Sense of Stability

Leveraging gig volunteers to assist in scheduling mental health service appointments

DHS Case Competition | 2019 | Highland Park

The Team

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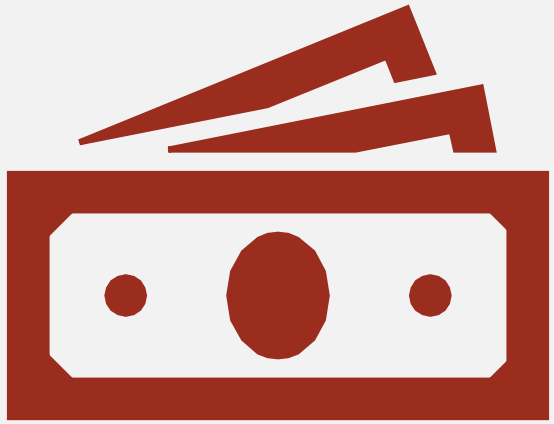
The Problem

A gap exists between people who need mental and behavioral health services and providers who can care for them.

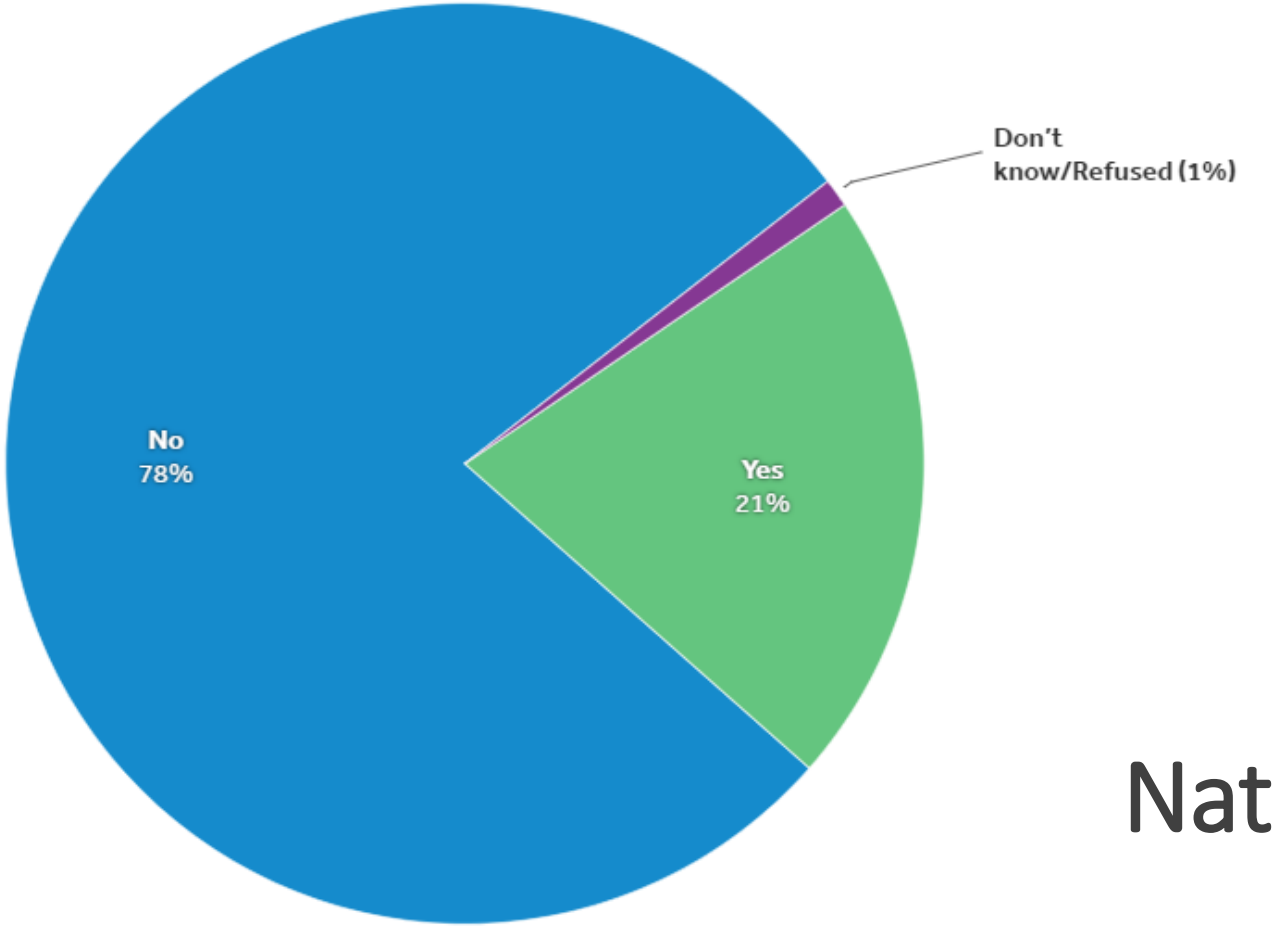
Current referral sources can provide numbers to call, but the burden of finding available appointments is on patients who desperately need care.



