

# Appendix F: Older Adult System of Care Framework\* and Related Indicators

\*California Mental Health Directors Association. *Older Adult System of Care Framework (2001, revised 2005)*

Values  
Guiding  
PROCESS

**INDIVIDUAL**  
 Healthy aging  
 Recovery/Resilience  
 Emphasis Strengths, QoL, Options & Contributions  
 Regain Social Roles  
 Holistic (BioPsycho/Soc/Spiritual)  
 \*Consumer/Family/Caregiver/Community Focus & Empowerment

**SYSTEM**  
 Value Diversity / Overcome Access Barriers / Targeted Outreach  
 Services planned with consumers /Partnerships agencies, community  
 Continuum of Services /Transition Pathways  
 Tx Medical, Co-morbidities and Social Problems  
 Ongoing Staff Training  
 Outcome Accountability / Research & Evaluation

Service  
Delivery  
STRUCTURE

1. Prevention/ MH Promotion/ Wellness
2. Entry/Access
3. Therapeutic, Recovery/Habilitative
4. Services Integration
5. Agencies/Partnerships/Collaboratives

Potential  
INDICATORS

- 1. Prevention/MH Promotion/Wellness**  
*Depression Assessment*  
*Anxiety Assessment*  
*Suicide Prevention*  
*Alcohol Misuse Assessment*  
*Medication Review*  
*Cognitive Assessment*  
*Functional Assessment*  
*Social Connectedness*  
*Health Screening*  
*Engagement in Meaningful Activity*
- 2. Entry/Access/Appropriateness**  
*Assess Unmet Needs*  
*Assess Experience of Care*  
*Rating of Care*  
*Align Care with Person's Goals*  
*Utilization by Diverse/Underserved Communities*  
*Assessment of Cultural Competence of Workforce*
- 3. Therapeutic, Recovery, Habilitative**  
*Depression Management*  
*Anxiety Management*  
*Alcohol Brief Treatment*  
*Increase Stable Housing*  
*Utilization Data (Hospitalizations, ER, services)*
- 4. Services Integration**  
*Transitional and Follow up Care*  
*Comprehensive Coordinated Care*  
*BH Care Coordinated with Other Services*  
*Assess major medical conditions*