



# “SOC 101” TOOLKIT: DEFINITIONS & RESOURCES FOR EACH OF THE 8 GUIDING PRINCIPLES

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## 1. Family-Driven Care

**Definition:** This means families have a primary decision-making role in the care of their own children, as well as the policies and procedures governing care for all children in their community and state.

Includes Concepts of:

- Family driven agency culture
- Full participation

### Learning Resources:

(THE FOLLOWING TOOLKIT LINKS ARE CURRENTLY ON THE WVSOC Website)

- WVSOC Family Centered Practice Basics Training (3.5 hours)
- WVSOC Family Youth Engagement Strategies Training (4.5 hours)
- Website Resources & Links:

#### FOR FAMILIES & YOUTH

(including birth, relative/kinship, foster & adoptive families)

1. [Family Guide to Children’s Mental Health Systems \(SAMHSA Booklet\)](#)
2. [Family Guide to the Child Welfare System 2004](#)
3. [Tip Sheet for Families Considering a Residential Program \(Building Bridges Initiative\)](#)
4. [Link to Family Advocacy, Support & Training \(FAST\) Program Contacts \(through Legal Aid of WV\)](#)
5. [Link to the Mountain State Parents, Child & Adolescent Network \(MSPCAN\)](#)
6. [Family Centered Practice Training](#)

#### FOR SERVICE PROVIDERS

(INCLUDING Behavioral Health, Child Welfare, Education, Juvenile Justice, Medical and other INDIVIDUALS/organizations who serve children, youth and families)

1. [Family Centered Practice Training](#)
2. [Family Engagement – WV Definition & Benefits \(2012\)](#)
3. [Engage Us – A Guide Written by Families for Residential Providers \(Building Bridges Initiative, 2012\)](#)

#### FOR STATE & COMMUNITY LEADERS

(INCLUDING AGENCY DIRECTORS, STATE EXECUTIVES, LEGISLATORS, COURTS, FAMILY RESOURCE NETWORKS, FAITH-BASED LEADERS AND OTHERS)

1. [Family Centered Practice Training](#)
2. [Family Engagement – WV Definition & Benefits \(2012\)](#)

3. [Family-Driven Care in America \(Spencer, Blau, Mallory 2010\)](#)
  4. [Family Driven Care – Are We There Yet \(Duchnowski, Kutash 2007\)](#)
  5. [Effective Strategies to Finance Family & Youth Partnerships \(Pires & Wood, 2007\)](#)
  6. [Guide for Father Involvement \(TAP, 2011\)](#)
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## 2. Youth-Guided:

**Definition:** This means young people have the right to be empowered, educated and given a decision-making role in their own lives as well as in the policies and procedures governing care for all youth in their community and state.

Includes Concepts of:

- Youth-guided agency culture
- Full participation

### Learning Resources

- Self Assessment Quiz: Is Your Organization Supporting Meaningful Youth Participation - <http://www.pathwaysrtc.pdx.edu/pdf/pbAMPQuizBrochure.pdf>
- In Collaborative Team Planning? National T.A. Webinar (Playback & Slides): **Can You Hear Me Now? Historical References to Youth Involvement and Strategies for Successful Youth Engagement:** <http://gucchdtacenter.georgetown.edu/resources/2012calls.html>
- Youth-Guided Definition (Youth Move) - <http://www.youthmovenational.org/sites/default/files/Youth%20Guided%20Definition.pdf>
- West Virginia Youth Move - <http://www.youthmovewv.com/>
- Transition to Independence: *It's My Move* - <http://itsmymove.org/index.php>

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## 3. Culturally & Linguistically Competent:

**Definition:** This means that children and families of diverse cultures and language proficiency have comparable access to services; that service providers learn about and demonstrate respect for family culture (including attitudes and beliefs about services, child rearing, expression of symptoms, coping strategies, and help-seeking behavior); and that diverse families achieve successful outcomes from services.

