



DCS Competency Attainment Services
RFP 22-71589 – Oral Presentation
August 22, 2022



Our Team



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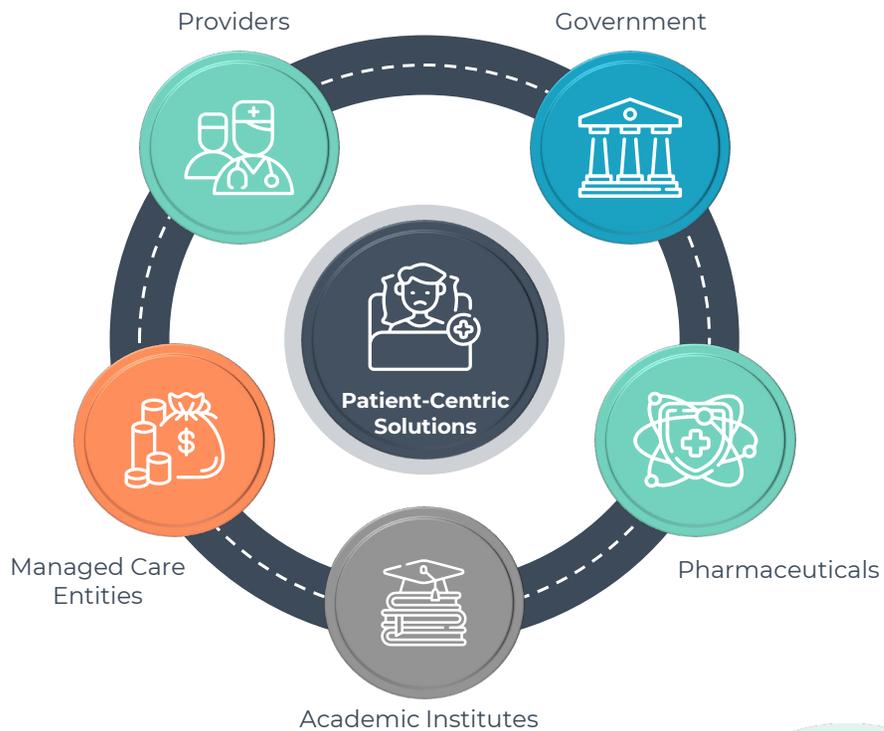
Brooklyn Dick, MS
Master of Social Work
Consultant/SME

WMBE & IVOSB Partners

- Carmel Prescription Shop
- Axon Advisors
- Bingle Research Group

Our Collaborators

- RxOutreach
- Advocating Children to Succeed



Syra Health Services & Solutions

- Health Education and Outreach
- Behavioral and Mental Health
- Population Health Management
- Clinical Workforce
- Digital Health
- Government Solutions

State Government Contracts



SYRA HEALTH

- FSSA/DMHA/State Epidemiology Workgroup Outcomes (*Prime vendor*)-2021
- FSSA/DMHA/ Neuro Diagnostic Institute (*Prime vendor*)-2021
- FSSA/HHW and HIP (*Sub-contractor*)-2022

STLogics (holding company)

- FSSA/ DMHA/ Behavioral Health Gap Analysis
- FSSA / Indiana IMPACT Program
- FSSA/ Fraud and Abuse Detection System
- FSSA / Office of Early Childhood – QA Monitoring Application
- FSSA / Office of Early Childhood – Systems Modernization
- FSSA/ Application Services
- Indiana Department of Child Services / Child Support Modernization
- Indiana Department of Child Service / Child Welfare Application Services
- Indiana Economic Development Cooperation / Department of Defense
- Indiana Supreme Court Division of State Court Administration
- Indiana Department of Corrections
- Indiana Department of Education
- Indiana Department of Transportation
- Indiana Office of Attorney General



Syra Health Supports Behavioral Clinical Care In State Psychiatric Hospitals



Experience With State Facilities

- **80+ employees serving behavioral and mental health patients, both adult and youth** with varying levels of clinical acuity
 - Psychiatric RNs
 - Behavioral and Mental Health Recovery Attendants
 - Certified Nursing Aides
 - Licensed Practical Nurses
 - LSW

- **Continual Training and Education for all clinical staff**
 - Trauma-informed care resources
 - Success factors
- **Behavioral Telehealth**

6 years contract with FSSA/DMHA



Syra Health is committed to provide services according to the Indiana Practice Model

Trust-based Relations

Genuineness, Empathy, Respect, Professionalism

Values Based On Practice Principles

- Respect for all
- Racial justice
- Diversity & inclusion
- A culture of safety
- A commitment to continuous improvement

The DCS Practice Model includes principles and skills to effectively implement the agency's mission, vision and value.



