

Conflicts in Systems of Care for Children & Adolescents

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Systems of Care

- Are comprehensive spectrums of mental health & other services organized into a coordinated network to meet the multiple & changing needs of children & youth with severe emotional disturbance & their families.
- Since inception, CMHS has provided over \$1.16 billion to 126 grantees in 50 states, 2 territories & the District of Columbia.

Why Would There Be Conflict?

- Changing relationships among organizations & with families
- Developing & implementing a shared vision
- Ensuring transparency in communication
- Managing new resources

Purpose

- The purpose of this project is to learn about the sources of conflict and conflict resolution in SOC
- Based on what we learn, we plan to develop a mediation approach to conflict resolution

Response Rates

- A total of 218 individual responses from 44 of the 86 sites.
- This is a 51% response rate.
- 26 sites have 4 or more responses.



Respondent Characteristics (N = 218)

Characteristic	N	%
Gender:		
Male	60	27.5
Female	143	65.6
Unknown	15	6.9
Age:		
Up to 35	18	8.3
36 to 45	47	21.6
46 to 55	81	37.2
Over 55	60	27.5
Unknown	12	5.5
Race:		
Asian/Pacific Islander	8	3.7
Black/African American	22	10.1
Caucasian	136	62.4
Native American	14	6.4
No primary affiliation/another race	25	11.4
Unknown	13	6.0

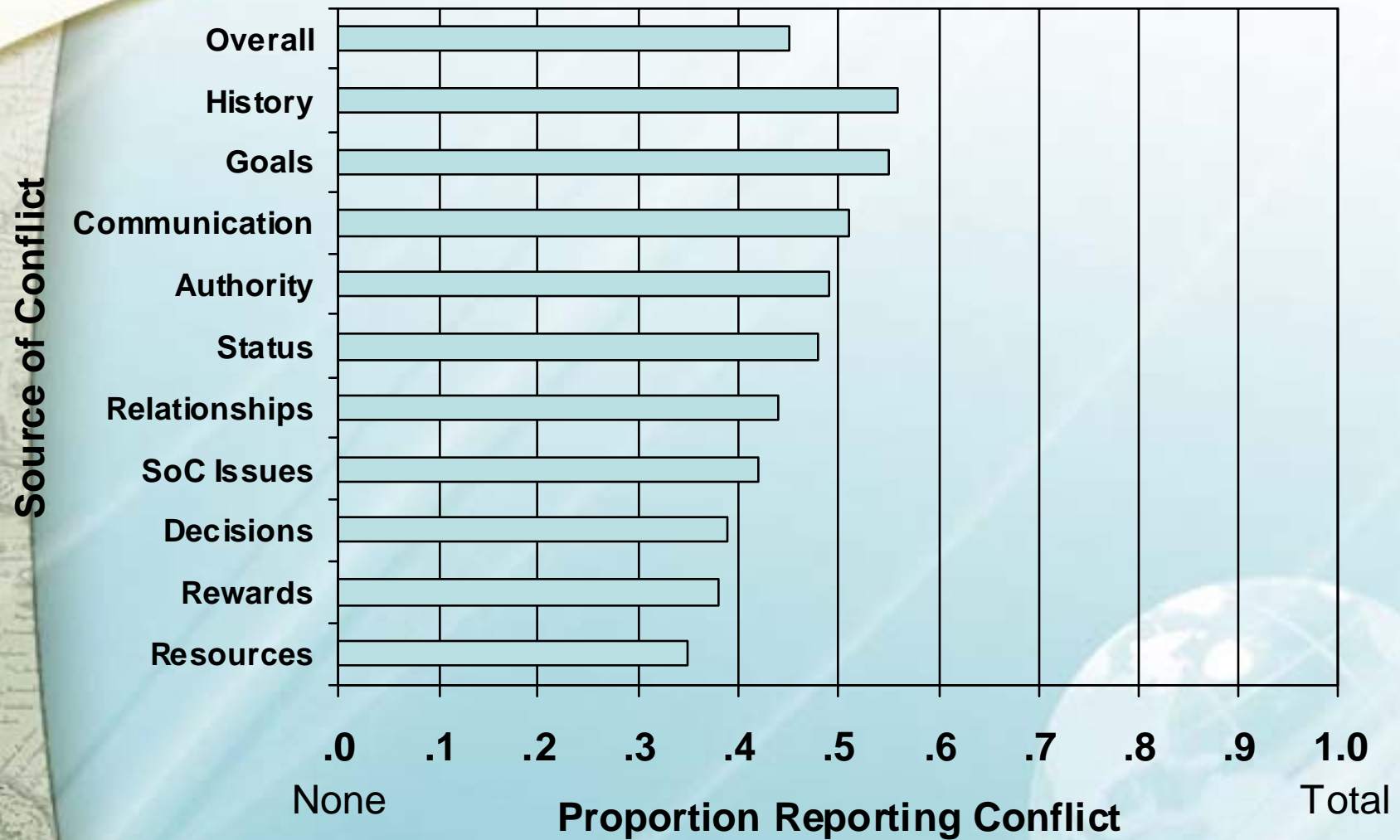
Respondent Characteristics *cont...* (N = 218)

