

# Rating Tool for Implementation of the System of Care Approach for Children, Youth, and Young Adults with Behavioral Health Challenges and Their Families

## Community-Level Report

STATE, TRIBE, OR TERRITORY:

DATE:

COMMUNITY OR REGION #:

COMMUNITY OR REGION NAME:

LEAD CONTACT PERSON:

Name:

Title:

Organization:

Department:

Daytime Phone Number:

Email:

### SUMMARY REPORT

TOTAL SCORE	Score	%
Strategic Plan Score (Max = 4)		
Principles Score (Max = 152)		
Services Score (Max = 136)		
Infrastructure Score (Max = 48)		
Commitment Score (Max = 60)		
<b>Total Score</b> (Max = 400)		

LEVEL OF IMPLEMENTATION RATING	Score	%
Level I: No Implementation (0) (0%)		
Level II: Some Implementation (1–100) (1%–25%)		
Level III: Moderate Implementation (101–200) (26%–50%)		
Level IV: Substantial Implementation (201–300) (51%–75%)		
Level V: Extensive Implementation (301–400) (76%–100%)		

## DETAILED REPORT

### I. Plan for the System of Care Approach

PLAN FOR THE SYSTEM OF CARE APPROACH	Use of a Strategic Plan for Systems of Care						Score
	0 = No plan exists	1 = Plan is under development	2 = Plan exists but is not used	3 = Plan exists but is rarely used to guide implementation	4 = Formal written plan is used extensively to guide implementation	Don't know/Not applicable/No plan exists	
Existence of a Strategic Plan for System of Care Implementation and Operation	0	1	2	3	4	DK	
<b>Score: Development and Use of a Strategic Plan (Max = 4)</b>							

Score: Strategic Plan and Plan Components	#	%
<b>MAX = 4</b>		
No plan exists = 0%		
Plan is under development = 1 – 25%		
Plan exists but is not used = 26 – 50%		
Plan exists but is rarely used to guide implementation = 51 – 75%		
Formal written plan is used extensively to guide implementation = 76 – 100%		

### II. Service Delivery Guided by System of Care Values and Principles

CORE VALUES AND PRINCIPLES	Implementation of System of Care Principles During the Past 12 Months						Score
	0 = Not at all implemented	1 = Somewhat implemented	2 = Moderately implemented	3 = substantially implemented	4 = Extensively implemented	Don't know	
<b>Individualized, Wraparound Approach to Service Planning and Delivery</b>							
Individualized child and family teams are used (including family, youth, providers, etc.) to develop and implement a tailored service plan	0	1	2	3	4	DK	
Individualized assessments of child and family strengths and needs are used to plan services and supports	0	1	2	3	4	DK	
Individualized, tailored service plans are developed and implemented for each child and family that address multiple life domains and are revised based on progress	0	1	2	3	4	DK	
Services include informal and natural supports in addition to treatment	0	1	2	3	4	DK	
Flexible funds are available to meet child and family needs not financed by other sources	0	1	2	3	4	DK	
<b>Score: Individualized (Max = 20)</b>							

CORE VALUES AND PRINCIPLES	Implementation of System of Care Principles During the Past 12 Months						Score
	0 = Not at all implemented	1 = Somewhat implemented	2 = Moderately implemented	3 = substantially implemented	4 = Extensively implemented	Don't know	
<b>Family-Driven Approach</b>							
Families have a primary decision making role in service planning and delivery	0	1	2	3	4	DK	
Family strengths are incorporated in service planning and delivery	0	1	2	3	4	DK	
Families have a choice of services and supports	0	1	2	3	4	DK	
Families have access to peer support	0	1	2	3	4	DK	
A family organization exists and supports family involvement at the system and service delivery levels	0	1	2	3	4	DK	
<b>Score: Family Driven (Max = 20)</b>							
<b>Youth-Guided Approach</b>							
Youth are active partners in service planning and delivery	0	1	2	3	4	DK	
Youth strengths and interests are incorporated in service planning and delivery	0	1	2	3	4	DK	
Youth have a choice of services and supports	0	1	2	3	4	DK	
Youth have access to peer support	0	1	2	3	4	DK	
A youth organization exists and supports youth involvement at the system and service delivery levels	0	1	2	3	4	DK	
<b>Score: Youth Guided (Max = 20)</b>							
<b>Coordinated Approach</b>							
Intensive/targeted care management with a dedicated care manager is provided to high-need youth and families	0	1	2	3	4	DK	
Basic service coordination is provided for children and families at lower levels of service intensity	0	1	2	3	4	DK	
Care is coordinated across multiple child-serving agencies and systems	0	1	2	3	4	DK	
One overall plan of care is created across child-serving agencies and systems (there may be more detailed plans for individual systems as part of the overall plan)	0	1	2	3	4	DK	
<b>Score: Coordinated Approach (Max = 16)</b>							
<b>Culturally and Linguistically Competent Approach</b>							
Culture-specific services and supports are provided	0	1	2	3	4	DK	
Services and supports are adapted to ensure access and effectiveness for culturally diverse populations	0	1	2	3	4	DK	
Providers represent the cultural and linguistic characteristics of the population served	0	1	2	3	4	DK	
Providers are trained in cultural and linguistic competence	0	1	2	3	4	DK	

