North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

May 31, 2007

Memorandum

TO: LME Directors

FROM: Flo Stein, Chief
Community Policy Management

RE: System of Care Coordination

As you know in March of 2006 the Division of MH/DD/SAS allocated funding for a full-time System of Care (SOC) Coordinator in each LME. This position is designed to carry out our continued efforts to implement System of Care practices and principles statewide. We are very excited about the work that has been done thus far including many SOC trainings in local communities, rejuvenated community collaboratives and several youth and family involvement initiatives.

We would like to take this opportunity to reiterate that these positions are full-time macro level positions fully dedicated to following six core functions:

- Involvement in the Community Collaborative
- Youth and Family Involvement and Leadership
- Child and Family Teams for Person-Centered Planning
- Interagency Collaboration
- SOC Training and Technical Assistance
- Quality Management

Please note that these functions are reflected in your local business plans, contracts with the Department of Health and Human Services and in several of your performance measures.

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In order to strengthen this initiative, we are replacing the SOC Coordinator Annual Report and are implementing a new *quarterly* report effective July 1, 2007. The new quarterly report is intended to be a guidance document that is supportive to the process of SOC implementation at the LME level. A quarterly report is necessary to ensure improved accountability to the six core functions highlighted in the previous paragraph. This regular reporting mechanism will allow the Division of MH/DD/SAS to advise when objectives are not being adequately addressed.

The first quarterly report which will reflect SOC Coordinator activities from July 1, 2007 – September 30, 2007 will be due to Kelly.Crowley@ncmail.net by October 15, 2007. The quarterly reporting template is attached to this memo. It is hoped that the information compiled will form the basis for long-term sustainability of this initiative. This requires a level of accountability equal to the importance of this effort.

In other SOC efforts, in March of this year we began a training series for the SOC Coordinators and their Family Partners. The training series is currently planned through Spring of 2008. The training is provided free of charge and all LME SOC Coordinators are *required* to attend.

Also, please be reminded that all families receiving MH/DD/SAS services shall have access to the System of Care Family Handbook. It is available on our website at http://www.dhhs.state.nc.us/mhddsas/childandfamily/pdf/soc-familyhandbook1-06.pdf. Please work with your providers to ensure that all families receive this handbook.

If you have questions regarding this memo, please contact Kelly Crowley at Kelly.Crowley@ncmail.net.

Thank you.

Enclosure

Cc: Secretary Carmen Hooker Odom
Allen Dobson, MD
Executive Leadership Team
Management Leadership Team
State Facility Directors
Yvonne Copeland
Patrice Roesler
MH Commission Chair
The Coalition Chair
SCFAC Chair
Sharnese Ransome
Kory Goldsmith
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