

# **CIVIC DESIGN AT SCALE**

Introducing the Public Policy Layer Cake 🍰





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Managing Director



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Research & Evaluation  
Director



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Design Director



An aerial photograph of a city, likely New York City, showing a dense urban landscape with numerous high-rise buildings and a large river (the Hudson River) flowing through it. Several bridges are visible, including the Triborough Bridge and the George Washington Bridge. The water reflects the sunlight, and there are several boats on the river. The overall scene is a vibrant, high-angle view of a major metropolitan area.

# PUBLIC POLICY LAB



Introduction → Why Now?



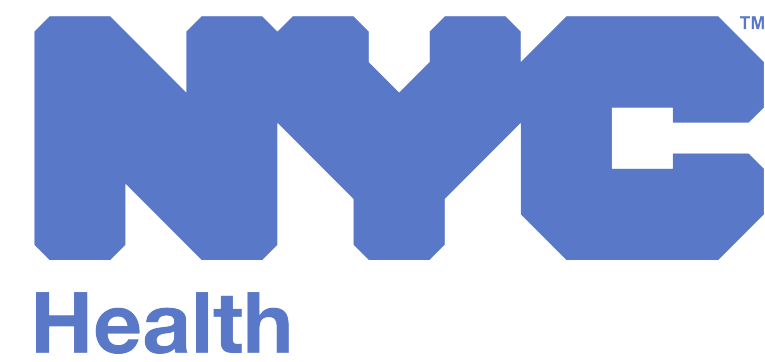
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Intake Post Schedule

Shift	Start	End	Days	Notes
01	06:00	14:00	MON-TUE	
02	06:00	14:00	WED-THU	
03	06:00	14:00	FRI	
04	06:00	14:00	SAT	
05	06:00	14:00	SUN	
06	14:00	22:00	MON-TUE	
07	14:00	22:00	WED-THU	
08	14:00	22:00	FRI	
09	14:00	22:00	SAT	
10	14:00	22:00	SUN	



Introduction → Family Pathways to Care



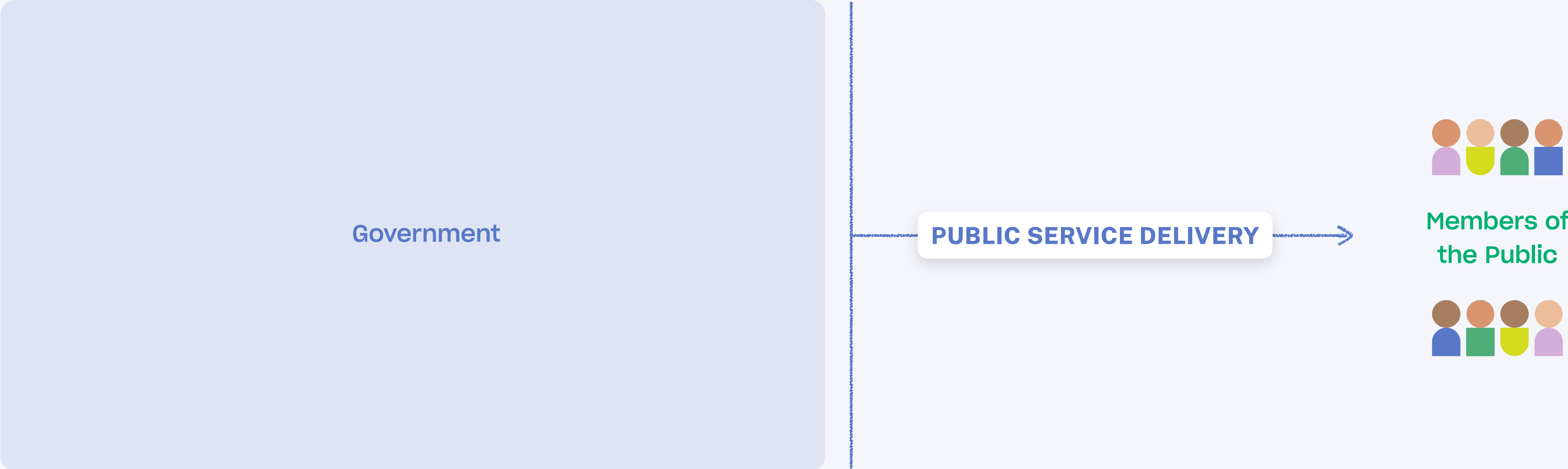
How might we improve access and experience for families connecting with ACS- and DOHMH-provided mental health and support services?