Characteristic	N	%
Ethnicity:		
Hispanic	23	10.6
Non-Hispanic	177	81.2
Unknown	17	8.3

Respondent's Primary Role (N=218)



Prevalence of Conflict by Source (N=213)

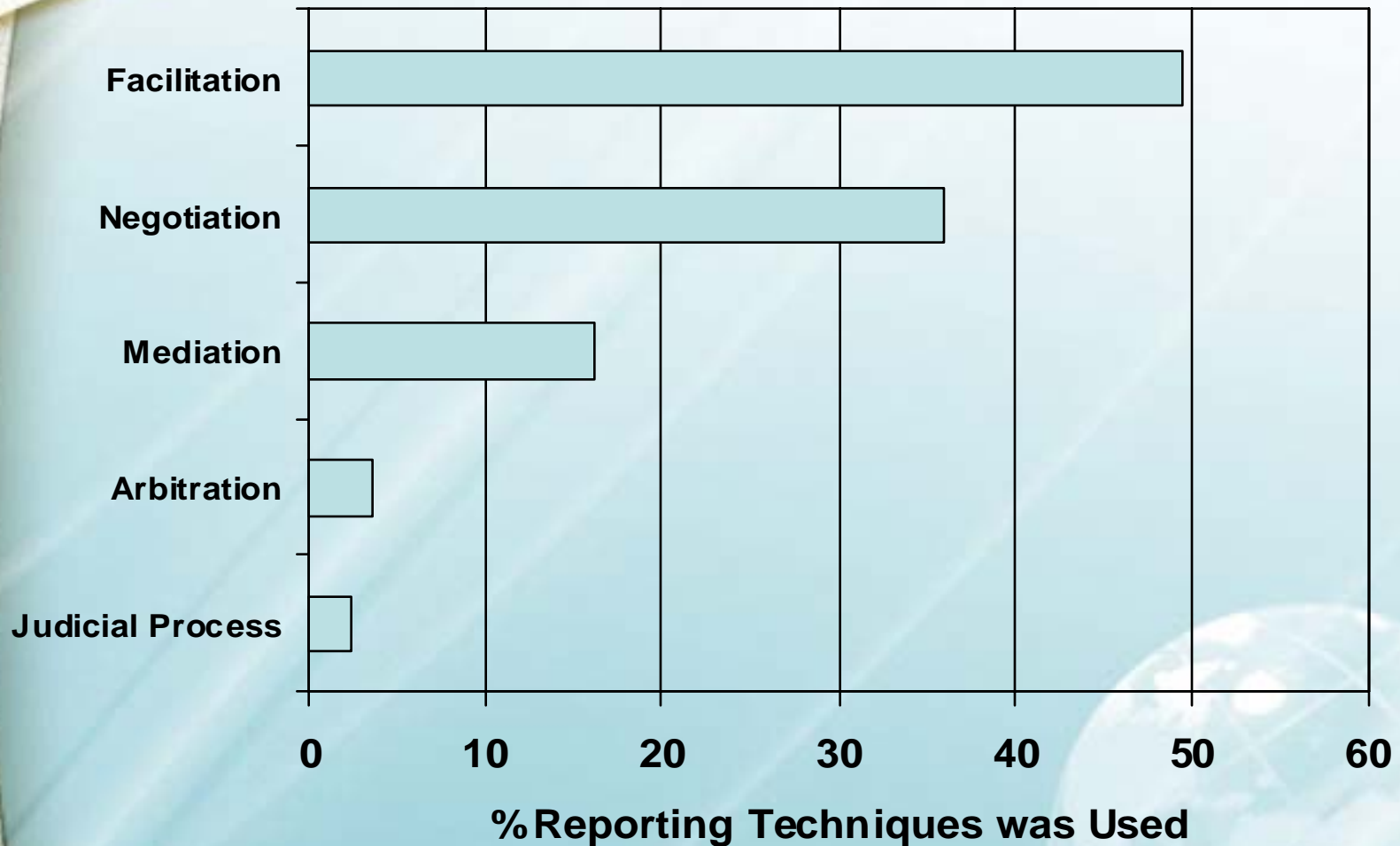


Behaviors Sites Engaged in when Conflict was Present

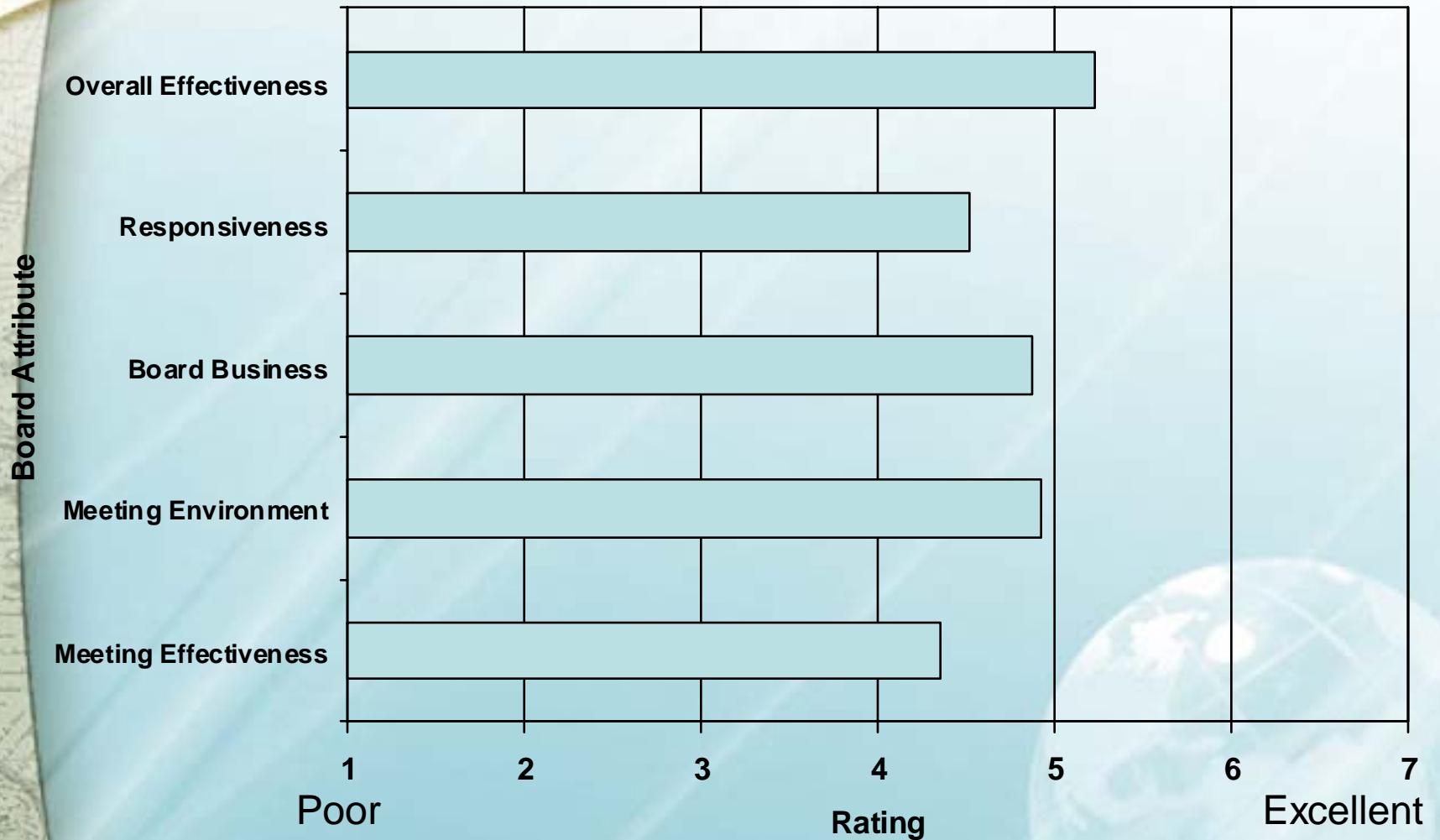


