

Transformation Transfer Initiative Final Report: Florida



Interview conducted on: June 15, 2021

Interviewees:

Niurka Rolo, Children's Community Team Administrator, Citrus Health
Liansy Gonzales, CWIS Family Navigator Supervisor, Citrus Health

1. *When did you launch your 2020 TTI, and how long has it been operational?*

The project launched in July 2020 and has been operational ever since.

2. *How has COVID-19 impacted your project? What adaptive practices or efforts have aided you in overcoming these challenges?*

COVID-19 has affected the outcomes of this project by causing several delays from the providers. Due to the pandemic, their services have spiked, and the providers now have a waiting list which clients are placed on. Clients are in our programs for up to 90 days. Due to those delays, sometimes it takes more time for clients to be enrolled for the services. In order for us to receive confirmation from the providers that clients are participating, it can take longer than the amount of time clients are actually in the programs.

During the peak of the pandemic, the family navigators were also working remotely only. These family navigators experienced multiple challenges when it came to obtaining reports from the providers due to only having verbal consent from the families, and not having a signed document. A related challenge we faced was receiving documents on time and getting them back on time.

Something we have done in order to respond to these challenges is that now our clinicians are completing referrals for psychiatric services in order to accelerate the process. Also, when possible, the family navigators are meeting with families face to face to be able to get the documentation signed and to be able to hand it over to the community providers.

3. *How many individuals have participated in your TTI at time of this interview?*

Eighty-seven families have participated.

4. *How much has been paid in incentives at time of this interview?*

\$4,095 has been paid.

5. *Have there been changes to your key partners and/or target population?*

There have been no changes to key partners or the target population.

6. *Do you plan to make incentives a part of your behavioral health system moving forward? If so, how will you achieve sustainability?*

This program was designed for families who have an open case with the Department of Children and Families. Despite us offering the program to all of our families, the majority have declined to participate. Some have declined because they refuse to meet face to face, and in order for us to deliver the incentives, we need to meet face to face because we need to give the incentive to them. Also, the recipient needs to sign off on receiving the incentive. Others simply declined to receive incentives for participation.

While we have not been as successful as we would have liked, we have continued to offer the incentives. We are seeing from the research, however, that families are not changing in motivation because of the incentives. We therefore have not discussed with the administration whether we will move forward with offering incentives in the future.

7. *Do you have any meaningful anecdotes regarding your programs that you can relay to us? (I.e., testimonials from participants, creative solutions)*

We have a family who, through a community provider called AGAPE, received individual and family therapy. After participating in those services on Mother's Day, the mother reported that her relationship had improved with her son. She noted that they both felt in better spirits. The mother was also very appreciative with the assistance that was provided. She obtained a total of five incentives, which is \$75, for attending the counseling sessions.

8. *Do you see the incentives working to help individuals make follow-up appointments?*

We have seen no difference.

9. *What has this federal investment given your state system that would not have happened without it?*

Unfortunately, we do not have an answer for that question. As noted, we have not seen the incentives making a difference in client behavior.

10. *What do you plan to do with any residual funding?*

We will continue offering the incentives as long as we have the funding.