# **PUBLIC POLICY LAYER CAKE**

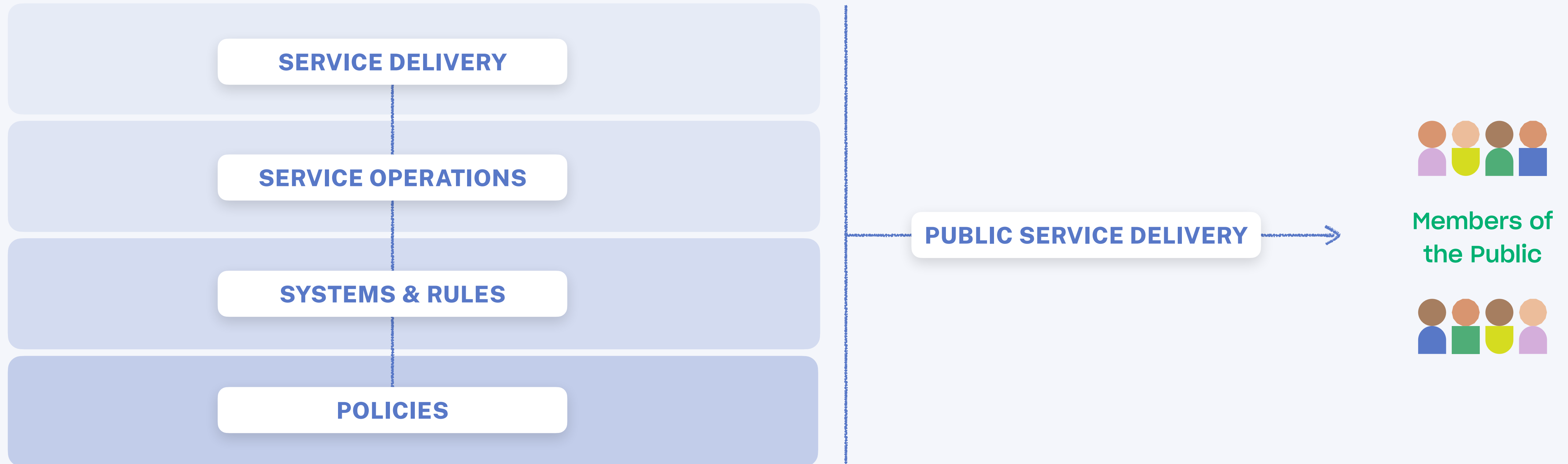






# Public Policy Layer Cake → Policy Delivery

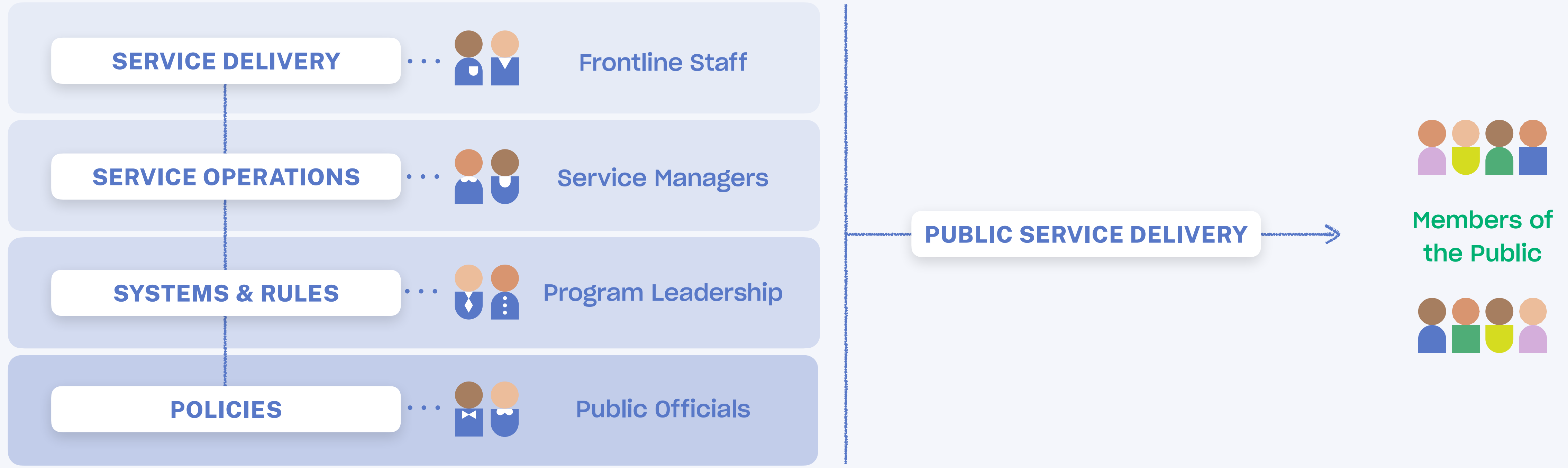
● Policy-Delivery Layers





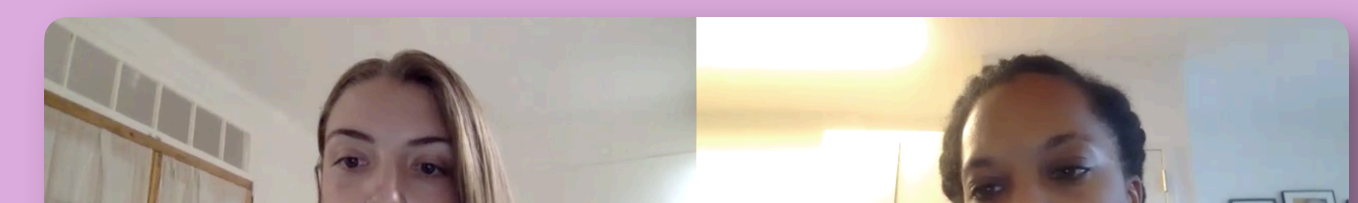
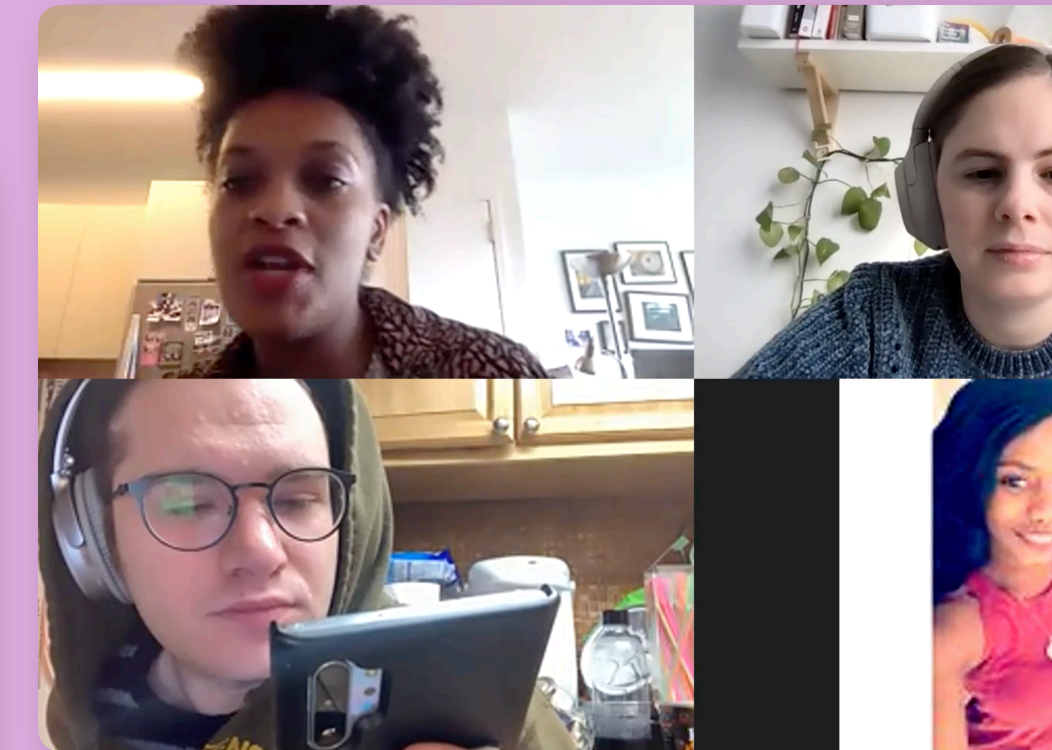
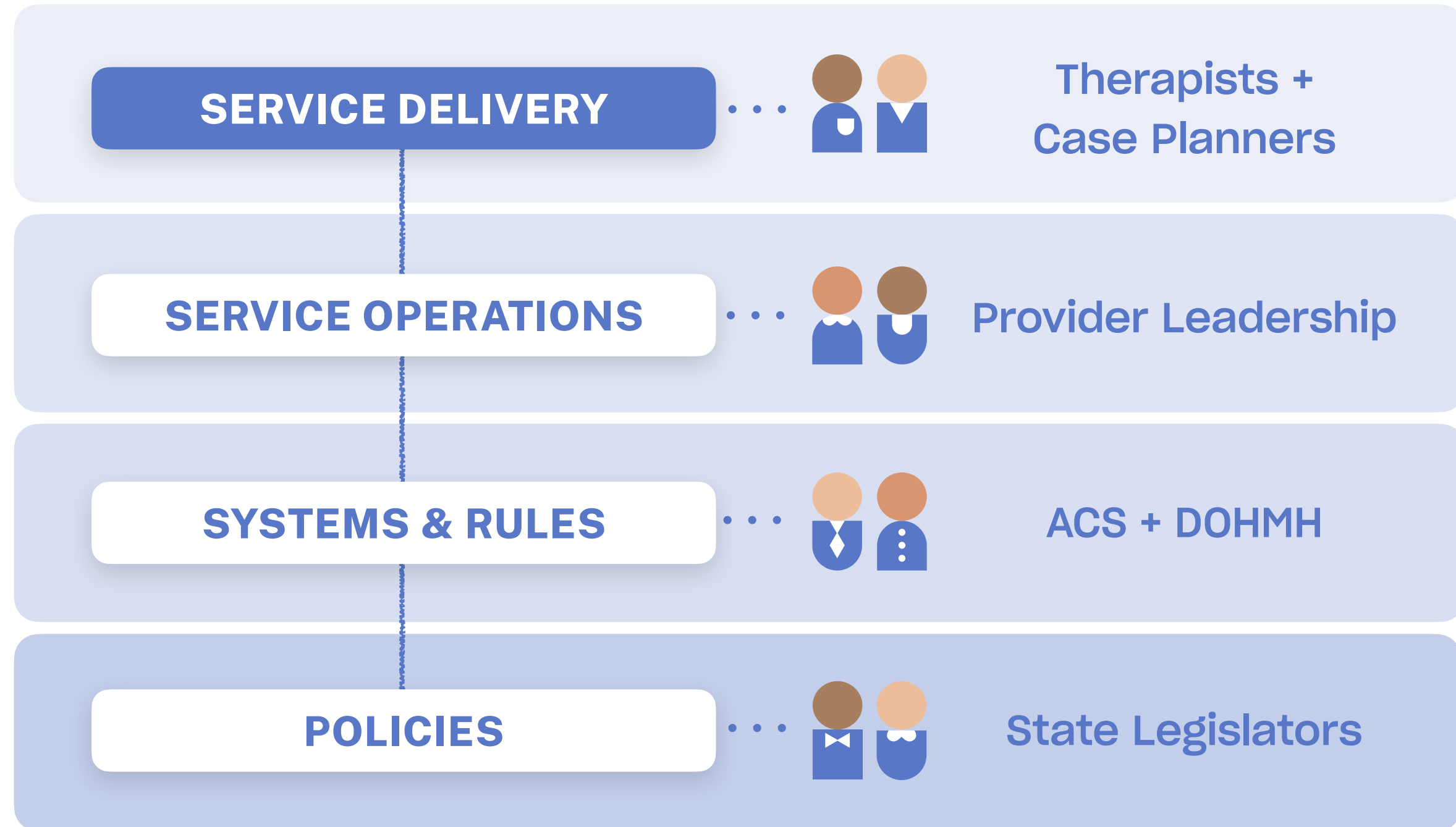
# Public Policy Layer Cake → Policy Delivery

