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

Using the System of Care Practice Review (SOCPR) to Facilitate System Transformation Efforts in Canada

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History of the Project

- Mandate of the Children & Youth Mental Health Network (CYMHN)
- Investigation of models/tools for system transformation
- University of South Florida (USF)
  > Dr. Friedman System of Care (SOC)

SOCPR

- Qualitative research tool
- Case study methodology
- Principles operationalized at the level of practice
- Meet the needs of children & families

History of the Project (con't)

- Centre of Excellence
- USF & Success 4 Kids and Families present SOCPR
- CYMHN unanimously approves the SOCPR project
- Ottawa Children's Coordinated Access & Referral to Services (OCCARS) is assigned the lead responsibility to coordinate the project in partnership with:
  > Crossroads Children's Centre (CCC)
  > Ottawa Children's Aid Society (CAS)
  > Youth Services Bureau of Ottawa (YSB)

Quick facts at a glance
Population: 877,300
Area: 2,796 kilometers or 1,080 square miles, 90 kilometers east to west
Ottawa's area is almost 80 per cent rural

Area Map
SOCPR-R Domains & Subdomains

- Domain 1: Child-Centered & Family Focused
  - Individualization
  - Early Intervention
  - Access to Services
  - Minimal Restrictiveness
  - Integration & Coordination
- Domain 2: Community-Based
  - Case Management
  - Full Participation
  - Early Intervention
  - Access to Services
  - Minimal Restrictiveness
  - Integration & Coordination
- Domain 3: Culturally Competent
  - Awareness
  - Sensitivity & Responsiveness
  - Agency Culture
  - Informal Supports
- Domain 4: Impact
  - Improvement
  - Appropriateness

Ottawa’s Preliminary Points of Interests
- Demographics:
  - 32 case studies conducted (27 cases used)
- Children
  - Ages 9 to 18
  - Mean age 13
  - 70% males
  - 30% females
- Language
  - 68% English, 26% French

SOCPR Outcomes
- Strengths:
  - Identification of strengths
  - Restrictiveness
- Service delivery is accessible
  - Language
  - Location
  - Times
  - Setting

SOCPR Outcomes (con’t)
Challenges:
- Early identification & intervention
- Integration of service plan across agencies
- Smooth and seamless transition

SOCPR Outcomes (con’t)
Training needs:
- Cultural competence
- Strengths based planning & goal setting
Area Needing Further Exploration

Case Management

There is one person who successfully coordinates services while ensuring that the treatment/service plan is responsive.

- No mandate or funding for the delivery of case management
- The high rating is a direct result of the dedication of the service providers and programs.
- Cost to intended service delivery.
- Difficulties experienced by families when attempting to access services or move between services within the system.

Areas Needing Further Exploration (con’t)

Cultural Awareness & Competence

- Refers to the ability to not only be aware of cultural differences, but also be sensitive and responsive to those needs.
- Further, there are additional barriers that prevent our systems ability to deliver culturally competent services such as:
  - Recruitment
  - Outreach,
  - Evidence based programs that are considered culturally competent.

Community Strategy

- Community training (strength based treatment planning and goal setting).
- Development of a cultural Brokerage team
- Commitment to on-going use of the SOCPR (3 years)
- Train additional SOCPR reviewers
- Commitment to address larger system issues

Development of a Community of Practice

"Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly (Etienne Wenger)."

- The strengthening of trust & collaboration
- Common language, priorities and a shared ownership in the transformation process
- Development of a committee structure
- Linked policy to practice
- Adoption of System of Care Values and Guiding Principles

System of Care Ottawa Project

"Commons: SOC Project Leadership Team"

SOCP R Training Team
Coordinated Access & Referral Project Management
Task Committees
The Policy Framework & SOCPR

Ontario's Policy Framework

• Community driven – services and supports should be provided as close to home as possible.

SOC Principles

• Children have access to a comprehensive array of services.

• Services are individualized.

• Services are received within the least restrictive environment.

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• Services are integrated and coordinated.

• Cases are managed and coordinated.

• Children with SED receive services regardless of race, religion, national origin, sex, physical disability, or other characteristics.

• The rights of children with SED are protected.

• Children with SED are ensured a smooth transition to adult services when they reach maturity.

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• The system promotes early identification and intervention.

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• The rights of children with SED are protected.

• Case management is provided to ensure service coordination and system navigation.

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SOC Values & Principles

□ Core values:
□ Child centered & family focused
□ Community-based
□ Culturally competent

SOC Guiding Principles

□ Children have access to a comprehensive array of services.

□ Services are individualized.

□ Services are received within the least restrictive environment.

□ Families are included as full participants.

□ Services are integrated and coordinated.

□ Case management is provided to ensure service coordination and system navigation.

□ The system promotes early identification and intervention.

□ Children with SED are ensured a smooth transition to adult services when they reach maturity.

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  New York

Identification of Systems Issues

- Family Ties
- Case Management Programs
- Network

Tier 2

Meeting

Information To Action: Westchester’s Model For Change

Examples:
- Residential
- MR-DD/SED
- Juvenile Sex Offenders
- Early Childhood
- Clinic Waiting List
- Juvenile Fire-setters
- Adoption

Westchester Community Network, 2003

Form a Sub-Committee

- Data Collection
- Ongoing Sub-committee
- Planning group

Hard Services/Programs

Training

Evaluation

Data