

## **“How To Do Systems of Care” Questions to ask your community**

<p>Engage systems, providers, family and youth</p>	<p>How have we identified our partners and stakeholders?</p> <p>Have we fully identified, invited and engaged all possible stakeholders?</p> <p>What needs does our initiative address for our community partners?</p> <p>How have we identified our stakeholder strengths for partnering in system of care?</p> <p>How will we get stakeholders fully involved and interested in taking ownership?</p> <p>Have we put in place supports for participants to be involved, e.g., child care, transportation, time of meetings, meals?</p>
<p>Form a governance structure</p>	<p>Do we have a cross functional team including youth, families, required partners and community partners participating in the development of a broad based governance structure?</p> <p>Do we have a broad based governance structure that provides a variety of decision making opportunities for partners to participate on the coordinating council, full partnership, work groups and administrative team?</p> <p>Do diagrams, roles and responsibilities and procedures exist of the governance structure that provides for a broad and clear understanding of how work and communications flow as well as how decisions are made?</p> <p>Does the governance structure reflect the cultural make up of the community and the population served?</p> <p>Does an evident commitment exist to review and enhance the governance system at regular intervals using broad community and partnership involvement?</p> <p>Is the authority and responsibility clear of each of</p>

	<p>the governance components?</p> <p>Are they all defined and is there broad knowledge and understanding of the authority and responsibility of each?</p> <p>Are family, youth, and those served by systems of care on the governance board? Are they equal partners on the governance team and seen as having authentic and meaningful involvement, input and participation?</p> <p>Does our governance system have the capacity to govern (e.g., staff, skills, technology, dollars)?</p> <p>Does our governance system share responsibility across systems for the children, youth and families being served?</p>
<p>Develop administrative and staff team</p>	<p>What role will the governance body and key stakeholders have in informing the structure, role and responsibilities of the administrative team?</p> <p>Do job descriptions and MOU's clearly outline the roles, responsibilities and performance outcomes expected from management and staff?</p> <p>Is our staff representative of the diversity within the population we are serving?</p> <p>Do staff understand their roles, responsibilities and organizational structure?</p> <p>Do we have a staff performance appraisal process and development plan in place?</p> <p>What are our staff hiring and development strategies to ensure that our SOC has an adequate number of staff are representative of population of focus?</p> <p>Do staff have a commitment to transformation as well as the right skills, knowledge, attitudes and cultural and linguistic competence?</p> <p>What staffing structures make sense for our SOC?</p> <p>How are our staff development structures culturally competent?</p> <p>Do our hiring, supervision, and policies reflect</p>

	system of care values?
Learn systems of care values and principles and adherence agreement	<p>What structures do you have in place to teach systems of care values and principles?</p> <p>How are you developing and strengthening partnerships with family youth and organizations to cross train and learn?</p> <p>How will you tend to the training and TA needs of the community, stakeholders, staff, systems, providers, family and youth?</p> <p>Does the budget include resources for training and technical assistance?</p> <p>How will we assess the knowledge of our community?</p>
Conduct a strengths and needs assessment of local systems of care	Refer to SOC values and principles list.
Develop a shared vision and mission	<p>What is our cross-sector shared vision?</p> <p>Is it based on SOC values?</p> <p>Do we have a clear understanding of the population of focus and how each one of the system and community partners is serving the population?</p> <p>Is there a clear understanding of the mission of the program?</p>
Create a logic model	<p>Have we clarified among the stakeholders what a theory of change logic model is and how to develop one?</p> <p>Have we identified TA resources or consultants to assist us in building our logic model, if needed?</p> <p>What are the goals and objectives of our system of care effort? Are they clearly articulated?</p> <p>What strategies will be put into place to accomplish these goals and objectives?</p> <p>Do these strategies include the services, supports, and infrastructure needed for guiding system of care development?</p>

	<p>How is planning to be structured: Is it an ongoing activity of system building or a one-time event?</p> <p>In developing the theory of change logic model, how have we involved youth, families, leaders from ethnic and racial communities, and other system and community partners?</p>
<p>Select systems of care strategies and develop a strategic plan</p>	<p>Does our overall strategic plan have implementation benchmarks and at least four major goals, including plans for technical assistance, social marketing, family organization development and cultural and linguistic competence?</p> <p>Can we create a planning process that is inclusive of all partners, culturally and linguistically competent, and includes family and youth?</p>
<p>Create an evaluation structure</p>	<p>How do we want to structure our local evaluation of our system of care?</p> <p>How have we connected with the state evaluation?</p> <p>How do we meaningfully involve key stakeholders, including family and youth, in the evaluation process?</p> <p>How will the state and local evaluation be culturally appropriate to the population served?</p> <p>How will evaluation data be used for continuous quality improvement?</p> <p>How will national and local evaluation data be useful to us as system builders and developers, transformation agents, and as a support to sustainability efforts and plans?</p>
<p>Create a sustainability plan</p>	<p>Do we have a mechanism to monitor and be proactive in adapting to change in the policy, social, economic and political environment?</p> <p>Have we committed resources and supports to develop and/or strengthen family participation and advocacy that is inclusive of our diverse families receiving services?</p> <p>Are we well informed of the state Medicaid plan and implications for our service delivery structure?</p>

<p>Develop a social marketing plan</p>	<p>What communication goals will help us meet our system of care goals?</p> <p>How do we make that happen?</p> <p>What audiences do we need to work with?</p> <p>What do we mean by a social marketing plan? How will it be useful in sustaining and garnering support for our system of care?</p> <p>How do we involve key stakeholders, including family and youth, in the social marketing process?</p> <p>How do we make strategic efforts to inform community-based organizations, private providers, family organizations, and support groups about the system and its services and invite their participation in the development and sustainability of the SOC?</p> <p>How does our social marketing strategy/plan target culturally diverse populations?</p> <p>How can we be effective in reaching these populations?</p> <p>Who is responsible for communication planning and implementation?</p> <p>What are the priorities for communication?</p> <p>Who are the audiences that we need to internally communicate to? What is their preferred channel of communication?</p> <p>What are our internal structure for communicating across partners, agencies and stakeholder groups</p> <p>How do these differ from external communication structures that are listed in our social marketing plan?</p>
<p>Implement a plan for continuous quality improvement</p>	<p>What is our continuous quality improvement structure and plan?</p> <p>How are family members, youth and stakeholders involved in the CQI process?</p> <p>How are family members, youth, and stakeholders trained for their role in the CQI process?</p>

	<p>Do we have data systems and the technology to collect information about our progress, to measure outcomes for children and families, for system building and for service delivery?</p> <p>How does our CQI plan create buy-in and participation of key stakeholders, including families, youth, staff, providers and racially, ethnically and linguistically diverse communities?</p> <p>How does our CQI plan advance system of care values?</p> <p>How is it linked to system improvement?</p> <p>How does it ensure accountability of all stakeholders groups and agencies involved?</p>
<p>Create a training and technical assistance plan</p>	<p>Do we have a structure and continuous quality improvement process in place to assess the effectiveness of our training strategies and our changing TA needs?</p> <p>Given the turnover of staff/personnel, how have we ensured that orientation to SOC values and our transformation agenda is an ongoing function?</p> <p>Have we addressed the need for cross-system training to learn of system's mandates, strengths and challenges?</p> <p>How can we effectively engage families, youth, staff, providers, and other child-serving systems as trainers?</p> <p>Have we coordinated with the clinical component to assess and identify training needed by direct care staff and providers before launching services?</p> <p>Do we have a plan and resources to provide direct care staff and provider training?</p>