In 2019 Allegheny County received a $2,000,000 Substance Abuse and Mental Health Non-Block Grant

Percentage of respondents with the following answers to question asked in April 2016:

Was there ever a time when you or another family member in your household thought you might need mental health services but did not get them?

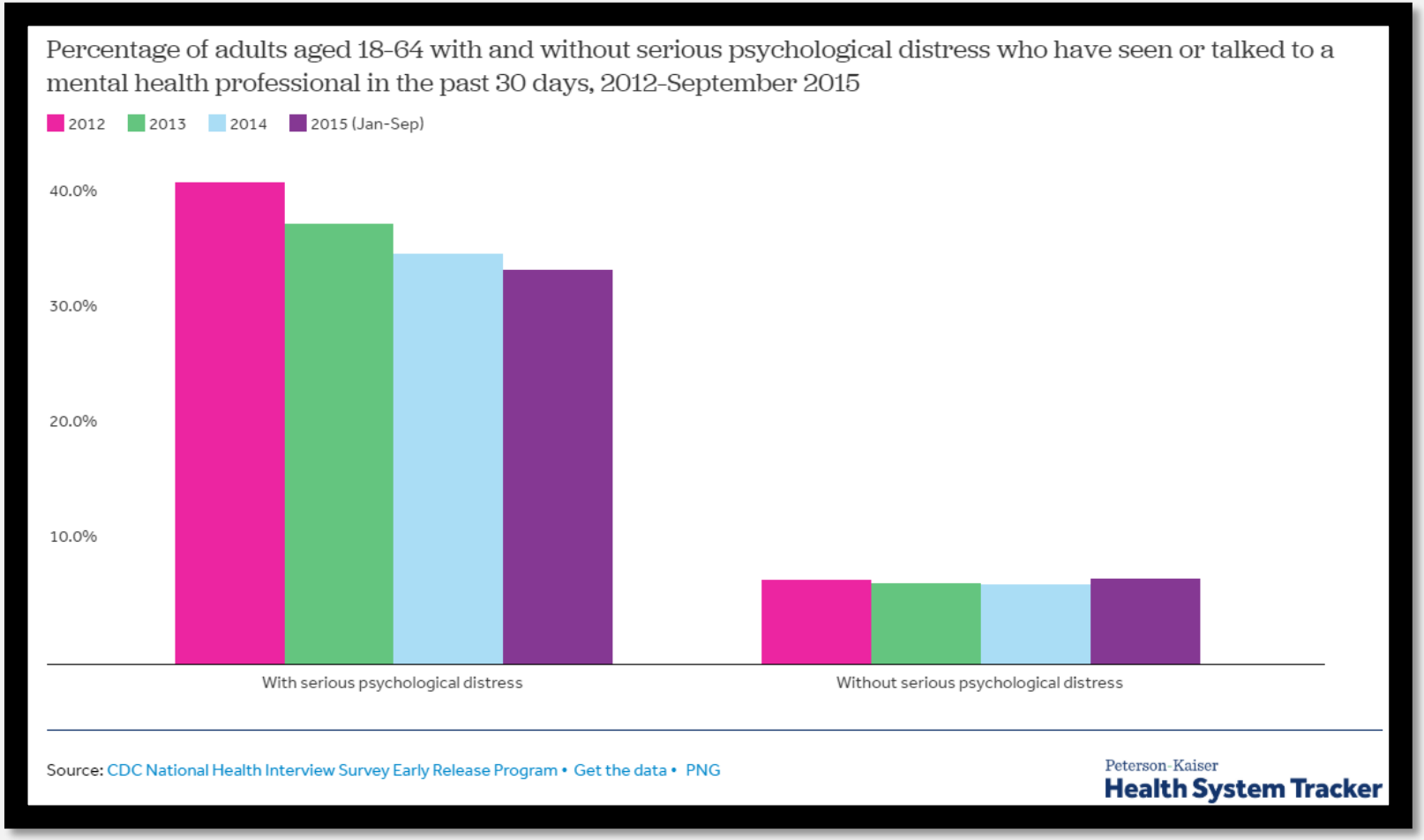


Nationwide

Source: Kaiser Family Foundation Health Tracking Poll: April 2016 • Get the data • PNG

