

Provider Training

June 2025

Principles of the System of Care

Agenda

- Overview
- Objectives
- Implementation and Strategies
- Wrap Up — Q&A

Overview

The Healthy Blue Care Together Training Program offers an introduction to the principles of the System of Care (SOC) framework.

The course outlines the essential values and guiding principles that support the SOC approach, ensuring that participants can recognize and implement these principles in their professional practices.



Objectives

Objectives:

- Define and understand the SOC framework
- Review core values
- Implement guiding principles



What is the System of Care (SOC) Framework?

The SOC framework is an individual and system-level approach designed to create a coordinated network of community-based services and supports that meet the needs of children, adolescents, and their families.

This philosophy collaborates with children and families to enhance their needs, strengths, and resilience within their communities.

Core Values of the SOC

The SOC Framework is grounded in several key values:

- Family-driven and youth-guided
- Individualized and strength-based
- Community-based
- Comprehensive and integrated services
- Collaboration and partnership
- Culturally and linguistically competent
- Continuous improvement
- Outcomes-based and accountability

Core Values of the SOC (cont.)

Family-driven and youth-guided:

- Families are the key decision-makers in the care planning and delivery process. Their insights, needs, and preferences are essential for developing care plans.
- Families actively participate in evaluating and creating services and supports. They contribute to system design, implementation, and improvement.

Core Values of the SOC (cont.)

Individualized and strengths-based:

- Ensures that services are customized to fit the unique needs and strengths of each child, youth, and family.
- By focusing on personalization and leveraging strengths, the SOC framework seeks to achieve more effective, empowering, and sustainable outcomes for those it serves.

Core Values of the SOC (cont.)

Community-based:

- Ensures that services are accessible, relevant, and integrated within local community settings.
- By leveraging local resources and fostering community involvement, the SOC aims to create sustainable and supportive environments where children and families can thrive.

Core Values of the SOC (cont.)

Comprehensive and integrated services:

- Ensures that all the needs of children, youth, and families have access to available and coordinated services in a seamless manner.
- The SOC framework seeks to create more effective, efficient, and fulfilling experiences by promoting collaboration across sectors and offering comprehensive support.

Core Values of the SOC (cont.)

Collaboration and partnership:

- Enables a comprehensive, coordinated, and effective system of care through family and youth involvement, interagency partnerships, multi-disciplinary teams, community engagement, and shared information.
- The SOC aims to create sustainable, supportive environments where children and families can thrive by using local resources and promoting community engagement.

Core Values of the SOC (cont.)

Culturally and linguistically competent:

- Culturally and linguistically competent care is crucial for delivering equitable and effective services within the SOC framework.
- The SOC aims to promote sustainable and supportive environments where children and families can thrive by using local resources and promoting community engagement.

Core Values of the SOC (cont.)

Continuous improvement:

- Ensures that services are regularly assessed and improved to better serve children, youth, and families.
- By cultivating a culture of learning and adaptability, the SOC framework encourages sustained excellence and responsiveness in service delivery.

Core Values of the SOC (cont.)

Outcomes-based accountability:

- Ensures that services are effective, efficient, and impactful.
- Drives continuous improvement, accountability, and meaningful change for children, youth, and families.

Develop family advisory councils (system level):

- Establish councils that include family members to advise on the design, implementation, and evaluation of services.
- Make sure that family voices are integral to decision-making processes.

Develop family-centered care plans (individual level):

- Create personalized care plans that incorporate family input and emphasize the family's strengths and needs.
- Regularly review and revise care plans to reflect family feedback and accommodate changing circumstances.

Systems of Care Application Strategies (cont.)

Establish regular family meetings (individual level):

- Hold regular meetings with families to discuss progress, address concerns, and make collaborative decisions.
- Use these meetings to build strong relationships and trust between families and service providers.

Develop feedback mechanisms (system level):

- Establish systems for gathering and responding to family feedback, such as surveys, suggestion boxes, and exit interviews.
- Use feedback to continuously improve services.

Systems of Care Application Strategies (cont.)

Training for service providers (system level):

- Offer internal and external training for service providers on family engagement, cultural competence, and effective communication strategies.
- Equip staff with the skills to build supportive and respectful relationships with families.

- The SOC framework is a systems and individual-level approach to delivering coordinated, holistic, and family-centered child welfare services.
- The SOC framework helps achieve better outcomes for children, youth, and families involved in the child welfare system by enhancing service coordination, promoting cultural competence, and focusing on continuous improvement.
- The goal of the SOC approach is to ensure that children grow up in safe, nurturing, and permanent families where their well-being and potential can be fully realized.

Wrap up — Q&A



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Thank you!

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