

THE YOUNG PEOPLE WITH EXCEPTIONALLY COMPLEX NEEDS PROGRAM

**A Systems Approach to
Communication,
Coordination and
Collaboration**

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Department of Communities



WHAT IS THE YPECN PROGRAM?

The YPECN program commenced in April 2012 after the WA Commissioner for Children and Young People identified a need for a program for young people who interface with multiple services and agencies.

YPECN is an interagency government initiative which aims to assist agencies and services to provide a coordinated service delivery response. This is achieved through:

- Interagency coordination facilitated by the YPECN Coordinators.
- Communication and information sharing across agencies and services.
- Identification of gaps and barriers in the system.
- Resolution of identified gaps and barriers via an Interagency Executive Committee (IEC).

WHAT DOESN'T THE YPECN PROGRAM DO?

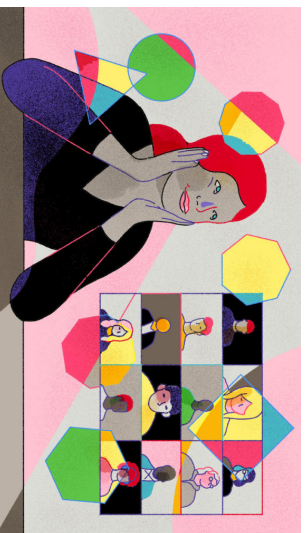
- The YPECN program does not take the place of existing agencies and services.
- The program does not provide case management; young people referred to the program must have an identified case manager and lead agency.
- YPECN does not provide any additional funding.



WHO IS INVOLVED?

The YPECN program consists of:

- Two YPECN Interagency Coordinators;
- An Interagency Executive Committee (IEC) comprised of representatives from the partner agencies;
- A Young Person's Services Team which includes the young person, their family/significant others and services and supports (government and non-government).



PARTNER AGENCIES

The agencies involved in the YPECN program are:

- **Department of Communities:**
 - Child Protection and Family Support
 - Disability Services
 - Housing
 - **Department of Corrective Services; Youth Justice**
 - **Department of Education**
 - **Department of Health:**
 - Child and Adolescent Mental Health Services (CAMHS)
 - Youth Mental Health Services
 - **Mental Health Commission (including Drug and Alcohol Office)**
 - **National Disability Insurance Agency (NDIA)**
 - **Office of the Public Advocate**
- All are state government agencies with the exception of NDIA.



YP ECN YOUNG PEOPLE

The target group for YPECN is young people (17 years and under at the time of referral) who are experiencing two or more of the following:

- mental health issues;
- a brain injury (pre-birth or acquired);
- an intellectual disability and/or Autism Spectrum Disorder;
- substance use issues (including emerging substance use).

In addition, the young people are considered to:

- pose a significant risk of harm to themselves and/or others;
- require intensive support and would benefit from receiving coordinated services, and
- be part of an existing system that is not working effectively.



YP ECN YOUNG PEOPLE



Young people supported through the YPECN Program are considered to have *exceptionally complex needs* for the following reasons:

- they have multiple diagnoses and needs;
- they have complex behaviours which services struggle to manage;
- they generally have highly complex family systems and a high percentage have a recent care experience or are currently in the care system;
- the majority have extensive trauma histories;
- most have substance use issues;
- ALL have or are experiencing mental health issues.
- many are interfacing with the justice system.
- they are disengaged from mainstream positive services and often from supports such as education;
- they interface with multiple services, agencies and systems.



REFERRALS

- Young people can be referred to YPECN by any of the partner agencies.
- A referrals intake is held when there are vacancies. As this is dependent on young people exiting the program, intakes are generally held once or twice a year.
- The program does not maintain a waitlist.
- We are currently planning a referrals intake for March/April 2021.



WHAT EXACTLY DO WE DO???



- Put simply, the YPECN program is about agencies communicating and working together more effectively, and resolution of gaps and barriers that may exist in the system.
- Referral goals are developed for each young person on the program. Referral goals are individual but generally involve coordination, communication, collaboration and connection to appropriate services and supports.
- Regular interagency meetings are held for each young person and Action Plans are developed from these meetings. The frequency of meetings is also individual.
- Gaps and Barriers in the system are identified through the interagency meetings and through communication with stakeholders. These are raised with the IEC for recommendations and resolution (if possible).
- Young people remain on the YPECN program until the referral goals are met, gaps and barriers have been resolved OR the program can no longer add value (e.g. for young people who are unable to be located for an extensive period of time). The program is not time-limited and young people can remain on the program after they turn 18 years.
- Other young people can be raised for a “one-off” discussion with the IEC with the goal of resolving gaps and barriers in the system.