Peterson-Kaiser Health System Tracker

Fewer adults experiencing serious psychological distress are seeing or speaking with a mental health professional

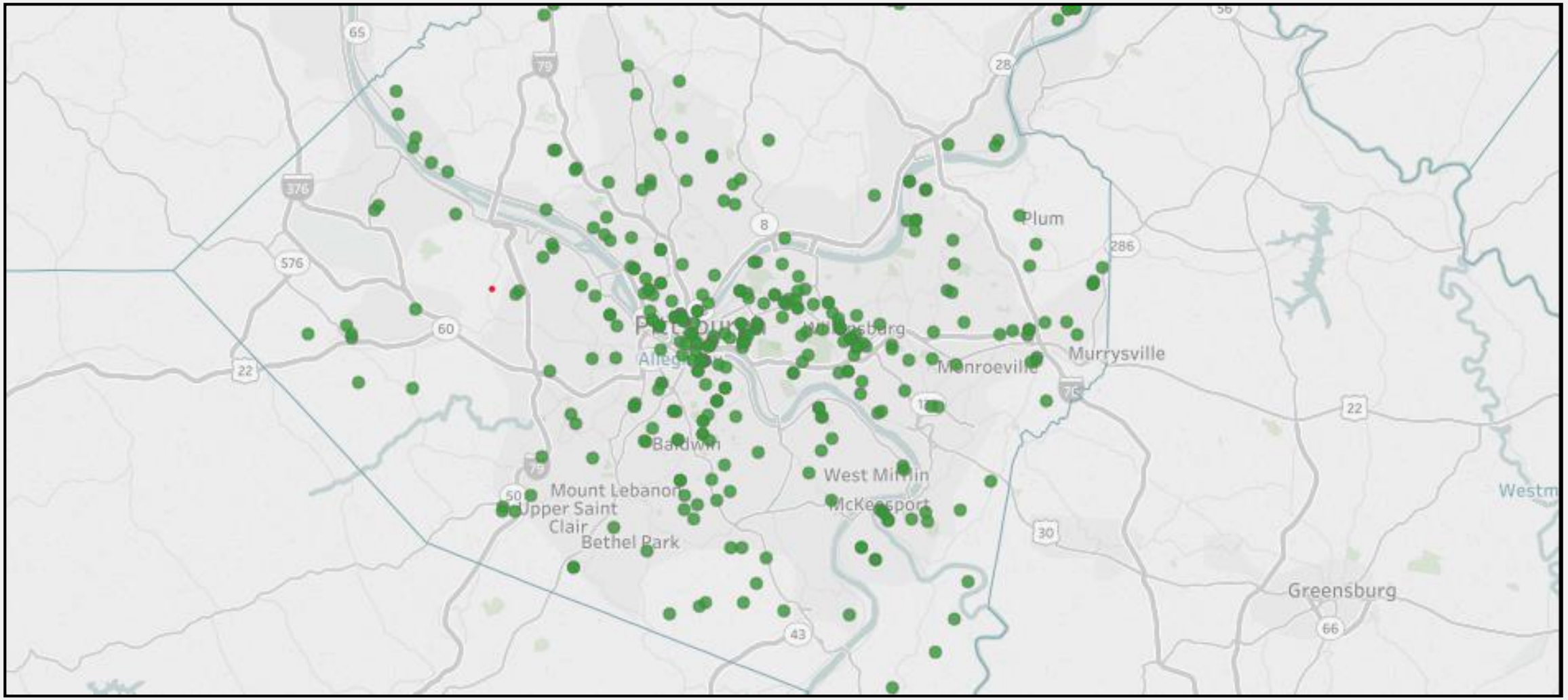


1,218,452 residents in July 2018

Allegheny County

231,505
Individuals who need services

