

Theories of Change from a
Continuous Quality Improvement Perspective:

Integration of the Logic Model, CQI and Technical Assistance in Monroe County

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Monroe County, New York



- Upstate New York
- City of Rochester and surrounding area
- County Population: 733,366
- City Population: 215,093
- 19 school districts
- Funded Phase V (2005)
- Innovative efforts already underway

The Monroe County context...

- Long history of innovative efforts
- Transformation efforts already underway
- System of Care Task Force (2004)
 - Needs assessment/community planning
 - Broad-based representation
 - Shaped SAMHSA submission
 - Framed initial logic model
- Funded Phase V community (2005)



- Single county system of care
- Administered by the Monroe County Office of Mental Health (MCOMH)
- Supported by the MCOMH's contract management organization, Coordinated Care Services, Inc.
- Partnership with family support organization, Better Days Ahead

The Monroe County Logic Model

- Establishes our foundation
- Articulates our theory of change
- Provides the roadmap for where we hope to go
- Serves as an orientation tool
- Focuses our evaluation efforts
- Creates the starting point for our CQI efforts

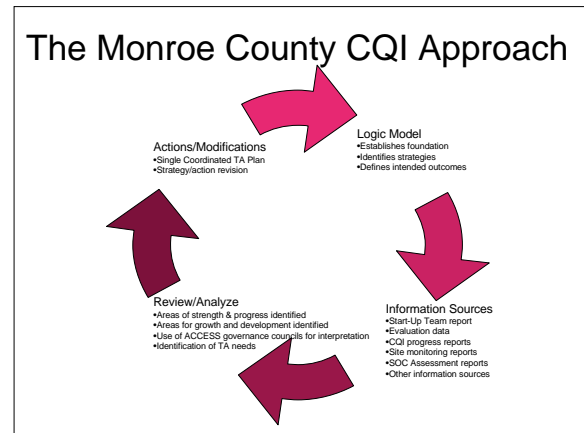
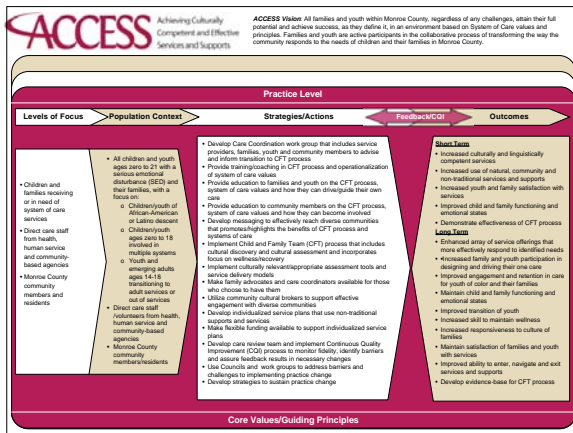
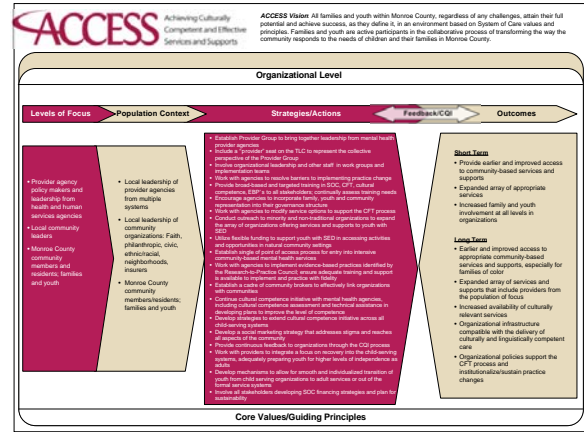
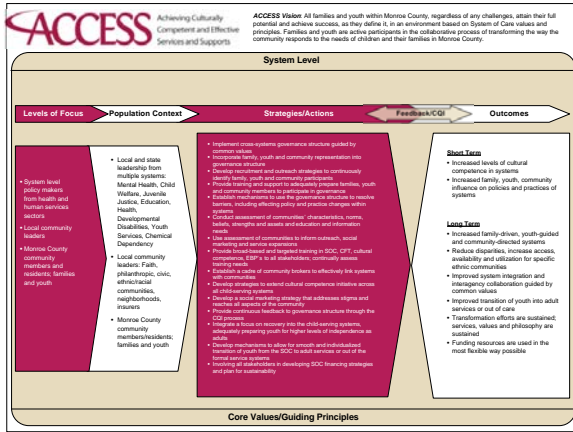


ACCESS Vision: All families and youth within Monroe County, regardless of any challenges, attain their full potential and achieve success, as they define it, in an environment based on System of Care values and principles. Families and youth are active participants in the collaborative process of transforming the way the community responds to the needs of children and their families in Monroe County.

Transformation to a family-driven, youth-guided, culturally competent system of care will occur by:

- Influencing systems' behaviors, attitudes and beliefs and effecting changes in policy at the systems level.
- Influencing organizations' behaviors, attitudes and beliefs and effecting changes in policy and practices at the organizational leadership (bridge) level.
- Influencing direct care staff behaviors, attitudes and beliefs and effecting changes in the way business is conducted at the practice level.
- Active involvement of family, youth, and community members in effecting these changes at all three levels.

Implementing these changes will lead to improved outcomes for children and families.



Contact Information

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