Includes Concepts of:

- Appropriate language
- Cultural awareness
- Sensitivity
- Responsiveness

### Learning Resources

- **WVSOC CULTURAL AND LINGUISTIC COMPETENCE TRAINING (2.5 hours)**

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## 4. Array of Community-Based Services:

**Definition:** This means there is a broad and diverse array of community-based services and supports that are consistent with the system of care approach and improve outcomes

Includes Concepts of:

- Ease of access to services
- Minimal restrictiveness
- Early intervention

### Learning Resources

- Issue Brief: Effective Strategies to Finance a Broad Array of Services and Supports (Beth Stroul) - <http://rtckids.fmhi.usf.edu/rtcpubs/hctrking/pubs/briefs/RTCstudy3IBrief01.pdf>
- WV County Contacts & Resource Guides: West Virginia Family Resource Networks - [http://www.wvdhhr.org/bcf/eces\\_coordinate.asp](http://www.wvdhhr.org/bcf/eces_coordinate.asp)
- Reports, Contacts & Resources from West Virginia Service Array Project: <http://www.wvdhhr.org/bcf/SAP.asp>
- Practice Guidelines: Core Elements for Responding to Mental Health Crises. *Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, 2009.*

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## 5. Best Practice in Service Delivery:

**Definition:** This means creating or expanding an individualized, strength-based approach to service planning and delivery practices that have been shown to be effective and/or evidence-based.

Includes Concepts of:

- Individualized
- Strength-based
- Trauma-informed
- Evidence based

### Learning Resources:

- Trauma-Informed Care Toolkit & Training Links on WVSOC website - [http://wvsystemofcare.org/?page\\_id=782](http://wvsystemofcare.org/?page_id=782)
- Evidence Based Practice Links
  - Road Map to Implementing Evidence-Based Programs (SAMHSA) [http://nrepp.samhsa.gov/Courses/Implementations/resources/imp\\_course.pdf](http://nrepp.samhsa.gov/Courses/Implementations/resources/imp_course.pdf)
  - Promising Practices Network – <http://www.promisingpractices.net/>
  - What Works Clearinghouse - <http://ies.ed.gov/ncee/wwc/>
  - FAQ: Clarifying EBP PBE CDE Definitions TAP 2007 doc - <http://ebookbrowse.com/clarifying-ebp-pbe-cde-definitions-tap-2007-doc-d424126639>

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## 6. Quality Assurance:

**Definition:** This means that meaningful outcomes are measured, and play an important role in improving the quality of care to children and their families at a system level, service level and family/child level.

Includes Concepts of:

- Outcome improvement
- Appropriateness

### Learning Resources:

- **Issue Brief: Quality Improvement Strategies that Work**  
<http://rtckids.fmhi.usf.edu/rtcpubs/study02/IssueBrief6.pdf>
- National T.A. Webinar (Playback & Slides): **Outcome Measurement and Management for Children and Youth Behavioral Health Services** -  
<http://gucchdtacenter.georgetown.edu/resources/2012calls.html>

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## 7. Government Accountability:

**Definition:** This means that all agencies that serve children, youth and families take the lead for System of Care goals and are responsible for policy, funding, system management and oversight to achieve them.

### Learning Resources:

- Issue Brief: Leadership Qualities in Successful Systems of Care -  
<http://rtckids.fmhi.usf.edu/rtcpubs/study02/issueBrief3.pdf>
- National T.A. Webinar (Playback & Slides): **What's Advocacy, What's Lobbying, and What's Plain Old Educating Our Policymakers?**  
<http://gucchdtacenter.georgetown.edu/resources/2012calls.html>
- Community ToolBox – Requesting Accountability -  
[http://ctb.ku.edu/en/tablecontents/sub\\_section\\_main\\_1215.aspx](http://ctb.ku.edu/en/tablecontents/sub_section_main_1215.aspx)

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## 8. Interagency Collaboration:

This means that interagency **structures, agreements** and **partnerships** are maintained that **coordinate funding, resources and data** to build the System of Care.

Includes Concepts of:

- Case management
- Integration
- Coordination

### Learning Resources:

- Some Strategies for Successful Cross-Agency Partnering  
<http://www.wvdhhr.org/bcf/documents/crossagencypartnering.pdf>