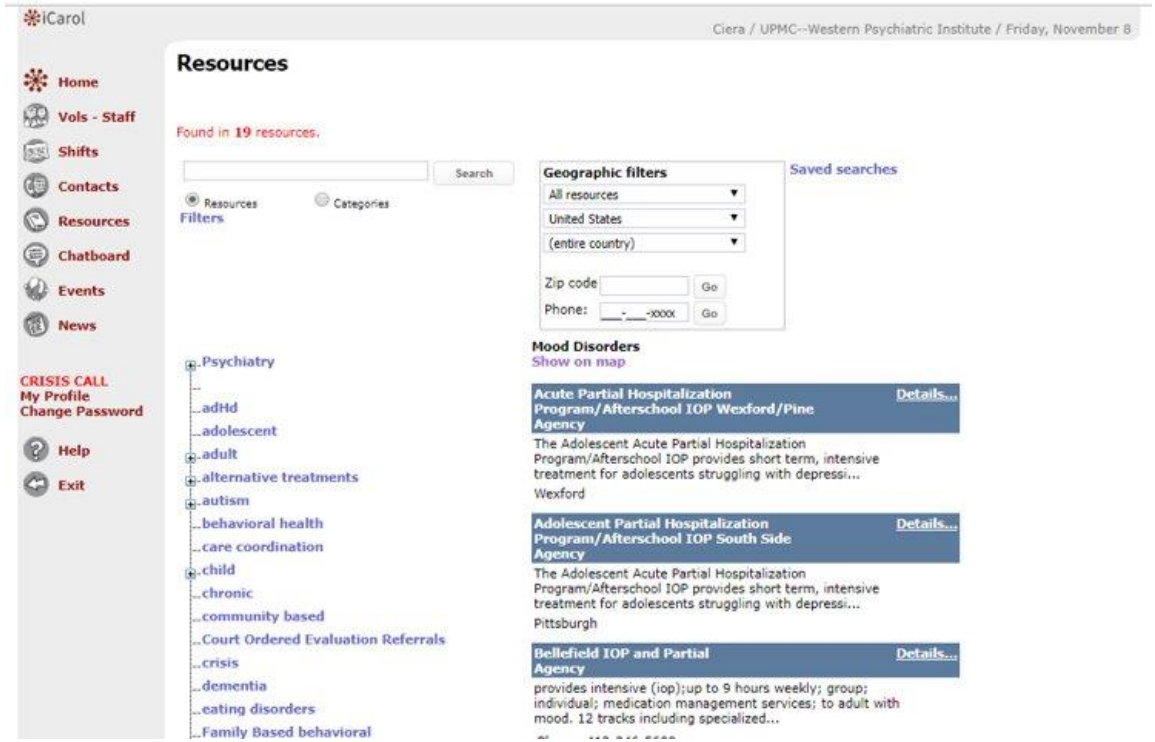
41,411
Individuals who receive services

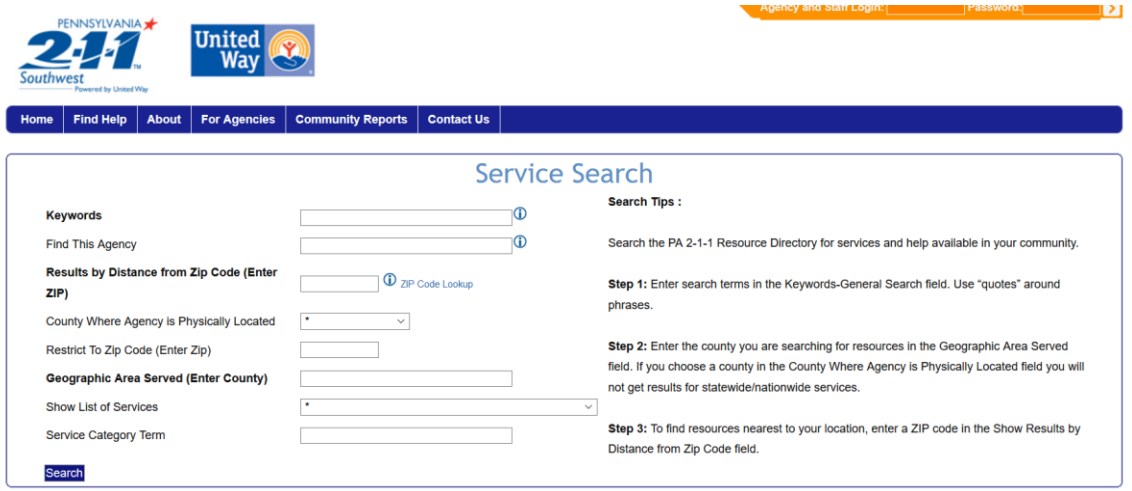


Licensed Outpatient Mental Health Facilities

Allegheny County Department of Human Services, Office of Data Analysis, Research and Evaluation (DARE) 2019

