

**Work Plan and Local Evaluation Design for Strategy 4: Individualized service planning**

Goal Addressed by Strategy 4:

- All children with SED who are at high risk for out-of-home/out-of-community placement and have issues sufficient for multi-system involvement will receive comprehensive, coordinated, interagency service plans.

Activities	Indicators	Measures	Findings
<b>System Level</b>			
<b>Short-term</b>			
1. Team members receive information from systems partners regarding the array of services and supports available to SOC families and youth in a systematic and ongoing manner.	1. a. SOC Community Teams' level of information regarding Teams' level of information regarding supports available to families and youth.	1.a.i. Degree to which SOC Community Teams report that they receive information systematically and routinely from system partners regarding supports available to families and youth (Child and Family Team Quarterly Report).	
<b>Long-term</b>			
2. SOC staff and partners are given sufficient information regarding the supports available to youth and families.	2.a. Level of information provided to SOC Community Teams regarding supports available to families and youth.	2.a.i. Degree to which youth and families report that staff members are able to provide information regarding available community supports (CCSP 16, focus groups with Family Council).	

Activities	Indicators	Measures	Findings
<b>Service Delivery Level</b>			
<b>Short-term</b>			
3. Youth and families participate in decision making regarding the development of service plans.	3.a. Involvement of youth and parents. Target is at least 90% of parents and youth report that they were involved in the decision-making process in a meaningful way.	3.a.i. Percentage of youth and parents reporting that they were involved in decision making in a meaningful way (LOS surveys [YSS-F, YSS, CIQ 39i-m]), family and youth council discussions/feedback, Child and Family Team Satisfaction Survey).	
4. The expressed goals and needs of families and youth drive the service planning process.	4.a. Appearance of goals expressed by family and youth in ISPs.	4.a.i. Degree to which goals appear in plans (SOC Community Team Checklist and Child and Family Team Quarterly Report, Child and Family Team Satisfaction Survey, 9).	
5. Wraparound facilitator assists families and youth in developing the Child and Family Team to include anyone the family identifies as having a supportive role in achieving its goals. Care teams may include the following: <ul style="list-style-type: none"> <li>o Service providers</li> <li>o A SOC family advocate</li> <li>o Extended family members/friends</li> <li>o Community members, including school, church members, etc.</li> <li>o Translation services, as needed</li> </ul>	5.a. Representation of teams in the SOC agencies that can address stated goals in ISPs, and as requested by families	5.a.i. Degree to which the composition of all teams in the SOC represent agencies that can address goals stated in the ISP (Child and Family Team Quarterly Report).	

Activities	Indicators	Measures	Findings
<p>6. The Child and Family Team facilitator writes an assessment of the strengths and needs of the family and youth that will guide the development of an ISP.<sup>1</sup> The ISP includes the following:</p> <ul style="list-style-type: none"> <li>○ A description of needs, concerns, and unique circumstances</li> <li>○ Recognition of the strengths of the family and youth</li> <li>○ Written objectives</li> <li>○ Methods for meeting objectives</li> <li>○ Community resources to be engaged, including non-mental health services</li> <li>○ An individualized crisis and safety plan</li> <li>○ Strategies to address cultural and linguistic needs</li> </ul>	<p>6.a. Involvement of youth in the development of and decision making related to the ISP.</p> <p>6.b. Expression of goals by youth and families in ISPs.</p>	<p>6.a.i. Percentage of youth who report that they were involved in the development of and decision making related to the ISP (LOS youth survey [YSS questions 1–15], caregiver survey).</p> <p>6.b.i. Percentage of ISP that include the goals expressed by families and youth (Potential method: review of plans, YSS &amp; YSS-F 3, Child and Family Team Satisfaction Survey).</p>	
<p>7. Existing wraparound forms and processes will be examined and integrated into the SOC initiative.</p>	<p>7.a. Reflection of values and philosophy of SOC in forms and processes.</p>	<p>7.a.i. Degree to which forms and processes reflect SOC values (review of revised and new forms/processes).</p>	

<sup>1</sup> The work group recommends changing the term “Individualized Service Plan (ISP) to “Individualized Family-centered Plan” to better emphasize the intent of these plans.