WHO ARE THE YOUNG PEOPLE?



- There are currently 24 young people on the program. Their ages range between 12 and 20. There is a gender mix of 8 females and 16 males. None of our current young people identify as gender diverse (as far as we're aware). Of the young people, 13 identify as Aboriginal and none as Culturally and Linguistically Diverse (CALD).
- Since its inception in 2012, 57 young people have been part of the program, with an average length of time of three years.
- An additional 6 – 10 young people are raised for a “one-off” discussion with the YPECN IEC each year.
- The Interagency Coordinators also provide consultation for approximately 100 young people each year (across the state).

OUTCOMES

- Outcomes for the young people have not been formally assessed. This is due to a number of factors, including: the relatively small number of participants, resourcing, and aims of the program (interagency coordination and communication versus individual outcomes).
- An external review was conducted in 2018 by Shelby Consulting. This concluded that “overall, it appears that ... the program is achieving positive outcomes for many of its participants”.
- The key areas where YPECN has been successful in achieving positive outcomes are: ensuring the right services and supports are available; the stabilisation of supports – particularly mental health and accommodation; and a reduction in risk and offending.
- Although outcomes have not been formally assessed, there have been some incredible outcomes for many on the young people who have been on the program.

SNAPSHOT – “SAMANTHA”

- “Samantha”** is a 16 year old currently living in 1:1, 24/7 accommodation funded through the NDIS. Samantha has complex mental health needs which include high risk self-harm behaviours. Samantha was recently diagnosed with an intellectual disability.
- Samantha was referred to YPECN by both CAMHS and the Department of Education in 2019. The referral goals were reduction to risk to self and/or others; appropriate education options to meet her needs and interagency coordination and communication.
- Prior to turning 16 years, Samantha had over 80 presentations to the Perth Children’s Hospital, including planned admissions to the Secure Mental Health Ward. Since turning 16 in February 2020, Samantha has had multiple admissions to the East Metropolitan Youth Unit (EMyU).

***Name changed.*

SNAPSHOT – “SAMANTHA”

- The YPECN network for Samantha meets every month with family, representatives from all five metropolitan hospitals; CAMHS, EMyJ; Department of Education; Department of Communities; WA Police; St John Ambulance; and NDIS providers. Youth Justice has also been involved.
- Through the YPECN process there has been a number of successful outcomes including:
 - Samantha’s mother has been provided a forum to advocate for her daughter.
 - Samantha has expressed to staff that she is feeling happier in her own space.
 - Collaboration between hospitals, WA Police and St John Ambulance for a streamlined emergency response.
 - A consistent ED management plan between hospitals.
 - Cross-sector support, education and training for direct workers and family.
 - Reduction of ED presentations (in both time and frequency) and length of time on secure wards.
 - Successful enrolment in an education program.

SOME OF OUR CHALLENGES...

- Money, Money, Money... The program uses existing agency resources and does not have its own budget. This can present a challenge for young people who need intensive support and do not have (or do not have enough) funding. This is often the case for young people with significant mental health issues.
- A place to call Home... There is a shortage of affordable and sustainable housing, which has been exacerbated by COVID-19.
- It can be difficult to get buy-in from agencies when the program has no additional funding or practical resources to offer.
- The tyranny of distance... The program only has two interagency coordinators who are based in Perth and we provide a state-wide service for a very large state.
- Demand exceeds the capacity of the program.
- Changes in government systems have resulted in a federal agency (NDIA) being the major funding body for many of the young people on YPECN.
- Having young adults on the program (currently nine) without representation from the respective adult agencies.

GROWTH AND FUTURE DIRECTIONS



- The program has doubled in capacity since its inception with the appointment of a second Interagency Coordinator (appointed in 2018 and made permanent in 2020).
- A program “wish list” includes expansion of the program and transitional housing.