Current Resource & Referral Systems





Our Solution

Sense of Stability

The Client

The Client

SOS Navigators (Gig Workers)

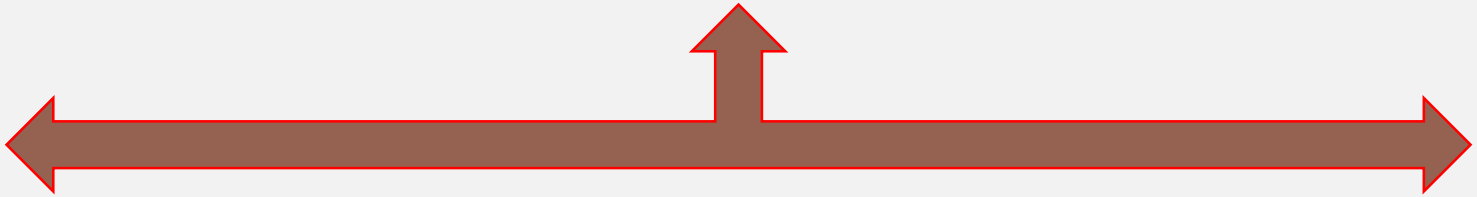
The Client

SOS Navigators (Gig Workers)

Potential Providers

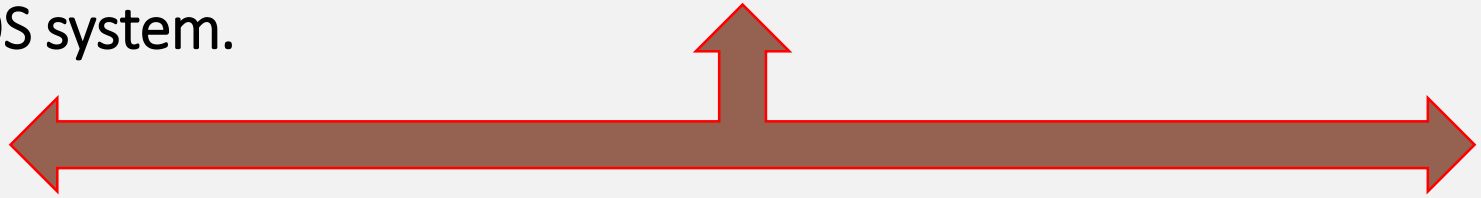
1

SOS! I need an appointment!