Our Understanding of the Program's Goals

Standards to Meet in Juvenile Court Cases

- Hoosier children are guaranteed their right to due process and a fair trial
- Hoosier children are restored to competency whenever possible
- The child understands the legal process, the nature of their offense, and is able to assist in their own defense
- Services are provided in the least restrictive setting possible based on the child's needs and the safety of the child and the community
- Service provision is individualized to the needs and developmental level of the child

Syra Health Goal: *The goal of our services is to aid the child in attaining competency and subsequently enable the child to return to court and continue with their proceedings.*



Our Understanding of this Program's Goals

COURT ORDER

A competency evaluation is ordered by the court

EVALUATION

Evaluation is performed within 45 days to assess whether or not the youth is competent and the likelihood that competency can be attained

Competency is defined by IC 31-37-26 as the present ability of a child to 1) understand the nature and objectives of the proceedings against the child and 2) their ability to assist in their own defense.

"This competency evaluation is not the responsibility of the DCS Competency Attainment Services Contractor "

FINDINGS

Upon the evaluation being submitted, the court will set a date for competency hearing to review the findings and the court will make a final determination

- 1) Child is competent to stand trial
- 2) Child is not competent to stand trial and unable to obtain competency within the required statutory timeframes
- 3) Child is not competent but able to obtain competency within the required statutory timeframes - **IC 31-37-26-6(b)**



Our Understanding of the Program's Goals

DEVELOP PLAN

A juvenile attainment coordinator works with the child and family to identify and connect the child to services that may help them attain competency and educates the youth about the trial process

REVIEW PROGRESS

1. Every 90 days the Juvenile Court will review the youth's progress toward competency attainment
2. At 3 months the Juvenile Court will again review the youth's progress. If the minor has not attained competency but is showing progress, the court may order an additional 3 months of attainment services
3. At 6 months the Juvenile Court will review the youth's progress towards competency attainment

EVALUATE

1. If the youth is found competent, the court will proceed with the judicial process
 2. If the youth is found not competent without substantial probability of attaining competency, the court will dismiss charges without prejudice
- 



Our Proposed Process At-A-Glance

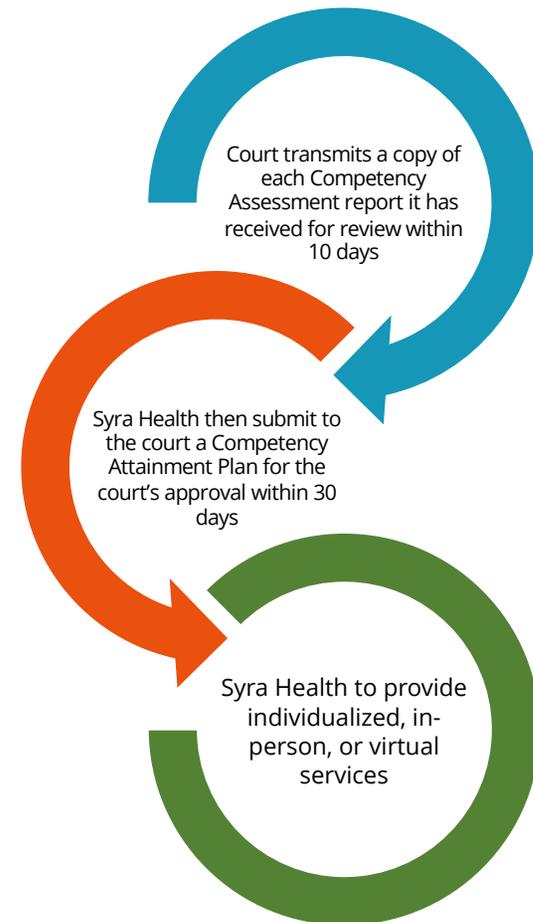
Syra Health shall provide DCS Competency Attainment Services in the least restrictive setting that is consistent with the child's ability to attain competency, and the safety of both the child and the community.