**Thank you and we look
forward to your questions...**



CONTACT DETAILS

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The MHS CONFERENCE

Youth Wraparound Service in Western Australia

Warwick Smith

February 2021

I acknowledge the traditional custodians of the lands that this conference is being held on across Australia and New Zealand.



Articles relevant to Youth Wraparound provided in Western Australia




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WILEY

EARLY INTERVENTION IN THE REAL WORLD

Intensive community treatment and support “Youth Wraparound” service in Western Australia: A case and feasibility study

Warwick Smith¹ | Michael Sitas^{1,2} | Pradeep Rao^{3,4} | Craig Nicholls¹ | Polly McCann¹ | Tony Jonikis² | Julian James^{3,4} | Stephen Cohen⁵ | Jason Ellis¹ | Flavie Waters^{1,2,6} 

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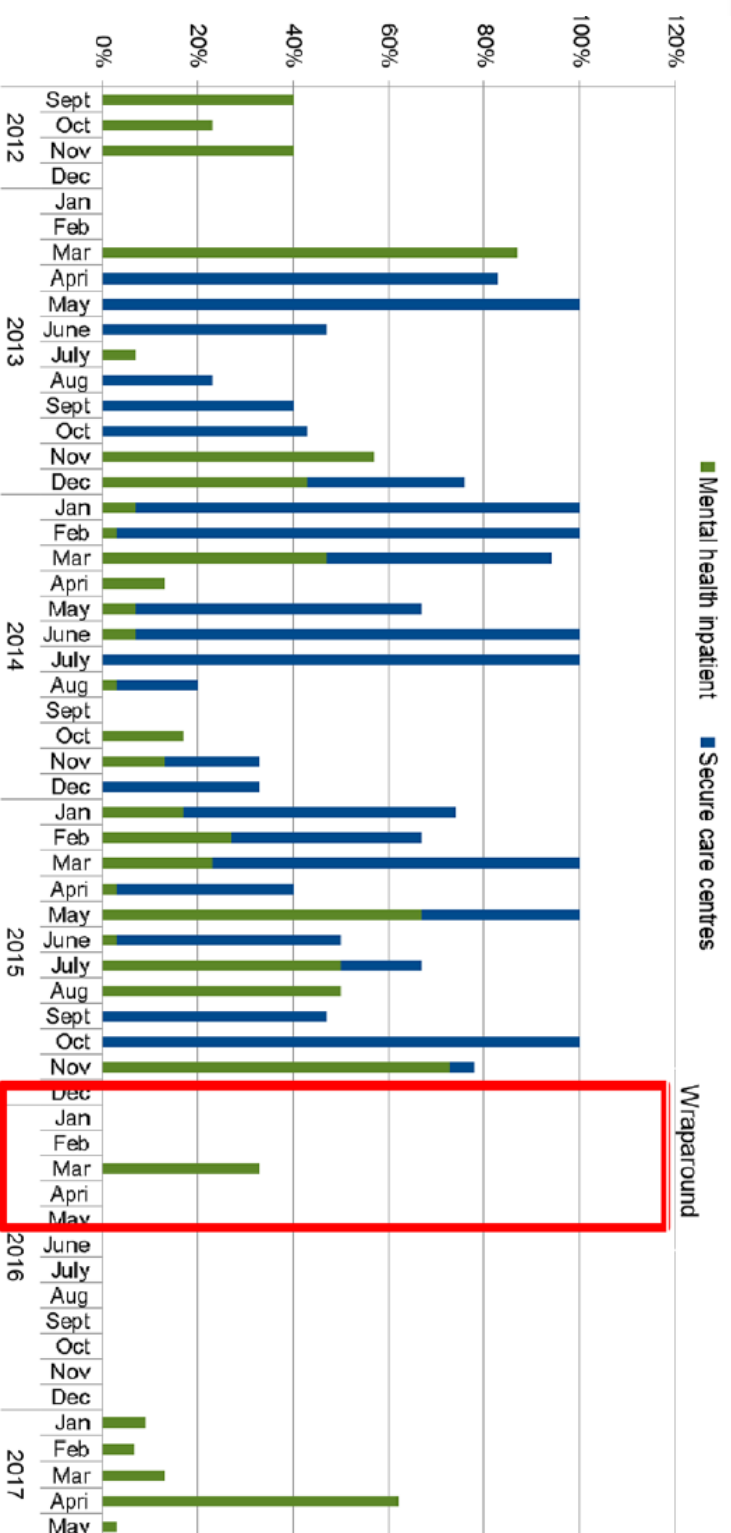
EARLY INTERVENTION IN THE REAL WORLD