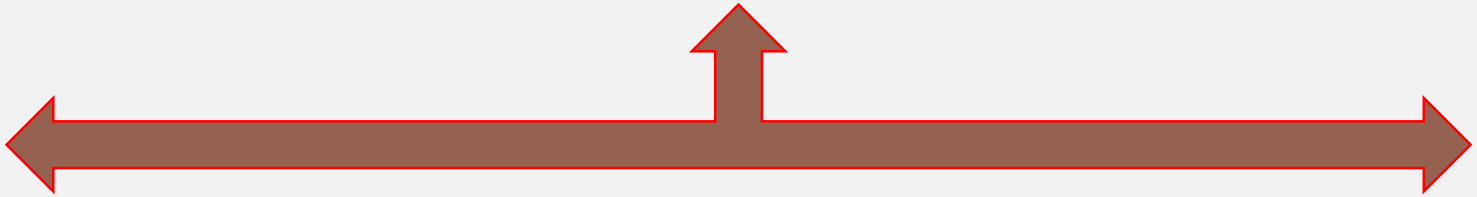
2

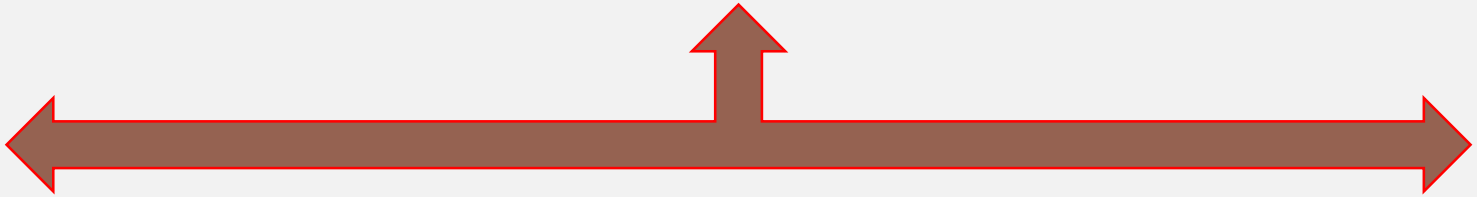
Submit your request to the SOS system.



3

Your personal navigator reaches out to area providers to find available appointments

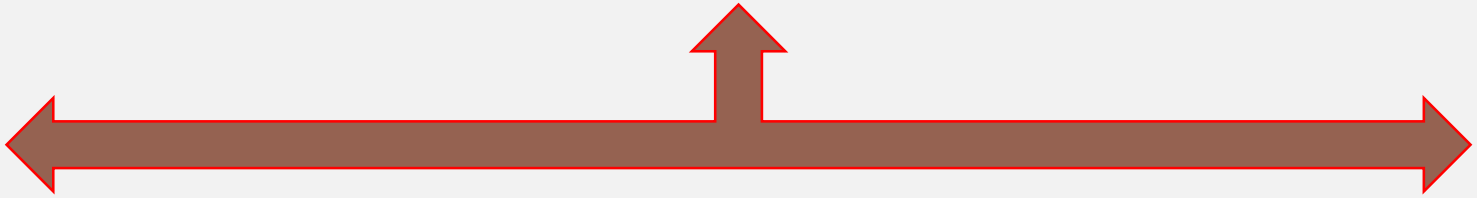




4

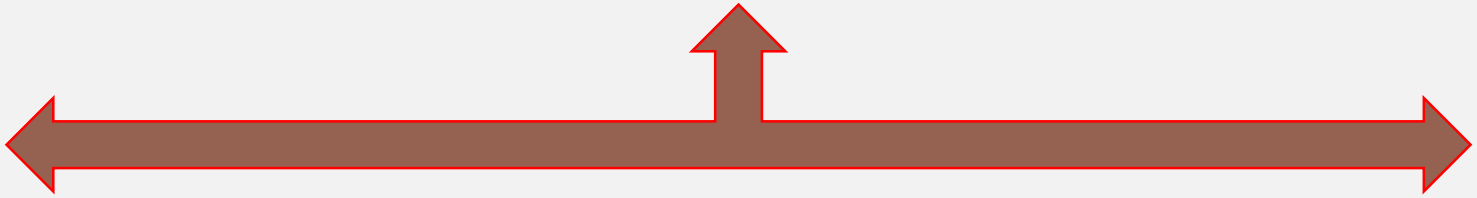
Within 48 hours, you receive
a list of available appointments.