CORE VALUES AND PRINCIPLES	Implementation of System of Care Principles During the Past 12 Months						Score
	0 = Not at all implemented	1 = Somewhat implemented	2 = Moderately implemented	3 = substantially implemented	4 = Extensively implemented	Don't know	
Specific strategies are used to reduce racial and ethnic disparities in access to and outcomes of services	0	1	2	3	4	DK	
<b>Score: Cultural and Linguistic Competence (Max = 20)</b>							
<b>Evidence-Informed and Promising Practices and Practice-Based Evidence Approaches</b>							
Evidence-informed practices are implemented within the array of services and supports to improve outcomes	0	1	2	3	4	DK	
Providers are trained in specific evidence-informed practices and/or evidence-informed practice components	0	1	2	3	4	DK	
Best practice guidelines, clinical protocols, and manuals are provided to practitioners	0	1	2	3	4	DK	
Fidelity to evidence-informed practices and outcomes are measured	0	1	2	3	4	DK	
<b>Score: Evidence-Informed (Max = 16)</b>							
<b>Least Restrictive Approach</b>							
Utilization of home- and community-based services is increased	0	1	2	3	4	DK	
The number of children who are served in settings more restrictive than necessary is reduced	0	1	2	3	4	DK	
Utilization of inpatient hospital services is decreased and it is primarily used for short-term, acute treatment and stabilization when necessary and appropriate	0	1	2	3	4	DK	
Utilization of residential treatment is decreased and it is primarily used for short-term lengths of stay to achieve specific treatment goals when necessary and appropriate	0	1	2	3	4	DK	
<b>Score: Least Restrictive (Max = 16)</b>							
<b>Service Array</b>							
Broad array of home- and community-based services and supports is available	0	1	2	3	4	DK	
Includes or is linked with early identification and intervention activities to identify behavioral health problems earlier	0	1	2	3	4	DK	
Includes developmentally appropriate services for young children and their families	0	1	2	3	4	DK	
Includes developmentally appropriate services for youth and young adults in transition to adulthood	0	1	2	3	4	DK	
<b>Score: Service Array (Max = 16)</b>							
<b>Data and Accountability</b>							
Data are collected regularly and are used to improve system quality and outcomes	0	1	2	3	4	DK	
Electronic health records exist	0	1	2	3	4	DK	
<b>Score: Data and Accountability (Max = 8)</b>							

Score: System of Care Principles	#	%
<b>MAX = 152</b> Not at all implemented = 0% Somewhat implemented = 1-25% Moderately implemented = 26-50% Substantially implemented = 51-75% Extensively implemented = 76-100%		

Score: Individual System of Care Principles	#	%
Score: Individualized (Max = 20)		
Score: Family Driven (Max = 20)		
Score: Youth Guided (Max = 20)		
Score: Coordinated Approach (Max = 16)		
Score: Cultural and Linguistic Competence (Max = 20)		
Score: Evidence-Informed (Max = 16)		
Score: Least Restrictive (Max = 16)		
Score: Service Array (Max = 16)		
Score: Data and Accountability (Max = 8)		

