

Identifying What Makes Systems of Care Successful

Vicki S. Effland, Ph.D.
Janet S. McIntyre, MPA
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SOC in Indiana

- Division of Mental Health and Addiction (DMHA)
- \$50,000 development grants
- Choices TA Center

Strengths-Based Site Assessment

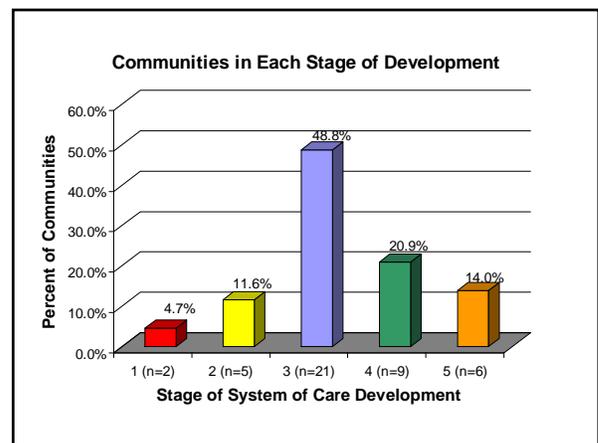
- Based on:
 - Building Systems of Care: A Primer (Pires, 2002)
 - Implementing High-Quality Collaborative Individualized Service/Support Planning: Necessary Conditions (Walker, Koroloff & Schutte, 2003)
- Completed by TA Center SOC Coaches

Strengths-Based Site Assessment

- Community Representation
- System of Care Structure (e.g., staffing)
- Funding
- Outcomes
- Family Involvement

Stages of SOC Development

- 1 – Precontemplation
- 2 – Contemplation
- 3 – Preparation
- 4 – Action
- 5 – Maintenance



Vigo County (est. 1818)

- **Population:** 105,078 (dropping)
- **Size:** 403 sq mi
- **Density:** 206 people/per sq mi
- **Race:** 91% white, 6% black, 1.2% Hispanic
- **Median household income:** \$33,184
- **County Seat:** Terre Haute - pop. 58,642 (largest)
- **SOC formed:** June 2000



Randolph County (est. 1818)

- **Population:** 25,859
- **Size:** 453 sq mi
- **Density:** 57 people/ sq mi
- **Race:** 98% White
- **Median household income:** \$38,805
- **County Seat:** Winchester pop. 4,616 (largest)
- **Smallest town:** pop. 206
- **SOC formed:** September 2002



St. Joseph County (est. 1830)

- **Population:** 266,088 (4th largest county in Indiana)
- **Size:** 467 sq mi
- **Density:** 580 people/sq mi
- **Race:** 84% white, 12.% black, 6% Hispanic
- **Median household income:** \$44,706
- **County Seat:** South Bend - pop. 104,069 (largest)
- **SOC formed** August 2002



Clark County (est. 1801)

- **Population:** 105,035
- **Size:** 375 sq mi
- **Density:** 281 people/sq mi
- **Race:** 90% white, 7% black, 3% Hispanic
- **Median Household Income:** \$43,158
- **County Seat:** Jeffersonville: pop. 29,627 (largest)
- **Smallest town** Utica - pop. 650
- **SOC Formed:** September 2003



Harrison County (est. 1808)

- **Population:** 36,810
- **Size:** 487 sq mi
- **Density:** 76 people/sq mi
- **Race:** 98% white, 1% Hispanic
- **Median household income:** \$43,423
- **County Seat:** Corydon - pop. 2,715 (largest)
- **Smallest Town:** New Amsterdam - pop. 1
- **SOC formed:** June 2004



One Community One Family

- **Total population :** 140,487
 - Largest: Dearborn (49,759)
 - Smallest: Ohio (5,849)
- **Total Size:** 1872 sq mi
 - Lowest Density: 41 people/sq mi (Switzerland)
 - Highest Density: 142 people/ sq mi (Dearborn)
- **Race:** 98-99% white
- **Median household income:**
 - Lowest: \$37,092 (Switzerland)
 - Highest: \$54,468 (Dearborn)
- **SOC Formed:** May 2005



One Community One Family

- **Dearborn**
– County Seat: Lawrenceburg - pop. 4,840
- **Decatur**
– County Seat: Greensburg - pop. 10,361
- **Franklin**
– County Seat: Brookville - pop. 2,932
- **Ohio**
– County Seat: Rising Sun - pop. 2,441
- **Ripley**
– County Seat: Versailles - pop. 1,781
- **Switzerland**
– County Seat: Vevay - pop. 1,670



Maintenance Stage Sites



Interviews

- Project coordinators from each of the six communities
- 3 questions in each of the areas assessed
- Overall lessons learned and advice for new communities