Competency Attainment Services Referrals

- Syra Health aims to integrate with the current adult evaluation service delivery system to obtain services referrals. We believe this is the most efficient way to get initiated with the process
- Syra Health team aims to work with the State authorities to assess the current model in place for adults for identifying gaps, reducing costs and areas for improving efficiencies

Evaluation of Referral Orders

- All orders will be initially screened to ensure that they comply with relevant laws and rules and is clear in its request for a DCS competency attainment evaluation.





Our Proposed Process At-A-Glance

Program Coordinator

- A trained program coordinator will assign the case to a specific evaluator and case-manager based on the referral order

Obtaining Collateral Records

- The program coordinator also manages the process of obtaining collateral records the examiner will need to perform the evaluation.
- Syra Health along with state authorities will ensure that the referral process is set up to clearly identify who handles obtaining collateral records and how records will be obtained. Records include special education records and recent psychological testing reports, that will be of assistance in making a juvenile competency determination

Geographic Coverage of Proposed Services

- Statewide coverage in Indiana
- Use of telehealth to conduct evaluations to manage geographic diversity and reduce the need for large examiner pools



DCS Competency Attainment Services

1. **Assess the level of the youth's intellectual and communication skills**
2. **Trauma-informed Care Training for Staff**
3. **Core areas for Competency Attainment Services Curriculum**
 - Competency Introduction and Purpose
 - Courtroom Personnel, Proceedings, and Behavior
 - Understanding Charges and Communicating with the Attorney
 - Maintaining Competency

4. **Formal Competency Re-Evaluation and Opinion**

Our services will be provided in a manner that is age and developmentally appropriate, and consistent with the child's academic and learning style, interpersonal characteristics, and special needs.

Syra Health's instructional designers will ensure that curriculum is targeted based on the age of the child.

Goal

To provide the child comprehensive instruction about the criminal trial process and their legal rights in a criminal case.

Sample curriculum

Module 1: Why Am I Here? Understanding Attainment for Trial Competency

Module 2: Lawyers, Defense Attorneys, and Prosecutors

Module 3: The Juvenile Justice System

Module 4: What am I charged with? (allegations)

Module 5: What could happen to me?

Module 6: My Side of the Story

Module 7: Telling My Side of the Story

Module 8: How Do I Defend Myself

Module 9: Testifying

Module 10: How Do I Act in Court?

Additional Supporting Services



Syra Health's **Care Coordinator** will supervise all activities and services for the children receiving the DCS Competency Attainment Services.

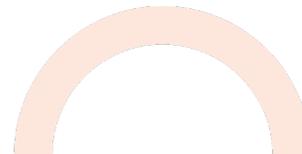
The **Medical Coordinator** will work in conjunction with the necessary personnel to ensure medical services are delivered appropriately to children under Syra Health's competency services

The frequency and intensity of care coordination will be driven by the needs of the child and the competency assessment requirements.

Behavioral and Mental Health Services Syra Health strongly believes in behavioral health equity and strives to provide quality health care to all populations, regardless of race, ethnicity, gender, socioeconomic status, sexual orientation, or geographic location. Prevention, specialized clinical workforce, and recovery services (telemedicine) for mental and substance use disorders are among our services.

Medication Management Services Syra Health will engage with Carmel Prescription Shop, our MBE partner, to provide medication management services that are individualized and catered to the need of the child.

<https://www.carmelprescriptionshop.com/>

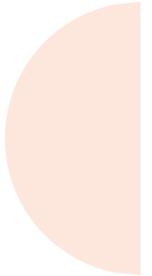




SyraPsych

Partner with Syra Health to promote positive mental health support!

A Telehealth Solution By **Syra Health**



SyraPsych Licensed Medical Professionals:

- Psychiatrist
- Therapists
- Physicians
- Nurse Practitioners
- Peer Coaches
- Life Coaches
- Psychologists
- Social Workers

Syrapsych Telehealth Solution



On-Demand

On-demand 24/7, mental and emotional support, health literacy guidance, and crisis management by masters-level behavioral health professionals



Scheduled Counseling

Schedule appointments with the providers of their choice, at times that work for them, typically within 7 days.



Care Coordination

Care coordinators can help patients make the right care decisions before and after a meeting with a provider.