● Policy-Delivery Layers



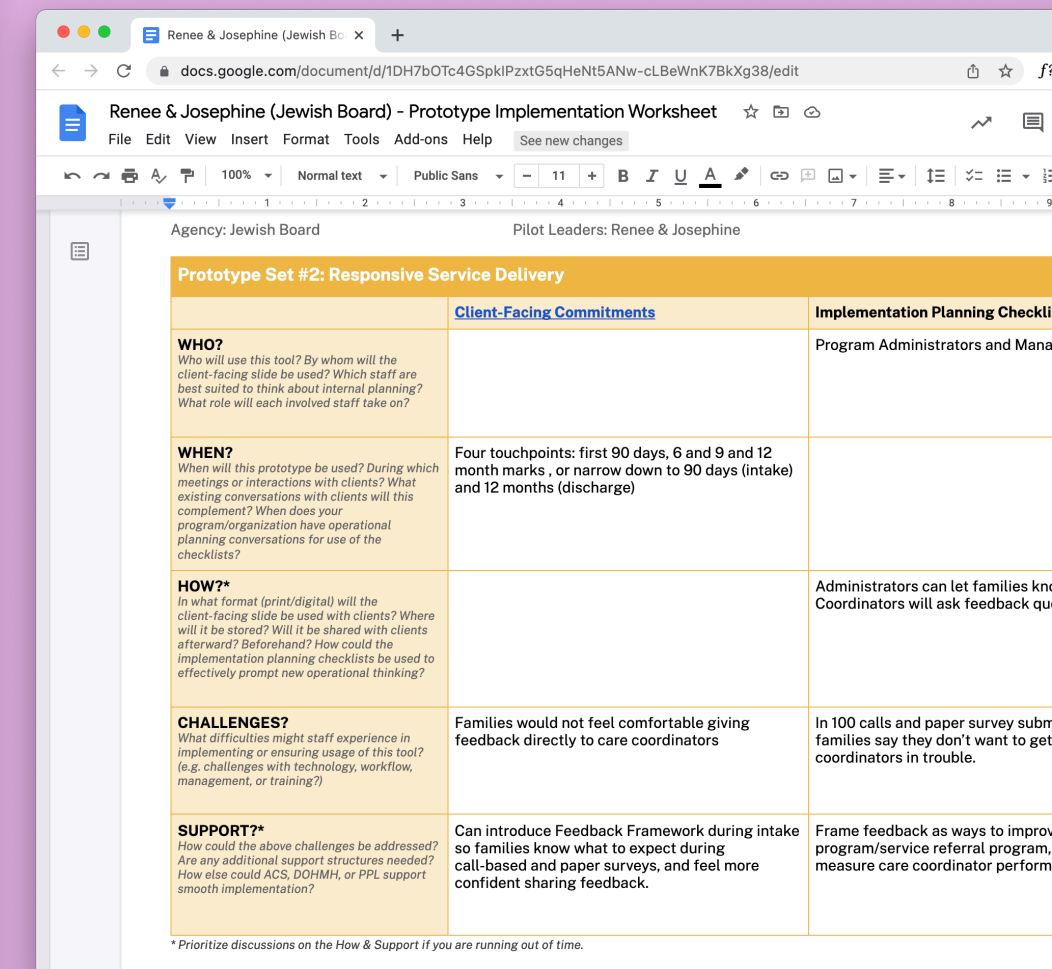
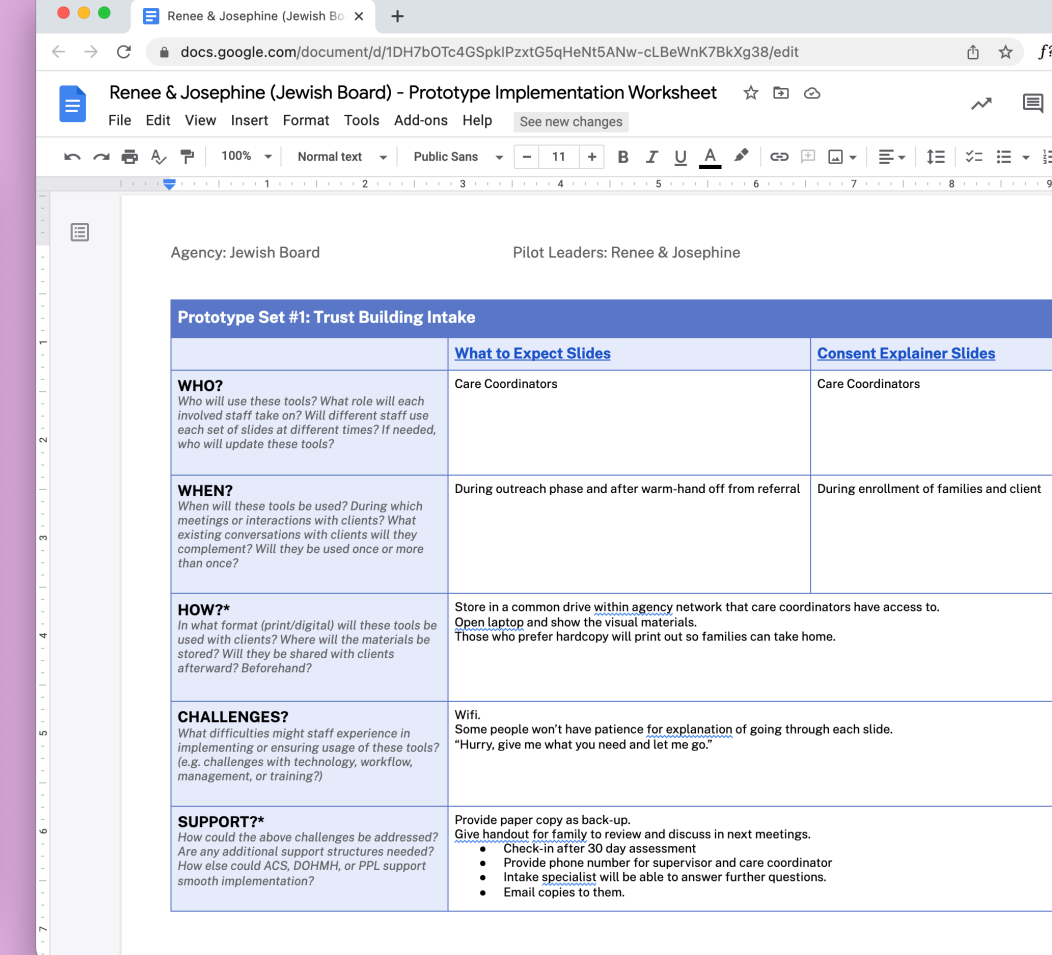
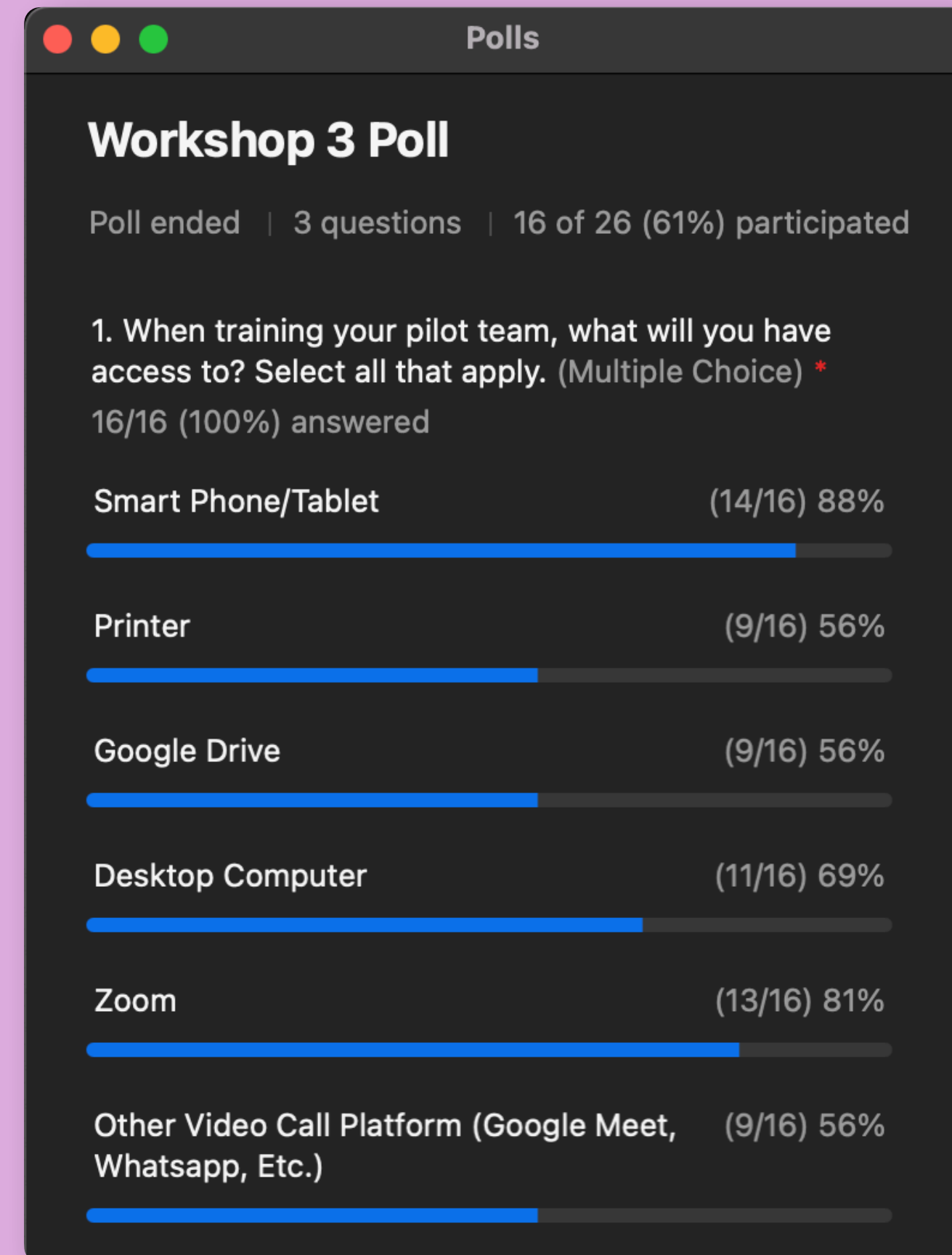
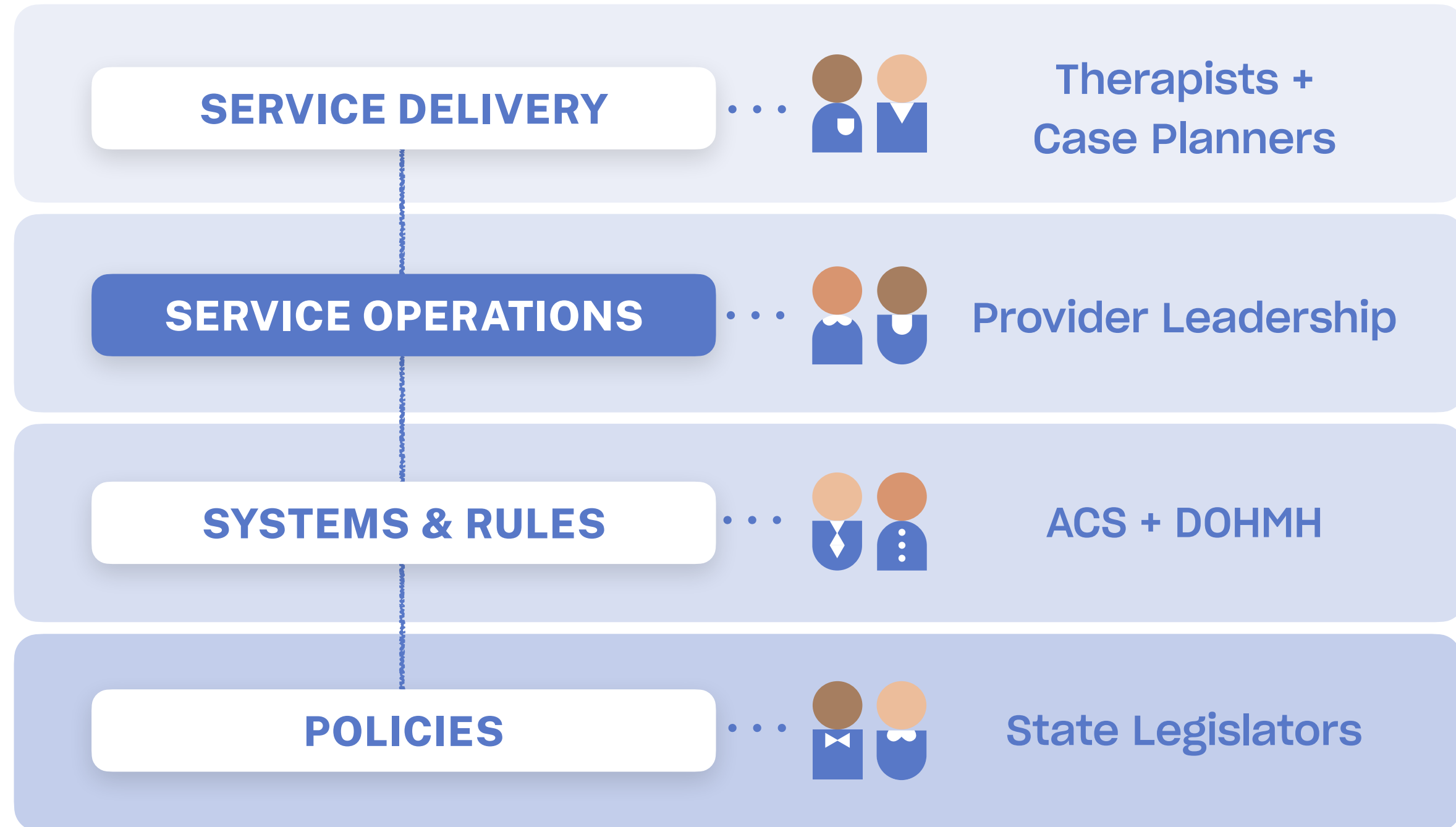