Activities	Indicators	Measures	Findings
<b>Long-term</b>			
<p>8. Wraparound facilitator assists families and youth in developing the Child and Family Team to include anyone the family identifies as having a supportive role in achieving its goals. Care teams may include the following:</p> <ul style="list-style-type: none"> <li>○ Service providers</li> <li>○ An SOC family advocate</li> <li>○ Extended family members</li> <li>○ Community members, including school, church members, etc.</li> <li>○ Translation services, as needed</li> </ul>	<p>8.a. Composition of the Child and Family Team.</p>	<p>8.a.i. Degree to which the team reflects the selections made by families and youth (Child and Family Team Quarterly Report, Child and Family Team Satisfaction Survey, 1&amp;2).</p> <p>8.a.ii. Degree to which families and youth report they understood the purpose of the Child and Family Team and the process used to staff it (focus groups with Family and Youth Councils).</p>	

Activities	Indicators	Measures	Findings
<p>9. The Child and Family Team facilitator writes an assessment of the strengths and needs of the youth and family which will guide the development of an ISP.<sup>2</sup></p> <p>The ISP includes the following:</p> <ul style="list-style-type: none"> <li>○ A description of needs, concerns, and unique circumstances</li> <li>○ Recognition of the strengths of the family and youth</li> <li>○ Written objectives</li> <li>○ Methods for meeting objectives</li> <li>○ Community resources to be engaged, including non-mental health services</li> <li>○ An individualized crisis and safety plan</li> <li>○ Strategies to address cultural and linguistic needs</li> </ul>	<p>9.a. Effectiveness of assessment as a planning tool.</p>	<p>9.a.i. Degree to which assessments are reported to be effective planning tool (wraparound staff survey).</p>	
<p>10. The composition of SOC Community Teams will reflect the demographics of their families as well as the goals stated in each ISP.</p>	<p>10.a. Composition of SOC Community Teams.</p>	<p>10.a.i. Degree to which the composition of SOC Community Teams represents agencies that can address stated goals in ISPs (document review, Child and Family Satisfaction Survey, 1&amp;2).</p>	

<sup>2</sup> The work group recommends changing the term “Individualized Service Plan (ISP) to “Individualized Family-centered Plan” to better emphasize the intent of these plans.

Activities	Indicators	Measures	Findings
<b>Youth and Family Level</b>			
<b>Short-term</b>			
11. Families and youth are given sufficient support—such as information, training, and involvement of their family advocate—to enable them to be active participants and decision makers.	<p>11.a. Support to be involved in the decision-making process in a meaningful way.</p> <p>11.b. Family and youth attendance in advocacy, leadership, family management trainings.</p>	<p>11.a.i. Degree to which families and youth report that they received adequate support to be involved in the decision-making process in a meaningful way (LOS surveys [YSS &amp; YSS-F 1–15], family and youth council discussions/feedback, Child and Family Team Satisfaction Survey, 7&amp;13).</p> <p>11.a.ii. Number of meetings with family advocates (log).</p> <p>11.b.i. Number of families and youth who attend different trainings (training log).</p>	
12. Team members receive information regarding the array of services and supports available to SOC families and youth in a systematic and ongoing manner.	<p>12.a. User-friendliness of training materials.</p> <p>12. b. Training logistics (location, time).</p>	<p>12.a.i. Proportion of families reporting that training materials were user-friendly and helped them make decisions (focus groups with family and youth councils and training surveys).</p> <p>12.b.i. Proportion of families reporting that logistics allowed them to maximize their participation (focus groups with family and youth councils).</p>	

Activities	Indicators	Measures	Findings
<b>Long-term</b>			
13. Families and youth are given sufficient support—such as information, training, and involvement of their family advocate—to enable them to be active participants and decision makers	13.a. Effectiveness of family advocate in helping families become active decision makers.	13.a.i. Proportion of families and youth that report family advocate was effective in helping them become active decision makers.(focus groups with families and youth, survey).	
14. Youth and families are major decision makers in the development of service plans.	14.a. Involvement in the decision-making process in a meaningful way.	14.a.i. Percentage of youth reporting that they were involved in the decision-making process in a meaningful way. Target: at least 90% so report (focus groups with family and youth) (YSS & YSS-F 1–15, Child and Family Team Satisfaction Survey).	
15. Goals and needs expressed by youth and families drive the service planning process.	15.a. Appearance of goals expressed by family and youth in ISPs.	15.a.i. Percentage of ISPs that include goals expressed by families and youth. Target: at least 90% (SOC Community Team checklist, Child and Family Team Satisfaction Survey).	