19th Research Conference for Children's Mental Health
A System of Care for Children's Mental Health: Expanding the Research Base

The System of Care Practice Review *Revised* (SOCPR-R):

Measuring Fidelity of Service to Systems of Care Values and Principles

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"For literally years I have had people tell me, 'I can't help her, there's nothing I can do, there are no services for your child.' Finally I had someone sit in front of me and tell me, 'We can help you, we'll do something, we'll fix it.' It was the biggest relief I can imagine. It was like a big burden was lifted off of my shoulders."

--Caregiver

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Goals of this Workshop

- Establish the value of assessing service fidelity to SOC values
- Develop familiarity with the SOCPR-R as a method & instrument for assessing a local SOC
- Consider the potential utility of the SOCPR-R within your local SOC

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SOCPR-R as a measure of fidelity

In this particular community / system,

- To what extent are SOC values & principles manifesting in direct service practice?
  - ❖ Why fidelity?
  - ❖ Why focus on values & principles?
  - ❖ Why focus on level of practice?

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Reviewing the SOCPR-R

-
- As a method

- As an instrument

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SOCPR-R Method

- Multiple case study methodology to study a system
- Unit of analysis: Family Case
- Evidence gathered through:
  - ❖ Document Reviews
  - ❖ Key Informant Interviews
    - • *Child*
    - • *Primary Caregiver*
    - • *Primary Formal Service Provider**
    - • *Informal helper*
- Information synthesized through:
  - ❖ Case-specific summative ratings supported with quotes
  - ❖ Identification of patterns / trends within the SOC
- Feedback provided (summary & recommendations)

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SOCPR-R Method
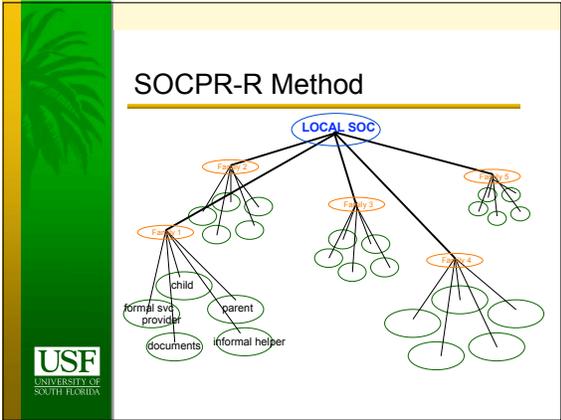
SOCPR-R as an Instrument

Gathers evidence of each SOC value:

- Child-Centered & Family-Focused
- Community-Based
- Culturally-Competent
- Outcomes-Driven

SOC Principles

- Children have access to a comprehensive array of services.
- The system promotes early identification & intervention.
- Services are received within the least restrictive environment.
- Services are integrated & coordinated.
- Children are ensured a smooth transition to adult services when they reach maturity.
- Services are individualized.
- Families are included as full participants in service planning & delivery.
- Case management is provided to ensure service coordination & system navigation.
- Children receive services regardless of race, religion, national origin, sex, physical disability, or other characteristics.
- The rights of children are protected.

Stroul & Friedman, 1994

SOCPR-R
Domains & Subdomains

Child-Centered & Family Focused	Community-Based	Culturally Competent	Impact
Individualization	Early Intervention	Awareness	Improvement
Full Participation	Access to Services	Sensitivity & Responsiveness	Appropriateness
Case Management	Minimal Restrictiveness	Agency Culture	
	Integration & Coordination	Informal Supports	
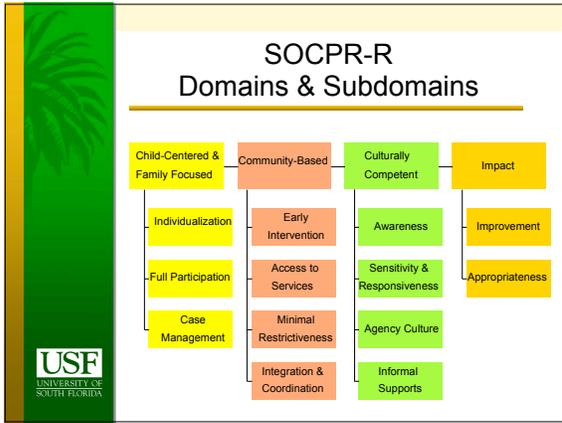
SOCPR-R Domain Definitions

- **Child-Centered, Family-Focused:** The needs of the child and family dictate the type and mix of services provided
- **Community-Based:** Services are provided within or close to the child's home community, in the least restrictive setting possible, and are coordinated and delivered through linkages between public & private providers
- **Culturally-Competent:** Services are attuned to the cultural, racial & ethnic background & identity of the child & family
- **Impact:** Services & supports have had an impact on this child & family

