

The Star Rating System

Beta Test - Limited Technical Assistance

Limited Organizational Technical Assistance. (TA) refers to a process of providing targeted support to help implement The Star Rating System (SRS). TA is one of the most effective methods for building the capacity of an organization.

Core Principles of Technical Assistance. While each TA engagement varies in duration, topic, form, and structure, it should be shaped using the following principles:

- **Collaboration** - Work jointly with the organization to identify underlying needs and long-term goals of the capacity building engagement.
- **Systematic Approach** - Identify the most efficient means to generate consistent, optimum results.
- **Targeted** - Determine what areas of the organization have the greatest need and where TA will have the greatest impact.
- **Adaption** - Be flexible according to the needs of the organization. Modify ideas and/or concepts to make it applicable in situations different from originally anticipated.
- **Customization** - Respond to the unique needs of the organization by designing and delivering tailored TA engagements.
- **Asset-based** - Every organization has its own unique pool of resources and relationships from which it can draw, and TA should help the organization identify, engage, and leverage the assets that exist.
- **Accountability** - understanding and draft a work plan that outlines specific actions and responsibilities.
- **Results-driven** - Identify measures that indicate improvements and organizational performance.

The Star Rating System Tool (SRS) measures the performance of the organization in several categories to provide culturally and linguistically appropriate services. The categories are ranked between one to five stars, with five being the highest and one being the lowest. The objectives of the star rating system are to:

- Eliminate long-standing disparities for participants of diverse racial, ethnic and cultural backgrounds receiving behavioral services.
- Improve access and quality of mental health services.
- Identify areas needing improvement in response to changing demographics in Jackson County.
- Provide support and resources for Jackson County mental health organizations.

Alpha Testing Limited Technical Assistance will assist organizations with self- assessment support to determine the organization's star designation and gap analysis to establish an action plan for improvement.

Snapshot of Limited TA

1. Initial orientation and commitment to engage
2. SRS Assessment of current organization or program
3. Dialogue on identified gaps and Star designation
4. Action planning
5. Closing dialogue and celebration

Timeline

1. Initial Orientation and Commitment to Engage (1-3 hours)

- a. Arrange meeting with leadership or assigned committee to answer any questions SRS Q& and technical support available.
- b. Designate individual(s) responsible for completion of the SRS self-assessment.

2. SRS Assessment of Current Organization or Program (2-5 hours)

- a. Explain and answer questions about the self-assessment process
- b. Conduct SRS Assessment
- c. Create a list of supporting documents
- d. The Cultural Competency Advisory Committee (CCAC) and Community Mental Health fund staff along with individuals identified by the selected organization will review and reflect on the self-assessment results.
- e. Final report of results, would be finalized within 10-15 days.
- f. Dialogue regarding star designation and identified gaps.

3. Designation: Identified Gaps and Priority Setting (2-5 hours)

- a. Review star designation and Q&A with assigned committee
- b. Presentation of assessment results. What does the data tell us?
- c. Gaps of opportunity for improvements
- d. Action planning

4. Action Planning (2-5 hours)

Assigned committee and technical assistance will develop an action plan with suggested areas for improvement and identify SMART Goals.

- a. Identify Gap of opportunities and develop SMART Goals
- b. Review & feedback on action plan
- c. Make recommendations to leadership

5. Dialogue and celebration (1-2 hours)

- a. Review of process and accomplishments
 - b. Honoring of champions
 - c. Satisfaction survey
 - d. Looking Forward
- Minimum average time for SRS Process is 8 hrs.
 - Maximum average time for SRS Process is 20 hrs.

SRS Process and TA engagement time is mostly dependent on organization size, scheduled meetings time, personnel assigned to this process, and preparation time.

Proposed time-line is for planning purposes only. dedicated hours for this process may change depending on factors stated above.

For more information and questions please send us an email at:
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