

Sense of Stability



Leveraging gig volunteers to assist in scheduling mental health service appointments

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PsychCare+

The Right Care at the Right Time

By Grace Rzedkiewicz

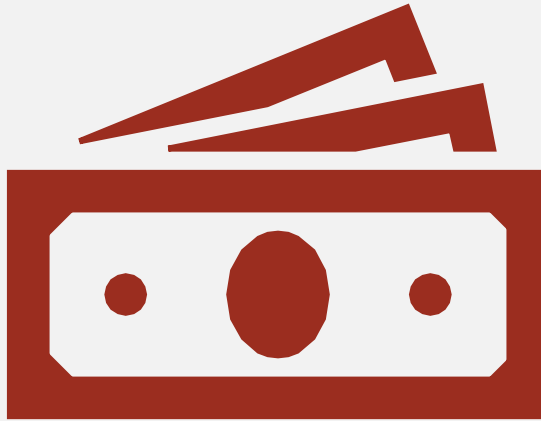


Wednesday afternoon at the UPMC Shadyside Emergency Department (ED) a 61-year-old male with depression and suicidal behavior is seeking a voluntary admission. The ED team knows that the patient will have the best outcomes if they can find him an open bed quickly. >>

The Problem

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

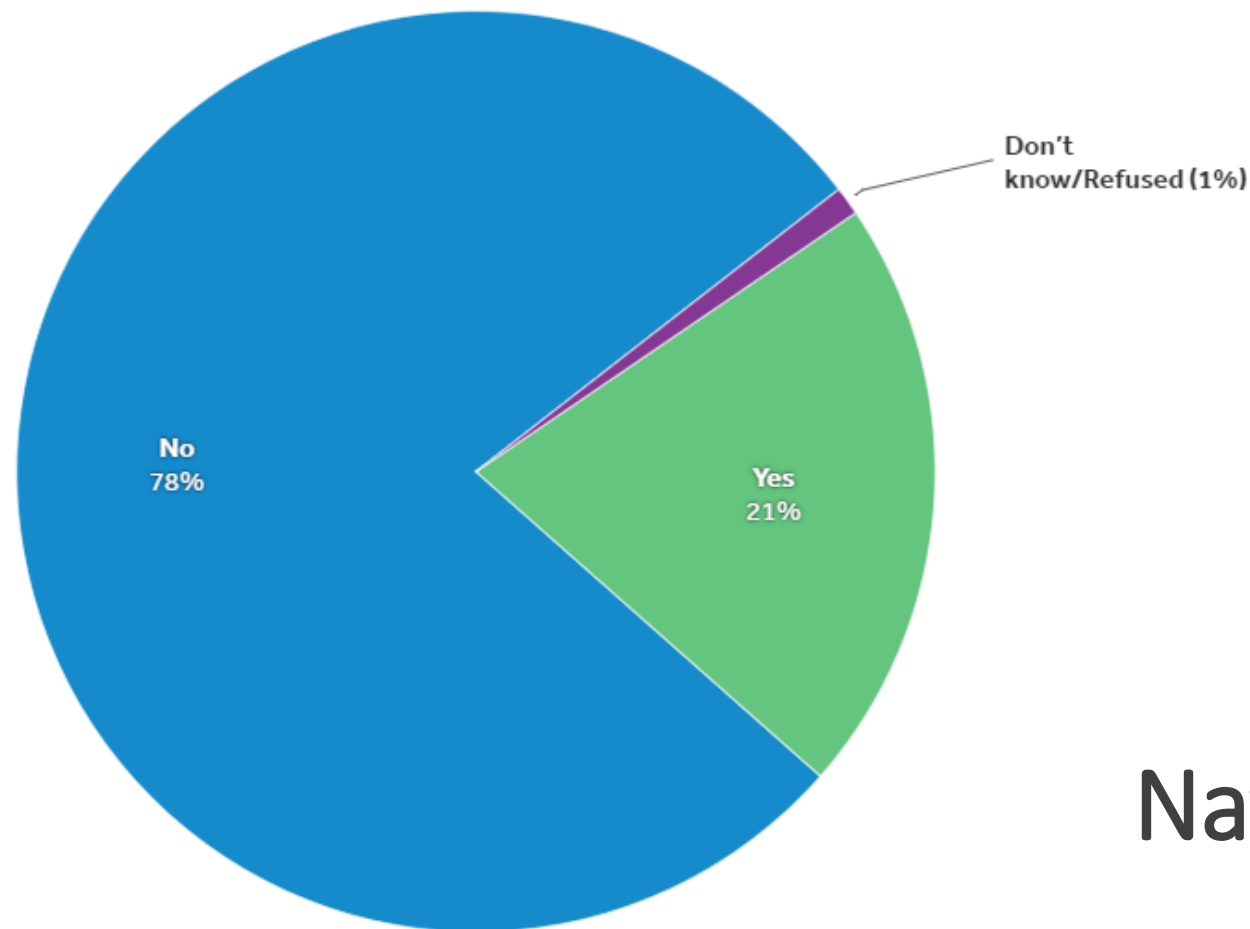
Current referral sources can provide numbers to call, but the burden of finding available appointments is on patients who desperately need care.