# Case Study → Family Pathways to Care



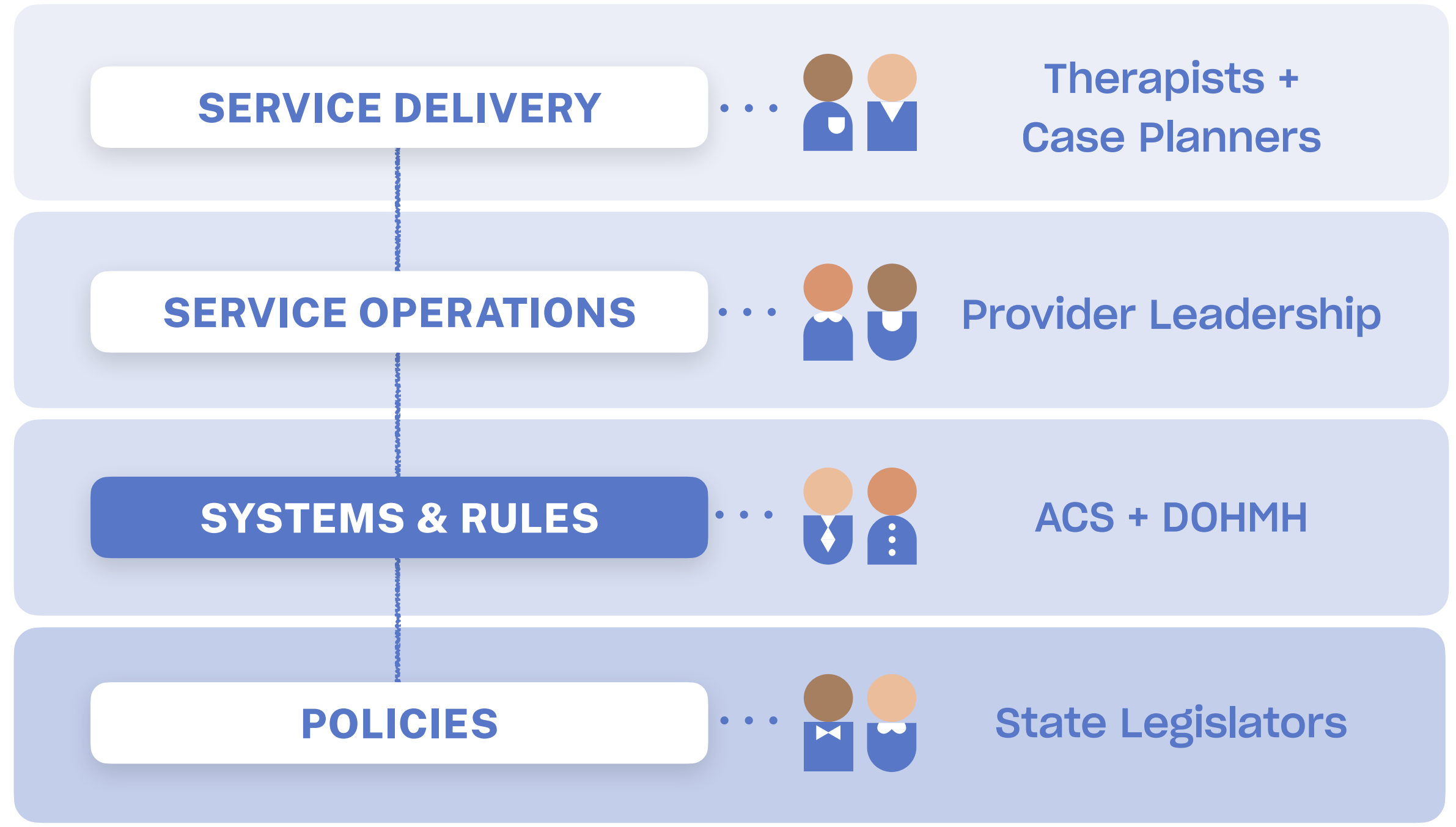


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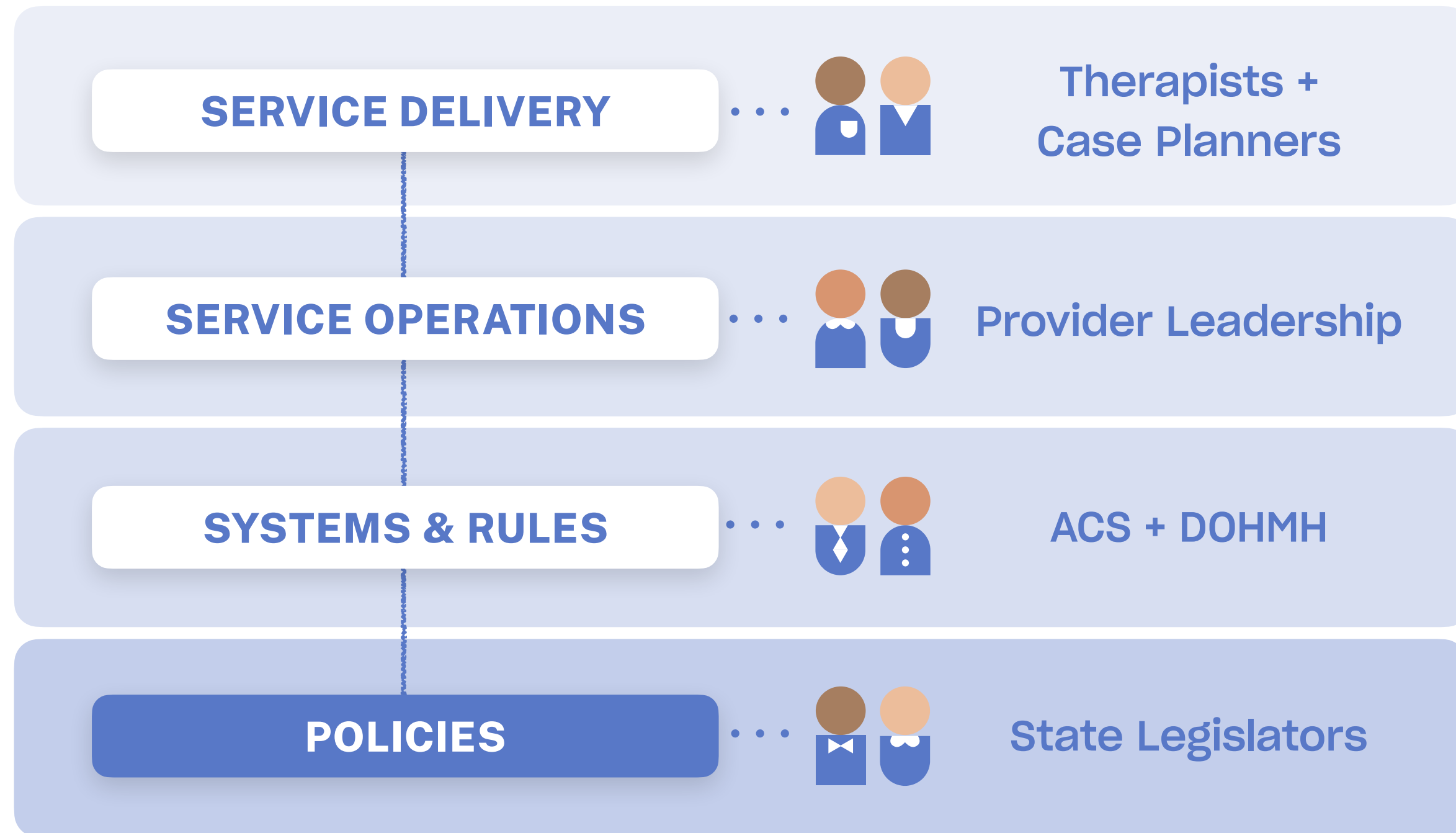


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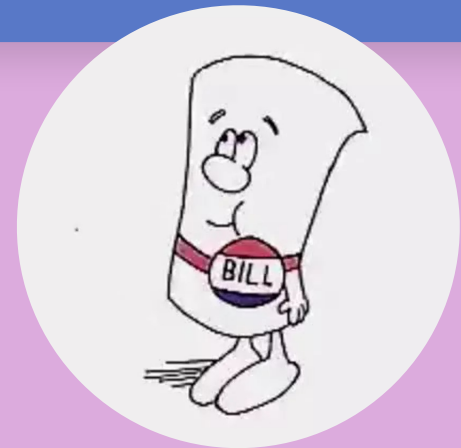
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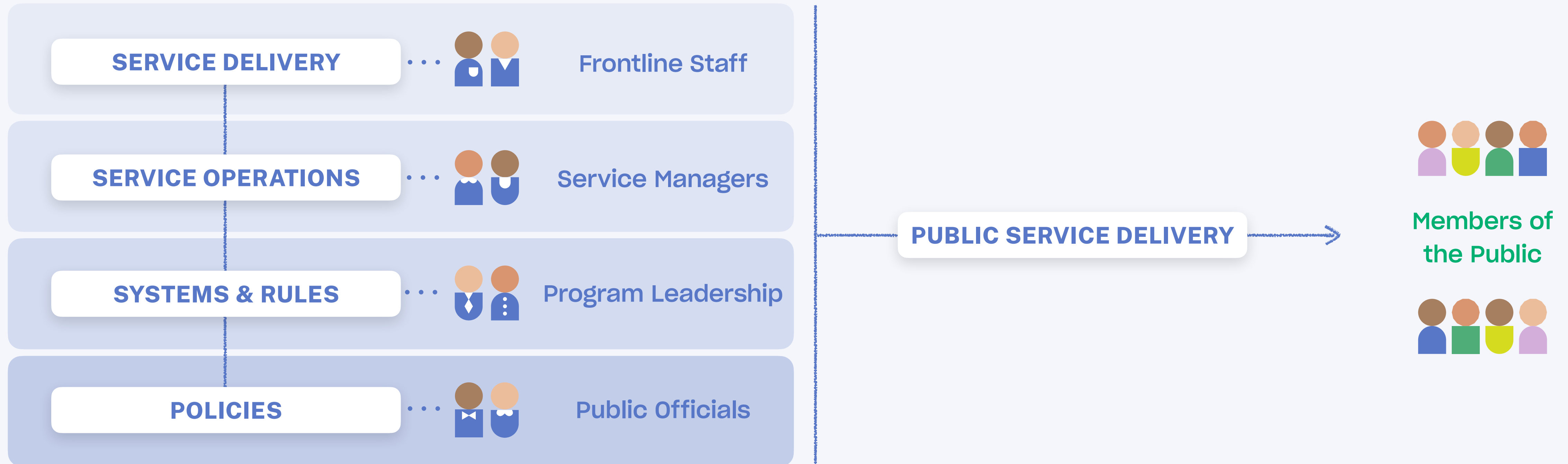
[NYC ACS Prevention Standards and Indicators (2021)]  
Family Voice and Choice