Techniques Used to Resolve Conflict

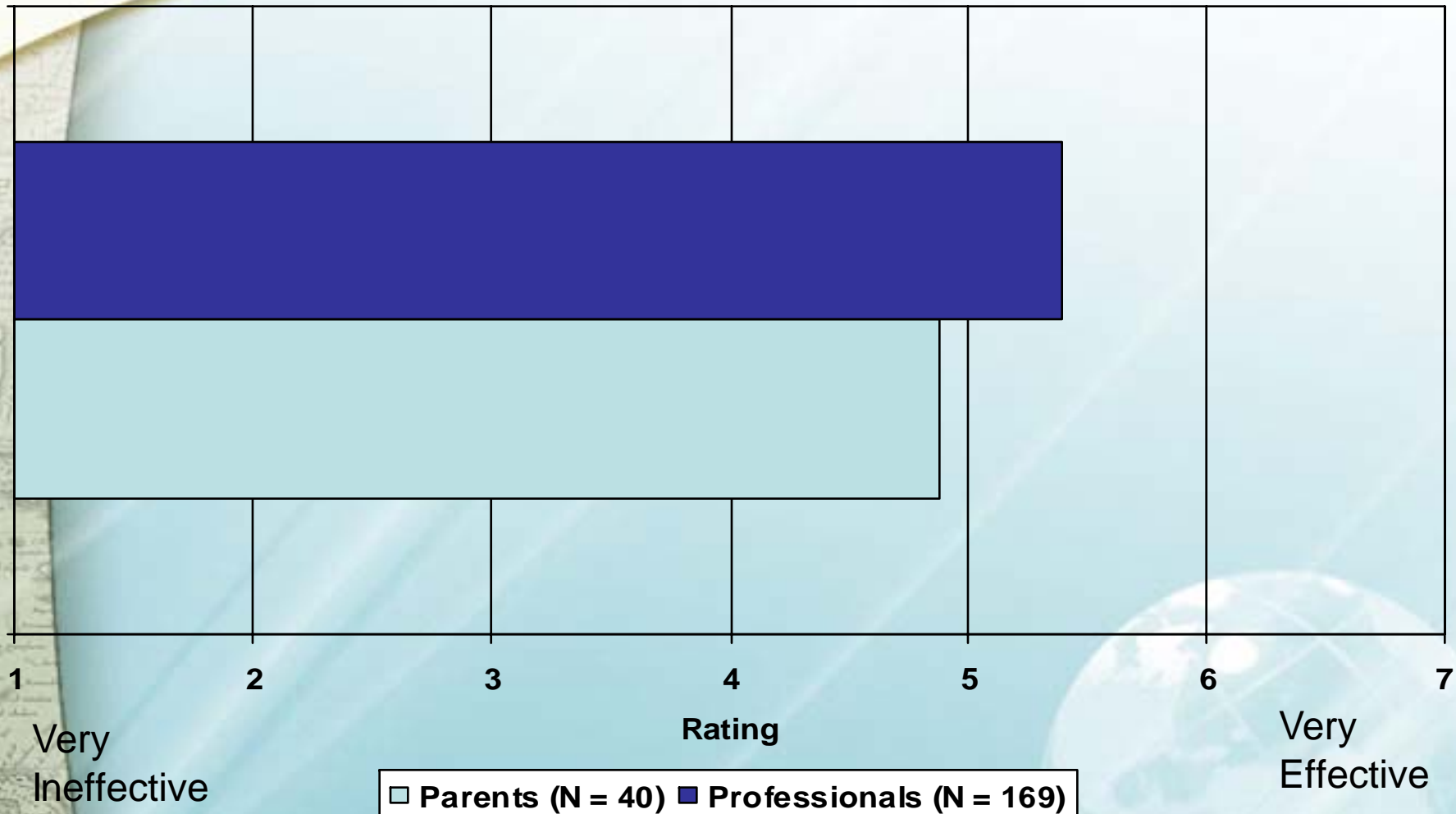
Conflict Resolution Techniques



Assessment of Governing Board by Respondents

