

San Francisco Children's System of Care Theory of Change

Target Populations: Includes children & their families

- Age 0-5
- Co-occurring mental health/substance abuse
- Juvenile justice involved or at risk
- Impacted by violence
- Multi-system involvement or at risk (e.g. Juvenile Justice, Child Welfare, Special Ed)

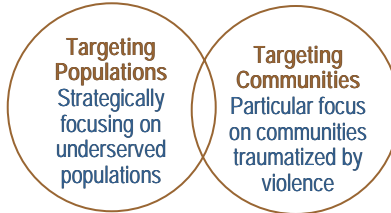
Challenges

- Large foreign born population- cultural & language barriers
- Underserved Asian & Pacific Islander communities
- Prevalence of street youth
- Communities with high violence & poverty
- Need for early intervention/prevention
- Low penetration rates
- Fragmentation of inter-agency fiscal strategic planning
- Fragmentation of interagency efforts
- State & local fiscal crisis
- Lack of system-wide integration of family & youth voice
- Lack of system-wide integration of strength-based approach
- Lack of community support systems to promote family resiliency & self-reliance
- Limited youth & family exposure to city-wide resources

Context

SOC Strategies

Outcomes



Guiding Principles

- Strength-based & solution-focused practices
- Family & youth involvement and consumer orientation
- Ensure core values of SOC
- Accountability, Capacity, Effectiveness
- Real-world applications of research-proven treatments
- Cultural competence

Improving System

- Increasing partnerships with parents & youth, consumer input
- Mapping what exists
- Increasing collaboration with partner agencies and community based agencies
- QI for MH system
- Providing outcome/evaluation information specific to needs of collaborating agencies
- Hiring youth outreach workers to build connections with MH
- Improving access point assessments for agency partners and the community
- Creating uniform referral process
- Showing effectiveness - identify areas of focus (internal & with agency partners)
- Care Coordination team for Early Childhood & Level 3
- Establishing day treatment program for juvenile offenders with substance abuse and mental health needs

Improving Communities

- Providing youth development & outreach to street youth
- Creating Child Crisis Emergency Response Team focused on violent events - debriefing services for community members.
- Expanding Family Involvement Team in Latino & Asian communities

Improving Governance & Infrastructure

- CSOC Policy Council
- Cultural competence & evaluation committees
- Fiscal staff person & committee
- Multilevel representation of consumers & community
- Best practices team
- Information-based blended funding & reinvestment
- Integrated access to data
- Social marketing
- Matrix work plan

Improving Treatment

- Enhancing Intensive Care Management
- Including PTSD
- Including DBT
- Piloting evidence-based treatments for specific diagnoses
- Implementing Family Group Conferencing- family directed assessment, planning & coordination

Community Level Outcomes

- Increased Awareness
- Increased Inter-agency knowledge of SOC
- Increased Family/Youth knowledge of SOC

Infrastructure Outcomes

Short-Term

- Contracts in place
- Evaluation plan in place
- Programs in place
- Social marketing plan in place

Long-Term

- Increased Access to Services
- Increased penetration rates
- Increased services to youth on the street
- Increased services to 0-5 population
- Increased Cultural Competence/Staff Skills
- Increased services to minority communities
- Increased staff knowledge and skills in specific treatments/approaches
- Family/Youth Driven System
- Increased family/youth participation at the planning, quality improvement, eval, and policy level
- Increased consumer satisfaction
- Strengthened family and youth awareness of community resources & natural supports

Individual/ Family Level Outcomes

- Reduced out of home placements
- Decreased restrictive placements
- Reduced placements changes
- Reduced length of placements
- Reduced juvenile justice recidivism
- Decreased sustained petitions
- Increased Functioning and Well-Being
- Decreased symptoms of anxiety/depression (Natnl eval)
- Decreased substance use (Natnl eval)
- Increased family functioning (Natnl eval)
- Decreased expulsions/suspensions
- Increased job readiness/transitions to adulthood

Evaluation, Administration, Social Marketing, Training