



OHA Evaluation Criteria: 2021 System of Care (SOC) Policy

Policy Requirements	Evaluation Criteria
A. CCO meaningfully supports the leadership and involvement of Youth and families at all levels of the System of Care governance structure. *	1. Policy 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. 2. Policy describes how the youth and family represented in the SOC governance structure represent community demographics (e.g., race, ethnicity, language, and disability). 3. Policy describes the ways in which youth and family are involved in leadership and decision-making within the SOC governance structure.
B. 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.	4. Policy identifies the strategies used to recruit diverse SOC governance structure members, including those from federally recognized tribes in the CCO’s Service Area(s). 5. Policy describes how the SOC governance structure is representative of the diversity of populations within the CCO’s Service Area(s) with an emphasis on persons who are representative of populations that experience health inequities. 6. Policy addresses the ways in which the System of Care prioritizes culture and language within the SOC governance structure. (e.g., language access, food for meals, locations and times of meetings, race, socioeconomic status, ethnicity, sexual orientation, and gender identity). 7. Policy describes how SOC governance structure provides culturally and linguistically responsive strategies, supports, and services for youth and families in the CCO Service Area(s).
C. CCO supports the inclusion and collaboration of Community partners and system partners (e.g., representatives from ODHS; Child Welfare and Intellectual Developmental Disabilities, & Self Sufficiency, Education, Juvenile Justice, Tribes and Behavioral Health) to ensure Youth and families have access to necessary supports and services.	8. Policy 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. 9. Policy 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). 10. Policy 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.

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