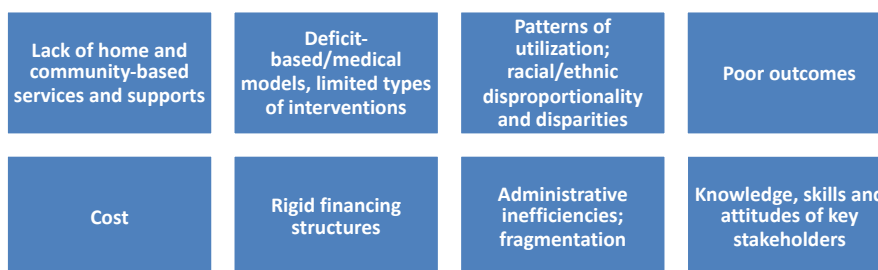## Definition of a System of Care

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

Pires, S. (2010). *Building systems of care: A primer, 2nd Edition.* Washington, D.C.: Human Service Collaborative for Georgetown University National Technical Assistance Center for Children's Mental Health.

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Historic/Current Systems Problems

Lack of home and community-based services and supports	Deficit-based/medical models, limited types of interventions	Patterns of utilization; racial/ethnic disproportionality and disparities	Poor outcomes
Cost	Rigid financing structures	Administrative inefficiencies; fragmentation	Knowledge, skills and attitudes of key stakeholders

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Pires, S. (2010). *Building systems of care: A primer, 2nd Edition.* Washington, D.C.: Human Service Collaborative for Georgetown University National Technical Assistance Center for Children's Mental Health.

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Effective System-Building Process

Leadership & Constituency Building

A Strategic Focus

Orientation to Sustainability

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Characteristics of Systems of Care as Systems Reform Initiatives

From

- Fragmented service delivery
- Categorical programs/funding
- Limited services
- Reactive, crisis-oriented
- Focus on "deep end," restrictive
- Children/youth out-of-home
- Centralized authority
- Foster "dependency"

To

- Coordinated service delivery
- Blended resources
- Comprehensive service array
- Focus on prevention/early intervention
- Least restrictive settings
- Children/youth within families
- Community-based ownership
- Build on strengths and resiliency

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Frontline Practice Shifts

From

- Control by professionals (*I am in charge*
- Only professional services
- Multiple case managers
- Multiple service plans (meeting needs of agencies)
- Family/youth blaming
- Deficits focused
- *Mono Cultural*

To

- Partnerships with families/youth (*acknowledging a power imbalance*)
- Partnership between natural and professional supports/services
- One care coordinator
- Single, individualized child and family plan (meeting needs of family and youth)
- Family/youth partnerships
- Strengths focused
- Cultural/linguistic competence

Orrego, M. E. & Lazear, K. J. (1998) EQUIPO: Working as Partners to Strengthen Our Community and Conlan, L. Federation of Families for Children's Mental Health

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System Change/Transformation Focus

(e.g., financing; regulations; rates)

Policy Level

(e.g., assessment; service planning; care management; services/supports provision)

(e.g., data; quality improvement; human resource development; system organization)

Management Level

System Transformation

Frontline Practice Level

Community Level

(e.g., partnerships with families and youth; natural helpers; community buy-in)

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System of care is, first and foremost,

a set of values and principles that provides an organizing framework for systems reform on behalf of children, youth and families.

- Family-driven and youth-guided
- Home and community based
- Strengths-based and individualized
- Coordinated across providers and systems
- Trauma-informed
- Commitment to health equity through cultural and linguistic competency
- Connected to natural helping networks
- Resiliency-and recovery-oriented
- Data-driven, quality and outcomes oriented

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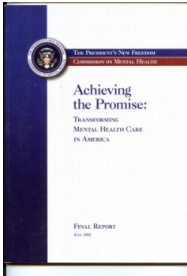
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Definition of Family Driven

Family-driven means families have a primary decision-making role in the care of their own children as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation. This includes:

- choosing culturally and linguistically competent supports, services, and providers
- setting goals
- designing, implementing, and evaluating programs
- monitoring outcomes
- partnering in funding decisions

THE PRESIDENT'S NEW FREEDOM COMMISSION ON MENTAL HEALTH

Achieving the Promise:
TRANSFORMING MENTAL HEALTH CARE IN AMERICA

FINAL REPORT

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Osher, T., Osher, D. and Blau, G. FFCMH and CMHS, SAMHSA.

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Definition of Youth Guided

"*Youth Guided* means to value youth as experts, respect their voice, and to treat them as equal partners in creating system change at the individual, state, and national level."

YOUTH M.O.V.E. NATIONAL

www.youthmovenational.org

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Family **Members** and Youth: Shifts in Roles **and** Expectations

*Recipients of information

*Unheard voice in program evaluation

*Recipients of services

*Uninvited key stake holders in training initiatives

*Anger adversity & resistance

*Passive partners in service planning

*Participate in program evaluation

*Partners in planning and developing services

*Participants in training initiatives

*Self- advocacy

*Service planning team leader

*Partner (or independent) in developing and conducting program evaluation

*Service providers

*Partners and independent consultants

*Advocacy & peer support

Lazear, K. & Conlan, L. (2004). *"Primer Hands On" for Family Organizations*. Human Service Collaborative: Washington, D.C.

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Family & Youth Roles in Systems of Care

Roles	Descriptions
Peer Support Services	• Information and referral • Parent/Peer education • Family & youth mentors • Supervisor/management
Service Delivery	• Peer navigators • Care coordinators • Family & youth support partners • Project directors
Outreach & Public Awareness	• Presentations • Testimony • Community Resource Fairs
Quality Assurance	• Evaluation interviewers • Board representation
Training & Technical Assistance	• Curriculum development • Workshops • Co-trainers • Consultants • Certification

Conlan, L. (2013) Primer Hands On , Human Service Collaborative: Washington, D.C.

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