### III. Services and Supports Based on the System of Care Approach

SERVICES AND SUPPORTS	Availability During the Past 12 Months						Score
	0 = Not at all available	1 = Somewhat available	2 = Moderately available	3 = substantially available	4 = Extensively available	Don't know	
<b>Home- and Community-Based Treatment and Support Services (Nonresidential)</b>							
Screening for behavioral health needs (e.g., in early care, education, primary care, child welfare, and juvenile justice settings)	0	1	2	3	4	DK	
Assessment and evaluation	0	1	2	3	4	DK	
Individualized service planning (e.g., wraparound process)	0	1	2	3	4	DK	
Intensive care management	0	1	2	3	4	DK	
Care coordination for youth at lower levels of service intensity	0	1	2	3	4	DK	
Outpatient individual therapy	0	1	2	3	4	DK	
Outpatient group therapy	0	1	2	3	4	DK	
Outpatient family therapy	0	1	2	3	4	DK	
Medication treatment/management	0	1	2	3	4	DK	
Crisis response services (non-mobile) (24 hours, 7 days)	0	1	2	3	4	DK	
Mobile crisis and stabilization services (24 hours, 7 days)	0	1	2	3	4	DK	
Intensive home-based services	0	1	2	3	4	DK	
School-based behavioral health services	0	1	2	3	4	DK	

SERVICES AND SUPPORTS	Availability During the Past 12 Months						Score
	0 = Not at all available	1 = Somewhat available	2 = Moderately available	3 = substantially available	4 = Extensively available	Don't know	
Day treatment	0	1	2	3	4	DK	
Substance use treatment	0	1	2	3	4	DK	
Therapeutic behavioral aide services	0	1	2	3	4	DK	
Behavior management skills training	0	1	2	3	4	DK	
Tele-behavioral health services	0	1	2	3	4	DK	
Youth peer support	0	1	2	3	4	DK	
Family peer support	0	1	2	3	4	DK	
Youth and family education	0	1	2	3	4	DK	
Respite services	0	1	2	3	4	DK	
Therapeutic mentoring	0	1	2	3	4	DK	
Mental health consultation	0	1	2	3	4	DK	
Supported education and employment	0	1	2	3	4	DK	
Supported independent living	0	1	2	3	4	DK	
Transportation	0	1	2	3	4	DK	
<b>Score: Home- and Community-Based Treatment and Support Services (Max = 108)</b>							
Out-of-Home Treatment Services for Short-Term Treatment Goals That are Linked to Home- and Community-Based Services and Supports	0 = Not at all available	1 = Available but not used appropriately and not linked	2 = Available, somewhat used appropriately and somewhat linked	3 = Available, moderately used appropriately and moderately linked	4 = Available, mostly used appropriately and mostly linked	Don't know	Score
Therapeutic foster care	0	1	2	3	4	DK	
Therapeutic group home care	0	1	2	3	4	DK	
Crisis stabilization beds	0	1	2	3	4	DK	
Medical detoxification	0	1	2	3	4	DK	
Substance use residential treatment	0	1	2	3	4	DK	
Residential treatment	0	1	2	3	4	DK	
Inpatient hospitalization	0	1	2	3	4	DK	
<b>Score: Out-of-Home Treatment Services (Max = 28)</b>							

Score: Services	#	%
<b>MAX = 136</b>		
Not at all available = 0% Somewhat available = 1-25% Moderately available = 26-50% Substantially available = 51 -75% Extensively available = 76-100%		

### IV. System Infrastructure Based on System of Care Approach

INFRASTRUCTURE COMPONENTS	Implementation During the Past 12 Months						Score
	0 = Not at all implemented	1 = Somewhat implemented	2 = Moderately implemented	3 = substantially implemented	4 = Extensively implemented	Don't know	
Point of Accountability Structure for System of Care Management and Oversight	0	1	2	3	4	DK	
Financing for System of Care Infrastructure and Services	0	1	2	3	4	DK	
Structure and/or Process to Manage Care and Costs for High-Need Populations (e.g., Care Management Entities)	0	1	2	3	4	DK	
Interagency Partnerships/Agreements	0	1	2	3	4	DK	
Structure and/or Process for Partnerships with Family Organization and Family Leaders	0	1	2	3	4	DK	
Structure and/or Process for Partnerships with Youth Organization and Youth Leaders	0	1	2	3	4	DK	
Defined Access/Entry Points to Care	0	1	2	3	4	DK	
Extensive Provider Network to Provide Comprehensive Array of Services	0	1	2	3	4	DK	
Structure and/or Process for Training, TA, and Workforce Development	0	1	2	3	4	DK	
Structure and/or Process for Measuring and Monitoring Quality, Outcomes, and Costs (including IT system) and for Using Data for Continuous Quality Improvement	0	1	2	3	4	DK	
Structure and/or Process for Strategic Communications/Social Marketing	0	1	2	3	4	DK	
Structure and/or Process for Strategic Planning and Identifying and Resolving Barriers	0	1	2	3	4	DK	