Providing culturally informed mental health services to Aboriginal youth: The YouthLink model in Western Australia

Daniela Sabbioni¹ | Steven Feehan^{1,2} | Craig Nicholls^{1,2} | Wei Soong^{1,3} | Daniela Rigolfi^{1,2} | Denise Follett^{1,2} | Geoff Carastathis^{1,2} | Alison Gomes^{1,2} | Jennifer Griffiths^{1,2} | Kerry Curtis^{1,2} | Warwick Smith^{1,3} | Flavie Waters^{1,3,4}

Intensive community treatment and support “Youth Wraparound” service in Western Australia: A case and feasibility study

Table 1: Distribution of the time spent in mental inpatient units and juvenile secure care facilities across the 5-year period (Youth Wraparound treatment period in box)



ACHS Report - Youth Wraparound

- “The Wraparound Service is, with its strong focus on recovery principles and trauma informed care, well positioned to make a significant contribution to the betterment of its community provided that a clear focus is maintained on intake criteria, benchmarking of the delivery of care and monitoring of outcomes.”
- “The Model of Care is based on recovery principles within the context of patient centred care. Included is a focus on trauma informed care.”

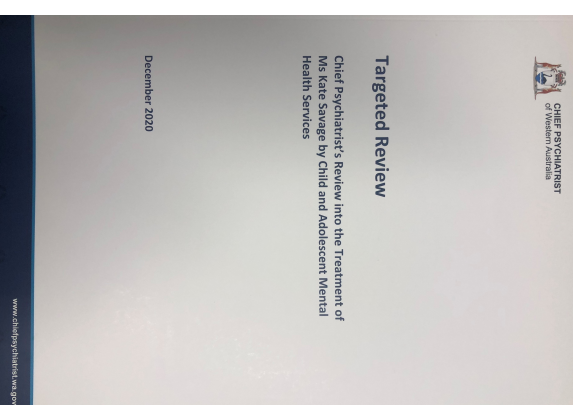
Resources available for Intensive Support from Youth Mental Health, Department of Health WA

- Providing Culturally Informed mental health services to Aboriginal youth: the Youthlink model in Western Australia. Sabbioni et al. Early Intervention in Psychiatry. 2018
- Intensive community treatment and support “Youth Wraparound” service in Western Australia: A case and feasibility study. Smith et al. Early Intervention in Psychiatry. 2018
- The Australian Council of Healthcare Standards. Report on Youth Wraparound. Youth Mental Health, WA. 2015
- A number of deidentified Service Level Agreements, Integrated Procedural Guide, Model of Care, Job Description Forms for Youth Wraparound Services are available on request.



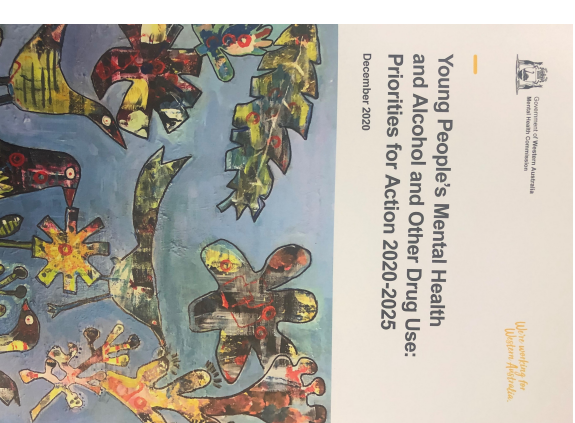
Summary of Actions – by the end of 2017

Build on and improve programs such as Young People with Exceptionally Challenging Needs (YPECN) and People with Exceptionally Challenging Needs (PECN) to ensure people with multiple, high-level needs receive seamless, comprehensive treatment and support.



5.3 Recommendation 7

Establish a Child and Adolescent Mental Health Ministerial Taskforce to rebuild CAMHS.



Next Steps

Priority initiatives requiring no additional funding will be progressed.





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