

# YOUTH ENHANCED SERVICE CASE STUDY

### YOUTH ENGAGEMENT TEAM

#### **Cornerstone Youth Services**

#### **INTRODUCTION**

The Youth Engagement Team (YET) supports young people aged 12-25 years across the north and northwest regions of Tasmania who are experiencing, or are at risk of, severe and complex mental health issues and who are disengaged from services such as healthcare, education and employment. The program operates out of Launceston, Devonport and Burnie.

The YET program considers biological, psychological and social factors in a young person's life to provide mostly outreach-based case management and psychological interventions to young people. Treatment plans are determined by the needs, preferences and individual goals of the young person. The following represents the journey of a young person through the YET program.



### CORNER STONE

**SELF-REFERRAL** 

**MENTAL HEALTH AND SOCIAL SERVICE** 

TRIAGED BY THE

**CLINICAL LEAD** 

**FAMILIES** 

**PROVIDERS** 

#### **ELIGIBILITY CRITERIA**

- 12-25
- Experiencing/at risk of severe and complex mental health issues
- Disengaged from services

#### **KEY PRESENTING ISSUES**

- Anxiety and panic disorders
- Depressive disorders
- Early psychosis
- Trauma
- Experiences of abuse

## **PSYCHOLOGICAL**

**INTERVENTIONS** 

• Incl. CBT, DBT, ACT, mindfulness, narrative therapy

## YOUTH **ENGAGEMENT**

Cornerstone Youth Services Inc.

Launceston, Devonport and Burnie, Tasmania

#### **STAFFING PROFILE**

- 1.0 FTE program manager
- 1.0 FTE clinical lead
- 4.4 FTE social workers
- 3.5 FTE provisional psychologists
- 1.6 FTE admin team

#### **ACCESS TO MEDICAL CARE**

- Partnerships with GPs
- Telepsychiatry secondary consults with Orygen

#### CASELOADS

10-20 dependent on case complexity & clinician experience

#### CASE **MANAGEMENT**

• Strengths-based recovery model implemented by clinicians

#### **ENHANCED ACCESS**

- Extended opening hours
- · Outreach, home visits & office-based care



#### **CLINICIANS PRESENT CASES IN**

- Individual supervision
- Regular clinical case review meetings

**CLIENT AND CARER FEEDBACK INFORMS SERVICE IMPROVEMENTS** 



**SECONDARY CONSULTATION TO OTHER SERVICE PROVIDERS** 

#### **PARTNERSHIPS AND INTEGRATION**

- CAMHS/ACMHS
- headspace
- Youth Justice
- Department of Education



#### **REGULAR PROGRESS MONITORING**

- K10+
- AQoL
- Consultation and Relational Empathy

**CAN RE-REFER AT ANY TIME** 

LETTER TO REFERRER



- Wellness plan
- Warning signs of relapse

YOUNG PERSON CAN **LEAVE AT ANY TIME** 

**12-MONTH AVERAGE DURATION OF CARE; AVERAGE OF TWO SESSIONS PER WEEK** 



#### **GOALS**

- Increased management of mental health and wellbeing
- Greater connectedness with social and community supports
- Achievement of individual goals





- measure
- Qualitative data

### CHALLENGES

#### Recruitment

Recruiting staff who are appropriately qualified and experienced has been challenging, particularly considering the remote location of the team.

Networking with universities and other key stakeholders has created recruitment pathways. Providing financial support for relocation and ongoing opportunities for professional development has also helped to attract potential staff.

#### **Engagement**

Given the focus on disengaged young people, creative and constantly evolving engagement strategies have had to be developed to build trusting relationships with young people and their families.

#### **Tertiary support**

Access to tertiary support, particularly psychiatry, has been challenging but extremely necessary for young people accessing this service. Some successes include developing a memorandum of understanding and establishing weekly phone meetings with CAMHS, attending and hosting interagency meetings and ensuring promotional materials are up to date and distributed to relevant services.

### SUCCESSES

### Shared understanding within the team

Consistent policies and procedures, staff meetings and team planning days has led to a consolidated team with a shared understanding of the service and clients.

#### **Clinical support for clinicians**

Providing robust support mechanisms, such as regular supervision and clinical case review meetings, has been especially important given the complexity and severity of the client cohort and to reduce isolation of clinicians across sites.

#### Positive outcomes for young people

Improvements in the health and wellbeing of young people experiencing complex mental health issues have been demonstrated in outcome measures.

### ABBEY'S STORY

#### My name is Abbey and I am 21 years old.

I have been a part of the YET program for over ten months and I have definitely seen a change in my personal attitude and in the way in which I see things.

I have always had depression and anxiety, then chronic inclusive pain impacted me out of the blue.

All this made it difficult for me to find employment. My GP referred me to Cornerstone, and this is where I took part in the YET program.

When the day came to meet my worker, I was an anxious mess. Barely spoke the whole drive there and couldn't make eye contact for more than a few seconds when we sat down and spoke.

But that quickly changed. My assigned worker is named is Laura, and I owe her everything. Our first meeting, and every meeting thereafter, we sat at the bakery in the next town over. Though we'd never met beforehand I quickly came to terms with putting things out in the open. My past and new issues were put on the table, Laura sat and listened.

I'm Abbey, I'm 21. I work my dream job as a graphic designer during the day and at night, I work at the local pub and restaurant serving meals and bartending.

In my spare time I am a wildlife rescuer and carer and I have received TasTafe animal care certification, Certificate 4 in design, and my Responsible Serving of Alcohol certificate.

My physical and anxiety issues may never leave me but now my outlook on life is a positive one. I look forward to tomorrow, even the day after.

Laura and the YET program have given me the encouragement and means to help me get my life back and that is something I can never hope to repay.