New York State Systems of Care

Systems of Care 201: Assessing Our System of Care

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Outcomes for Today

- Review of System of Care Framework
- Assessing each SOC Component
- Determining Action Steps
Introductions

Name
Organization
Role
Systems of Care - Review

“A broad flexible array of effective services and supports for a defined, multi-system-involved population, which is organized into a coordinated network, integrates care planning and care management across multiple levels, is culturally and linguistically competent (or responsive), builds meaningful partnerships with families and with youth at service delivery, management, and policy levels, has supportive management and policy infrastructure, and is data-driven”.

Everyone has a role in Systems of Care

...we need everyone’s partnership to make sure that service planning, payment and delivery is occurring within the context of the SOC framework, where we can all hold each other accountable that actions are congruent with the approach.
Systems of Care Components

**Philosophy**
Values and principles that provide the foundation for service systems.

**Infrastructure**
Governance, financing, partnerships, and CAPACITY for planning, evaluation, quality improvement, and workforce development.

**Services and Supports**
Interventions with youth and families at the service delivery level. These are consistent with the SOC values.
A System of Care Is…

Guided by Core Values

• Family driven and youth guided:
  Strengths and needs of the child and family determine the types and mix of services and supports provided.

• Culturally and linguistically competent:
  Agencies, programs, and services reflect the cultural, racial, ethnic, and linguistic differences of the populations they serve to facilitate access to and utilization of appropriate services and supports and to eliminate disparities in care.

• Community based:
  Locus of services as well as system management rest within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level.
A System of Care is…

**Adherent to Guiding Principles Designed to**

- Ensure availability of a broad, flexible array of effective, evidence-informed supports and services
- Provide individualized services in accordance with the potential, strengths and needs of each child
- Deliver services in the least restrictive setting
- Ensure family and youth are full partners in all aspects of planning and delivery
A System of Care is…

Adherent to Guiding Principles Designed to

- Ensure cross system collaboration
- Provide care management in a coordinated manner to assist in movement through system as needs change
- Provide developmentally appropriate services and supports for optimal outcomes
- Facilitate the transition of youth to adulthood
- Link with promotion, prevention, and early identification and intervention
- Incorporate continuous accountability mechanisms
- Protect the rights of children and families
Values and Principles

• Do we agree on and are we committed to the values and principles of the System of Care framework?
• How do we know that every partner is committed to the values and principles?
• Are there barriers to operationalizing the values and principles?
• Are there areas of implementing the values and principles that need strengthening?
Do you know...

- What parts of the systems are difficult for children, youth, young adults and families to access or negotiate?
- Whether services are accessible to children, youth, young adults and families of different cultures or languages?
- If we actively provide meaningful involvement of families and youth at all levels?
- The degree to which our resources and processes encourage community based supports and services?
Determining Population of Focus

• Each child-serving system holds mandated responsibilities to meet needs related to a specific population.
• Families are often caught in the gaps between individual system mandates and authorities.
• SOC governance focuses on all of the areas where individual systems do not have the capacity to act independently to achieve desired outcomes.
Determining Who We Serve

• What is each system’s mandate with regard to children, youth and families?
• Who does each system serve?
• Are there particular youth and families that get stuck in the gaps between our systems?
Our Population of Focus

Who needs to be our population of focus?
What is our aim?

Collectively, what is the community’s goal with respect to the population of focus?
Effective SOC Infrastructure

An effective Systems of Care infrastructure includes:

• Governance structures;
• Financing for a wide range of services and supports;
• Partnerships among child-serving agencies, providers, families and youth;
• Provider networks; and
• Capacity for planning, evaluation and quality improvement
What is needed: Infrastructure Elements

- Point of **accountability structure** for SOC management and oversight
- Structure and/or process **to manage care and costs** for high-need populations (e.g. care management entities)
- Interagency **partnerships**
- Structure and/or process for **partnerships with family organizations and family leaders**
- Structure and/or process for **partnerships with youth organizations and youth leaders**
- Defined access/entry points to care