Transfer Prescription

Refill Prescription

RxLocal App

Medication Therapy Management

Medication therapy management, also known as MTM, is a service to help you manage your medications as well as your health conditions. The goal of medication therapy management is to help you gain the most benefit from the medications that you take. Medication therapy management can benefit a variety of people. MTM may be a beneficial service for you if you-

- take several medications for several health conditions
- find it difficult to manage your health and your medication
- having side effects from your medications
- have questions about your medications
- want to know the best way to take your medications in order to get the most from them.
- take medications that require close monitoring
- have been hospitalized recently
- would like to know if you are up-to-date on recommended vaccines
- would like to have a complete list of medications you take and way.
- have concerns about medication costs.
- would like to receive education on diet and exercise.

If any of the above scenarios apply to you, MTM may be a valuable service to improving your health. Our pharmacists will work with you personally to manage your medications, manage your health conditions, and help you live a healthier life.

Talk to our team to make an appointment for a medication therapy management session with one of our pharmacists.



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Find Your Medication

WHAT IS HEALTH REENTRY?

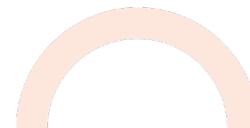
Healthy Reentry is a prescription bridge medication program that was created by Rx Outreach to support individuals transitioning back into the community. Since Rx Outreach separated from Express Scripts in 2010 and became an independent nonprofit organization, our mission has been to provide affordable medication to people in need.

WHO ARE OUR PARTNERS?

Rx Outreach works in collaboration with Healthcare Systems and Rehabilitative Communities to create healthier communities by increasing the mental and physical wellness of men and women returning to the community.

HOW IS THIS ACCOMPLISHED?

Together we strengthen healthcare networks for individuals in transition by providing access to prescription medications and linkages to healthcare providers at no cost to the individual. Our aim is to guide people back into the community healthier than when they entered their various facilities.





There is hope to sprout again.

Our Outcomes

WHAT IS HEALTHY REENTRY

Healthy Reentry is a collaborative partnership between Rx Outreach, Healthcare Systems, and Rehabilitative Communities to provide bridge medications to men and women transitioning from incarceration back into the community.

Since Rx Outreach separated from Express Scripts in 2010 to become an independent non-profit, we have been providing medication to people in need.

By becoming a collaborative partner with us in Healthy Reentry and helping providing medications for mental and physical illness, together we'll create healthier and safe communities, reducing common risk factors that increase recidivism.

WHAT IS THE PURPOSE OF HEALTHY REENTRY

Healthy Reentry seeks to strengthen healthcare networks for individuals in transition by providing access to prescription medications and links to healthcare providers at no cost to the individual.

Implementation Plan For Additional Services

Syra Health believes that all children awaiting juvenile competency attainment services are entitled to continuity of care, effective case management, and longitudinal treatment planning.

- All children will be screened and **monitored for emotional and/or behavioral disorders**. Children with emotional disturbances should have a comprehensive psychiatric evaluation. Based on evaluation, a biopsychosocial treatment plan will be developed
- Syra Health will work to ensure that children and adolescents in state custody get the **pharmacological treatment** they need promptly
- **Effective medication management** will ensure identification of target symptoms at baseline, monitoring response to treatment, and screening for adverse effects
- **Medical or mental health emergency/Crisis Management**
All Syra Health personnel, trainers, caregivers will be trained and educated on Indiana 988 and crisis management resources and services to attend to any emergencies. The Syra Health staff/contractors shall notify DCS and the referral source immediately if a child is taken to the hospital





Service Delivery Plan

Our DCS Competency Attainment Services **delivery plan will outline the strategy, processes, milestones and timelines, risk factors, RACI charts, and other areas of project management.**

- Upon award, Syra Health will submit a full-service delivery plan **within 10 business days after the initial project kickoff meeting** to ensure that all implementation activities are completed before the operations go-live date (12/31/22)
- As a best practice, Syra Health's project management team will periodically meet with State authorities to review and update the delivery plan based on goals, challenges and State feedback

Quarterly reports and annual comprehensive reports with data analytics, insights, and recommendations will be shared with State authorities.

