

Beaver County System of Care

System of Care Core Values

Fact Sheet November 2014

The core values of the system of care consist of the principles that guide service planning and delivery in Beaver County. They were identified by two subcommittees during the first year of the grant.

The purpose of the core values survey is to determine the extent to which attitudes, knowledge, and behaviors related to the core values and system of care principles change as a result of system of care efforts.

The survey was administered online and by paper and pencil to both consumers and providers. It was conducted in 2011 and again in 2013 to monitor the adoption of the core values over time. In 2013, the survey was completed by 51 providers and 59 consumers.

Within all four core value categories, there were increases in 11 (85%) indicators for consumers and 14 (88%) indicators for providers from the 2011 survey administration to the 2013 administration¹.

The following table shows the indicators for providers and consumers with the greatest increase over time in each of the four core value domains.



	Providers	Consumers
Consumer Driven:		
Planning and review process includes consumers and families		Agency staff understand my cultural and linguistic needs
Recovery Oriented:		
Agencies demonstrate that peer leadership is valued		Peer leadership is valued
Community Based:		
Coordination of services has improved as a result of SPA		Housing options are discussed with me or my family
Integrated Behavioral and Primary Care:		
Psychiatrists refer consumers to physical health supports		

¹ Consumers were not asked about Integrated Behavioral and Physical Health Care

The following table provides examples of the comparisons between provider and consumer results for the same indicators from the 2013 survey administration.

Consumer Driven:

Consumer voice is considered in the choice of treatment



Service plan meetings occur at locations and times that are convenient



Recovery Oriented:

Agency mission statements include a commitment to recovery



Community Based:

Vocational counseling and support are discussed with me and/or my family



Permanent and supportive housing options are discussed with me and/or my family



Discussion groups were held with consumers and providers to review the improvements and challenges related to core values survey results and to receive feedback and recommendations for the future. The following table lists a sample of the challenges discussed and the provider and consumer recommendations to address them.

Challenges	Consumer and Provider Discussion Group: Recommendations
<ul style="list-style-type: none"> ◆ Engaging Consumers in System of Care Planning 	<ul style="list-style-type: none"> ◆ Offer meetings at locations that are more convenient to bus stops ◆ Make survey language consumer-friendly ◆ Have small groups attend meetings instead of one or two consumers
<ul style="list-style-type: none"> ◆ Gaps in Available Services 	<ul style="list-style-type: none"> ◆ Provide options for those consumers whose needs are between the level of drop-in and inpatient services
<ul style="list-style-type: none"> ◆ Availability of Housing 	<ul style="list-style-type: none"> ◆ Have a designated housing representative on staff in the county ◆ Offer training to providers and consumers about tenant rights