

# System of Care Practice Review

## A Qualitative Evaluation of the Children's Mental Health System in Ottawa

Natasha Tatartcheff-Quesnel

Manager, Ottawa Children's Coordinated Access & Referral to Services

Michael Hone

Clinical Director, Crossroads Children's Centre

# System of Care Practice Review (SOCPR)

## What is the System of Care Practice Review?

- Qualitative research tool that documents the experiences of children/youth & families receiving mental health services
- Examines whether or not the system of care values (child centered & family focused, community-based, culturally competent) can be seen at the level of direct practice
- Provides information from system users about strengths & quality improvements needed

# Presentation Overview

- History of the project
- Project implementation
- SOCPR
- Ottawa's preliminary points of interests
- Next steps

# Quote

“Workers were really good role models,  
which is hard to find these days.”

- Parent -

# History of the Project

- Mandate of the Children & Youth Mental Health Network (CYMHN)
- Investigation of models/tools for system transformation
- University of South Florida (USF)
  - Dr. Friedman System of Care (SOC)

# History of the Project (con't)

## System of Care

### Definition:

*"A comprehensive spectrum of mental health and other necessary services which are organized into a coordinated network to meet the multiple and changing needs of children and their families."*

*(Stroul & Friedman, 1986)*

# History of the Project

## System of Care (con't)

### Core values:

1. Child centered & family focused
2. Community-based
3. Culturally competent

# History of the Project

## System of Care (con't)

Examples of guiding principles:

- Comprehensive array of services
- Children & families as full participants in service planning & delivery
- Early identification & intervention should be promoted

# History of the Project (con't)

- Centre of Excellence
- USF & Success 4 Kids and Families present SOCPR
- CYMHN unanimously approves the SOCPR project
- Ottawa Children's Coordinated Access & Referral to Services (OCCARS) is assigned the lead responsibility to coordinate the project in partnership with:
  - Crossroads Children's Centre (CCC)
  - Ottawa Children's Aid Society (CAS)
  - Youth Services Bureau of Ottawa (YSB)

# Quote

"The services I have been receiving are excellent, but are only provided from 9 to 3. After that, I am left to try and navigate the system to find the services my child needs."

- Parent -

# Project Implementation

## Initiation:

- Funding
  - USF
  - YSB, CAS, CCC, OCCARS
- Translation
- Select cases
- Develop consents & parent guides
- Compensation for families

# Project Implementation

## Implementation:

- Recruit families – individual vs group
- Training – classroom & coaching
- Conduct reviews
- Scoring & debriefing
- Group debriefing

# Project Implementation

## Wrap-up:

- Data analysis & report
- Provide feedback
- Work towards next steps

# Quote

"Yes, I was included in the meetings, but it would not really have made a difference, because "they" had already decided what they wanted to do"

- 16 year old youth -

# SOCPR

- Qualitative research tool
- Case study methodology
- Principles operationalized at the level of practice
- Meet the needs of children & families

# SOCPR (con't)

Child centered and family focused:

- Individualized
- Full participation
- Case management

# SOCPR (con't)

## Community-based:

- Early intervention
- Access to services
- Restrictiveness
- Integration & coordination

# SOCPR (con't)

## Culturally competent:

- Awareness
- Agency culture
- Sensitivity & responsiveness
- Informal supports

# SOCPR (con't)

Impact:

- Improvement
- Appropriateness

**Domain 4: Impact** The impact that services and supports have had on this child and family.

**4B. APPROPRIATENESS** - Services that have had a positive impact on the child and family have been appropriate for meeting the needs of the child and family.

51. I am satisfied with the coordination of services in this case.

1     2     3     4     5  
 Not at all    A Little    Some    Pretty Much    Very Much

Explain:

52. What do you think has been most helpful about the services and supports provided to your child and family?

53. What do you think has been least helpful about the services and supports provided to your child and family?

54. Is there anything else you think would be important for me to know about your child and family or the services you have been receiving?

- Is there anything you think your community should know about what kids and families who live here need?
- What is working and what is not working for kids and families who live in your community?

*For summative ratings, also see questions re: Service Type and Intensity (1A), Family Involvement (1B), Access to Services (2B), and Cultural Responsiveness (3B)*

Thanks for taking time to talk with me! Is there anything you would like to ask me?

