

**National Evaluation of the Comprehensive Community Mental Health Services for
Children and Their Families Program**

**STRATEGIC FRAMEWORK FOR EXPANDING THE SYSTEM OF CARE
APPROACH: FIVE CORE STRATEGY AREAS AND SUB-STRATEGIES**

(November 16, 2011, Revision)

I. Implementing Policy, Administrative, and Regulatory Changes
Making state-level policy and regulatory changes that infuse and institutionalize the system of care philosophy and approach into the larger service system to support expansion of the system of care approach
Sub-Strategies
<ul style="list-style-type: none"> • Establishing an organizational locus of system of care management and accountability at state and local levels • Developing and implementing strategic plans • Developing interagency structures, agreements, and partnerships for coordination and financing • Promulgating rules, regulations, guidelines, standards, and practice protocols • Incorporating the system of care approach as requirements in requests for proposals and contracts • Enacting legislation that supports the system of care approach • Incorporating the system of care approach in protocols to monitor compliance with system of care requirements • Incorporating the system of care approach into data systems for outcome measurement and quality improvement • Linking with and building on other system change initiatives (e.g., health reform, parity legislation, reforms in other systems)
II. Developing or Expanding Services and Supports Based on the System of Care Philosophy and Approach
Implementing the systemic changes needed to develop and expand a broad array of home- and community-based services and supports that are individualized, coordinated, family driven, youth guided, and culturally and linguistically competent to support expansion of the system of care approach
Sub-Strategies
<ul style="list-style-type: none"> • Creating or expanding the array of home- and community-based services and supports • Creating or expanding an individualized, wraparound approach to service delivery • Creating care management entities • Creating or expanding care coordination and care management • Implementing family-driven, youth-guided services and expanding family and youth involvement at the service delivery level • Creating, expanding, or changing the provider network with new providers and by retooling and aligning community and residential providers • Creating or expanding the use of evidence-informed and promising practices and practice-based evidence approaches • Improving the cultural and linguistic competence of services • Reducing racial, ethnic, and geographic disparities in service delivery • Implementing or expanding the use of technology (e.g., electronic medical records, telemedicine, videoconferencing, e-therapy)

III. Creating or Improving Financing Strategies

Creating or improving financing mechanisms and using funding sources more strategically to support the infrastructure and services comprising systems of care to support expansion of the system of care approach

Sub-Strategies

- Increasing the use of Medicaid
- Increasing the use of Federal system of care grants, Mental Health Block Grants, and other Federal grants
- Redeploying funds from higher cost to lower cost services
- Implementing case rates or other risk-based financing approaches
- Increasing the use of state mental health and substance use funds
- Increasing the use of funds from other child-serving systems
- Increasing the use of local funds
- Increasing the use of Federal entitlements other than Medicaid
- Accessing new financing structures and funding streams (e.g., health reform, parity legislation)

IV. Providing Training, Technical Assistance, and Coaching

Implementing workforce development mechanisms to provide ongoing training, technical assistance, and coaching to ensure that providers are prepared and skilled to provide effective services and supports consistent with the system of care philosophy and approach to support expansion of the system of care approach

Sub-Strategies

- Providing training, technical assistance, and coaching on the system of care approach
- Creating ongoing training and technical assistance capacity
- Providing training, technical assistance, and coaching on evidence-informed and promising practices and practice-based evidence approaches

V. Generating Support

Generating support among families and youth, high-level decision makers at state and local levels, providers, managed care organizations, and other key leaders to support expansion of the system of care approach

Sub-Strategies

- Establishing strong family and youth organizations to support expansion of the system of care approach
- Generating support among high-level policy makers and administrators at state and local levels
- Using data on outcomes and cost avoidance to promote expansion of the system of care approach
- Cultivating partnerships with providers, provider organizations, managed care organizations, and other key leaders
- Generating support through social marketing and strategic communications
- Cultivating leaders and champions for the system of care approach

Cross-Cutting Themes Across All Core Strategy Areas:

- Family-driven, youth-guided approaches to services and systems
- Cultural and linguistic competence in services and systems
- Cross-system collaboration in services and systems
- Social marketing and strategic communications