



Albany County SAGE SYNC Review April 7th, 2010



Access to Services:

- The SAGE program appears to effectively identify mental health services in the Albany County community and connect SAGE participants.
- It appears that the individual needs of clients and their families are evaluated and given consideration when planning their services.
- The family interviewed did not experience any waiting lists to accessing services.
- While the family was quickly referred to services upon entering the SAGE program, the client does report a considerable amount of research and inquiry to gain entry of these services. Services in this community do not appear to be well-known.
- There is an opportunity in this community for education on mental health needs, especially for small children. The client interviewed felt that had she been better educated on symptoms of mental health diagnosis she could have provided her child with services sooner.
- The two service providers this family found most helpful include UPLIFT and the SAGE program. Neither of these programs is operating in Albany County which has presented some concern for the family.
- Early intervention in this case could have been helpful.



Quality of Services, Including Recovery and Support:

- The services provided through the SAGE initiative kept this family intact. Prior to accessing these services, residential treatment for the target child was being considered by the family. Due to the wrap-around services SAGE provided, this family is still intact and is not longer in need of these services.
- The client felt encouraged and supported by the community and enjoyed all visits with providers.
- The family reported feeling there were bumps with differences in culture initially; however, once the family directly addressed these concerns with providers there were no additional issues.

- The family reported struggling with the target child being medicated. While they admit that this has drastically improved the child’s life, they are working with the psychiatrist and providers in educating themselves and the child with coping mechanisms and the amount of medication has been safely reduced.



Collaboration:

- Services were coordinated and collaborated so the family could remain intact and in the same community. However, UPLIFT in Albany County has closed and now this family must travel to Cheyenne to access services from them. They report using UPLIFT minimally since the office closure because the drive is inconvenient. The family also travels to Cheyenne for pediatric services.
- The mother interviewed is a full-time student at the University of Wyoming and felt that her largest struggle as a parent of a child with Mental Health needs is the coordination. The mother reported her involvement with SAGE “life-altering” because of this coordination piece.
- The SAGE program educated the mother how to better coordinate herself and how to advocate for her child which continues to help in every-day life long after the SAGE program participation.

“Once I was involved with SAGE, all of my coordination issues were resolved. I also learned through SAGE that I have to ask for help in order to get it. “