

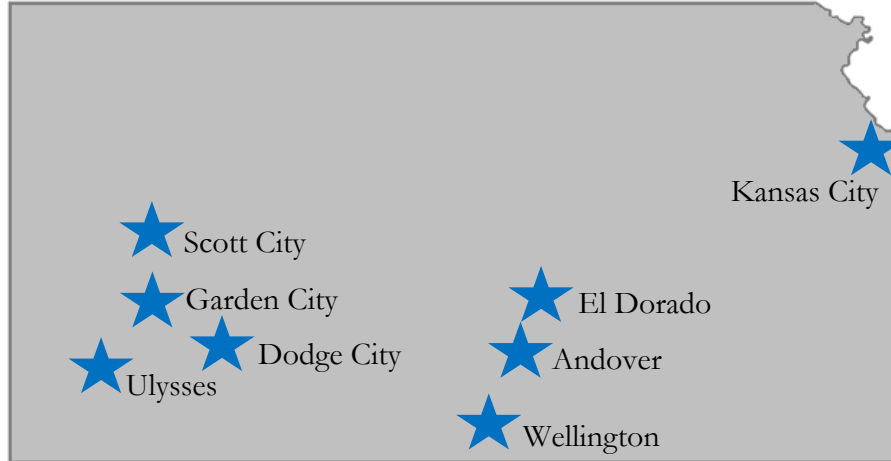


# KANSAS SYSTEM OF CARE

*2017*

## Listening Tour Summary Report

Representatives of the Kansas System of Care (SOC) from the Kansas Department for Aging and Disabilities Services (KDADS) and Wichita State University’s Center for Behavioral Health Initiatives (CBHI) facilitated listening sessions to learn from youth, families, community members and partners about the strengths and challenges of Kansas’ child-serving system. The tour included the catchment areas of the four community mental health centers contracted under the current federal SOC Cooperative Agreement; the map below shows those locations.



Dodge City  
Garden City  
Scott City  
Ulysses



Wellington



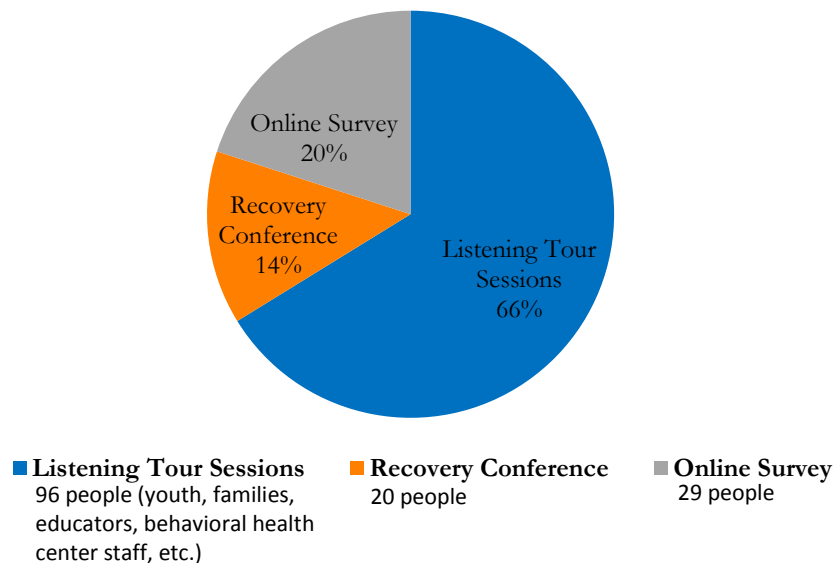
Andover  
El Dorado



Kansas City

In addition to the in-person sessions, individuals also had opportunities to provide feedback through an online survey, at the 2017 Kansas Recovery Conference, and by live webinar.

## 2017 SOC Listening Tour Participation



## Major Themes



### Access to Care

- People want access to care and available services
- Sometimes, insurance doesn't cover what people need
- People like mental health services at their local mental health center when they can get it – but they can't always get it
- People want services where they feel comfortable – sometimes that's at school, sometimes it's not
- Transportation can be a challenge
- Even the mental health centers don't have enough money



### Partnerships

- Partnerships should happen more often, especially between schools, residential places/hospitals, and mental health centers
- Kids get “dumped” back into their lives because these places aren't working well together
- Some partnerships (like with schools and mental health centers) are working really well in some communities



### Training, Support & Resources

- People need more training, support, and resources
- Youth need training to help themselves (and each other)
- Parents need training to help their kids (and each other)
- Teachers need trainings to help kids (and each other)
- People at mental health centers need more training and resources to do their jobs the best they can



### Cultural Differences

- People have different ways of thinking about mental health
- Kids want to be understood and listened to, not lectured or shamed
- Teachers (and kids) worry that kids are being singled out
- Sometimes kids with mental health symptoms are misunderstood and punished
- Kids are aware of their situations, and sometimes parents and mental health workers are not
- There needs to be more services in more languages, and services that take into account different cultures

## Where do we go from here?

### **Break Down Barriers to Care**

Be practical: provide flexible funding to meet transportation needs.

Create policies to support an integrated system of care.

Structural changes: increase resources and capacity to serve youth and families seeking behavioral health services.

### **Encourage Partnerships Between Local, Regional, and Statewide Agencies**

Participants want seamless services that “speak with one voice,” coordinate care, and focus on strengths.

This would require a renewed commitment amongst community partners to provide a full spectrum of services and supports. This might require a braided/blended funding approach and an increase in training/educational opportunities.

### **Open Dialog and Inclusivity**

Parents/caregivers and youth should be involved in all levels of planning, policy-making and service delivery.

“Nothing about us without us.”