



Program Overview

Latino Leadership Northwest (LLNW) in partnership with Welcome Home Health (WHH) brings Youth *BHConnect*, a comprehensive K-12 behavior/mental health service to SW Washington Schools. Youth*BHConnect* provides an intervention strategy utilizing our team of clinical Therapists, nationally certified Health and Wellness Coaches, and our caring Health Advocates (HA) to support and engage students who have trouble fully integrating into the classroom.

The majority of drivers that cause poor or delayed health outcomes occur in the transition process and a failure to fully execute the care plan. Youth*BHConnect* (BHC), a telehealth model, supports K-12 students' behavioral and mental health along with assessing and connecting families to important SDOH services as needed. The wrap-around approach extends school structure and behavioral health programs (MTSS or similar) into the home by providing much-needed support for after-school, weekends, holidays, and summer break. This allows teachers, counselors, and support personnel to focus on students' school time activities, knowing that there is an important "*community hub of support*" keeping the student/family engaged and on plan to achieve the student's education goals. Students enter the program through the recommendation of a school/health counselor and completion of a Student Engagement Plan. The program will test the efficacy of student participation in a wrap-around services behavioral health program to determine if students return to the classroom with additional skills including retention of classroom norms and self-regulation of behavioral health conditions and promote their ability to fully participate in classroom activities and move through learning thresholds.

Students/families connect via school-issued tablet when available (Youth*BHConnect* is downloaded by the school IT team) or family-owned smartphone.

Program Sustainability: A key component of this program is the development of a leadership group whose purpose is to provide programmatic feedback as well as to identify a sustainability model allowing ancillary providers to support students with behavioral health needs. Sustainability beyond grant funding is essential for the growth of *wrap-around programs* that extend clinical services into the student and family's life. Current service providers include care managers, community health workers, advocates, and navigators each working under the direction of a clinical leader.

Program Focus and Metrics

The Youth*BHConnect* program focuses high attention on the holistic needs of the student and their families resulting in skill-building in the following areas:

- Student disposition in the classroom
- Increased student participation in classroom and group activities
- Student adherence to classroom norms
- On-time schoolwork completion
- Grade improvement
- Attendance improvement
- Increased family engagement with school
- SDOH resolution (as possible)

To ensure Youth *BHConnect* is meeting the specific needs of each student and their families, we utilize:

- Student Engagement Plan (SEP)
- Assessment scores: PHQ-A (Depression), GAD-7 (Anxiety)
- Family SDOH needs assessment
- Student Safety Plan
- Biopsychosocial Assessment

We match this profile to our evidence-based pathways. The HA team uses these pathways for our guided engagement. HA schedule engagements with students and families up to 5 times per week. The ongoing level of scheduled engagement and frequency is tailored toward the student's unique needs and demands.



Most importantly, BHConnect bridges communication gaps connecting internal and external stakeholders ensuring relevant information and progress are readily available. In addition, this program connects students and families with approved community resources, therapists, and pediatricians in an ongoing capacity, to ensure successful completion of the SEP. Full documentation of all engagements is easily accessible through the platform. The escalation pathway is worked on together for real-time resolution of important concerns.

Students and families have direct and immediate access to the HA team between scheduled interactions. They are available daily during hours of operation, 8 am-10 pm, including weekends, holidays, and summer break (for enrolled students). All inbound calls are immediately assessed for critical need. Our HAs are fully trained to implement our escalation protocols including 911 if necessary.

YouthBHConnect Core Team: This is achieved under the direction of our Chief Medical Officer and Director of Behavioral Health (LCSW) and our highly trained HA team who are responsible for proactively managing the student/family full journey including leading check-in video engagements, and homework from therapeutic services. Students are assigned a Nationally Certified Health & Wellness Coach, or a Therapist as directed in the Student Engagement Plan (SEP).

