

# Taking System of Care to New Heights: Expansion of Child Services

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## Pathways LME System of Care

- NC FACES- mid 1990's in Cleveland County
- June 2006 - "The Foundations Project: A system of caring"
- The Foundations Project was an eighteen month campaign to implement System Of Care practices within our communities and all of its stakeholders.
- Community collaborative groups refocused energies on outcomes and filling service gaps.

# What defines System of Care?

- A nationally recognized philosophy for organizing and coordinating resources and services into a comprehensive and interconnected network.
- System of Care joins families, community members, and public and private service providers into teams which serve children.
- System of Care builds on each child's individual strengths and incorporates both formal and informal resources to help children and their families meet their personal needs while achieving individual success.
- System of Care offers a diverse array of services and supports which include social, educational, mental health, juvenile justice, recreational, vocational, health, substance abuse, and "informal" community supports.
- System of Care moves away from paid governmental service systems to a system which relies on a broad range of services and informal community supports which can be matched to the specific needs of an individual child or family.

# Expected Outcomes

- With full implementation of System of Care practices in our community consumers will see:
- Fewer out of home placements
- Lesser levels of care when residential services are needed
- Fewer school suspensions and expulsions
- Fewer children referred to the juvenile justice system
- More contact with community based agencies such as the Boys & Girls Clubs, YMCA, faith based entities
- More access to mentoring opportunities
- More youth and parental involvement in our community collaborative groups.
- Provider buy in

# Roles & Responsibilities

- Pathways Management Team led by the System of Care Coordinator created an internal/external work plan to implement and sustain SOC across Gaston, Lincoln & Cleveland counties. This included:
  - Project Leadership & Planning
  - System Performance Feedback
  - Community Collaborative Planning
  - Oversight of all Out of Home Treatment Options
  - Internal/External SOC Training
  - Collaboration with Parents
  - Consultation with Natural & Community Resources
  - Creation of Parent Support Group(s)
  - Natural & Community Support Resource Guide (hard copy & web based)
  - Development of Care Review Teams and securing membership

# Roles & Responsibilities

- SOC cross agency trainings
- Community Collaborative Orientation Manual and Training
- SOC CFT state training certification for SOC Coordinator and Parent Partner
- Redesign of local community collaborative groups
- Redesign of Executive Collaborative
- Community Partners Forum
- SOC training to Natural & Community Supports
- Weekly Newsletter Articles
- Development of SOC Public Policy
- Development of new community collaborative by-laws
- Development of SOC webpage

# Successful Outcomes

- Residential Data Tracking through Care Review Team & Paid Claims kept us on top of where our kids were and what services they were receiving.
- System of Care-Care Review Teams oversee all out of home options despite level of care.
- System of Care PCP reviews maintain the clinical oversight of consumer services
- Provider and community collaborative consumer satisfaction surveys keep us up to date on how consumers see us progressing
- Community partners data tracking elements-this group meets with SOC Coordinator and Area Director quarterly to chart our communities progress within SOC.
- SOC system performance report – provider agencies are given a star upon completion of SOC trainings and competencies.
- Reduction in children going into higher levels of residential care (level III, IV and PRTF)
- More children are receiving the services that they need in a timely manner and are able to transition back into their natural home settings.
- Addition of 8 Rapid Response Beds have allowed our provider agencies to spend more time of assessments and initial PCP development.

# Successful Outcomes

- Each community collaborative now has parental representation.
- Two community collaborative groups are chaired by parents.
- Parent Support Groups have reformed across our communities.
- SOC group facilitator supports the parent support groups and ensures SOC principles.
- Pathways employs 4 full time and 1 part time School based clinicians which ensure SOC principles in our school systems.
- Pathways employs 1 full time SOC court liaison/truancy advocate.
- Pathways employs 1 full time Mental Health Nurse in a local Health Department.
- Residential treatment numbers have fallen from 343 (11%) in 2006 to 191 (4%) in 2009 due to successful collaboration in Carte Review Teams
- Rapid Response Beds have served 82 children in FY 08-09 with 22% of those returning home and 71% going into Level II therapeutic foster care.
- Day Treatment Services beginning in Lincoln County in August 2009.
- MDTFC (Multi-Dimensional Therapeutic Foster Care) services will begin in FY 2010 and will serve children with antisocial diagnosis.