

Strategic Framework for Expanding the System of Care Approach

Five Core Strategy Areas and Sub-Strategies

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I. Implementing Policy, Regulatory, and Partnership Changes

Making state-level policy, regulatory, and partnership changes that infuse and institutionalize the system of care (SOC) philosophy and approach into the larger service system to support expansion of the SOC approach

- Sub-Strategies:**
- Establishing an organizational locus of SOC management and accountability at state and local levels
 - Developing and implementing strategic plans
 - Developing interagency structures, agreements, and partnerships for coordination and financing
 - Promulgating rules, regulations, guidelines, standards, and practice protocols
 - Incorporating the SOC approach as requirements in requests for proposals and contracts
 - Enacting legislation that supports the SOC approach
 - Incorporating the SOC approach in protocols to monitor compliance with SOC requirements
 - Incorporating the SOC approach into data systems for outcome measurement and quality improvement
 - Linking with and building on other system change initiatives (e.g., health reform, parity legislation, reforms in other systems)
 - Expanding family and youth involvement at the policy level
 - Improving cultural and linguistic competence at the policy level and incorporating strategies to eliminate disparities

II. Developing or Expanding Services and Supports Based on the SOC Philosophy and Approach

Implementing the systemic changes needed to develop and expand a broad array of home- and community-based services and supports that are individualized, coordinated, family driven, youth guided, and culturally and linguistically competent to support expansion of the SOC approach

- Sub-Strategies:**
- Creating or expanding the array of home- and community-based services and supports
 - Creating or expanding an individualized, wraparound approach to service delivery
 - Creating care management entities
 - Creating or expanding care coordination and care management
 - Implementing family-driven, youth-guided services and expanding family and youth involvement at the service delivery level
 - Creating, expanding, or changing the provider network with new providers and by retooling and aligning community and residential providers
 - Creating or expanding the use of evidence-informed and promising practices and practice-based evidence approaches
 - Improving the cultural and linguistic competence of services
 - Reducing racial, ethnic, and geographic disparities in service delivery
 - Implementing or expanding the use of technology (e.g., electronic medical records, telehealth, videoconferencing, e-therapy)

III. Creating or Improving Financing Strategies

Creating or improving financing mechanisms and using funding sources more strategically to support the infrastructure and services comprising systems of care to support expansion of the SOC approach

- Sub-Strategies:**
- Increasing the use of Medicaid
 - Increasing the use of Mental Health Block Grants, federal SOC grants, and other federal grants
 - Redeploying funds from higher-cost to lower-cost services
 - Implementing case rates or other risk-based financing approaches
 - Increasing the use of state mental health and substance use funds
 - Increasing the use of funds from other child-serving systems
 - Increasing the use of local funds
 - Increasing the use of federal entitlements other than Medicaid
 - Accessing new financing structures and funding streams (e.g., health reform, parity legislation)

IV. Providing Training, Technical Assistance, and Workforce Development

Implementing workforce development mechanisms to provide ongoing training, technical assistance, and coaching to ensure that providers are prepared and skilled to provide effective services and supports consistent with the SOC philosophy and approach to support expansion of the SOC approach

- Sub-Strategies:**
- Providing training, technical assistance, and coaching on the SOC approach
 - Creating ongoing training and technical assistance capacity
 - Providing training, technical assistance, and coaching on evidence-informed and promising practices and practice-based evidence approaches
 - Implementing strategies to prepare future workforce to work within SOC framework
 - Implementing strategies to diversify the workforce by including staff with cultural and language diversity, paraprofessionals, families, and youth

V. Generating Support

Generating support among high-level decision makers at state and local levels, families, youth, providers, managed care organizations, and other key leaders through strategic communications to support expansion of the system of care approach

- Sub-Strategies:**
- Establishing strong family and youth organizations to support expansion of the SOC approach
 - Generating support among high-level policy makers and administrators at state and local levels
 - Using data on outcomes and cost savings to promote expansion of the SOC approach
 - Cultivating partnerships with providers, provider organizations, managed care organizations, and other key leaders
 - Generating broad-based support through social marketing and strategic communications
 - Cultivating leaders and champions for the SOC approach

Cross-Cutting Themes Across All Core Strategy Areas

- Family-driven, youth-guided approaches to services and systems
- Cultural and linguistic competence in services and systems
- Cross-system collaboration in services and systems
- Social marketing and strategic communications