5

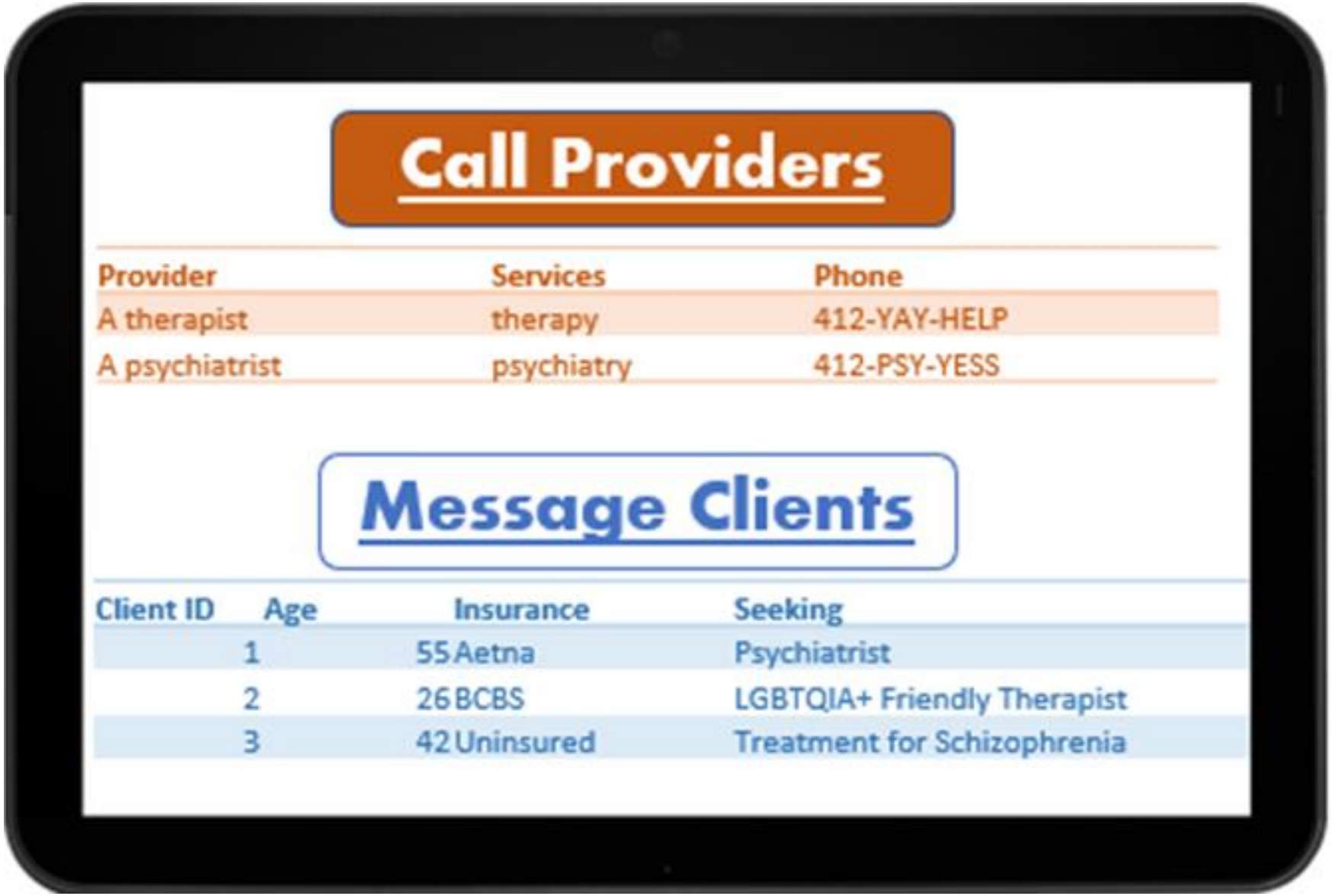


You schedule your appointment directly!

6



SOS will follow up within a week to make sure you are receiving the care you need.


Call Providers
Provider Services Phone
A therapist therapy 412-YAY-HELP
A psychiatrist psychiatry 412-PSY-YESS
Message Clients
Client ID Age Insurance Seeking
1 55 Aetna Psychiatrist
2 26 BCBS LGBTQIA+ Friendly Therapist
3 42 Uninsured Treatment for Schizophrenia

Gig Model: Online Volunteer Services

Private: Interactions between gig workers and clients fully anonymized

Professional: Scheduling and messaging occurs through form materials

Scalable: Bulk messaging to both clients and providers

Current: Weekly update with every provider

Cross-platform: Phone, text, and email possible

Recruiting and Retaining Navigators

Target Navigators

- Have an interest in mental health services- health care providers, counseling students, people who have benefitted from mental health services
- Willing to complete the required background check and training

