



The COVID-19 pandemic exacerbated an emerging behavioral health crisis in children including Jennifer. Again, she was in and out of hospitals with no real long-term improvement in her behaviors.

"I realized the level of care she needed was something I could not give her," Marlana stated. "The cycle needed to change."

Solnit South was authorized as her placement.

Marlana immediately recognized the difference in the care her daughter began receiving.

"They deal with her behaviors. They deal with them with her," she stated. Marlana speaks of the unique approach of Solnit's culture starting during the admissions process, when staff sat with her, she met everyone in the room and when she advocates - staff listen.



Marlana especially wanted to point out that Jennifer's therapist "meets me where I am at." Communication is "streamlined" amongst clinical staff making it is much easier to receive and provide facts about Jennifer's progress.

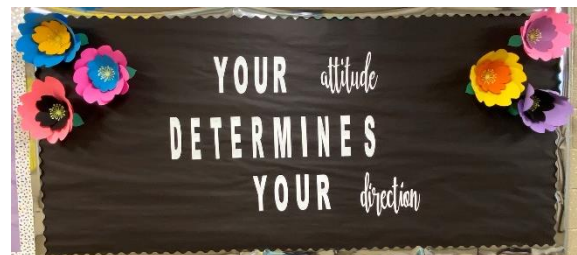
In previous placements, Marlana felt providers looked at her as "just the mom." At Solnit, Marlana's voice is well-received. She was even able to talk out a disagreement with a Nurse. "She listened," Marlana stated.

Marlana participates in therapy once a week with Jennifer. "How you will behave here is how you will behave at home," is the message her daughter receives. They openly discuss rules, consequences and truly what it will take to have Jennifer discharged back home.

Marlana was quick to point out a recent intervention by staff as Jennifer was preparing to visit with her. Jennifer was having a difficult day.

"Empathy and skill" are how Marlana describes the staff intervening with Jennifer to calm her down, give her space and work to move her from this "aggressive state."

When Jennifer was able to regain her composure, a successful visit occurred.



In Marlana's experiences, Jennifer would have been sedated or restrained for demonstrating the same behaviors in another facility. At Solnit South, "they teach the child how to calm themselves down," Marlana advised.

"They waited," Marlana stated. "In other places, they would have called off the session."

At Solnit, Marlana believes Jennifer is "still in reality" and "not in a bubble" with her behaviors and the expectations put upon her.

"Jennifer is given the opportunity to make the right choices versus the right choices being given to her," Marlana described her experiences.

What would she tell another parent about Solnit South?

"This is a good place," Marlena stated.

"I feel it would have made a difference if she went there first."

*(The names and other identifying information have been changed to protect the confidentiality of the family)*