

Journey mapping update

Prepared for the Hennepin County Children's Mental Health Collaborative
Cheryl Holm-Hansen, PhD, Community Research Solutions | **June 11, 2021**

Journey map overview

Our journey map will be a visualization and summary of the process that parents go through when a child is first identified as having a potential mental health concern. While this process can vary widely, steps along this journey may include identifying that their child has a mental health issue, securing a diagnosis, identifying formal and informal supports for the family, locating appropriate services, developing family support systems, etc. We believe that this scope will allow us to include a diverse cross-section of families and hear their stories, while developing recommendations for better supporting families who are entering the system for the first time.

Once our journey map is created, it can be used in a variety of ways, such as:

- Documenting successes and strengths of the current system
- Illustrating and prioritizing challenges, barriers, and areas for improvement
- Identifying strategies for better supporting parents as they navigate the system

Work plan

Our goal is to interview 50-100 parents who represent a variety of experiences with the system (based on cultural background, system "entry points", child diagnosis, etc.). We will conduct broad outreach to parents through a variety of channels – parent groups/committees, Family Service Collaboratives, etc.

JUNE

- Obtain approval from the Governance Board to proceed with project
- Draft parent interview questions
- Develop detailed parent outreach/engagement plan
- Identify interview team

JULY

- Train interviewing team
- Begin parent interviews

AUGUST

- Conduct parent interviews
- Begin coding and analysis of interviews

SEPTEMBER

- Complete parent interviews
- Complete coding and analysis of interviews

OCTOBER-NOVEMBER

- Prepare journey map and project report
- Develop dissemination plan (strategies/audiences to be determined based on the findings)

DECEMBER

- Share journey map and project report with the Collaborative and other stakeholders

Budget

Many project costs are covered through funds already approved by the Collaborative through existing contracts. Additional funding is requested to support incentives to support parent participation in interviews, potential mileage costs, and

Family incentives: 100 families x \$20 gift cards (Target/Walmart) \$ 2,500

Our first request is for stipends for families who participate in interviews. We plan on providing \$25 gift cards for Walmart or Target to each parent interviewed. Our goal is to complete 50-100 interviews for this project, for a total request of up to \$2,500.

Translation/interpreter costs \$ 2,000

While we are working to identify people who can conduct interviews in a variety of languages, we may need to use paid interpreters to assist with the interview.

Mileage \$ 250

We expect that interviews will generally be conducted over phone or zoom. However, if parents prefer to be interviewed in-person, we would like to reimburse interviewers for mileage expenses.

Additional data collection expenses \$ 15,250

Significant time will be required to conduct the 50-100 interviews with parents. Some interviewers will be parents and other community members not under contract with the Collaborative. We would like to pay these interviewers a stipend of a \$50 gift card to cover their time to schedule and conduct the interview, prepare detailed notes, and update project documentation. If needed, existing contracted staff (i.e., Cheryl Holm-Hansen, Margaret Sullivan) will help complete interviews. If time falls outside of what can be supported through existing contracts, we would like to request supplemental funding to cover this time. This budget line item includes a not-too-exceed budget request to cover these two expenses combined as it is difficult to predict how many interviews will be completed by non-contracted staff.

\$ 20,000