

Meeting Minutes: SWWA REGIONAL FYSPRT Meeting

Date and Time: May 19, 2025, 10:57 PM

Summary of Discussion

Introductions & Weekend Plans:

Meeting Guidelines:

Kevin Riffel presented about the VIEW (Virtual Intensive Engagement Wrap Around) program, which he supports at the Excelsior Wellness Center. As the director of telehealth programming and a licensed mental health counselor, Kevin emphasized the importance of flexibility and accessibility in mental health services, especially for diverse populations with varying needs.

Core Offerings of the Program:

- Eligibility and Scope: The program caters primarily to individuals aged 0-20 who need high-intensity service levels. It also serves youth, adults, and those with private insurance, offering creative solutions to ensure comprehensive care.
- Services Provided: VIEW offers certified peer support, care navigation, mental health counseling, psychiatric evaluations, medication management, substance use counseling, and a 24/7 crisis line. They particularly specialize in treating clients with autism and use innovative engagement methods, such as video game therapy.
- Accessibility and Flexibility: VIEW is praised for its quick response to intake requests (capable of scheduling an intake the same day) and a flexible approach to service provision that accommodates individual client needs.

Innovative Approaches:

- Therapy Engagement: To foster engagement, the program incorporates video games like Minecraft and Dungeons & Dragons as therapeutic tools, promoting enjoyable interactions for clients.
- VIEW Client-Centered Customization: VIEW Care plans are customized to minimize procedural red tape, allowing a more streamlined process for clients and care providers, crucial for effective service delivery.
- VIEW Specialized Therapies: VIEW The program leverages evidence-based practices such as CBT, PCIT, EMDR, DBT, ACT, and emphasizes attachment-based therapy and community integration.

VIEW Outcomes and Effectiveness: VIEW

- VIEW Client Feedback: VIEW High satisfaction rates are reported, with 95% of clients willing to recommend the program, evidencing the high value perceived by service users.
- VIEW Service Impact: VIEW The program contributes significantly to reducing emergency department visits and inpatient care use, accentuating its role in alleviating broader mental health system pressures.

VIEW Inclusivity and Community Commitment: VIEW

- Kevin highlighted the program's focus on BIPOC and LGBTQIA+ communities, utilizing interpreter services to accommodate diverse client needs and ensure inclusivity.
- Emphasizing relationship-building, Kevin shared strategies to engage youth effectively, likening the program to a "specialized bakery" that offers diverse therapeutic options in a non-threatening manner.

VIEW Professional Contributions and Outreach: VIEW

- Kevin maintains an active presence in the broader mental health dialogue, presenting at conferences, including the Behavioral Health Conference. He is keen on collaborating with families and agencies to broaden awareness and access to the VIEW program.
- He shares his contact details to remain accessible to past clients, indicating his commitment to ongoing client support beyond initial service engagement.

Next Meeting:

Date: June 16, 2025

Venue: River City Church