

PRIORITY #1 - Support local implementation of the system of care philosophy

Action Steps for SFY11-12:

- Invite representatives to share what they are learning about how to enhance local Collaborative capacity to implement the system of care philosophy
- PBH (formerly Piedmont Behavioral Health) will present on their experiences as the first local management entity transitioning to a managed care organization. Linda Jones will provide additional updates to the Collaborative.
- In other meetings, seek presentations from local leaders and others addressing topics such as how to:
 - Engage families and youth in *sufficient numbers*
 - Structure governance of local collaboratives to *share power* between agency representatives and families
 - Engage representatives of other systems (e.g., schools, juvenile justice, social services, courts, private physical health providers, local health departments)
 - Decide how many local collaboratives, with what structure, can best meet families' needs in each area
 - Work with other local collaboratives within newly combined managed care organizations
 - Use data to identify and act on individual child and youth needs as well as to shape program development, e.g., through a problem-solving team model (which the schools are using to implement Positive Behavioral Intervention and Support) or Reaching for Excellence and Accountability in Practice (REAP), which the Division of Social Services is using to improve child welfare outcomes
 - Shape managed care organizations' new local service definitions for mental health services
 - Educate local partners about Child and Family Teams (CFT) as the foundation for any individualized plan - e.g., person-centered planning, IEP, individualized - not an alternative to it
 - Ensure that utilization review includes whether or not a CFT occurred
 - Tell local partners about the state Collaborative's online SOC/CFT training
 - Reinforce use of CFTs through organizational monitoring and reward systems – e.g., measuring extent and fidelity of staff of CFTs; incorporating into individuals' performance evaluations and pay/promotions
- Share information about how to strengthen local implementation of system of care practices through conference calls with local collaboratives around the state.
 - Walt Caison and Hope Jones (DMHDDSAS) will update and expand our list of local collaboratives
 - As participants revise state memoranda of agreement/understanding, contribute to grant proposals, and engage in internal planning, they will seek staff time to prepare for these calls, e.g., clarifying learning goals, developing curricular, and identifying contacts for follow up support with implementation.
- As inter-agency memoranda of agreement are revised, state Collaborative participants will seek to incorporate support for local collaboratives into these documents, e.g., local needs assessments and implementation capacity

Ongoing:

- Maintain the state Collaborative website: www.nccollaborative.org/

PRIORITY #2 – Support initiatives to enhance NC's state infrastructure for systems of care

Action Steps for SFY 11-12:

- State Collaborative participants will communicate with leadership within their own agencies about Collaborative priorities and activities.
- Inform and endorse new funding proposals to build NC's capacity to implement child and family-centered systems of care.
- Continue to look for opportunities to fund and staff cross-training for people across systems.