



Transforming Front- Line Practice: Integrating Health & Human Services

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NorthPoint Health & Wellness Center

NorthPoint Health & Wellness Center: Overview

- Comprehensive FQHC primary care medical, dental, mental health, and human services agency operating in North Minneapolis since 1968
- NorthPoint is managed through a co-applicant agreement between Hennepin County and Community Board of Directors
- In 2003 strategic decision to redesign services for community-focused integrated approach under single management
- In 2004 and 2005 human services and mental health were merged with health clinic under NorthPoint's leadership

Organizational Goals

- Improve Health Outcomes
- Ensure Access for Community Residents
- Provide Comprehensive Integrated Service Delivery System
- Create Culturally Competent Customer-Focused Environment
- Address Root Causes of Poverty and Health Disparities

Collaborative Models of Mental Health Integration

Gateway Program

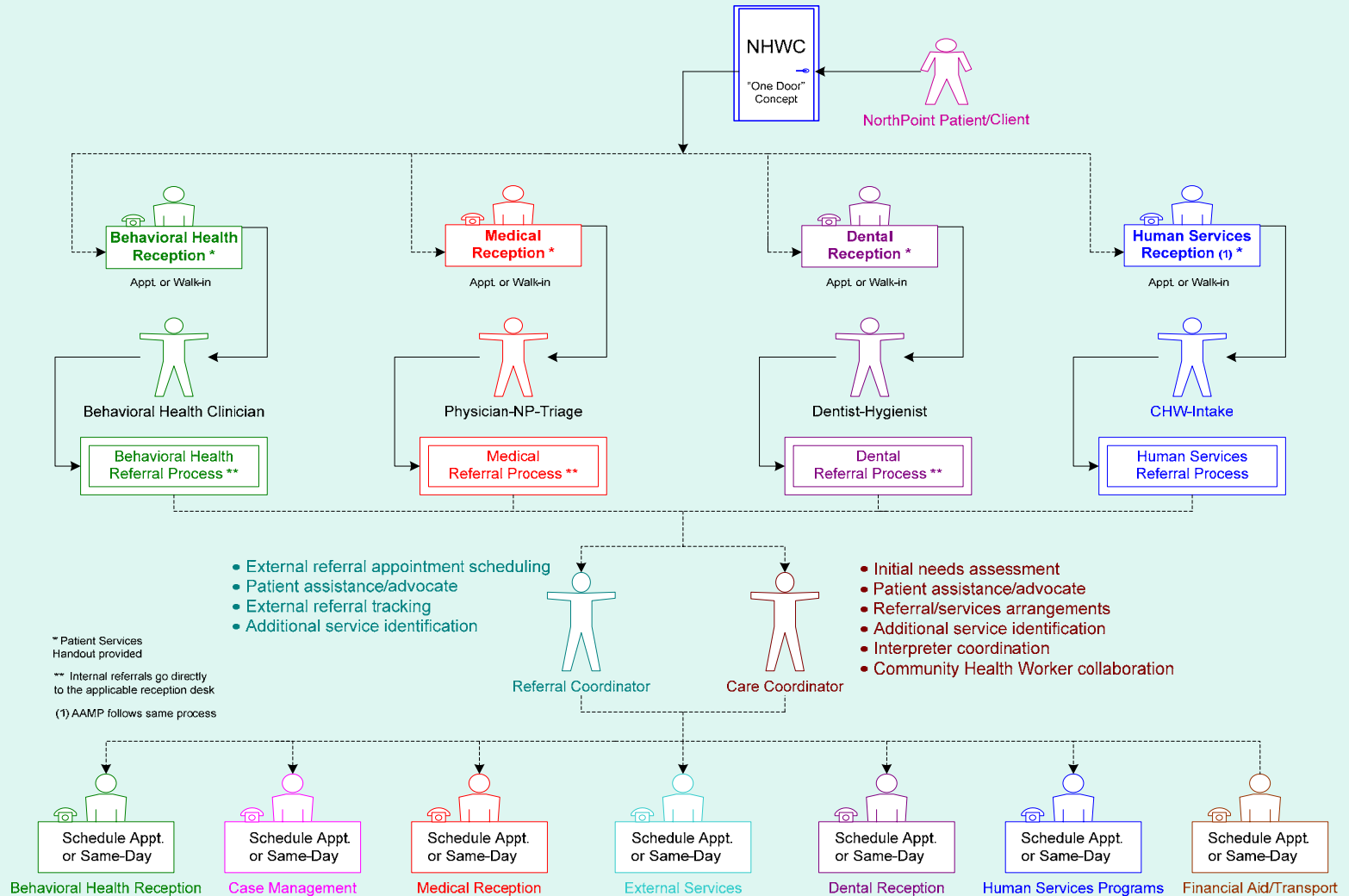
- A collaborative pilot project to integrate services to MFIP families in North Minneapolis who are involved in multiple systems
- Characteristics of NorthPoint's model:
 - Multi-disciplinary teams, led by a family facilitator, use a holistic and relational approach
 - Mental Health Psychologist provides individual & group therapy
 - Collaboration with community-based organizations
 - Empowerment Support Groups

Medical and Mental Health Integration

- Shared Systems
- Embedded Mental Health Clinician in Medical Clinic
- Embedded CD Assessor/Counselor in Mental Health Clinic
- Same Day/Open Access
- Care Coordinator/Referral Coordinator

NorthPoint Health and Wellness Center: Integrated Services Model

01/08



North Minneapolis Child & Family Service Center

- Partnership with University of Minnesota, County, YMCA, City & Non-Profits
- Provide Mental Health Treatment for Children and Families using Best Practices from University of Minnesota
- Services Integrated using Best Practices from NorthPoint's Model
- Physical Space will enhance Integration & Collaboration among Partnership

Key Observations and Outcomes

- Formal Communication between Providers/Departments and Partners is Critical
- Same Day/Open Access Critical
- Gateway families increased Employment, Mental Health treatment and Health Seeking Behaviors
- Increased Patient/Client Satisfaction
- Provider Productivity Improved with Embedded Clinical Staff
- Integration and Collaborations require Cultural Shifts, Shared Values and Shared Clinical Practice Guidelines