SOCPR-R
Subdomain Definitions

- **Child-Centered, Family-Focused:** The needs of the child and family dictate the type and mix of services provided
  - ❖ Individualized
    - ❖ *Assessment / Inventory*
    - ❖ *Service planning / delivery*
    - ❖ *Types of services / supports*
    - ❖ *Intensity of services / support*
  - ❖ Full Participation
  - ❖ Case management

SOCPR-R
Subdomain Definitions

- **Community-Based:** Services are provided within or close to the child's home community, in the least restrictive setting possible, and are coordinated and delivered through linkages between public & private providers
  - ❖ Early Intervention
  - ❖ Access to Services
    - ❖ *Convenient times*
    - ❖ *Convenient locations*
    - ❖ *Appropriate language*
  - ❖ Minimal Restrictiveness
  - ❖ Integration & Coordination

SOCPR-R
Subdomain Definitions

- **Culturally-Competent:** Services are attuned to the cultural, racial & ethnic background & identity of the child & family
  - ❖ Awareness
    - ❖ *Child / family's culture*
    - ❖ *Providers' culture*
    - ❖ *Cultural dynamics*
  - ❖ Sensitivity & Responsiveness
  - ❖ Agency Culture
  - ❖ Informal Supports

SOCPR-R
Subdomain Definitions

- **Impact:** Services & supports have had an impact on this child & family
  - ❖ Improvement
  - ❖ Appropriateness

SOCPR-R summative questions within subdomains

- Individualized

Summative Rating statement #6:

The service plan goals incorporate the strengths of the child and family.

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Analysis / Synthesis of Findings

- ❖ Within one case:
  - ❖ *Summative ratings are determined, supported with quotes*
  - ❖ *Impressions are recorded*
- ❖ Across cases within one SOC:
  - ❖ *Identification of patterns / trends within the SOC*

Application of the SOCPR-R

- To describe what is actually going on in the system
  - Degree of fidelity
  - Agreement across perspectives
    - Active TOC
    - Change processes
    - Integration of population-based & individualized focus

Application of the SOCPR-R

- To think together about systemic facilitators & barriers to service fidelity to SOC Values
  - Thinking with:
    - SOC governance
    - Agencies / teams
    - Individual providers
  - Thinking about:
    - Training of formal providers
    - Other systemic factors

Sample SOCPR-R feedback (quantitative)

Ranking of Domains
  (1) Community-Based
  (2) Child-Centered & Family-Focused
  (3) Culturally Competent
  (4) Impact

Format is score (standard deviation)

High SD shows high variability in rating across cases

Child-Centered Family-Focused	4.44 (1.11)
Community-Based	5.45 (.64)
Culturally Competent	4.19 (1.35)
Impact	4.08 (1.55

Sample SOCPR-R feedback (qualitative)

Strength	Evidence
Child and Family included in planning	"All fully aware" about strengths, concerns, needs (Caregiver)
Types of Services/Supports usually appropriate	"Yes—I don't know where we'd be without them" (Caregiver)

Sample SOCPR-R feedback (qualitative)

Community based Services (High)

Strengths
- Families feel they have access to services in terms of times & convenience of location
- Services are provided in the least restrictive environment

Areas for Improvement
- Families are less satisfied with the integration and coordination of services, e.g., seamlessness across systems and good communication amongst providers
- Families perceive long delays between when they contact the 'system' and initiation of services

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Sample SOCPR-R feedback (qualitative)

Child-centered, Family-focused (Mid-range)

Strengths
- Greatest strengths are in the area of assessment, including identification of needs and strengths.
- Families feel included in planning and service delivery

Areas for improvement
- While strengths are identified in the assessment process, they are not systematically included in service plans.
- Families often did not perceive that there was a single person responsible for coordinating their family's care.

Sample SOCPR-R feedback (qualitative)

Cultural Competence (Mid-range)

Strengths
- Providers are (generally) aware of how a family's culture effects service delivery.
- Families have a good understanding of agency's culture (rules, regs, hours, policy, etc.).

Areas for Improvement
- Providers are less aware of how their own culture might have an effect on how they provide services to families.
- Informal supports are not typically included in planning or service delivery.

Sample SOCPR-R feedback (qualitative)

Impact (mid-range)

Strengths
• Youth are the most optimistic about their progress while receiving services

Areas for Improvement
• Families report that services focus on the youth (rather than the whole family)
• Some but not all family needs and goals were addressed, which likely effects the families' perceptions of their progress

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A final word about fidelity...

"Once a commitment is made, every act thereafter is one of fidelity, neglect or betrayal."

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