Community Representation

Stage of Development	% DCS Active	% MH Active	% JJ Active	% Educ Active
1	0.0%	0.0%	0.0%	0.0%
2	0.0%	60.0%	0.0%	80.0%
3	42.9%	57.1%	47.6%	57.1%
4	80.0%	100.0%	77.8%	77.8%
5	100.0%	83.3%	100.0%	100.0%

Community Representation

Everyone had the same vision – keeping kids in the community and saving money

Waleson's success in their subscale work between meetings
(Randolph)

(One Community One Family)

Community Representation

Need to call this a truly collaborative community effort to make things happen
despite transition representation
(One Community One Family)

SOC Coordinators

- Length of time in position
 - Average of 35.5 months
 - 83% in position more than 2 years
- Additional Responsibilities
 - Stage 3: Preparation – 81%
 - Stage 5: Maintenance – 33%

SOC Coordinators

See multiple perspectives when working
Already engrained in the community (One
with facilitators, system partners and
Community One Family)
families (Harrison and Clark)

Care Coordinators

Prefer to hire people who live in the
Don't mind desperation (One Community One
community, they are going to serve rural
focus more on their experiences and
communities that don't like outsiders
personality (Randolph)
(One Community One Family)

Supervision

Individual supervision based on their needs
(One Community One Family)

Make sure that they are in a good place
(St. Joseph)

Funding

- Funding primarily from child-serving systems
- 20% of communities also received funding from private sources
- Medicaid and Medicaid Waivers

Funding

Stage of Development	Medicaid	Plan to Blend	Sustainability Plan
1	0.0%	0.0%	0.0%
2	80.0%	0.0%	20.0%
3	95.2%	19.0%	14.3%
4	100.0%	77.8%	66.7%
5	100.0%	83.3%	100.0%

Funding Priorities

Mental health center allows providers of care to
 conduct work outside the center (members via
 jobs... being productive means with the center
 community support (St. Joseph, Randolph)
(One Community One Family)

Outcomes

- Identify outcomes
- Measure outcomes
- Collect and track outcomes
- Analyze data
- Report results
- Use outcomes to inform decisions

Outcomes

Provides reason/documentation of validity
 for how their money is being used
(Harrison and Clark)

Key to keeping what we have
(Randolph)

Outcomes

- Placements (e.g., out-of-home, remain in the community)
- Education (attendance, achievement, behavior)
- Child welfare (substantiated cases)
- Juvenile justice (offenses)
- Graduation from SOC
- Cost savings

Outcomes

Specify what you need to know and why; if
 you don't have someone in charge of it, it
 won't happen (St. Joseph, Randolph, Clark)
 they will copy it (St. Joseph, Randolph, Clark)

Family Involvement

Stage of Development	% Active Family Involvement
1	50.0%
2	0.0%
3	14.3%
4	11.1%
5	83.3%

Benefits of Family Involvement

People are interested in what they have to
do. Give them the same orientation as you
don't have to talk about things they are
give to a wraparound facilitator. (Vigo)
Can say things that the SOC coordinator
family struggles and see the progress they
can't. (One Community One Family)
made. (Randolph)

Barriers to Family Involvement

Prepare families about expectations. They
Give families the same orientation as you
don't have to talk about things they are
give to a wraparound facilitator. (Vigo)
uncomfortable with. (Randolph)

Other Reasons for Success

Mental health center supports SOC all the
way up to the Executive Director and CFO
Lot of trust. Shared responsibility. (One Community One Family)
Shared responsibility. (One Community One Family)
Shared responsibility. (One Community One Family)

Top 3 Lessons

PR with the community; building
Outcomes data to get funding. (One Community
One Family)
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Outcomes data to get funding. (One Community
One Family)
some way. (Vigo)

National Lessons Learned

Stroul and Manteuffel (2008)

- Get key leaders involved
- Acknowledge representative contributions
- History of collaboration & shared vision
- Use of waivers, grants & community partner funding for sustainability

National Lessons Learned

Stroul and Manteuffel (2008)

- Use outcomes to validate how money is used
- Families at the table contribute to the success of SOC
- Learn from other SOC communities
- Provide ongoing training and coaching



Indiana Sets the Stage

- SOC “start up” grants since 2000
- Funded Choices TA Center
- Incorporated SOC approach in block grant and grant waiver applications
- Funded family led organizations to provide TA



Indiana Sets the Stage

- Start up grants for family led support organizations since 2007
- Federal grants as a part state’s strategy
- Mechanisms to pay for interagency coordination and individualized service planning



Keys to Success Unique to Indiana

- Hire the right people and support them well
- Involve leaders in hiring to ensure ownership
- Flex funds from a variety of sources
- Do whatever it takes attitude
- Small communities make it easier
- Mental health center support



Vicki S. Effland, Ph.D.
Director, Outcomes and Evaluation
Choices, Inc.
VEffland@ChoicesTeam.org

Janet S. McIntyre, MPA
Director, Choices TA Center
JMuintyre@choicesteam.org

www.ChoicesTeam.org/TACenter



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