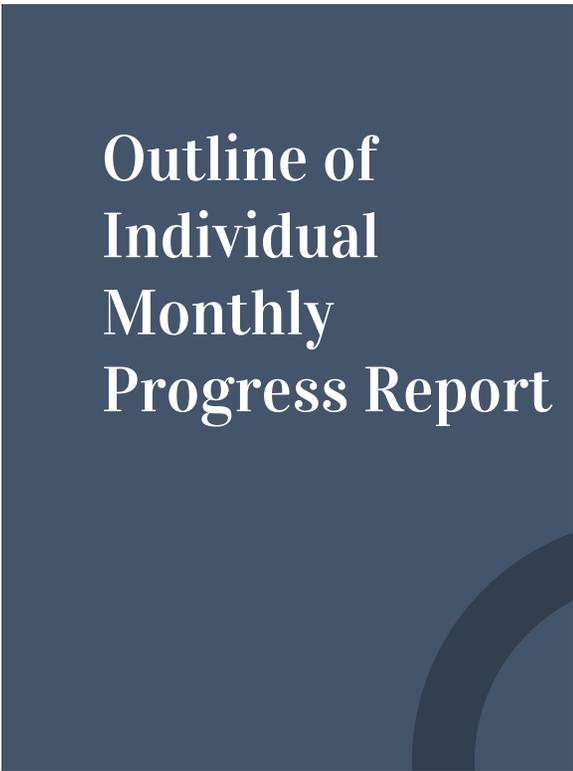
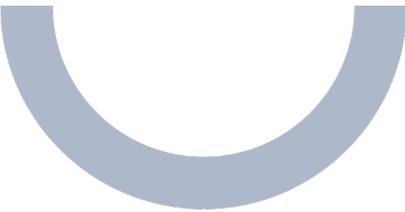




Notification Requirements

Syra Health understands the requirements set-forth by DCS in order to meet all court notification requirements. Syra Health care coordinators and supervisors will ensure the development of **Individual Monthly Progress Report** which details

- Child's progress every 30 days and upon service termination
- Determination of whether the child could receive services in a less-restrictive setting, which will be reported to the court within 3 days of determination
- Achievement of the goals of the Competency Attainment plan and understands the nature and objectives of the proceedings and can assist in their own defense, which will be reported to the court within 3 days of determination
- Non-achievement of the goals of the plan within the applicable time, will be reported to the court within 3 days of determination
- This report will additionally include recommendations for services for the child that support the safety of the child and community



Outline of Individual Monthly Progress Report

BASIC DETAILS

- Child name, age, and demographic information
- Placement setting and notes on appropriateness of placement setting, if applicable
- Description of activities
- Description of Additional Supporting Services provided, if applicable
- Barriers to competency attainment, if applicable
- Monthly progress towards competency

ADVANCED DETAILS

- List of all the relevant sources of information used in completing the report
 - Information about past psychiatric contact, relevant diagnoses and medications, and past educational testing
 - Direct quotes pertaining to the child's capacity to work with her or his attorney and understand court procedure
 - Relevance of each psychological testing
 - Formal psychiatric diagnosis
 - List of areas/topics/information that was lacking at the time of the assessment
 - Thoughtful opinion addressing the child's specific abilities as they pertain to the legal standard for competency
 - Recommendations related to remediation if determined incompetent
 - Practical needs of the child
- 





Collecting, tracking, and reporting client and service data

- Syra Health has a team of data scientists and analysts who are adept in data collection, tracking, and reporting client and service data.
- Syra Health will develop quarterly performance report to update DCS on DCS Competency Attainment Service provision.
- Quarterly reports should include at a minimum: Number of referrals, What region/county each referral came from, Number of individuals served per quarter,
- Successes/accomplishments, Challenges, Goals for the next quarter, report metrics on performance measures.
- Syra Health will also provide other ad-hoc reports to the State in the format and frequency as prescribed by the State officers.

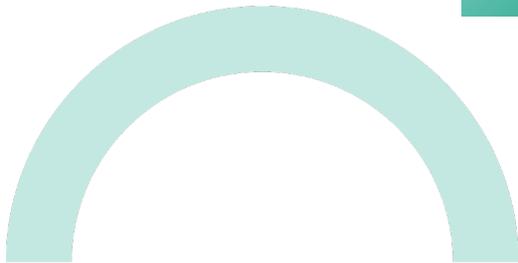
STAFFING

- Care Coordinators
- Supervisor
- Skills Development Trainer
- Psychologist/Psychiatrist
- Medical Coordinator





Oral Response to Clarification Questions



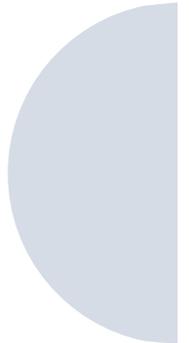


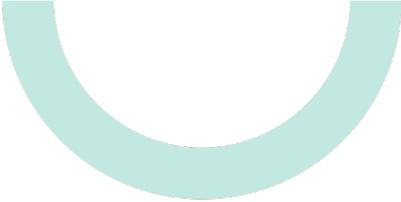
Your Mission Statement mentions promoting equitable healthcare to all patients. How will you ensure that equitable healthcare services will be incorporated into this project?

