

WHAT SPOA CAN DO FOR YOU

- Provide knowledge about mental health and substance use services available in Monroe County
- Serve as an access point for services for both Medicaid and Non-Medicaid children
- Manage wait list for services outside of Medicaid and Managed Care
- Oversee the quality of services being provided to families
- Troubleshoot challenges with accessing services
- Participate in individualized planning for you and your family
- Maintain historical knowledge of service utilization for families
- Navigate and communicate with multiple child serving systems (Juvenile Justice, Department of Human Services, State OMH)
- Utilize existing partnerships with local organizations such as schools and hospitals to support families

“With youth and families in the driver seat, we use a strength-based approach to help identify a path for success!”



Contact Us:

Email:

childspoa@monroecounty.gov

C&Y SPOA Main Line:

585-753-6346

Fax:

585-324-4322

Website:

www.monroecounty.gov/mhyouth-spoa



MONROE COUNTY CHILD & YOUTH SPOA

*Building Connections,
Fostering Hope*

WHAT IS SINGLE POINT OF ACCESS (SPOA)?

Single Point of Access for Children and Youth is a centralized access point for youth in Monroe County to connect to enhanced Mental Health and Behavioral Health Supports.

SPOA is for children and youth with mental health concerns whose needs extend beyond outpatient therapy and/or medication management.

In a system of care, mental health, education, child welfare, juvenile justice, and other agencies work together to ensure that children with mental, emotional, and behavioral problems and their families have access to the services and supports they need to succeed.

System of Care Values include:

- Youth Guided
- Family Driven
- Trauma informed
- Culturally and Linguistically Competent
- Community Based
- Best Practice Oriented



SERVICES AND SUPPORTS

Accessed Directly Through SPOA:

Youth Peer Mentoring: This service would be appropriate for a youth who would benefit from skill building, coaching, advocacy, engagement and community connections through the framework of a relationship with an age similar peer with an aligned lived experience.

Skill Building: Skill Builders work with youth, families, therapists, and other providers to identify short-term goals for specific skill development need related to a child's mental health challenges.

Care Coordination: Care Coordinators work with the youth and family to develop a team of natural and formal supports to improve connectivity to needed resources.

Residential Care: Please contact SPOA directly to discuss available options.

Youth Assertive Community Treatment (ACT):

A community-based program that provides children and youth between the ages of 10 and 21 years with high intensity mental health services. These services include counseling, assertive engagement, peer services, medication management, and case management.

SPOA Can Facilitate Access to:

Health Home Care Management
Child Family Treatment and Support Services
Home and Community Based Services
Children and Youth Evaluation Services (C-YES)

WHAT'S NEXT?

How do I submit a referral?

Referrals can be obtained at:
www.monroecounty.gov/mhyouth-spoa

Submit completed referrals to one of the following:

Monroe County Office of Mental Health
Attn: C&Y SPOA Supervisor
1099 Jay Street, Building J, 3rd Floor
Rochester, NY 14611

Email: childspoa@monroecounty.gov
Fax: 585-324-4322

What to Expect Next...

- The referral source and family will be contacted by a SPOA Facilitator to review the referral.
- There may be a wait list for services and during this time SPOA facilitators will contact the family regularly to check in.
- When an opening is available, the referral will be sent to the provider agency and you will hear directly from them to schedule your first meeting.
- As a parent and youth, you have the right to withdraw the referral at any time.

