

**OHA Evaluation Criteria: 2022 System of Care (SOC) Policy and Procedure**

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| **CCO Name** |  |
| **Date of Review** |  |
| **Date(s) of Follow-up Review** |  |
| **Reviewer(s)** |  |

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| ***Policy and Procedure Requirements*** | ***Evaluation Criteria*** | **CCO Use Only****State which Page(s) and Section this element is found** | **1st Review Score:****1=Fully Compliant 0=Partially/Not Compliant**  | **CCO Use Only****Resolution of OHA 1st Review Findings****Include which Page(s) and Section this element is found** | **2nd Review Score:****1=Fully Compliant 0=Partially/Not Compliant**  | **CCO Use Only****Resolution of OHA 2nd Review Findings****Include which Page(s) and Section this element is found** |
| 1. CCO meaningfully supports the leadership and involvement of Youth and families at all levels of the System of Care governance structure. \*
 | 1. Describes the process used to recruit and support youth and families who participate in the SOC governance structure. This may include use of technical assistance, member handbooks, charters, orientation, mentorship programs, and financial compensation for youth and family members consistent with the CCO’s policy.
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Describes how the youth and family included in the SOC governance structure represent community demographics (e.g., race, ethnicity, language, and disability).
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Describes the ways in which youth and family are involved in leadership and decision- making within the SOC governance structure.
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. CCO supports and invests in a System of Care that is both Culturally and Linguistically Appropriate to the needs of the communities in CCO’s Service Area.
 | 1. Describes how the SOC governance structure is representative of the populations within the CCO’s Service Area(s) with an emphasis on persons who are representative of populations that experience health inequities.
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Identifies the strategies used to recruit diverse SOC governance structure members, including those from federally recognized tribes in the CCO’s Service Area(s).
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Addresses the ways in which the System of Care prioritizes culture and language within the SOC governance structure. (e.g., language access, times of meetings, race, socioeconomic status, ethnicity, sexual orientation, and gender identity).
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Describes how SOC governance structure provides culturally and linguistically responsive strategies, supports, and services for youth and families in the CCO Service Area(s).
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. CCO supports the inclusion and collaboration of Community partners and system partners (e.g., representatives from ODHS; Child Welfare and Intellectual Develop-mental Disabilities, & Self Sufficiency, Education, Juvenile Justice, Tribes and Behavioral Health) to ensure Youth and families have access to necessary supports and services.
 | 1. Describes the ways in which partnerships are created and sustained with Community partners and system partners involved in the SOC governance structure. Policy includes examples of how attendance, participation, and problem-solving are addressed.
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Describes the SOC governance structure’s commitment to cross-sector coordination efforts on behalf of youth and families within the CCO’s Service Area(s).
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Describes how information is communicated between the CCO and System of Care governance structure and the extent to which the two entities communicate. The policy may include additional documents (e.g., process flows) as addenda to explain the overall communication process.
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |
| 1. Policy has been approved by the SOC Executive Council
 |  | Y ☐ N ☐ |  | Y ☐ N ☐ |  |

\* System of Care Governance Structure collectively refers to the Practice Level Workgroup, Advisory Council and the Executive Council.