Kentucky’s System of Care Assessment of Behavioral Health Services and Supports

Community Mental Health Centers

What is the Purpose of the System of Care Assessment (SOCA)?

Based on a system of care conceptual framework, the SOCA is designed to assess the development of a region’s behavioral health system of care for children, youth, and adults. The purpose of the assessment is to promote dialogue between and among staff within the Division of Behavioral Health (DBH) and regional providers to inform decisions about service system transformation and promote shared accountability for improved consumer outcomes.

Why is a SOCA Important?

While compliance is monitored through licensure, accreditation, and contracts, the SOCA is designed to assess the quality of behavioral health services and supports delivered by the state’s network of community mental health centers, thus providing a complete picture of a region’s behavioral health system of care for children, youth, and adults.

What is the SOCA Process?

The SOCA process includes pre-visit, site visit, and post-visit activities. Prior to the site visit, regional administrators are provided with a description of the system of care conceptual framework and associated standards and indicators, interview guides, and a list of potential documents the DBH Assessment Team may need to access during the site visit. Conference calls are held to familiarize regional administrators with the system of care assessment process, finalize the site visit agenda, and answer questions from regional administrators. Prior to the site visit, the DBH Assessment Team reviews the region’s contract, Annual Plan and Budget application, regional data reports, and other available documentation.

During the two-day site visit, the DBH Assessment Team administers semi-structured individual and group interviews with key stakeholders, conducts observations, and reviews medical records and other system of care documentation.

Following the site visit, interview notes are transcribed and documents gathered on-site are scanned to allow for a collective review by the DBH Assessment Team. A post-visit discussion yields regional commendations and considerations/recommendations/directives as well as available technical assistance resources and supports. The post-visit discussion guides the drafting of the region’s report. The resulting SOCA report, which is provided to agency leadership, should be used by the agency and community stakeholders to guide efforts to improve the quality of regional infrastructure and the service delivery system.

Who can be contacted for more information?

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