

OBJECTIVE 2: Principles of Care and Practice Model — The agencies adopt, implement and, once implemented, consistently provide services statewide in accord with the Principles of Care and the Practice Model, as amended over time. The work of this objective will involve stakeholders through various workgroups.

Expected Results of Accomplishing Objective 2: Agencies and providers in the SoC serving Class Members deliver services/supports consistent with the Principles of Care and the Practice Model. Substantial fidelity to the Principles of Care and the Practice Model is sustained and documented over time. Amendments to the Principles of Care and the Practice Model over time are made in accord with the Agreement to improve client engagement, program efficiency, service effectiveness, quality of care, collaboration, and accountability.

Strategies to accomplish Objective 2

- A. Each agency will have adopted the Principles of Care (PoC) and the Practice Model (PM), by June 30, 2018, as practice standards for their agencies, contractors and providers that provide the services/supports defined in the Agreement to Class Members.
 - 1. Each agency reviews existing policies, contracts and standards against the PoC and PM, and identifies the changes needed.
 - 2. Each agency updates its contracts and standards of care as needed to reflect the PoC and PM.
 - 3. Incorporate the PoC and the PM into the Practice Manual developed in Objective 4, Part II.
 - 4. Engage stakeholders and obtain their input through the established workgroups as described in Objectives 1,3,4, and 7 and the IGT as described in Objective 6.
- B. Implement the changes in practice and procedures adopted in Strategy A so that agencies and their contractors deliver services/supports statewide, and Class Members and their families participate in the SoC consistent with the PoC and PM.
 - 1. Develop and implement an action plan by December 30, 2016, for identifying, recruiting, educating, and supporting stakeholder involvement and engagement in system improvement and planning efforts.
 - a. Expand opportunities for Class Members, their families and community stakeholders, for greater involvement and engagement at the system level for system improvement and planning efforts.
 - b. Provide information about opportunities for stakeholder involvement in system improvement and planning efforts on dedicated website and through the outreach activities described in Objective 3.

- c. Provide for support of Class Members and their families' in the action plan to facilitate their participation in system improvement and planning efforts.
 - 2. Establish, use, and refine over time training and educational curricula across and among agencies and stakeholder groups that encompass the PoC and PM.
 - a. Develop and use training and educational curricula for agency staff, contracted providers, system partners, and community organizations regarding roles and responsibilities, including but not limited to:
 - i. identification and referral for screening and assessment;
 - ii. participation on a Child and Family Team; and
 - iii. Practice Manual requirements.
 - b. Refine training and educational curricula over time using an iterative process to improve the effectiveness of the training so that clinicians, mental health workers, and other child-serving staff can consistently apply the PoC and PM when delivering services within the SoC.
- C. Develop a methodology that supports statewide adherence and sustainability consistent with the purposes of the Agreement and the goal of improving stakeholder engagement, program efficiency, service effectiveness, quality of care, collaboration, and accountability over time by June 30, 2018.
 - 1. Develop business processes to maintain and update the Practice Manual for sustained statewide adherence. Respond to opportunities to improve fidelity to the PoC by using the strategies listed in the QMIA objective and QMIA Plan.