Syra Health Mission: The mission of Syra Health is to promote holistic wellness, health education, and equitable healthcare to all patient demographics resulting in a healthier population that requires less medical care.

Equitable Healthcare Services will be ensured by

- Education and training all staff on health equity and social determinants of health
- Employing staff with diverse backgrounds
- Collaborations with community-based organizations for optimal resources and help
- Bridging gaps in treatment via non-profit organizations
- Treating all with mutual respect and understanding





Which services will be provided directly by Syra Health staff and which will be provided by subcontractors? Additionally, what is the breakdown of work performed by the prime contractor vs. subcontractors?

SYRA HEALTH SERVICES

- Competency attainment services care coordination
- Evaluations
- Curriculum & Training
- Behavioral Telehealth
- Program Management
- Data Metrics & Reporting

WMBE & IVOSB SUBCONTRACTORS SERVICES

- Carmel Prescription Shop (Medication management)
- Axon Advisors (Staffing)
- Bingle Research Group (Reports)

OUR COLLABORATORS

- RxOutreach (Prescription Medication & Medication Management)
 - Advocating Children to Succeed (Soft skills training)
 - CMHCs (Behavioral and Mental Health Services)
- 





Please clarify your use of “evaluators” to provide statewide Competency Attainment Services. What specifically will your evaluators be evaluating?

The evaluator assessment may include

- a personal interview of the minor
- review of all available records provided
- consultation with the minor's attorney
- a developmental history of the minor
- Administration of age-appropriate and linguistically and culturally appropriate testing

The psychiatrist or psychologist will then write the evaluation and submit it to the Program Manager



Transfer Prescription

Refill Prescription

RxLocal App

How do you plan to ensure that you can provide medication management for youth across the state from the Carmel Prescription shop?

Medication therapy management, also known as MTM, is a service to help you manage your medications as well as your health conditions. The goal of medication therapy management is to help you gain the most benefit from the medications that you take. Medication therapy management can benefit a variety of people. MTM may be a beneficial service for you if you-

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- have questions about your medications
- want to know the best way to take your medications in order to get the most from them.
- take medications that require close monitoring
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- would like to know if you are up-to-date on recommended vaccines
- would like to have a complete list of medications you take and way.
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If any of the above scenarios apply to you, MTM may be a valuable service to improving your health. Our pharmacists will work with you personally to manage your medications, manage your health conditions, and help you live a healthier life.

Talk to our team to make an appointment for a medication therapy management session with one of our pharmacists.

<https://www.carmelprescriptionshop.com/mtm-medication-therapy-management>



**Please clarify how
you plan to
collaborate with
CMHCs in the
provision of DCS
Competency
Attainment Services.**

Syra Health will try to collaborate with all 24 CMHCs in the state of Indiana.

Case coordinator will work with the CMHC's to obtain a wide array of behavioral health and addiction services for children.



What role will Advocating Children to Succeed play in the provision of DCS Competency Attainment Services?



ACTS will collaborate with Syra Health to provide additional holistic training for children attaining competency services (<https://www.actsindy.org/>)

ACTS provides mental, and behavioral services and will train all clients on the 7 leadership qualities in each session in a community-based setting.

