

Date: 9/7/2018

To: SOC Coordinators/Family Leads

The following is essentially what I want to cover during Monday's call. I hope getting this email ahead of time will give you a chance to ask questions/provide feedback on Monday.

The following are main topic areas for the training/technical assistance that our Office hopes to make available to you over the next few months:

1. Working with CCFH and Resources for Resiliency on **Developing a Trauma-Informed Care Community**.
2. Learning **Results Based Accountability Framework** to enable community team skill-building in moving from problem identification to action while holding selves accountable for real change.
3. Revisiting with **NC Child** to learn how to collect and use data for problem-solving and highlighting critical issues in your communities; what data resources they provide, and the i their Research Director's current challenge identifying behavioral health measures to be used for assessing service improvement.
4. Working with **i2i** to help all of us explore the opportunities we have to meet the needs of children/youth with SED by looking at the implications of the **multiple child system reforms** underway.
5. Looking for opportunities for all of us to learn more about **Social Determinants of Health** (SDOH). (Including asking someone from NC Medicaid to talk with us about the potential role for community collaboratives to be a means for identifying resources to address these social needs.)

Then there are the specific issues that can only be addressed through discussions between you and us --the SOC Infrastructure team in the Division's Child Mental Health Office:

- North Carolina Families United will contract with a Social Marketing/Communications Consultant who will help the State Collaborative (and you and your collaboratives) to figure out how to rebrand "NC SOC" in light of the Medicaid Transformation. As consultant walks various focus groups through a series of questions, it will be important that your local collaboratives think through the same issues and share input into the State Collaborative process. [This activity is scheduled to occur September through December of this year.]
- Revise the SOC Functions and Community Collaborative Expectations documents. Several issues for discussion: emphasis on children/youth with SED vs. children/youth with behavioral health needs: role of community collaborative in meeting needs of SDOH; SOC coordinators' role in cross-system communication, training, and barrier busting; whether there is a way for SOC Coordinators to impact service coordination/care management within their own LME/MCOs. What do you want your functions to be in the future world of the "Tailored Plan". Will Collaboratives have a role in the Standard Plan?
- Discuss implementing a comprehensive SOC assessment within each of the collaborative communities to measure the level of SOC development. This will be baseline measure. Use results to identify next focus for each collaborative. Revisit in the fiscal year that begins July 1, 2021.

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- Explore whether/how to revise the semi-annual reports into a format where both qualitative and quantitative data can be easily aggregated across collaborative sites, so that high level policy makers better understand what SOC activity is and what can be achieved at the community level.

Next Steps

- Orientation for the new SOC Coordinators and their Family Leads before the end of September.
- DMH team visits to LME/MCO regional teams over the course of October – November. Have some of the discussions mentioned in the previous section and look at the collaborative workplans
- State Collaborative will be sponsoring a NC Child Webinar on Advocacy October 3rd from 12 – 1 p.m. Important opportunity for Coordinators/Family Leads and Collaborative members to learn about the Child Advocacy Network that NC Child is developing (perhaps your collaborative members might be interested in joining) and learn about advocacy strategies your Collaboratives might want to use depending on their issues. (Flyer advertising this to be available next week.)
- The State Collaborative webinar will segue into the NC Child Breeze Call on November 5th that will focus on the use of data.
- General plan for the Trauma-Informed Care RFP release is in the fall with the selected sites ready to go in January.
- General plan to introduce the Results Based Accountability in December/January. If we can get the right resources in place this will include a two day training, followed by regional technical assistance sessions on real world RBA application through June.
- State Collaborative will sponsor another NCChild Webinar in January that will focus on the current political landscape and major system changes underway. NC Child will present advocacy tools/strategies for communities to use to respond to these events. (Again we will strongly encourage you to find ways for your community collaboratives to participate in this webinar.)
- Expect the i2i Multiple Systems Reform One Day Training to occur March – April. (This will probably also be our spring face-to-face.) i2i is also slated to provide an update in June.
- State Collaborative might sponsor a final NC Child webinar in the late spring that will update everyone on the legislative issues in play etc.