Health Advocate Role: (often identified with these similar roles: Navigators, care coordinators, care managers, and care transition advocates)

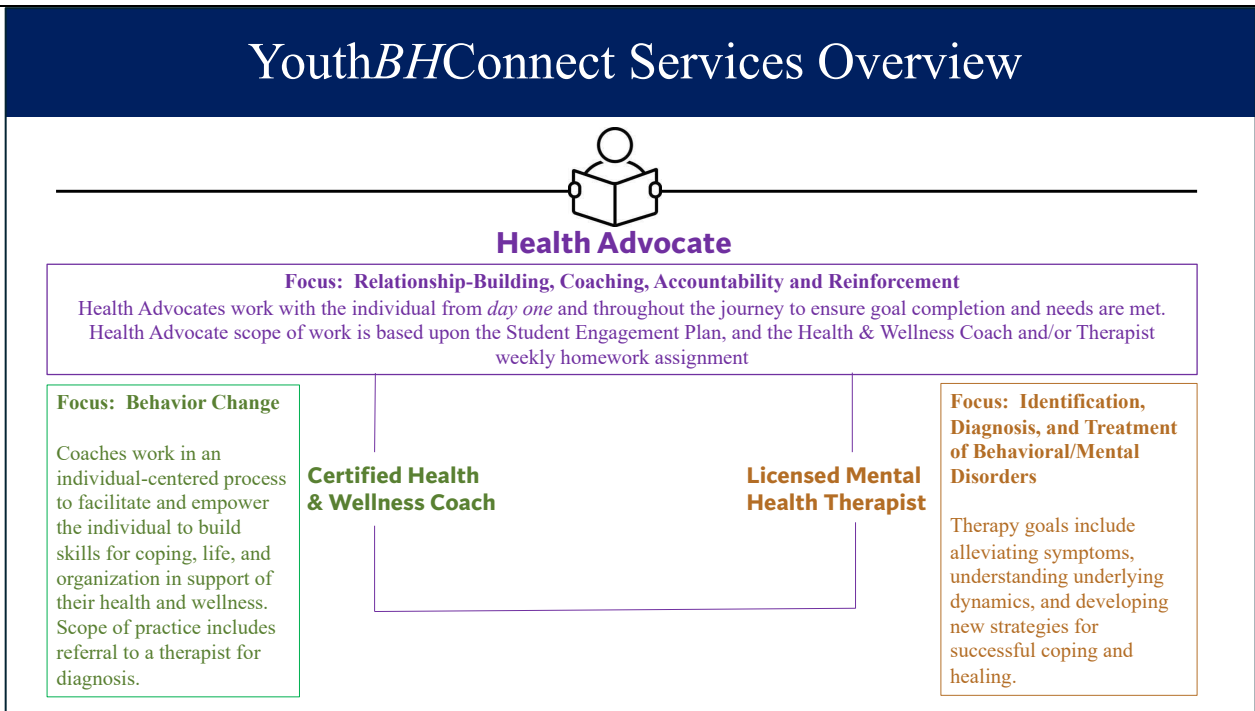
The Health Advocates is a highly trained non-clinical health care team members responsible for supporting individuals who are experiencing care transitions. By building a culturally competent relationship they serve as a trusted single point of contact, they bridge communication between individuals, clinicians, health systems, community resources, and insurers. As outlined in the care plan, Health Advocates holistically educate and coach individuals toward health goal achievement. They secure community and SDOH resources and take a holistic approach to care coordination. All interactions with patients and engaged parties are thoroughly documented in our health record and shared with relevant members of the care team.

Health Advocate Training: Health Advocates (Aka: navigators) complete a certification program that follows clinical Specialty-specific best practice protocol pathways as they engage and support individuals. BHConnect has built a rigorous and proprietary Training Program to ensure that HAs have and maintain the relevant knowledge and skills necessary to promote safe, effective, holistic, and compassionate healthcare services that align with industry *Standards and Best Practices* guidelines. In their relationship-building role, Health Advocates are taught with a combination of guided learning, live online video classroom training and role-playing sessions, and a shadowed Practicum module. Our program covers a wide variety of topics including relationship-building and effective communication skills, de-escalation techniques, cultural sensitivity, gender diversity & inclusion, understanding SDOH needs and accessing services, HIPAA compliance, health literacy, and medical terminology. To become a HA, each training module must be completed and test results of 95% or better to pass.

Research Opportunities

We are extremely interested in the work led by Ken Kobak and Dr. Anil Chacko, in 2020 “Pilot Study of an Online Parent-Training Course for Disruptive Behavior with Live Remote Coaching for Practitioners”. Dr. Anil Chacko, NYU is working with YouthBHConnect to conduct a study of the efficacy of YouthBHConnect’s after-school support model. Collectively, our team offers expertise and experience that can be leveraged toward this end to help conceptualize, implement, and evaluate the proposed project. This study will be conducted in 2024/25 school year.

Multi-Tiered Care Team



Multi-Tiered Care Team Scope of Work