[18 NYCRR 428.6]  
Family Assessment and Service Plan (FASP) Requirements

New York State Social Services Law, §§ 20, 34, 153-k, 358-a, 372-b, 373-a, 374, 374-a, 378[5], 383-c, 384, 384-a, 398, 398-a, 398-b, 409-e, 409-f, 421[3], 421-a, 427[1], 446, 450, 453, 462; Family Court Act, art. 10-A, § 1017; L. 1997, ch. 436; L. 2010, ch. 58, part F





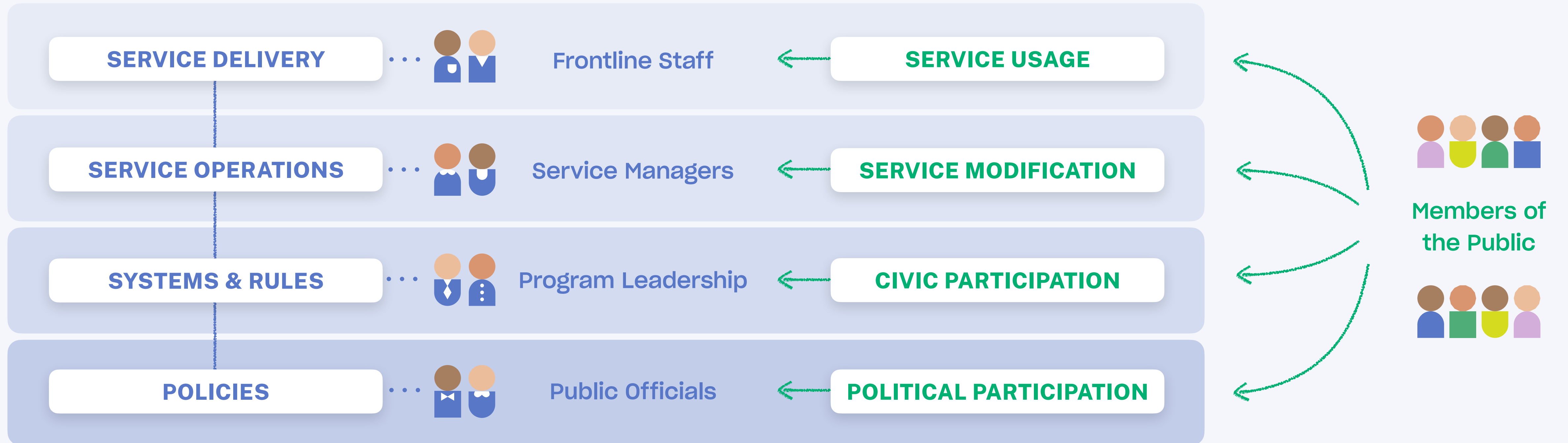




# Public Policy Layer Cake → Public Interaction

● Policy-Delivery Layers

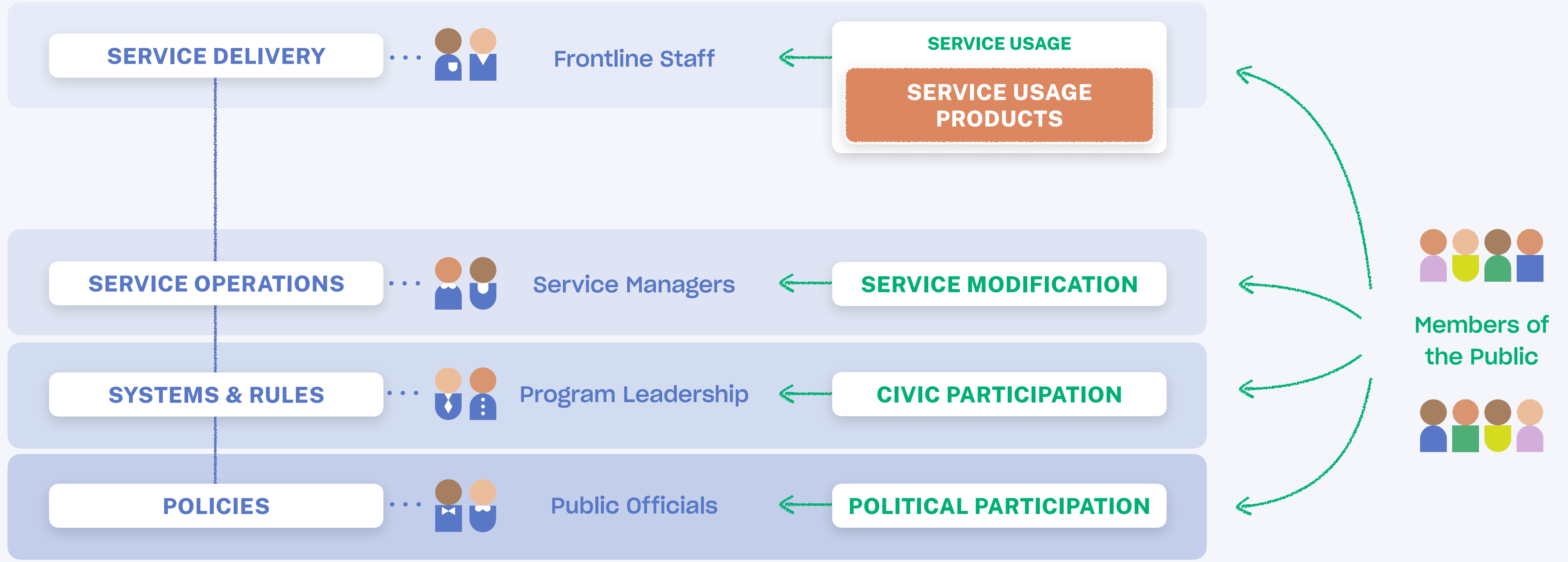
● Public Interaction Points





# Public Policy Layer Cake → Potential Design Products

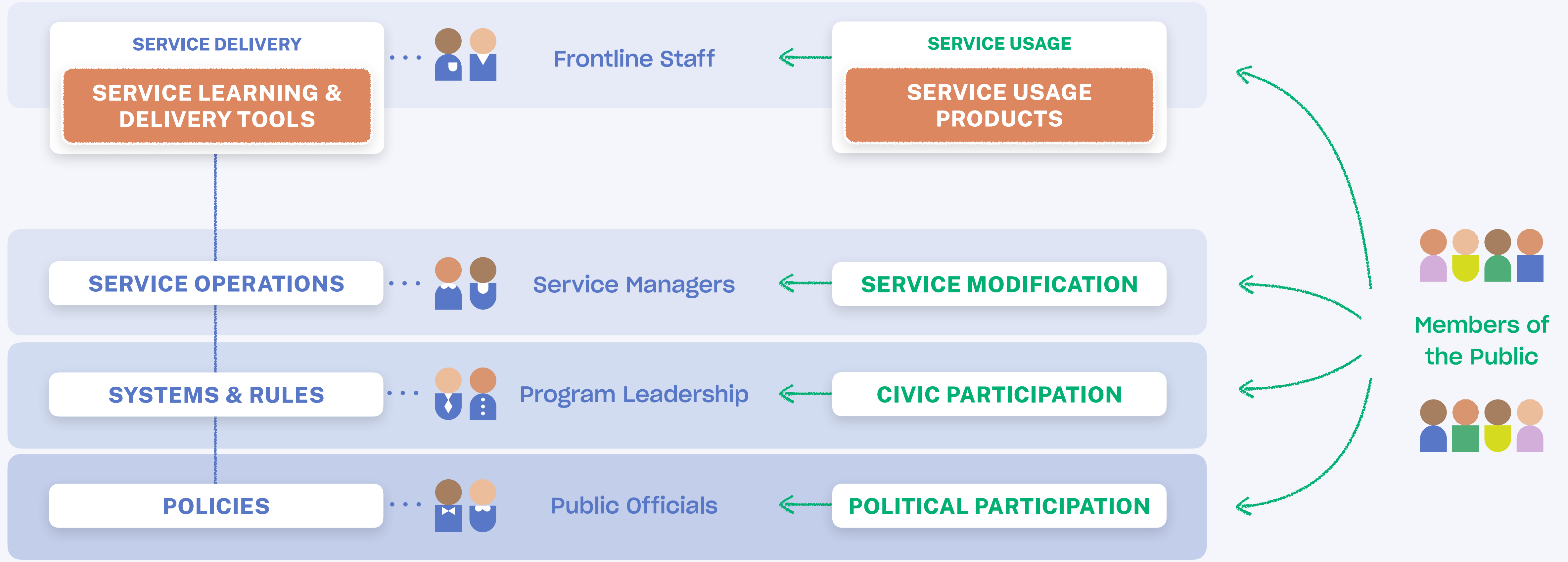
- Policy-Delivery Layers
- Public Interaction Points
- Potential Design Products