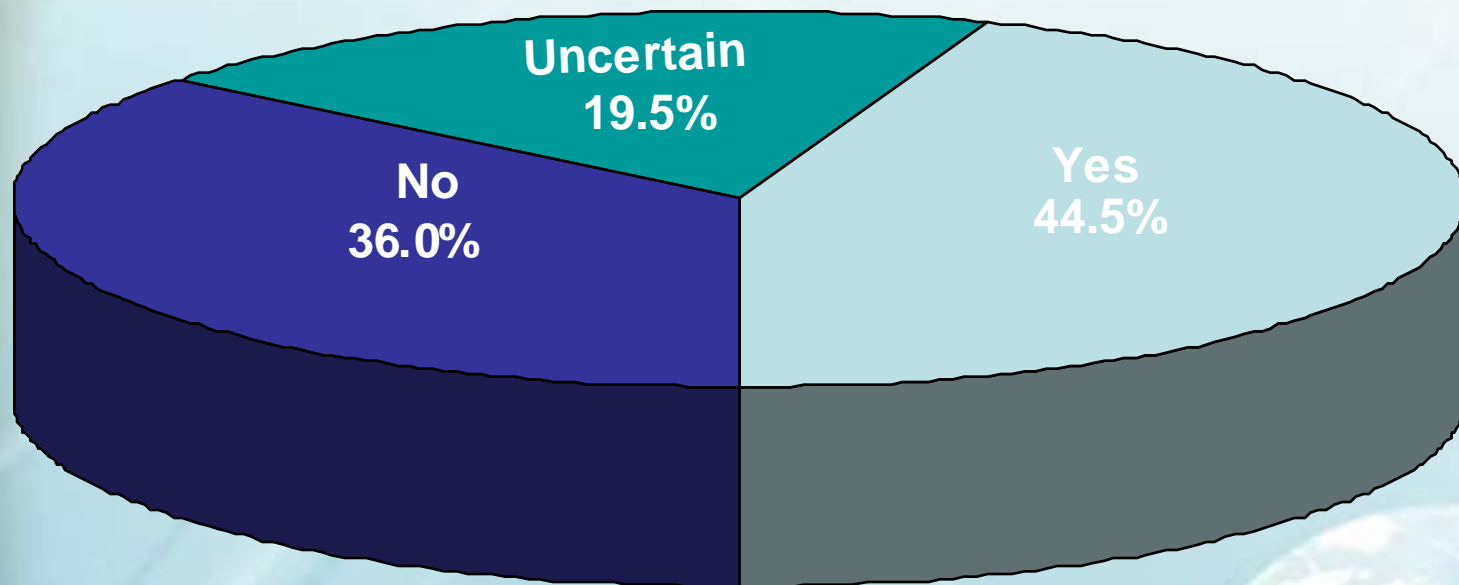


System of Care Effectiveness by Respondents



Note. The difference between respondents is not statistically significant.