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:

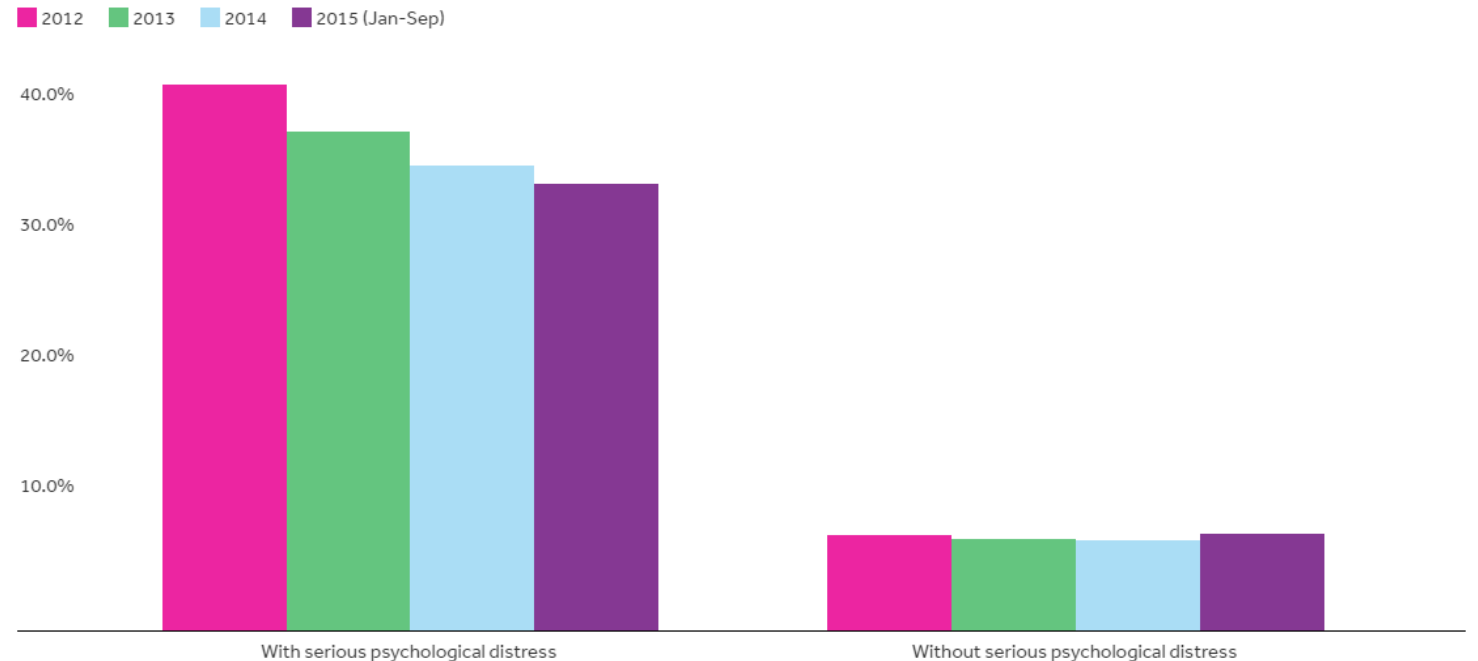
Was there ever a time when you or another family member in your household thought you might need mental health services but did not get them?



Nationwide

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

Percentage of adults aged 18-64 with and without serious psychological distress who have seen or talked to a mental health professional in the past 30 days, 2012-September 2015



Source: [CDC National Health Interview Survey Early Release Program](#) • [Get the data](#) • [PNG](#)