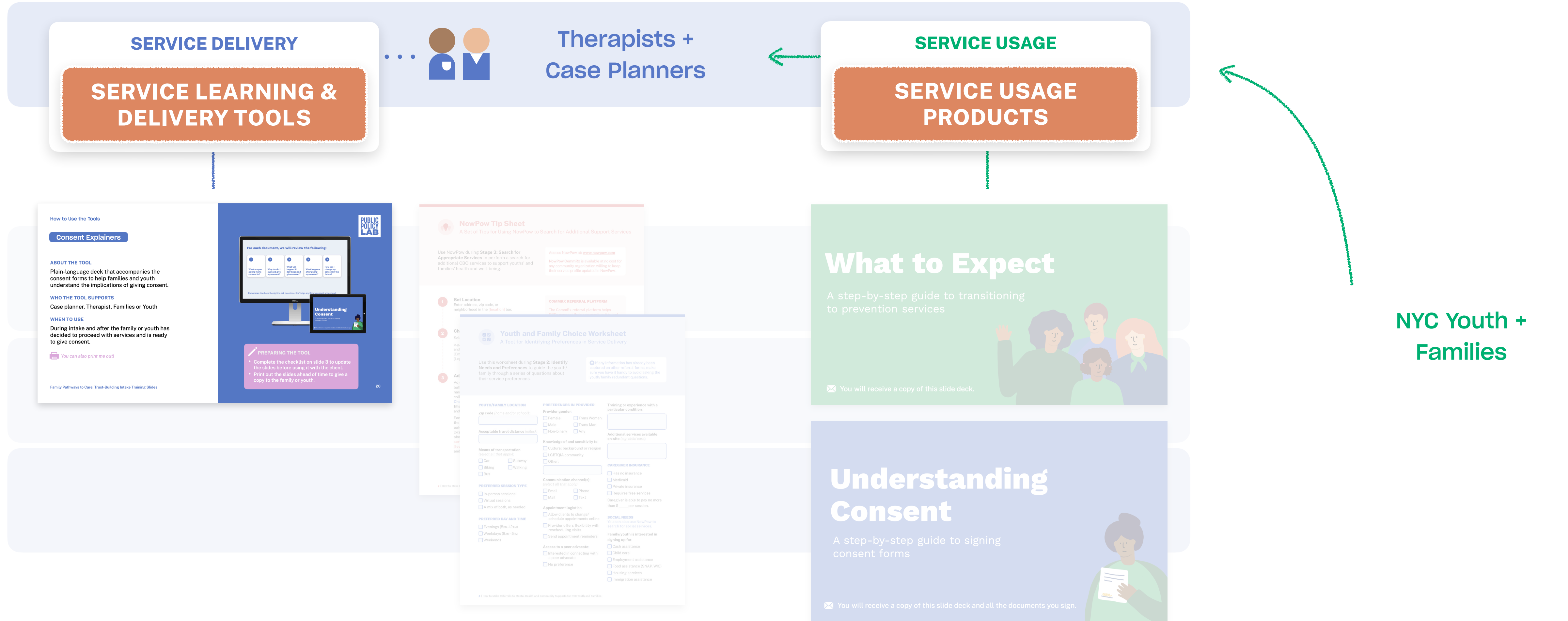
# Public Policy Layer Cake → Potential Design Products