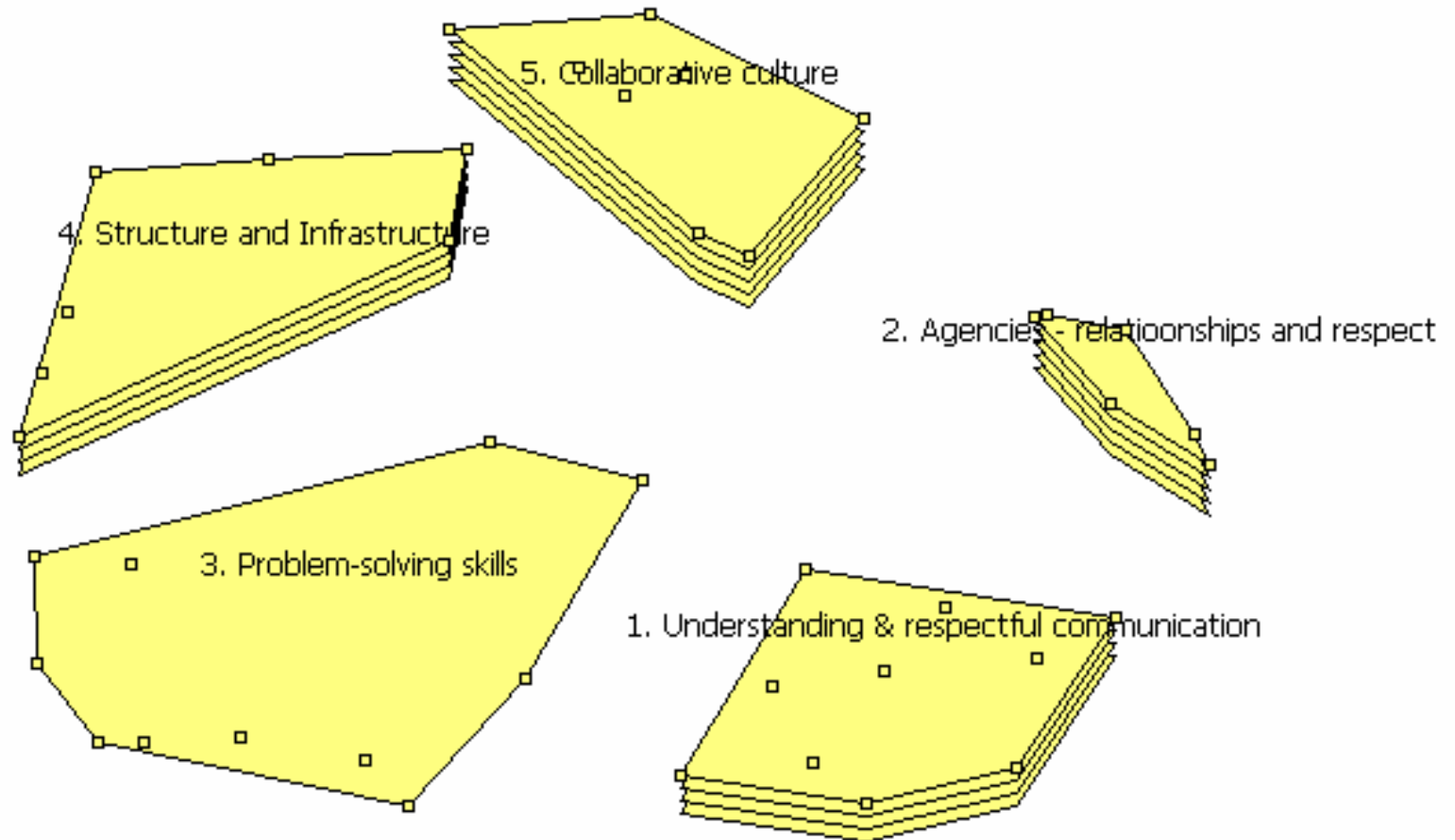
Would the availability of staff trained in conflict resolution skills have help?



Concept Mapping

- To gain a better understanding of conflict resolution we are site visiting SOC of varying ages & experience with conflict.
- Using concept mapping, a mixed methods approach that results in a graphic display of conflict resolution methods.
- Also conducting interviews & record reviews.

Site Concept Map



Next Steps

- Complete site visits
- Review concept maps with each site
- Develop a conflict resolution process
- Implement this process in several sites
- Evaluate the outcomes of this conflict resolution process