Peterson-Kaiser
Health System Tracker



1,218,452 residents in July 2018

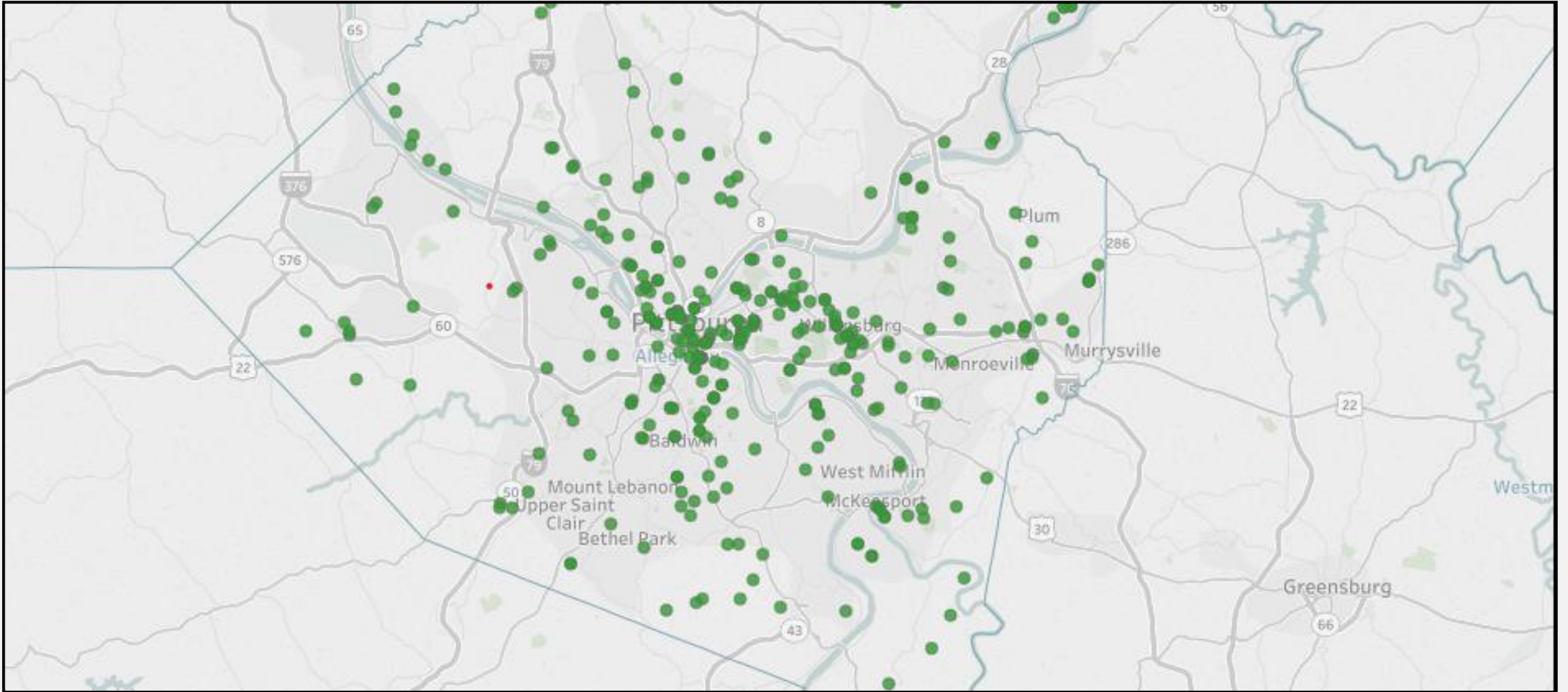
Allegheny County

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

iCarol

Ciera / UPMC--Western Psychiatric Institute / Friday, November 8

Resources

Found in 19 resources.

Search

Resources Filters Categories

Geographic filters

All resources
United States
(entire country)

Zip code Go
Phone: - -xxxx Go

Saved searches

Mood Disorders

Show on map

Acute Partial Hospitalization Program/Afterschool IOP Wexford/Pine Agency Details...

The Adolescent Acute Partial Hospitalization Program/Afterschool IOP provides short term, intensive treatment for adolescents struggling with depressi...
Wexford

Adolescent Partial Hospitalization Program/Afterschool IOP South Side Agency Details...

The Adolescent Acute Partial Hospitalization Program/Afterschool IOP provides short term, intensive treatment for adolescents struggling with depressi...
Pittsburgh

Bellefield IOP and Partial Agency Details...

provides intensive (iop); up to 9 hours weekly; group; individual; medication management services; to adult with mood. 12 tracks including specialized...

- Psychiatry
- adHd
- adolescent
- adult
- alternative treatments
- autism
- behavioral health
- care coordination
- child
- chronic
- community based
- Court Ordered Evaluation Referrals
- crisis
- dementia
- eating disorders
- Family Based behavioral

CRISIS CALL
My Profile
Change Password

Help
Exit

PENNSYLVANIA
211
Southwest
Powered by United Way

United Way

Agency and Staff Login Password

Home Find Help About For Agencies Community Reports Contact Us

Service Search

Keywords Find This Agency

Results by Distance from Zip Code (Enter ZIP) County Where Agency is Physically Located Restrict To Zip Code (Enter Zip)

Geographic Area Served (Enter County) Show List of Services Service Category Term

Search

Search Tips :

Search the PA 2-1-1 Resource Directory for services and help available in your community.