# SOCPR (con't)

## Components of the protocol:

- Section 1 – Demographics
- Section 2 – File review
- Section 3 – Interviews
  - Primary caregiver
  - Child/youth
  - Service provider
  - Informal support
- Section 4 – Summative ratings

# SOCPR (con't)

## Primary applications:

1. Identify system/wide strengths and challenges to inform quality improvement efforts
2. Staff training recommendations

# Quote

"If they don't help my grandmother  
"caregiver", how can she help me?"

-14 year old youth -

# Ottawa's Preliminary Points of Interests

## Demographics:

- 23 case studies (19 cases used)
- Children
  - Ages 9 to 16
  - Mean age 12.84
  - 14 males
  - 5 females
- Language
  - 68% English, 26% French

# Ottawa's Preliminary Points of Interests (con't)

Treatment length:

- Ranged from 1 to 20+ months
  - 11% were 1 to 5 months
  - 42% were 5 to 12 months
  - 5% were 13 to 19 months
  - 42% were 20+ months

At the time the SO CPR was administered, 14 of the 19 cases were open.

# Ottawa's Preliminary Points of Interests (con't)

## Treatment interventions:

- Multiple treatment interventions
  - Range 1 to 8 interventions
  - Average 3.8 interventions
  - 2 cases, 1 intervention
- All 19 participants utilized the mental health system
- Child welfare was utilized in 11 of the 19 cases
- 1 participant also utilized the juvenile justice system
- 8 participants were in section 23 placements, 12 of the 19 had an IEP

# Ottawa's Preliminary Points of Interests (con't)

## Service history:

- Services provided by 10 agencies
- Primary services provided:
  - Day treatment
  - Intensive & MST
  - Respite
  - Inpatient/outpatient psychiatric services
  - Residential

# Ottawa's Preliminary Points of Interests (con't)

## Strengths:

- Identification of strengths
- Impact of services
- Restrictiveness
- Service delivery is accessible
  - Language
  - Location
  - Times
  - Setting

# Ottawa's Preliminary Points of Interests (con't)

## Challenges:

- Early identification & intervention
- Integration of service plan across agencies
- Informal support
- Smooth and seamless transition

# Quote

“The people working with me seemed very slow to communicate. I had to say my stuff over and over again.”

- Youth -

# Ottawa's Preliminary Points of Interests (con't)

Areas needing further explorations:

- Case management
- Cultural awareness & competence

# Ottawa's Preliminary Points of Interests (con't)

Training needs:

- Cultural competence
- Strengths based planning & goal setting

# Quote

"In Alberta, I had comprehensive services, but in Ottawa, I had to phone CAS to find out what was available."

- Parent -

# Next Steps

- Train the trainer
- Expand breadth & depth
- Train additional reviewers
- Shift to include a program evaluation focus

# Quote

"Just the fact that you were here and asking me these questions shows that you really care."

- Parent -

# Contact us

## Natasha Tatartcheff-Quesnel

Ottawa Children's Coordinated Access & Referral to Services  
2675 Queensview Drive  
Ottawa, Ontario, K2B 8K2  
(613) 729-0577 x 1256  
[natasha@coordinatedaccess.ca](mailto:natasha@coordinatedaccess.ca)

## Michael Hone

Crossroads Children's Centre  
1755 Courtwood Crescent  
Ottawa, Ontario, K2C 3J2  
(613) 723-1623 x 228  
[michael@crossroadschildren.ca](mailto:michael@crossroadschildren.ca)

# Resources

- Stroul, B.A., Friedman, R.M. (1986). *A System of Care for Children & Youth with Severe Emotional Disturbances*. (Revised Edition). Research and Training Centre for Children's Mental Health, Florida Mental Health Institute, University of South Florida.
- Hernandez, M., Worthington, J., & Davis, C.S. (2005). *Measuring the Fidelity of Service Planning and Delivery to System of Care Principles: The System of Care Practice Review (SOCPR)*. (Making children's mental health services successful series, 223-1). Tampa FL: University of South Florida, The Louis de la Parte Florida Mental Health Institute.
- Worthington, J., Davis, C.S., Hernandez, M., Pinto, A., & Vergon, K. (2005). *System of care practice review: Review team member training manual*. (rev. ed.) Tampa, FL: University of South Florida, The Louis de la Parte Florida Mental Health Institute.
- Pires, S.A. (2002). *Building Systems of Care: A Primer*. National Technical Assistance Center for Children's Mental Health, Georgetown University Child Development Centre.
- University of South Florida, 2007. *The Louis de la Parte Florida Mental Health Institute*. Available: <http://home.fmhi.usf.edu/>