Workforce Development

Advancements in the Field
Reflecting the Newly Updated System of Care Framework

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Objectives

• Review the updated System of Care (SOC) framework and its relationship to workforce issues

• Understand major workforce issues for children’s service delivery

• Hear examples of ways to infuse system of care values and principles into workforce development
Origin of the System of Care (SOC) Framework

• Began with federal CASSP 25 years ago
• Developed through a participatory process
• First published in a 1986 monograph
• Provided a definition and framework for guiding the field in reforming systems and services
• Focused originally on youth with multiple and complex problems
SYSTEM OF CARE FRAMEWORK

Child & Family

I Mental Health Services
II Social Services
III Educational Services
IV Health Services
V Substance Abuse Services
VI Vocational Services
VII Recreational Services
VIII Juvenile Justice Services
Reason for Updating the SOC Framework/Philosophy

- Construct itself is a dynamic one
- Experiences have been gained over the years leading to increased knowledge
- New issues have arisen in the children’s mental health field
- 25th anniversary seen as an opportune time to re-examine and update
Updated Definition

“A spectrum of effective, community-based services and supports for children and youth with or at risk for mental health or other challenges and their families, that is organized into a coordinated network, builds meaningful partnerships with families and youth, and addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life”
Major Areas of Updates in SOC

- Broaden population
- Emphasize commitment to family-driven and youth guided
- Strengthen cultural and linguistic competence
- Incorporate elimination of disparities as part of core value
- Specify desired outcome for children and families
- Add more focus on improving practice
- Emphasize individualized care
- Specify the role of natural supports as part of service array
- Change “necessary” to “needed” services
- Broaden entire concept to include a public health approach
- Importance of accountability and tracking results
- Recognize the importance of creating infrastructure to sustain work
Future Area for Expanding Progress in SOC

“Developing a skilled workforce through education, training, technical assistance, coaching, information dissemination, expanding provider networks and enhancing provider-level accountability” (p.9)

Developing a Skilled Workforce: What We Hear From the Field

• Lack of training at both pre-service and in-service levels on current practices, EBPs and systems’ issues
• Lack of training on providing clinical treatment and support services in settings other than the office
• Lack of training on partnering with families
• Decreased quality of professional skills and lack of clinical supervision opportunities
• Increased staff turnover and burnout
Developing a Skilled Workforce: What We Hear From the Field

• Low salaries for Masters and Bachelor level professionals
• Increased need for bilingual and bicultural staff
• Little training provided on the knowledge and skills needed to lead system’s change efforts
• Lack of career path in the behavioral health fields
Infusing SOC Values Into Practice: Implications for the Workforce

- Collaborate respectfully with families so that they are viewed as the experts on their children
- Recognize and use family strengths and abilities in treatment
- Listen, reflect and synthesize from both a “system perspective” and a family-focused perspective
- Value collaborations for delivering services and learn to work effectively in cross disciplinary and agency teams
- Honor caregivers and their cultural traditions
Infusing SOC Values Into Practice: Implications for the Workforce

- Take a broad view of who the service providers are, including non-traditional providers and peers
- Respect the ideas and skills of frontline direct care staff
- Use and promote evidence-based and evidence-informed practices
- Use technology to improve services
- Be accountable for outcomes for youth and their families
Resources

• [http://gucchdtacenter.georgetown.edu/leadership_workforce.html](http://gucchdtacenter.georgetown.edu/leadership_workforce.html)

