

## System of Care – Frequently Asked Questions

Question	Answer
<b>What is System of Care (SOC)?</b>	System of Care, also called SOC, embraces the idea that youth and families can and should have an active role in how systems serve them. This includes services in the community that are based on the youth and family’s strengths and needs, as identified by the youth and family. A System of Care addresses the needs of the youth and family through effective family, youth, and system partnerships and collaboration.
<b>What are the core values of SOC?</b>	<p><b>Family driven and youth guided</b>, with the strengths and needs of the youth and family determining the types and mix of services and supports that best fit their needs.</p> <p><b>Community based</b>, with services and the management of those services resting within a supportive framework at the community level.</p> <p><b>Culturally and linguistically competent</b>, with programs and services that reflect the culture and language of the population served. This will ensure access to services based on each youth and their family’s unique needs and eliminate gaps in services.</p>
<b>What is a system?</b>	“System” refers to a public system that you receive services from; that can be the public school system, health-care providers, behavioral health-care providers, juvenile justice, Social Security, and many more. There are a lot of different systems that provide different types of services to youth and families, and they all have their own way of doing things.
<b>What are Washington State’s SOC Goals?</b>	<ul style="list-style-type: none"> <li>• Infuse SOC values in all child-serving systems.</li> <li>• Expand and sustain effective leadership roles for families, youth, and system partners.</li> <li>• Establish an appropriate array of services and resources statewide, including home- and community-based services.</li> <li>• Develop and strengthen a workforce that will operationalize SOC values.</li> <li>• Build a strong data management system to inform decision-making and track outcomes.</li> <li>• Develop sustainable financing and align funding to ensure services are seamless for children, youth, and families.</li> </ul>
<b>Why does SOC matter?</b>	SOC matters as it encourages a culture shift in the behavioral health system emphasizing the importance of youth and family voice in improving the effectiveness and relevance of services.
<b>What are some ways to operationalize SOC at a practical level?</b>	<ul style="list-style-type: none"> <li>• Wraparound</li> <li>• Family Youth System Partner Round Tables (FYSPRTs)</li> <li>• Family-led and Youth-led Organizations</li> <li>• Cross-system communication and partnerships</li> <li>• Youth and family certified peer support in behavioral health</li> </ul>
<b>Where can I get more information about SOC?</b>	National Technical Assistance Center for Children’s Mental Health <a href="https://www.samhsa.gov/nttac">https://www.samhsa.gov/nttac</a>