SYSTEM OF CARE POLICY VISION - YOUTH FEEDBACK REPORT 2021

MOST COMMON THEMES:

1. Lack of Youth Involvement, engagement, and respect in decision making

2. Lack of representation and diversity in providers and programs

3. System's complexity to navigate is a major obstacle to getting needed care

4. Concerns around identity and how that should and should not factor into care

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OHA Policy Vision Primary Recommendations for Success
- Address gaps and quality in the children's behavioral health continuum of care
- Increase cross-system collaboration
- Accurate and timely data across child-serving system

Youth Era System of Care Strategic Goal 1: Youth and family are full partners in care, with strengths and needs of child and family determining types and mix of services and supports.	**We Asked Youth:** *In what ways can the System of Care (providers) make you feel you have a say when it comes to your care?*

THEMES UNCOVERED		
Communication Gaps	**Representation & Identity Issues**	**Care Quality Concerns**
- Youth felt that they were not actually listened to by providers, caseworkers, and insurance providers. - Many youth felt that documents, forms, and other resources are not written in a way that allows youth and families to easily understand and utilize them. - Slow response times, inconsistency with scheduling, and lack of follow-up and follow-through.	- Youth expressed a consistent feeling of their worth and value not being validated. - Experience and insight being dismissed due to age. - Lack of LGBT, Queer, BIPOC providers. - Lack of respect for youth's input in their care planning.	- Youth expressed concern about the quality of their care. - Fear of police involvement in their mental health care. - Not being able to express their own desires around their care. - Requirements being too strict in order to attain the care they want/need.

OHA Policy Vision Primary Recommendations for Success

- Increase youth and family participation in service planning and system development

Youth Era System of Care Strategic Goal 2: The System of Care is integrated and collaborative with shared initiatives, funding, processes, and policies that are youth and family-driven, transparent, and grounded in the SOC philosophy.	**We Asked Youth:** *What would you recommend we change to make accessing services easier?*

THEMES UNCOVERED

Lack of Youth Involvement & Engagement	**Obstacles To Attaining Services**	**Lack of Representation & Diversity**
- Youth are not involved nor engaged in major planning sessions. - Meetings are majority adult participants. - Youth input is not utilized when it is collected and youth aren't communicated with around follow up. - Youth input is often dismissed or devalued. - Marketing and advertising is often targeted to adults through avenues youth do not utilize.	- Youth expressed a need for clearer and easier processes and increased accessibility. - It is unclear what is available and what is required in order to gain access. - There are too many required appointments to gain the desired care/services. - There is a lack of flexibility in care settings. Youth would like to be able to meet outside of sterile, office settings. - Even when the system is navigated fully, costs associated with procedures and medication is prohibitive.	- Stigmas still exist around issues youth face such as gender identity, mental illness, and physical disabilities. - Young BIPOC and specific communities such as LGBTQ+ experience a lack of services specific to them. - Providers and decision makers do not reflect enough diversity and do not have shared experiences with the youth.

OHA Policy Vision Primary Recommendations for Success

- Increase youth and family participation in service planning and system development

Youth Era System of Care Strategic Goal 3: Culturally responsive, where services are developmentally, culturally and linguistically appropriate, reflecting the cultural, racial, ethnic, and linguistic differences of the population served.	**We Asked Youth:** *In what ways can the system of care and adult spaces honor your culture and identity?*

THEMES UNCOVERED		
Generational Gaps	**Lack of Representation & Diversity**	**Lack of Respect For Youth Identity**
- The language and culture of youth are not utilized or considered. - Topics, meeting times and locations, as well as staff and speakers are viewed as often not being inclusive and accessible for youth. - Youth express often feeling like adults humor them or use their feedback only to check a box of youth engagement without utilizing any of the suggested feedback. - Youth felt adults were not open to learning from youth and often spoke down to them rather than engaging them in conversation.	- Lack of LGBTQ+, BIPOC, and youth representation in services provided, committee positions and leadership positions. - Youth expressed a lack of trust in adults who do not have similar lived experiences as the youth themselves. - Youth tend to naturally center the most silenced voices but feel that is not something which happens consistently in various aspects of System of Care. - Language is often a barrier which is not addressed. Want more bilingual staff or providers, and translated materials.	- Some youth expressed a lack of respect and judgment for their identity, (LGBTQ+, BIPOC). - Others felt that aspects of their personality were often used as labels and were harmful to their self-esteem (i.e. learning disabilities, mental health disorders). - Youth sometimes feel like they are reduced to symptoms and diagnoses and want to be seen beyond that.

OHA Policy Vision Primary Recommendations for Success

- Promote and develop a culturally and linguistically responsive continuum of care
- Emphasize and promote trauma-informed practice

Youth Era System of Care Strategic Goal 4: Community-based, so that appropriate care options are available at home or close by.	**We Asked Youth:** In a dream world, what services would your community have?

THEMES UNCOVERED

Diversity & Intersectionality	**Expansion of Specialized Programs**	**Reduction of Existing Barriers**
- Increased number of therapists with shared lived experiences and shared identities. - Youth want mentors, providers, and locations in their communities that are representative of the communities themselves. - Youth expressed a desire to have services and programs that are available to everyone, regardless of their background or experiences.	- Alternative treatment and approaches (i.e. naturopathy) which promote other types of treatment instead of prescriptions. - Programs specific to sexual assault survivors, men's vulnerability training, chronic illnesses, chronic fatigue, eating disorders, and immigrant families. - Free educational/skill development programs. - Community improvement programs (community gardens, donation centers, etc.)	- Concerns about the prohibitive costs associated with care. - Focus on local improvements to services and programs to reduce needed travel for specialty services. - Simplifying insurance requirements to make receiving necessary care easier to access. - Focus on free health care.