- Policy-Delivery Layers
- Public Interaction Points
- Potential Design Products



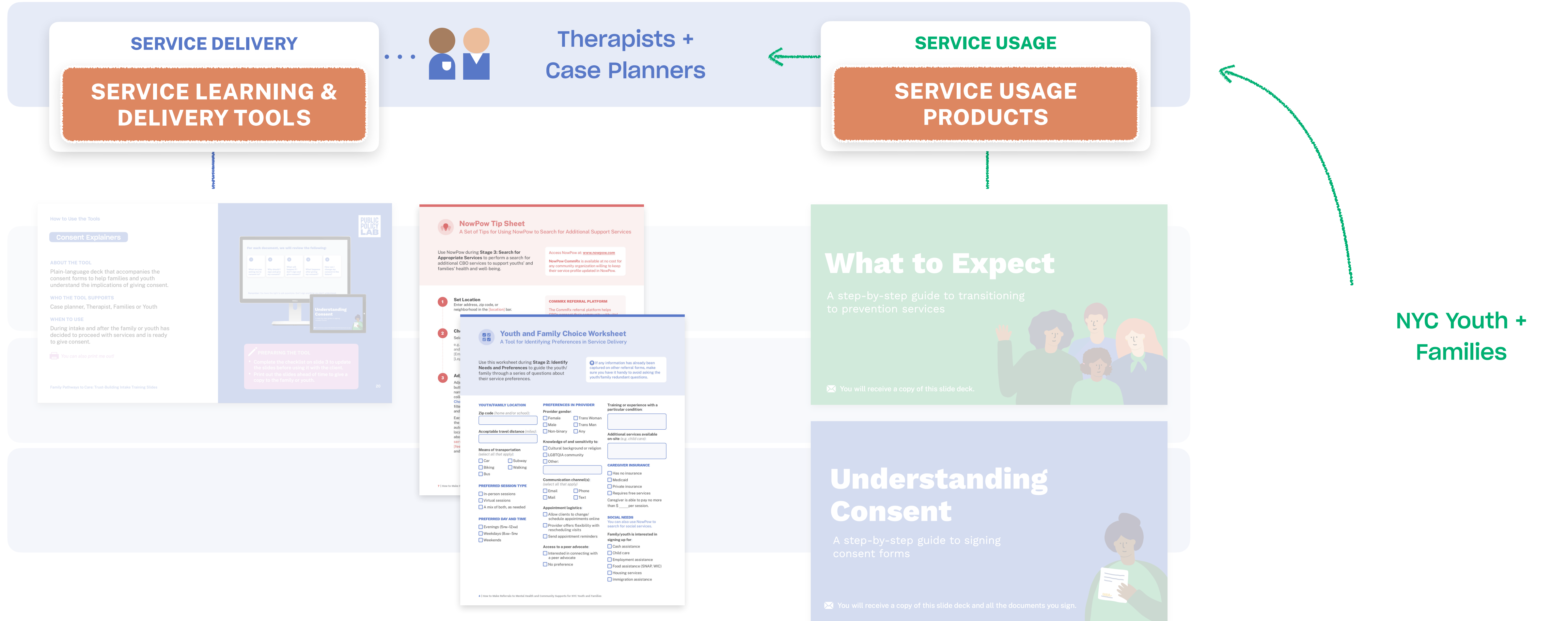


# Case Study → Family Pathways to Care



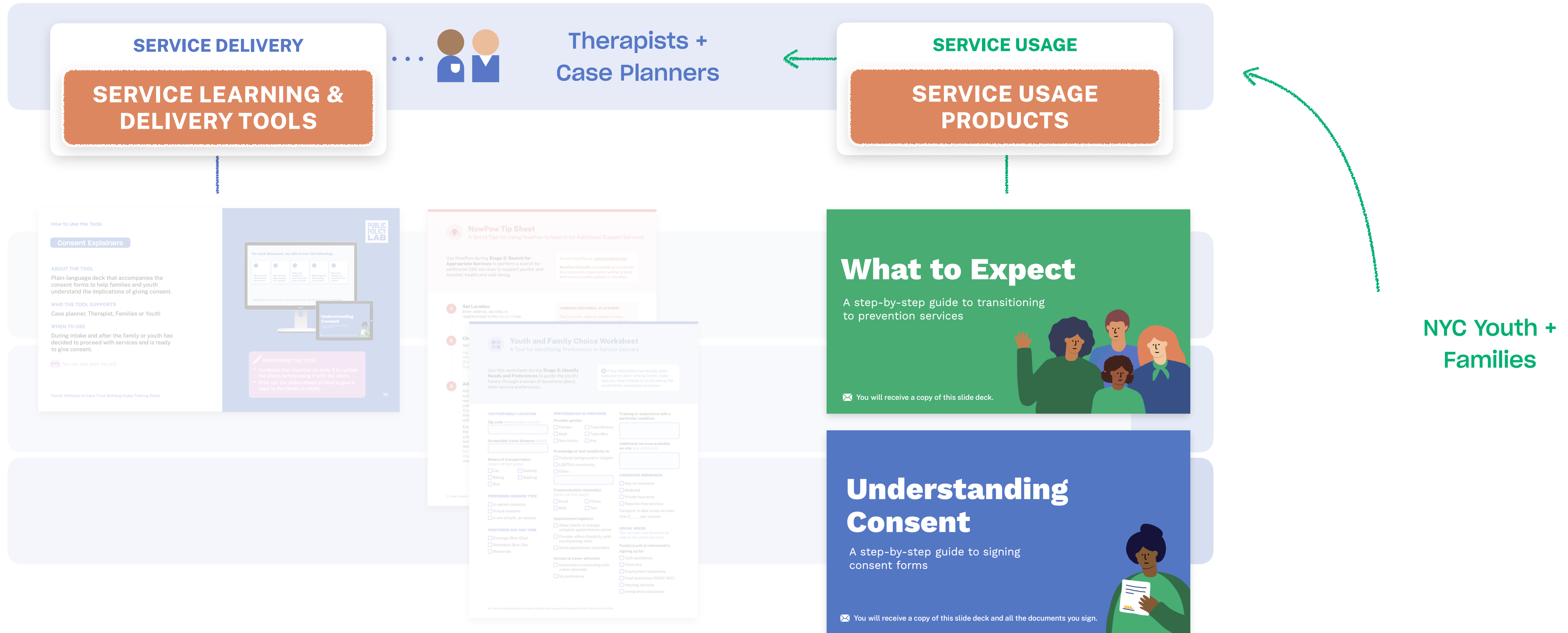


# Case Study → Family Pathways to Care



NYC Youth + Families



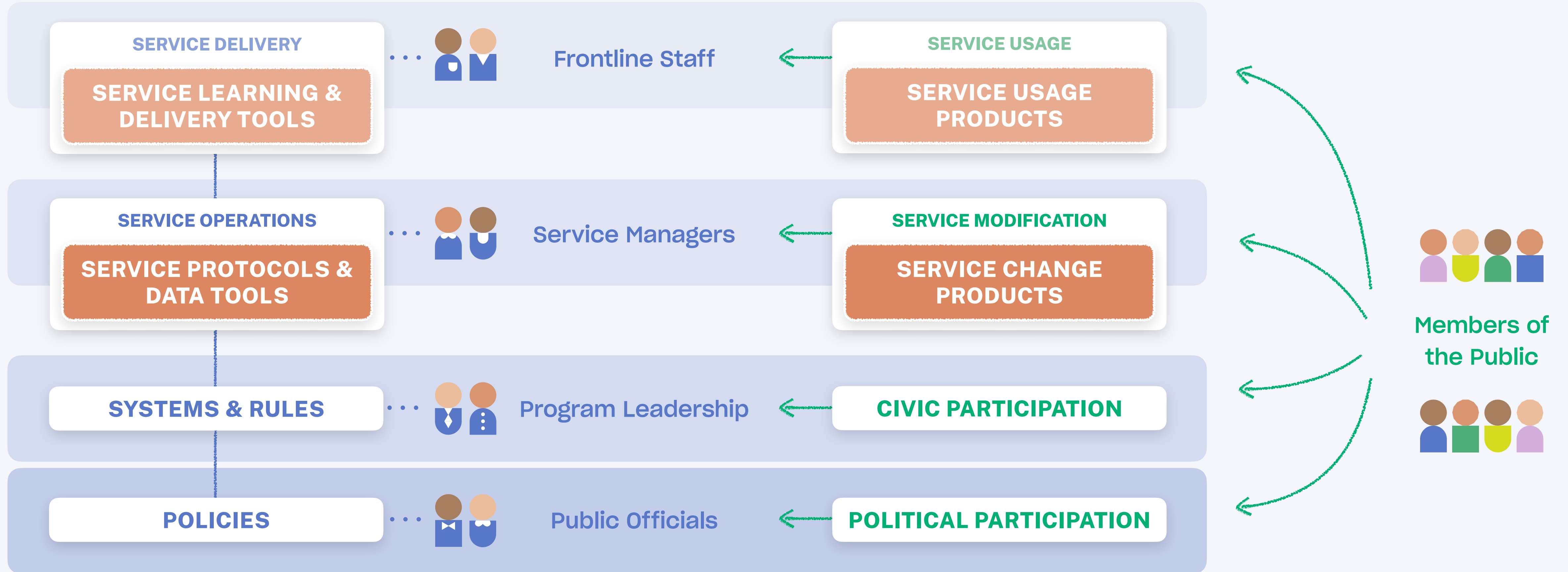




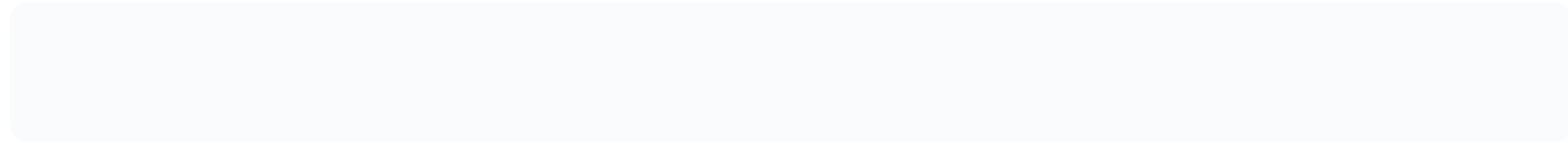
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- Policy-Delivery Layers
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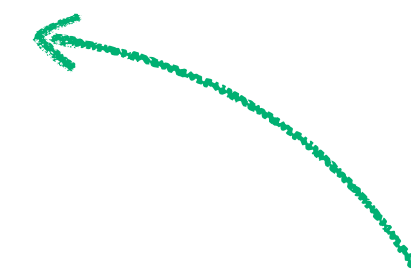
## SERVICE OPERATIONS

SERVICE PROTOCOLS & DATA TOOLS



## SERVICE MODIFICATION

SERVICE CHANGE PRODUCTS



NYC Youth & Families

Program Type	Program Description	Clinical Approach / Treatment Model(s)	Program Features	Age of eligible children
PROGRAM TYPE	Early Childhood Mental Health Network (ECMHN)			
PROGRAM TYPE	General Clinic Treatment			
PROGRAM CATEGORY	In-home Clinical Treatment			
PROGRAM CATEGORY	Support Services			
PROGRAM TYPE	Care Coordination			
PROGRAM TYPE	Children's Non-Medical Care Coordination (NMCC)			
PROGRAM TYPE	Health Home Care Management (HRCM)			
PROGRAM TYPE	High Fidelity Wraparound (HFWR)			

**NYC Children's Health**

### How to Make Referrals to Mental Health and Community Supports for NYC Youth and Families

New York City's Department of Health and Mental Hygiene (DOHMH) and Administration for Children's Services (ACS) ensure that **free and low-cost mental health and community support services** are available to NYC families.

Both agencies address youths' and families' mental, emotional, and behavioral health challenges, avert crises, and strengthen family functioning.

**This guide includes:**

- 7 Stages of the Referral Process
- A Best Practice Framework for Effective, Collaborative Referrals
- Youth and Family Choice Worksheet: A Tool for Identifying Preferences in Service Delivery
- Service Array Summary: A Centralized Directory of Cross-Agency Programs
- NowPow Tip Sheet: A Set of Tips for Using NowPow to Search for Additional Support Services

**This guide supports:**

- Therapists
- Case planners
- Parent/family advocates
- School staff
- Healthcare providers

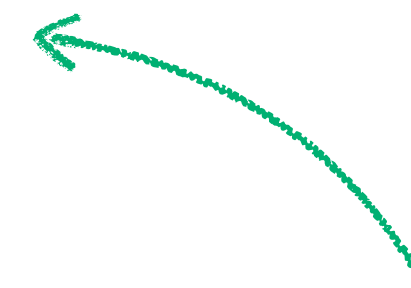
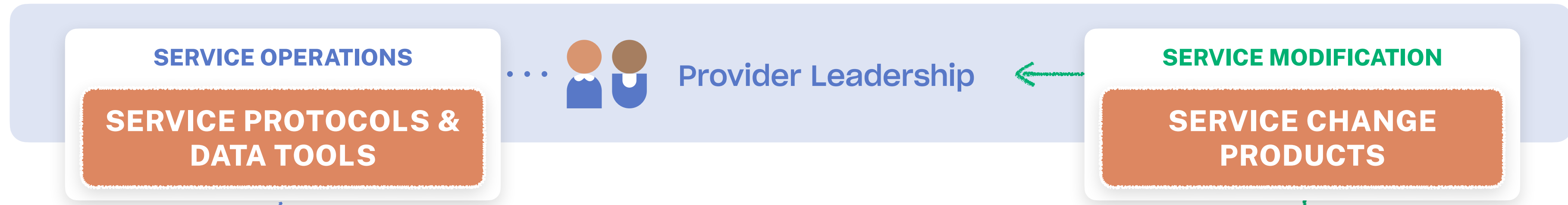
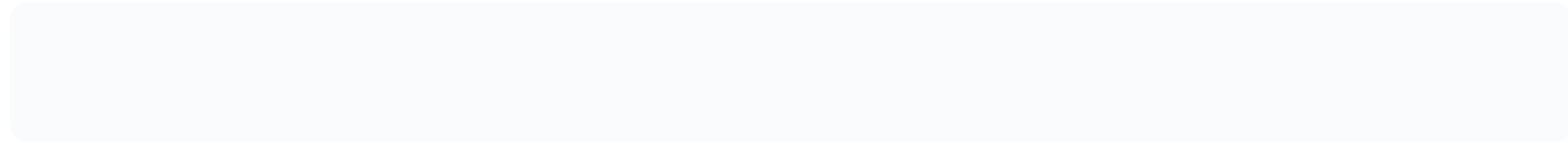
Note: ACS Child Protective Services (CPS) staff have their own process for making initial referrals into preventive services. However, providers serving families in an ACS program can use these tools to make subsequent referrals when beneficial.

## The 5 Commitments Framework for Feedback Collection with NYC Children and Families

A step-by-step guide for ACS Prevention and DOHMH Bureau of Children, Youth, and Families Providers



# Case Study → Family Pathways to Care



**NYC Youth & Families**

Program Type	Description	Clinical Approach / Treatment Modality	Program Features	Age of eligible
Early Childhood Mental Health Network (ECMHN)	Seven early childhood therapeutic centers located throughout the city offer specialized mental health treatment for young children and their families.	TF-CBT, Trauma-Focused Cognitive Behavioral Therapy	Youth counseling, Family counseling, Trauma therapy	0-6 Family Program visits
General Clinic Treatment		CBP, Child-based Psychotherapy	Family counseling, Trauma therapy	
In-home Clinic Treatment		CBP, Child-based Psychotherapy	Family counseling, Trauma therapy	
Support Services				
Care Coordination				
Children's Non-Medicaid Care Coordination (NMCC)				
Health Home Care Management (HHCM)				
High Fidelity Wraparound (HFWR)				

**NYC Children Health**

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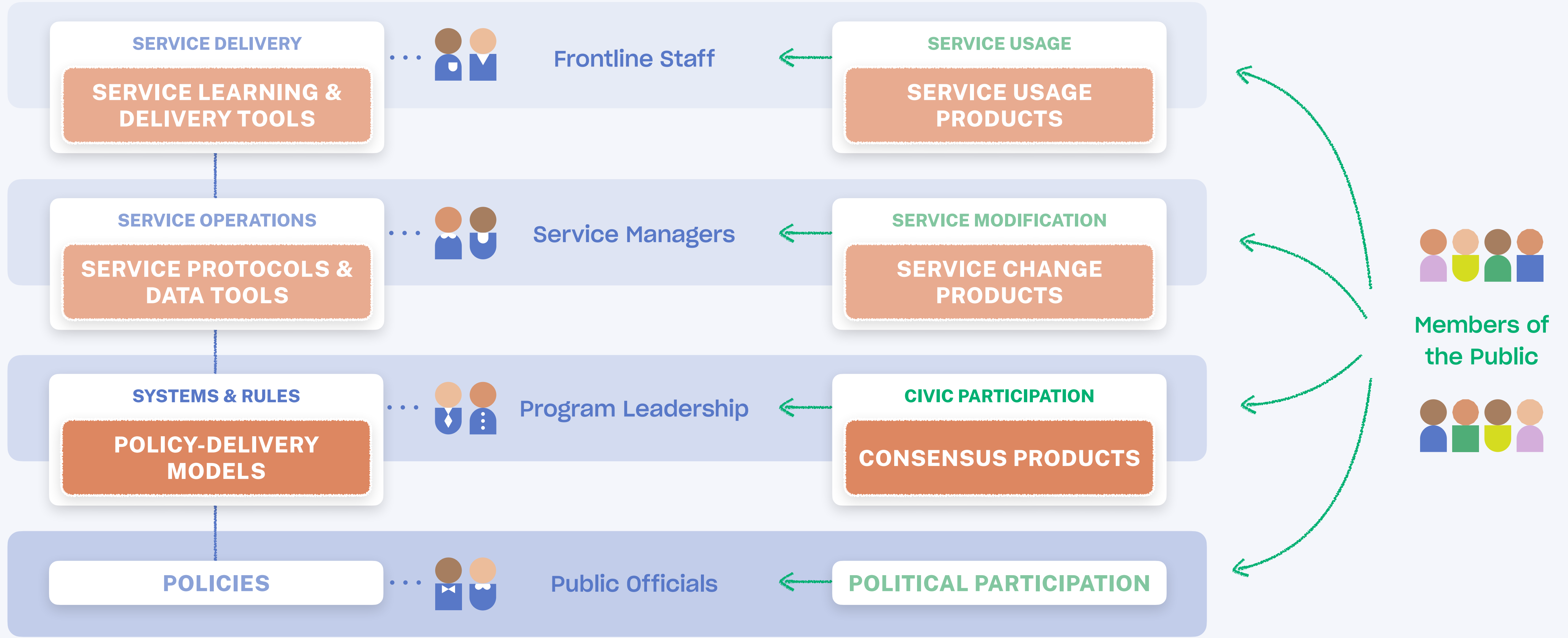
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# Public Policy Layer Cake → Potential Design Products