Step 1: Enter search terms in the Keywords-General Search field. Use "quotes" around phrases.

Step 2: Enter the county you are searching for resources in the Geographic Area Served field. If you choose a county in the County Where Agency is Physically Located field you will not get results for statewide/nationwide services.

Step 3: To find resources nearest to your location, enter a ZIP code in the Show Results by Distance from Zip Code field.

Our Solution

Sense of Stability





The Client





The Client



SOS Navigators (Gig Workers)





The Client



SOS Navigators (Gig Workers)



Potential Providers

1

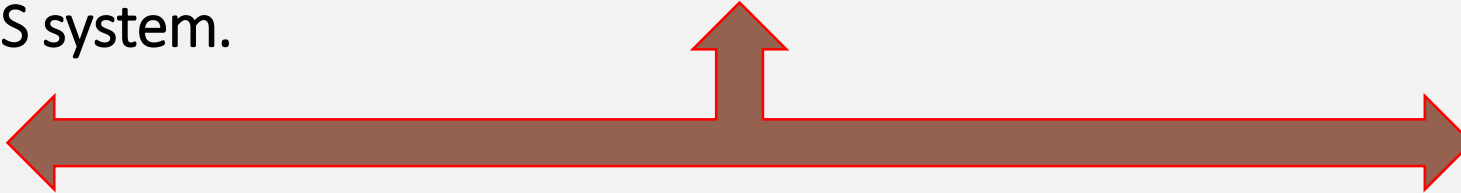
SOS! I need an appointment!



2

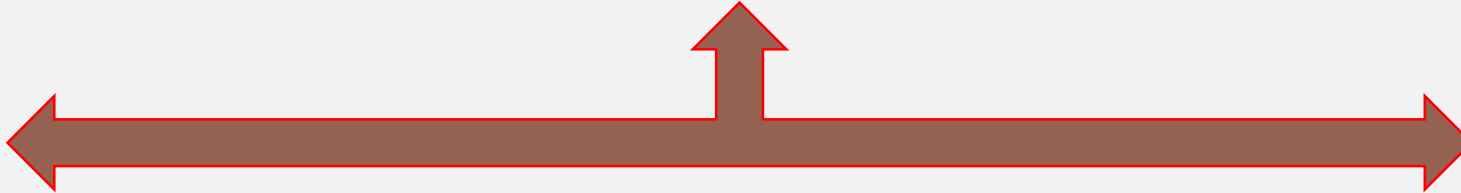


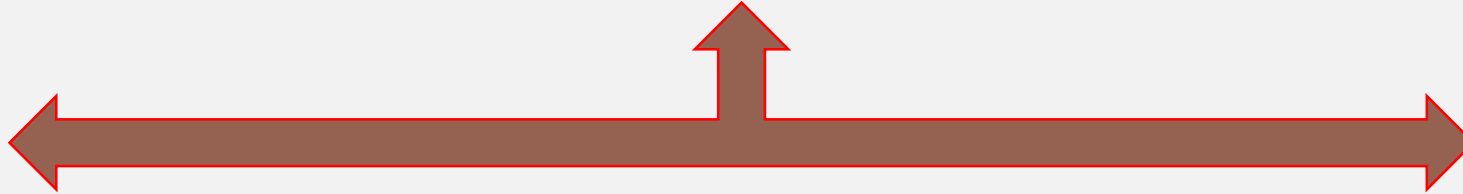
Submit your request to
the SOS system.



3

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





4

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



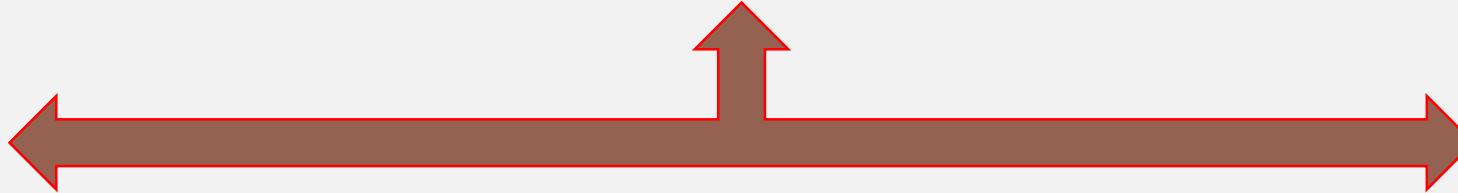
5

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



Allegheny Link



Current Resources and
Future Partners

Cost-Benefit Analysis

Costs:	Benefits:
<ul style="list-style-type: none">• 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 <p>Total: \$25,000 Up front Cost, \$24,000 yearly costs</p>	<ul style="list-style-type: none">• ~ 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!