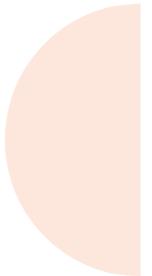
- **Moral Excellence ;Self-control ; Perseverance ; Knowledge; Brotherly Kindness; Love; Health and Wellness**
- ACTS will train clients to **improve social skills and communication** by identifying social cues regarding tone of voice verbal expression for delivery when upset, knowing when to listen, speak, and become assertive. This is done by role playing scenarios of real-life situations to utilize coping skills for **emotional management** to respond appropriately.
- ACTS will train clients to **build healthy relationships and respect adults, peers, and authority** by learning about domestic violence through volunteer experience at the Coburn Place a domestic violence shelter for women and children, Good Will, and (IACS) Animal Shelter, Gleaners Food Bank etc.
- ACTS will train clients on how to follow directions through learning accountability through conducting and following rules of specific community and hands on skill-building activities, monitoring household chores, giving specific direct guidelines to follow through.
- ACTS will train clients on life's skills management that entails financial literacy, goal setting, job readiness, career readiness, and critical thinking skills.
- ACTS will conduct the 10 principles of Wraparound which entails strength base, community base, team base, natural supports, outcome base, collaboration, persistence, family choice family voice, culturally competent, and individualized.
- All interventions and strategies will be conducted one on one, or group basis, our services will collaborate with parent/guardian to create an individualized plan for each client to address their needs.

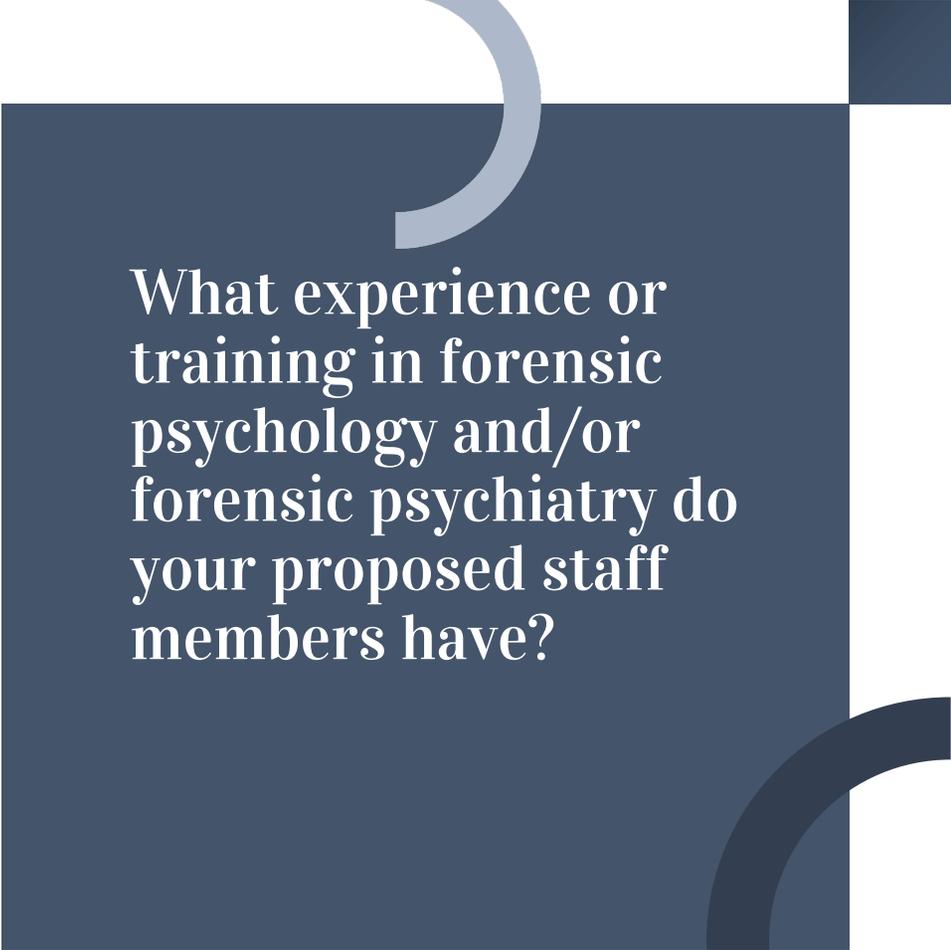
Please provide information on your ability to increase the number of staff for this Contract if the number of referrals increases.

Syra Health is confident in increasing the number of staff for this contract if the number of referrals increases.

We have

- Robust experience in staffing (clinical and non-clinical)
- Experienced recruitment team
- Training tools for new candidates
- Collaborate with Workforce Development of Indiana





What experience or training in forensic psychology and/or forensic psychiatry do your proposed staff members have?

Currently our proposed evaluators are psychologists with awareness in forensic psychology.

Upon award, we intend to hire staff who have the right experience in forensic psychology.





