

# SOC Rating Tool: The Tennessee Experience

How would you use the SOC Rating Tool results?



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**How far along are Tennessee SOC-EXP communities with the implementation of the SOC approach at the early stages of their grant work?**

- A total of 65 individuals across all community teams were surveyed during February 2014; of those, 69% completed the tool

# How are we using the SOC Rating Tool results?

- To develop a statewide Technical Assistance Plan
  - What elements need to be addressed?
  - What actions need to be taken?
  - What resources are available or needed?
  - What strategies need to be implemented?
- Inform interviews and focus groups with community team members
  - Focused questions on areas that were identified as a challenge to understand “Why?”
  - How can we move forward with SOC mplementation?

# TN SOC Rating Tool Guided Implementation

Indicator	TN SOC implementation	TN SOC implementation guided efforts	
		<u>Statewide</u>	<u>Local</u>
<b>Strategic plan</b>	<b>Plan under development</b>	<b>SOC logic model</b>	<b>Service delivery models</b>
<b>SOC Principles</b>	<b>Moderately implemented</b>	<b>9 strategies</b>	<b>8 strategies</b>
- Individualized, wraparound approach to service planning and delivery	Moderately implemented	-Care coordination TA -Adoption of CANS	-Wraparound training for supervisors -Availability to use flex-funds
- Family-driven approach	Moderately implemented	-Revision of Family Support Specialist (FSS) handbook and guidelines	-CMHCs incorporated FSS or family members as mentors -Focus groups with family members
-Youth guided approach	Somewhat implemented	-Youth participates in SOC statewide meeting	-Development of Youth Move chapters
-Coordinated approach	Somewhat implemented	-Collaboration Lab	-Community teams
-CLC	Somewhat implemented	-Mission statement -Regional CLC training	-CLC trainings -Development of targeted CLC trainings
-Evidence-Informed and Promising Practices and Practice-Based Evidence Approaches	Moderately implemented	-Trauma-informed care training and SOC statewide meeting focusing on trauma-informed care -Wraparound trainings	
-Data and accountability	Moderately implemented	-Data dissemination -Data-sharing	-CQI-feedback loop with local initiatives -Development of evaluation capacity
<b>Infrastructure</b>	<b>Somewhat implemented</b>	<ul style="list-style-type: none"> <li>- <b>Council on Children’s Mental Health engagement</b></li> <li>- <b>Resource mapping</b></li> <li>- <b>TA center</b></li> <li>- <b>Strategic financial plan</b></li> </ul>	<ul style="list-style-type: none"> <li>-<b>Development of community teams</b></li> <li>-<b>Communication plans and social marketing</b></li> </ul>

# SOC Community Technical Assistance Plan Example

Topic	Status <small>(based on SOC Rating Scale results)</small>	Indicator	Questions	Actions	Resources
<b>Strategic plan/ Infrastructure</b>	Plan under development: 25%	Governance:	- Who is taking leadership for the planning process?	- Connect with local Community Advisory Boards (CABs)	- Council on Children's Mental Health
	Infrastructure somewhat implemented: 25%	- Point of accountability structure for SOC management and oversight	- How and which stakeholders will be involved?	- ID training opportunities to enhance inter-agency collaborations	- CABs
		Communications:	- Will the structure use committees, workgroups, etc...?		- Collaboration training
		- Structure and process for strategic communication and social marketing	- How will communication and dissemination be structured?	- Create a brochure describing SOC	- SOC marketing coordinator
	Finance:	- What resources will be used?	- ID possible sources for match funding	- Match Tip Sheet	
	- Financing services and infrastructure	- What are the financing and sustainability strategies?			
	Data and accountability:	- How will data be used?	- Include preliminary data results in SOC team monthly meetings	- Evaluator	
	- Structure and process to measure and monitor quality, outcomes and costs	- What are the structures and processes needed to gather outcomes and/or monitor quality?			
<b>Family-driven approach</b>	Core value moderately implemented: 25%	Family engagement:	- What structures or processes are needed to reach and involve children and families?	- ID effective family engagement strategies	- Statewide Family and Youth Engagement Coordinator
		- Family have a choice of services and supports	- How are youth involved in planning and service delivery?	- Talk to families to ID engagement barriers	
		- Partnership with family organizations and leaders			
<b>Culturally and linguistically competent (CLC) approach</b>	Core value somewhat implemented: 5%	Culture-specific services and supports:	- How are services and supports addressing the needs of your population?	- Attend CLC regional training	- CLC Advisory Group
		- Adaptation of services and supports to address populations	- What changes in services and supports, if any, are needed to address your population?		
		- Provider represents the cultural and linguistic characteristics of the population served	- Is the staff representative of the population?		
		- Specific strategies are used to reduce racial and ethnic disparities	- Which strategies are being used to reduce disparities? What is needed to implement these strategies?		

# What have we learned from this process?

- Communication with SOC partners is key for buy-in
- Follow-up during data gathering period increases response rate
- Baseline message is important
  - “We want to know what you know and/or **don’t know.**”
- Findings represent the knowledge of the SOC community team members regarding the implementation of SOC values and principles. They are not indicative of the knowledge or expertise of each agency/organization involved with regard to the SOC approach.

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