- Extensive **provider network** for comprehensive **service array**
- Structure and/or process for **training, TA, and workforce development**
- Structure and/or process for **measuring and monitoring** quality, outcomes, and cost
- Structure and/or process for **strategic communications/social marketing**
- Structure and/or process for **strategic planning**
Evaluating Infrastructure

• What are our strong infrastructure elements in our System of Care?
• What infrastructure elements need strengthening?
• What infrastructure elements need building?
• Who will take responsibility for infrastructure action steps?
Who is around our table?
Systems Representation

• Given who we serve and the families that fall in between the gaps of systems, are all the right systems at our table?
• Are there relationships that need strengthening?
• Are there systems that need to be engaged?
• How do we hold each other accountable?
Services and Supports

Home and Community Based Treatment and Support Services

- Assessment and evaluation
- Individualized “wraparound” service planning
- Intensive care management
- Outpatient therapy –individual, family, group
- Medication management
- Intensive in-home services
- Substance use intensive outpatient services
- Mobile crisis response and stabilization
- Family peer support
- Youth peer support
- Respite services
- Therapeutic behavioral aide services
- Therapeutic mentoring
- Behavior management skills training

- Youth and family education
- Mental health consultation
- Therapeutic nursery/preschool
- School-based behavioral health services
- Supported education and employment
- Supported housing
- Transportation

Out-of-Home Treatment Services

- Therapeutic foster care
- Therapeutic group home care
- Residential treatment services
- Inpatient hospital services
- Inpatient medical detoxification
- Crisis stabilization services
NYS Children’s Mental Health System – The Big Picture

- Inpatient psychiatric centers and units, State and Community operated
- Residential Treatment Facilities
- Community Residences
- Crisis Residences
- Teaching Family Homes
- Outpatient Mental Health Clinics
- School Based Mental Health Clinics
- Day Treatment
- Home and Community Based Services (HCBS)
- Healthy Steps
- Project TEACH
- NYS Systems of Care Initiative
- Health Homes Serving Children (care management)
- Family Peer & Youth Peer Support Services
- Child and Family Treatment Supports & Services (CFTSS)
- And other special initiatives
Services and Supports

- What are our community’s services and supports?
- Does our SOC have all components of a comprehensive array?
- Are there untapped resources that could bolster the array?
- Is there adequate access and availability of the array?
Our Strengths

• In our discussion today, what strengths of our System of Care have been affirmed?
Our Challenges

• In our discussion today, what challenges face our System of Care?
Our Opportunities

• In our discussion today, what opportunities were revealed that indicate hope for the future?
Our Threats

- In our discussion today, what threats were identified that will present challenges to achieving and maintaining a strong System of Care?
Ready for Action?

Did we formulate any steps we can take:

• Immediately?
• Within a month?
• Within a quarter?
• Within six months?
• Within a year?
Core Strategies for Expanding the Systems of Care Approach

• **Policy and Partnerships** – institutionalize the approach into the larger system.

• **Services and Supports** – implement and sustain a broad array of home and community based services and supports that are individualized, coordinated, family driven, youth guided, and culturally and linguistically competent.

• **Financing** – create or improve financing mechanisms and use funding sources more strategically to support systems of care infrastructure and services.

• **Training** – develop a skilled workforce to provide services and supports within the systems of care framework.

• **Generating Support** – engage high level policy makers and key constituencies and stakeholders for systems of care expansion.
Keeping in mind our defined action steps…

… and the degree to which the actions

- ARE SPECIFIC – is it actionable?
- HAVE LEVERAGE - How much impact will it have to meet our System of Care goals?
- ARE CONSISTENT WITH VALUES – Will the action steps further the System of Care values and principles?
- HAVE REACH – are the action steps feasible and affordable? What is the timeline?
Next Steps?
Facilitator Contact Information