Panel, sharing her insight on how services could be delivered to families in an effective and family focused manner.

Q: How has supports and services from FAPT helped strengthen your relationship with your mother?

A: I don't think it has strengthened me it but it has made me realize that just because she is my mother that doesn't mean I have to live with her to communicate with her. We do better when we are not together because every time we tried living together issues and all sorts of drama would happen. Now she calls me whenever she wants to tell me something and she comes by and picks up her granddaughter and our relationship is okay. She's my mom and you know she will always be my mom and my kids' grandmother.

Q: Which service that was provided to you through the years in your opinion was the most beneficial?

A: Well, you know at first I didn't like this whole thing of people telling me what to do all the time and all in my face. I like when we (*my mom and I*) were working with Lutheran Family Services. My mentor was real nice and she tried even though I wasn't "feeling it" sometimes. I liked working with my case worker and that FAPT kept giving me opportunities and chances. I do know when I got older I started to appreciate the services more.

Q: As a young mom what lessons have you learned that will help you be a good mom?

A: My experience has given me understanding of being a mom to my girls and I know that listening to them is important.

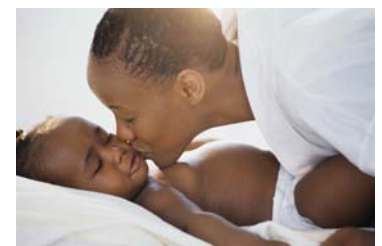
Q: What are your future goals for you and your family?

A: With me and my girls I just want happiness, understanding and open communication. Right now my goal is just being a good mom. (Natalie and her girls live in their own apartment.)

Q: Have the services you've received assisted in you achieving your goals?

A: Yeah, I think so. It has helped me to stay strong and stay positive. I know that there are adults that will tell you what to do but it is for your own good. I feel like a better person now than when I first started getting services. I have learned a lot and I have made some mistakes.

The strengths that Natalie has exhibited, as well as the individualized approaches developed and supported by Hampton FAPT, have resulted in successful outcomes for Natalie. It should also be noted that Natalie may well have been placed in a therapeutic foster care placement or a group home in many other communities. Natalie will be 20 years-old next month and she is currently making plans to complete a home schooling course to receive her high school diploma.



Reinvesting In the Community: A Family Guide to Expanding Home and Community-Based Mental Health Supports and Services (2009) is a report developed by the National Alliance for Mental Illness (NAMI). The report features Hampton Virginia as a community supporting children in their homes and with their families.

The report outlines strong leadership in the early 1990's leading Hampton to look at the number of children placed out of the community in residential treatment centers and other out of community placements. Hampton determined that the outcomes were poor and the costs very high. NAMI reports that Hampton recognized that every child deserves a family and "proceeded to build an array of services and supports around the idea of keeping children at home and with their families."

NAMI goes on to report that Hampton leadership embraced the core values that all services for children and their families are child-centered, family-driven, community based, strengths based, and culturally and linguistically competent." Hampton also begins with the outcomes they want to achieve which are keeping children and families together and serving children in their communities. Hampton then develops the services and supports that were needed to achieve these goals.

NAMI reports that key factors in Hampton's success in developing an effective system of care include:

- ❖ Trust and strong working relationships between local agency leadership and public officials;
- ❖ Local government leadership belief in the need for innovation and best practices and the strong belief that families are the primary natural resource for their children.
- ❖ Significant and consistent leadership from the Juvenile and Domestic Relations Court judges;
- ❖ Clear purpose from the beginning to develop innovative and sustainable community based services; and
- ❖ Commitment from multiple agencies to offer resources to support the development of a robust children and family services system.