- Policy-Delivery Layers
- Public Interaction Points
- Potential Design Products



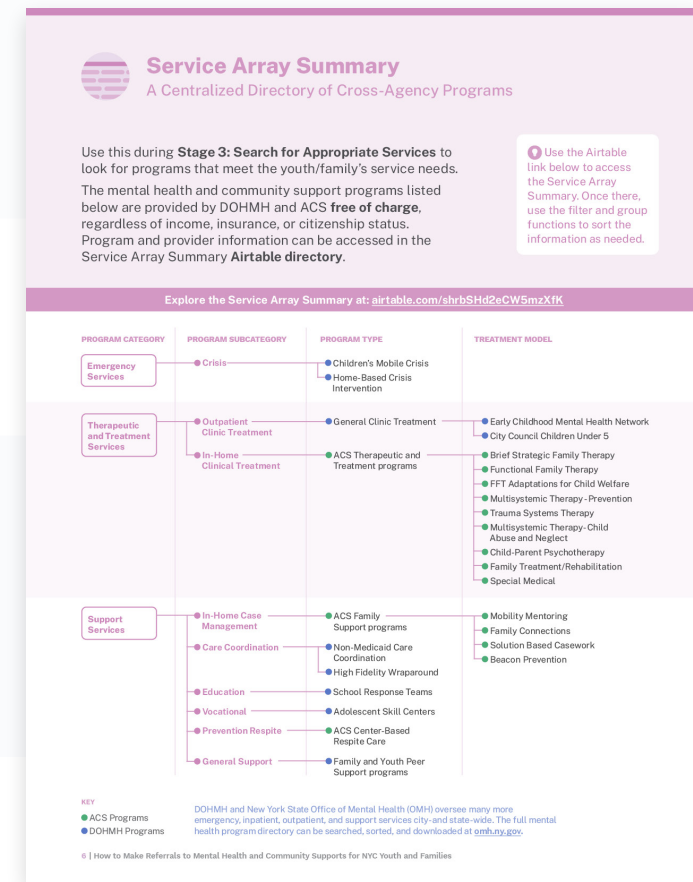


# Case Study → Family Pathways to Care

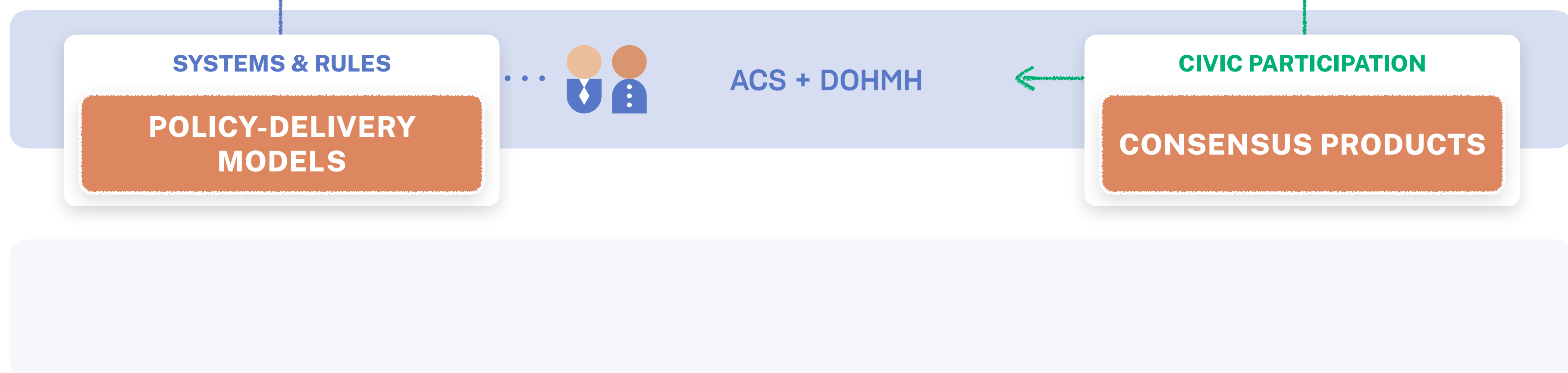
Collaborative Referrals

Trust-Building Intake

Responsive Service Delivery

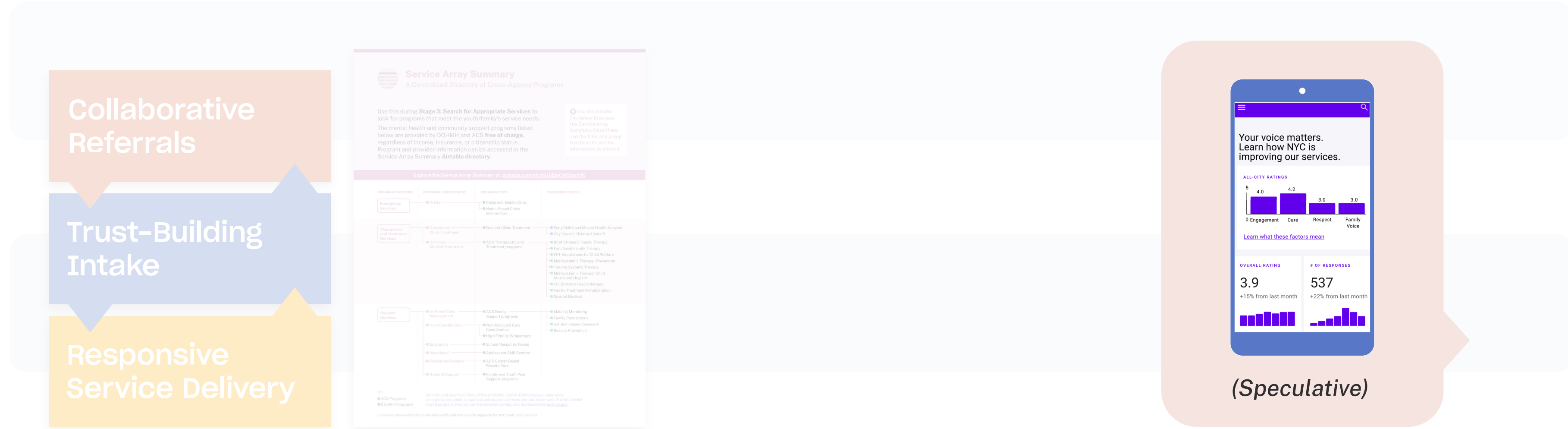


NYC Youth & Families





# Case Study → Family Pathways to Care



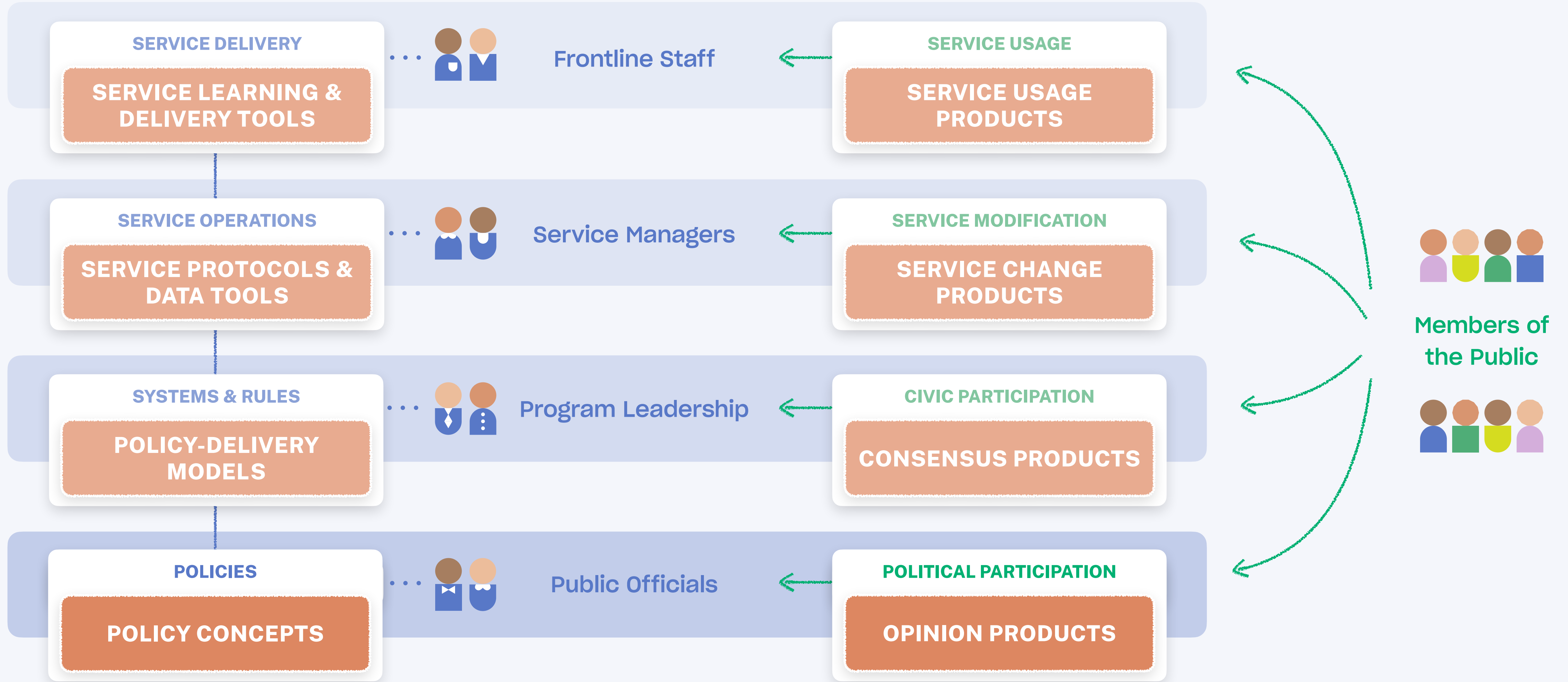
NYC Youth & Families



# Public Policy Layer Cake → Potential Design Products



- Policy-Delivery Layers
- Public Interaction Points
- Potential Design Products





# Public Policy Layer Cake → Potential Design Products



- Policy-Delivery Layers
- Public Interaction Points
- Potential Design Products





# **WHAT DOES IT ALL MEAN?**







**THANKS!**

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[@publicpolicylab](https://www.instagram.com/publicpolicylab)