

System of Care Barrier Review Process

State Agency Standing Committee

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Introduction

Local System of Care (SOC) structures in Oregon have processes for identifying, analyzing, and addressing barriers to services and supports for youth and families. Most identified barriers are resolved at the local level through cross-system collaboration, and then reported to OHA quarterly by the local Coordinated Care Organization. Issues that are not able to be resolved at the local level are submitted to OHA at the statewideSOC@dhsoha.state.or.us mail box for review and/or resolution by state level SOC structures.

Purpose

Since the creation of the System of Care Advisory Council in 2020, there is a need for clarity for the barrier submission and review process and the different roles that each play in analyzing and addressing systemic barriers to care. The process proposed by the State Agency Standing Committee is intended to:

- Define review process for the State Agency Standing Committee
- Clarify difference between barriers submitted to the state level for review and resolution and barriers received as part of normal CCO reporting process.
- Develop communication plan for submitted barriers to the SOC Advisory Council and the local SOC that generated the barrier
- Ensure timely and thoughtful review and response to submitted barriers
- Utilize local expertise to inform SOC developments

Proposed Processes

For barrier information collected through quarterly CCO reports:

- OHA will receive the reports and summarize what has been submitted
- OHA will present to the State Agency Standing Committee
- State Agency Standing Committee will review and send with commentary to the SOC Advisory Council at least quarterly.
- Executive Committee will determine how to include the report in the regular SOC Advisory Council business

For barriers submitted to OHA as unresolvable at the local level:

- State Agency Standing Committee will review and assign lead agency and designated response coordinator
- State Agency Standing Committee will invite local representative to present the submitted barrier
- Lead agency will collaborate with relevant system partners to:
 - o Analyze the issue
 - o Determine additional issues with the barrier (including if the barrier exists in: administrative rule, state or federal law, or other regulation)
 - o Provide summary and potential solutions to the barrier
- Lead agency will report back to State Agency Standing Committee with a proposed response, including recommendations for resolution as appropriate
- State Agency Standing Committee will submit barrier and response to the SOC Advisory Council via the Chair, either for information or full Council discussion.
- State Agency Standing Committee will send the barrier response to the originating SOC Executive group

- The provisional response will be shared with the local SOC

Next Steps

The State Agency Standing Committee will maintain regular communication with the SOC Advisory Council and local SOC groups to track policy and practice changes to ensure that 1) all submitted barriers are responded to, and 2) to track system improvements from this process.

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