Score: Infrastructure	#	%
<b>MAX = 48</b>		
Not at all implemented = 0% Somewhat implemented = 1-25% Moderately implemented = 26-50% Substantially implemented = 51 -75% Extensively implemented = 76-100%		

## V. Commitment to the System of Care Philosophy and Approach

GROUP	Extent of Commitment During the Past 12 Months						Score
	0 = Not at all committed	1 = Somewhat committed	2 = Moderately committed	3 = Substantially committed	4 = Extensively committed	Don't know	
<b>Child-Serving Systems</b>							
Mental Health System	0	1	2	3	4	DK	
Child Welfare System	0	1	2	3	4	DK	
Juvenile Justice System	0	1	2	3	4	DK	
Education System	0	1	2	3	4	DK	
Health System	0	1	2	3	4	DK	
Substance Use Treatment System	0	1	2	3	4	DK	
Courts/Judiciary System	0	1	2	3	4	DK	
Medicaid	0	1	2	3	4	DK	
<b>Policy and Decision Makers</b>							
High-Level Policy and Decision Makers at the Local Community or Regional Level	0	1	2	3	4	DK	
<b>Providers</b>							
Provider Agency Administrators and Mid-Level Managers	0	1	2	3	4	DK	
Direct Service Providers (Clinicians and Others)	0	1	2	3	4	DK	
<b>Family and Youth Leaders</b>							
Family Leaders	0	1	2	3	4	DK	
Youth Leaders	0	1	2	3	4	DK	
<b>Managed Care Organizations</b>							
Behavioral Health Managed Care Organizations	0	1	2	3	4	DK	
Managed Care Organizations Managing both Physical Health and Behavioral Health	0	1	2	3	4	DK	

Score: Commitment	#	%
<p><b>MAX = 60</b></p> <p>Not at all committed = 0%                      Somewhat committed = 1-25%                      Moderately committed = 26-50%                      Substantially committed = 51 -75%                      Extensively committed = 76-100%</p>		

OVERALL ASSESSMENT	Assessment						Score
	0 = Not at all	1 = Somewhat	2 = Moderately	3 = Substantially	4 = Extensively	Don't know	
To what extent do you believe that the system of care approach is being implemented in your community or region?	0	1	2	3	4	DK	



# Rating Tool for Implementation of the System of Care Approach for Children, Youth, and Young Adults with Behavioral Health Challenges and Their Families

## State, Tribe, or Territory Report

STATE, TRIBE, OR TERRITORY:

DATE:

LEAD CONTACT PERSON:

Name:

Title:

Organization:

Department:

Daytime Phone Number:

Email:

TOTAL NUMBER OF COMMUNITIES OR REGIONS:

NUMBER OF COMMUNITY-LEVEL REPORTS:

### PROGRESS REPORT

LEVEL OF SOC IMPLEMENTATION SCORES				# Communities or Regions	% Communities or Regions
Level I: No Implementation	(0)	(0%)			
Level II: Some Implementation	(1–100)	(1%–25%)			
Level III: Moderate Implementation	(101–200)	(26%–50%)			
Level IV: Substantial Implementation	(201–300)	(51%–75%)			
Level V: Extensive Implementation	(301–400)	(76%–100%)			

LEVEL OF SOC IMPLEMENTATION PROGRESS REPORT					
Level of SOC Implementation Rating	% Communities or Regions				
	Year 1	Year 2	Year 3	Year 4	Year 5
Level I: No Implementation	(0)	(0%)			
Level II: Some Implementation	(1–100)	(1%–25%)			
Level III: Moderate Implementation	(101–200)	(26%–50%)			
Level IV: Substantial Implementation	(201–300)	(51%–75%)			
Level V: Extensive Implementation	(301–400)	(76%–100%)			
<b>Mean Level of SOC Implementation Rating Across Communities</b>					

