



IBHS Coordinating Council Meeting

May 20, 2022




City of
Philadelphia





Agenda

- I. Shout-outs & Successes
 - II. IBHS Flyer
 - III. IBHS Survey Questions
 - IV. Open Discussion
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Shout-outs & Successes



IBHS Flyer

If a youth needs behavioral or emotional support, there is help.

Community Behavioral Health, or CBH, funds services through many providers for youth and families getting Medical Assistance (MA). This flyer focuses on **Intensive Behavioral Health Services or IBHS**. This new service replaced STS and BHRS. If a youth qualifies, IBHS can support wherever the youth needs it most -- in the home, school, community or virtually during the COVID pandemic.

DOES THE YOUTH NEED SUPPORT IN SCHOOL?

Supports can come from the school or CBH providers

- **First, you can talk to the youth's school counselor** to see what supports are offered there. Schools may offer supports like the Student Assistance Program (SAP) or Support Team for Education Partnerships (STEP) programs.
- Schools use a **Multi-Tiered System of Support (MTSS)** to identify students in need of additional supports.
- If the school and the IBHS provider agree that **the youth needs more support** than the school offers, they can **make a referral** to IBHS or other supports.
- **Every school has an IBHS provider** who works closely with the school team.



At any time, you can call **CBH Member Services** at **1-888-545-2600**.

Getting Connected to IBHS Treatment

1

Whoever makes the referral reaches out to the IBHS provider to ask for help. If they don't know the IBHS provider's name, they can call CBH Member Services at **1-888-545-2600** to find out.

2

The provider will ask questions to **understand the youth's needs to match them to the best fit treatment.**

3

If **IBHS is recommended**, the IBHS provider can start initial treatment. At the same time, they'll conduct an Assessment. This will confirm if IBHS is the right type of support. If it is, the youth can start officially receiving IBHS.

4

If **IBHS is not recommended**, a connection to other services is made and confirmed. Then, the youth can begin **receiving other services.**

Who can refer a youth for services?

Caregivers

Have the right to accept or deny services for their child



Medical or clinical professionals

such as a pediatrician or community therapist



School and provider staff

*See "Does The Youth Need Support in School?"

The Youth aged 14 or older can self-refer



To learn more about the services youth could get, see **CBH's Member Handbook** by scanning this QR code:



Services for youth can be found on pgs. 72-79. IBHS can be found on pgs. 76-78.

Or by using this link:
<https://bit.ly/CBHMemberHandbooks>

No internet? Call **CBH Member Services** at **1-888-545-2600.**





IBHS Survey




Survey Questions Feedback

Stakeholders should be asked questions in at least 4 major areas

- 1) Knowledge about IBHS (e.g. what is it, who is eligible, how to refer, etc.)
- 2) Impact IBHS has had on the stakeholder
- 3) IBHS impact the stakeholder has observed on students (or the school)
- 4) Delivery of IBHS in a culturally and linguistically competent way

Edit/add to questions

Questions for each stakeholder group should primarily be derived from what the desired/expected outcomes are for that stakeholder group





Decision points

Postponing the dissemination of survey to school principals and teachers

- Survey school counselors/caregivers/youth/IBHS providers first?
- Postpone to align with SDP Principals and teachers?

Engage outside entity to help support rewording of questions

Plan for surveying youth:

- Mail/phone?
- Survey monkey link that IBHS providers can help youth complete?

Plan for surveying caregivers:

- Phone and mail- to be supported by SPH Analytics, Press Ganey

Plan for surveying IBHS providers:

- Survey monkey link to be shared with provider agencies to send out to staff
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Open Discussion