Retaining Talent

- Volunteer Based
- Keep Navigators connected to larger mission and impact

UPMC CareFinder
Locate the Care You Need...When You Need It

2·1·1
Get Connected. Get Help.™

Allegheny Link

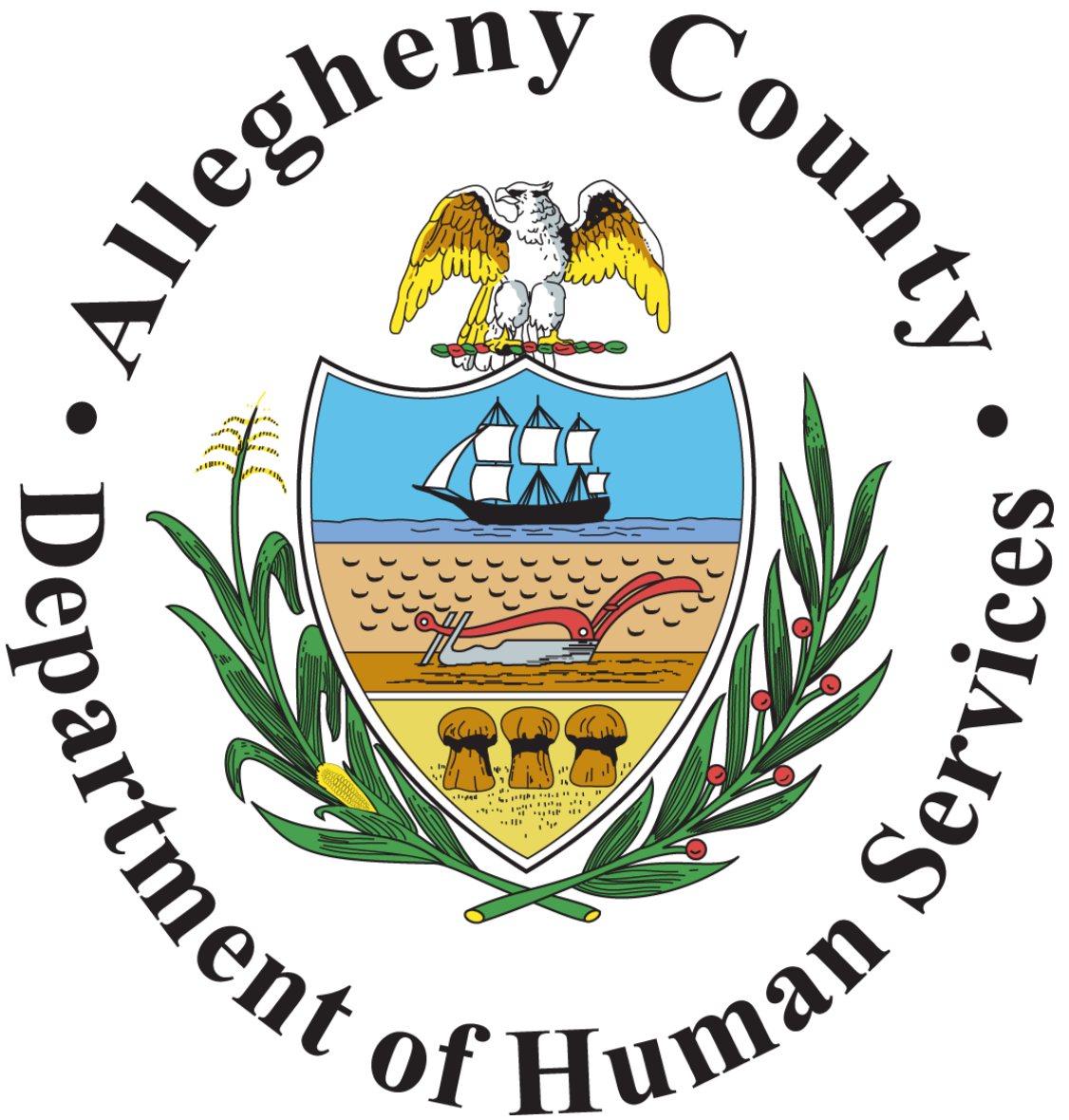
re:solve
CRISIS NETWORK
1.888.7.YOU CAN
(1.888.796.8226)

Current Resources and Future Partners

Cost-Benefit Analysis

Costs:	Benefits:
• App or customized database system: $25,000 • Administrator ($20/hr @ 20 hours/week): $20,000 • Insurance and fees: $3,000 • Advertising: $1,000 • 20 volunteer hours/week: $0 Total: **$25,000 Up front Cost, $24,000 yearly costs**	• ~ 2,000 clients supported per year: $12.5 per client after Year 1 • ~1000 caseworker hours @ $20/hour = $20,000 • ~Preventative care shown to be 5x more cost effective

Implementation of Service



Year One (Pilot): Recruiting volunteers, clients, providers, and customizing the platform (iCarol)

Year Two: Building partnerships, expand volunteer and client base

Year Five: Consider fee-for-service models, buddy system, transportation services

Impact

Increase number of Allegheny County residents receiving mental health care services

Build a network of caring volunteers

Sense of Stability

Thank you!