## AVERAGE SCORES REPORT

MEAN TOTAL SCORES ACROSS COMMUNITIES	Score	%
<b>STRATEGIC PLAN SCORE (MAX = 4)</b> No plan exists = 0% Plan is under development = 1 – 25% Plan exists but is not used = 26 – 50% Plan exists but is rarely used to guide implementation = 51 – 75% Formal written plan is used extensively to guide implementation = 76 – 100%		
<b>PRINCIPLES SCORE (MAX = 152)</b> Not at all implemented = 0% Somewhat implemented = 1-25% Moderately implemented = 26-50% Substantially implemented = 51 -75% Extensively implemented = 76-100%		
Individualized, Wraparound Approach to Service Planning and Delivery (Max = 20)		
Family-Driven Approach (Max = 20)		
Youth-Guided Approach (Max = 20)		
Coordinated Approach (Max = 16)		
Culturally and Linguistically Competent Approach (Max = 20)		
Evidence-Informed and Promising Practices and Practice-Based Evidence Approaches (Max = 16)		
Least Restrictive Approach (Max = 16)		
Service Array (Max = 16)		
Data and Accountability (Max = 8)		
<b>SERVICES SCORE (MAX = 136)</b> Not at all available = 0% Somewhat available = 1-25% Moderately available = 26-50% Substantially available = 51 -75% Extensively available = 76-100%		
Home- and Community-Based Treatment and Support Services (Nonresidential)		
Out-of-Home Treatment Services for Short-Term Treatment Goals that are Linked to Home- and Community-Based Services and Supports		
<b>INFRASTRUCTURE SCORE (MAX = 48)</b> Not at all implemented = 0% Somewhat implemented = 1-25% Moderately implemented = 26-50% Substantially implemented = 51 -75% Extensively implemented = 76-100%		
Point of Accountability Structure for System of Care Management and Oversight		
Financing for System of Care Infrastructure and Services		
Structure and/or Process to Manage Care and Costs for High-Need Populations (e.g., Care Management Entities)		
Interagency Partnerships/Agreements		
Structure and/or Process for Partnerships with Family Organization and Family Leaders		
Structure and/or Process for Partnerships with Youth Organization and Youth Leaders		
Defined Access/Entry Points to Care		
Extensive Provider Network to Provide Comprehensive Array of Services		

MEAN TOTAL SCORES ACROSS COMMUNITIES	Score	%
Structure and/or Process for Training, TA, and Workforce Development		
Structure and/or Process for Measuring and Monitoring Quality, Outcomes, and Costs (including IT system) and for Using Data for Continuous Quality Improvement		
Structure and/or Process for Strategic Communications/Social Marketing		
Structure and/or Process for Strategic Planning and Identifying and Resolving Barriers		
<b>COMMITMENT SCORE (MAX = 60)</b> Not at all committed = 0% Somewhat committed = 1-25% Moderately committed = 26-50% Substantially committed = 51 -75% Extensively committed = 76-100%		
Mental Health System		
Child Welfare System		
Juvenile Justice System		
Education System		
Health System		
Substance Use Treatment System		
Courts/Judiciary System		
Medicaid		
High-Level Policy and Decision Makers at the Local Community or Regional Level		
Provider Agency Administrators and Mid-Level Managers		
Direct Service Providers (Clinicians and Others)		
Family Leaders		
Youth Leaders		
Behavioral Health Managed Care Organizations		
Managed Care Organizations Managing both Physical Health and Behavioral Health		
<b>TOTAL SCORE (MAX = 400)</b>		

## INDIVIDUAL COMMUNITY REPORT

### LEVEL OF SOC IMPLEMENTATION SCORES FOR INDIVIDUAL COMMUNITIES OR REGIONS

Level I: No Implementation = 0 (0%)  
 Level II: Some Implementation = 1-100 (1-25%)  
 Level III: Moderate Implementation = 101-200 (51-75%)  
 Level IV: Substantial Implementation = 201-300 (51-75%)  
 Level V: Extensive Implementation = 301-400 (76-100%)

Community or Region #	Community or Region Name	Total Score (0-400)	% (0-100%)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			