Syra Health is committed to provide services according to the Indiana Practice Model

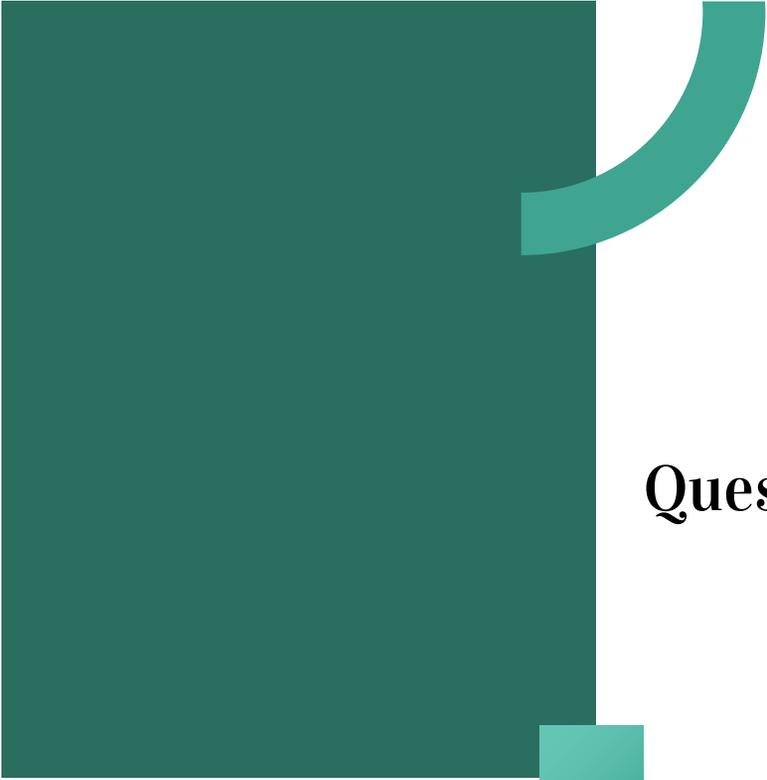
TRUST-BASED RELATIONS

Genuineness, Empathy, Respect, Professionalism

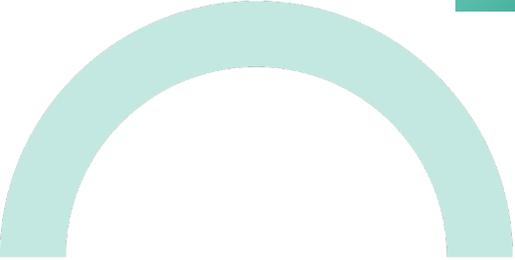
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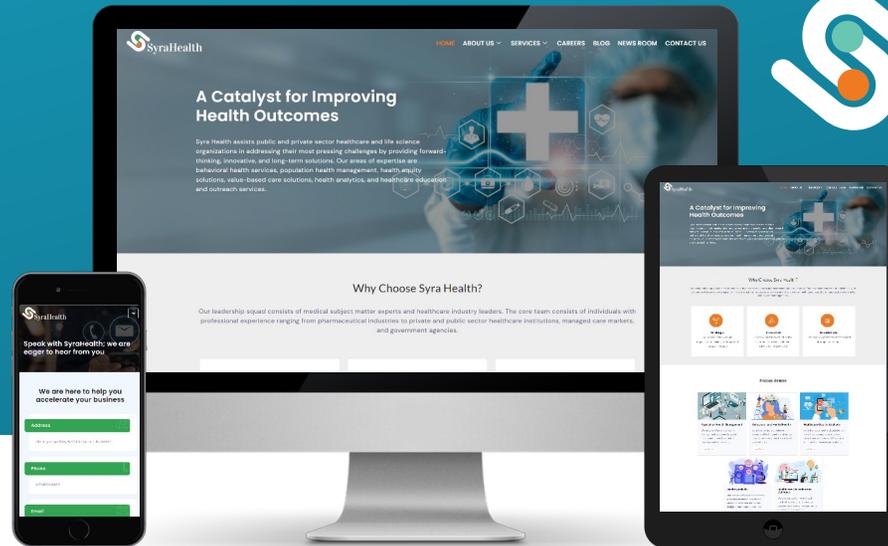
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Questions?



Thank You



Syra Health Corp

For More Information
Contact



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Carmel, IN 46032



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