



System of Care Advisory Council

Barrier Review Policy and Procedure

Purpose:

Within Oregon's System of Care, a barrier is any systemic challenge in accessing desired and needed services for children and youth with complex needs, for example those related to mental and behavioral health and/or intellectual/developmental disabilities. This policy is intended to:

- Define barrier response responsibilities for the SOCAC and agency partners
- Ensure timely and thoughtful response and follow-up on barriers submitted to SOCAC
- Utilize local expertise, particularly youth and families, to inform barrier resolution

Policy:

Per CCO contract, Local System of Care (L-SOC) structures in Oregon have processes for identifying, analyzing, and addressing barriers to services and supports for youth and families. Locally identified barriers are reported to OHA semi-annually by Coordinated Care Organizations (CCOs). Issues that are not resolved at the local level can be escalated to SOCAC by L-SOCs with request for resolution assistance.

Procedure:

For barriers reported to OHA

1. OHA will compile 6-month reports and provide raw data to SOCAC.
2. SOCAC will analyze themes in barrier reports and share a summary report to the State Agency Standing (SAS) Committee and local Systems of Care.
3. SOCAC will coordinate provision of technical assistance when requested. SOCAC may also notify agency staff for situational awareness and/or follow-up as needed.
4. The SAS Chair will request time to share and discuss summary report with the Executive Committee and/or Full Council.
5. SOCAC will convene local SOC partners to discuss barrier resolution activities at monthly SOC Learning Collaboratives.

For barriers escalated to SOCAC:

1. SOCAC staff will check Statewide.SOC@oha.oregon.gov inbox at least once a week for new barrier submissions.
2. When a new barrier form has been escalated, the form and all related documents will be saved to the Teams Channel, a new entry will be created in Smartsheet, and barrier will be posted to SOCAC website.

3. SOCAC staff will schedule barrier presentation at a future SAS meeting where barrier will be discussed, suggested strategies will be explored and refined, and resolution efforts will be assigned to a lead agency. Local SOC partners, including system partners involved in local barrier discussions and impacted youth and family members, will also be invited to meeting.
4. State agency partners will delegate appropriate staff with decision making ability to lead resolution efforts. With consultation from SAS, resolution efforts may include the following efforts:
 - a. Convening of a cross-system work group that includes youth, family and L-SOC partners.
 - b. Collection and analyzing of relevant data
 - c. Creation of recommendations, resources and technical assistance for L-SOCs
 - d. Policy and funding recommendations to governmental (state and federal) agencies and Governor's office.
5. Lead staff will submit response to auto-updates initiated from Smartsheet and attend bi-monthly barrier resolution meeting to discuss resolution efforts and share out progress with local SOC partners.
6. The SAS Chair, in partnership with agency staff, will recommend unresolved barriers that should be brought back to the SAS Committee to discuss resolution efforts.
7. The SAS Chair, in partnership with SOCAC staff, will identify when barriers should be carried to Full Council or a related SOCAC subcommittee.
8. L-SOCs are responsible for sharing information about resolution process and providing update on barriers escalated to SOCAC with their local System of Care partners.
9. SOCAC will implement an annual feedback survey for L-SOC and agency partners for ongoing quality improvement for the barrier resolution process.

Resolution

1. Escalated barriers will be considered for resolution when all recommended strategies have been addressed and the submitting region confirms the barrier no longer exists or is otherwise satisfied with the response. L-SOCs should consult with impacted youth and families before agreeing to resolution recommendation. SAS will make final determination for marking a barrier as resolved.

Updates:

This policy and procedure will be reviewed by the State Agency Standing Committee at least every two years.