Concept Mapping Project Developing and Sustaining Mississippi's System of Care

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Uses in Mississippi

- In the COMPASS Project, the first System of Care, to determine next steps toward statewideness

- In the new System of Care community in the Pine Belt community

Purpose of Concept Mapping

To determine next steps in statewide development of Systems of care, we sought input from

- the state level planning body of 13 years
- the community interagency team of 7 years

Joint effort of MS Department of Mental Health and Mississippi Families as Allies

Reasons for Choosing this Strategy

- Wanted input from stakeholders in a group process
- Wanted an energized activity—not long, drawn out meetings
- Wanted a fair process
- Wanted an equal voice for all

Potential Uses

- To shape direction of state-level planning
- To shape direction of local-level planning
- As a basis for development of a logic model—identifies areas of focus
- As a basis for the development of a strategic plan

Concept Mapping Process

Concept Mapping Is....

- a process in which a group brainstorms their ideas on a certain topic
- a way to look at everyone's ideas and how they merge with other's ideas
- a visual map that illustrates what the group's ideas are, how the ideas are related to one another and how they can be organized or clustered into general concepts

Advantages of Concept Systems

Integrates qualitative group processes (brainstorming, and sorting and rating of statements) with multivariate statistical analyses , which include

- multidimensional scaling of the sort data
- hierarchical cluster analysis
- computation of average ratings for each statement and cluster of statements

More Advantages

- Software generates clusters, graphs, charts, and item ratings
- Findings are based on statistical analyses
- No personal biases interjected

Disadvantage

- Findings are complicated and need explanations and discussions

Concept Systems, Inc.
Example of Clients

Hawaii
Department
of Health

Potential Concept Mapping Participants

- Agencies
  - Child Welfare
  - Education
  - Juvenile Justice
  - Mental Health
  - Public Health
  - Public Safety
- Private Providers
  - Hospitals/Emergency Services
  - Pediatricians
  - Psychiatrists, Psychologists,
  - Social Workers, Marriage &
  - Family Therapists
  - Residential Treatment
- Advisory Board Members
- Clergy
- Community Leaders
- Families
- Project Staff
  - Case Managers
  - Clinicians
  - Evaluators
  - Social Marketers
  - Specialists: Cultural, Linguistic, Workforce
- Volunteers
- Youth
- Other Stakeholders

Concept Mapping Participation

Two Parts to the Process

Part 1: Brainstorming (group activity)

Part 2: Sorting and Rating (individual activity)

Those who participate in the Brainstorming, also must complete the Sorting and Rating

Brainstorming on the first day

- The participants generate ideas in response to a prompt

The next day they do Sorting

- They sort each idea into groups they believe are related to each other
- They label each group

and Rating

- They rate each idea as to importance using a 1-5 point scale
- They rate each idea as to feasibility using a 1-5 point scale

The Brainstorming Process

- The prompt statement sets the task
- As someone makes a statement, it is typed into the computer and projected onto the screen
- Brainstorming is complete when the group cannot generate any more statements
- Or until they create 100 statements

Brainstorming

Focus Statement

What specific actions/steps need to be taken for the system of care to be successful in Mississippi?

Findings from State Level & Local Level Concept Mapping

How It Worked

- The community group met first
  - Brainstormed 96 ideas
- The state group met next
  - Brainstormed 71 more ideas
  - Sorted and rated all 167 ideas
- The community group sorted and rated the 167 ideas

Findings

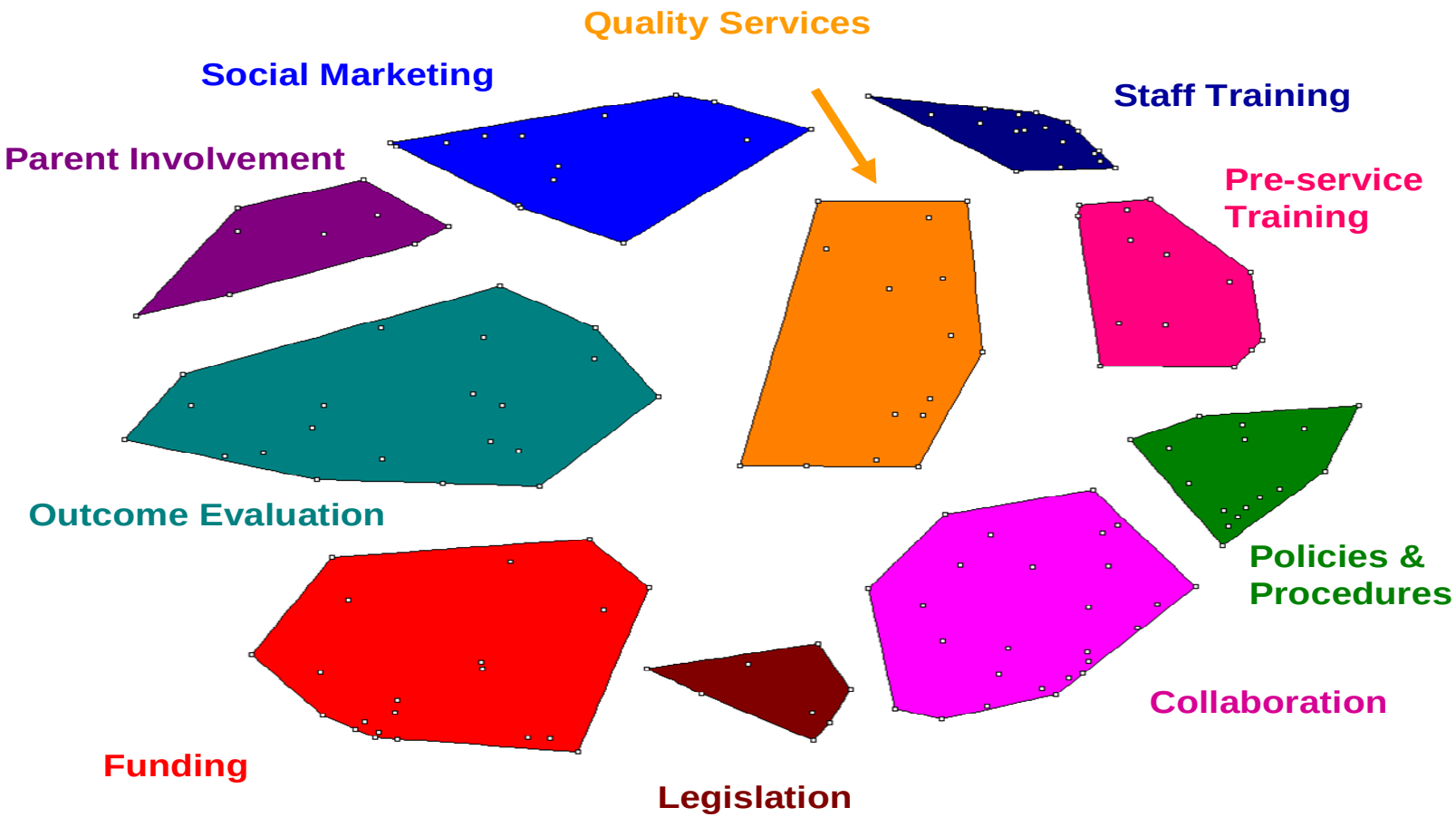
- The 2 groups generated 10 clusters
- The groups rated the clusters very differently
- The groups rated the items within clusters very differently
- The groups' ratings reflected the different perspectives/missions of state and local groups

Use of Information

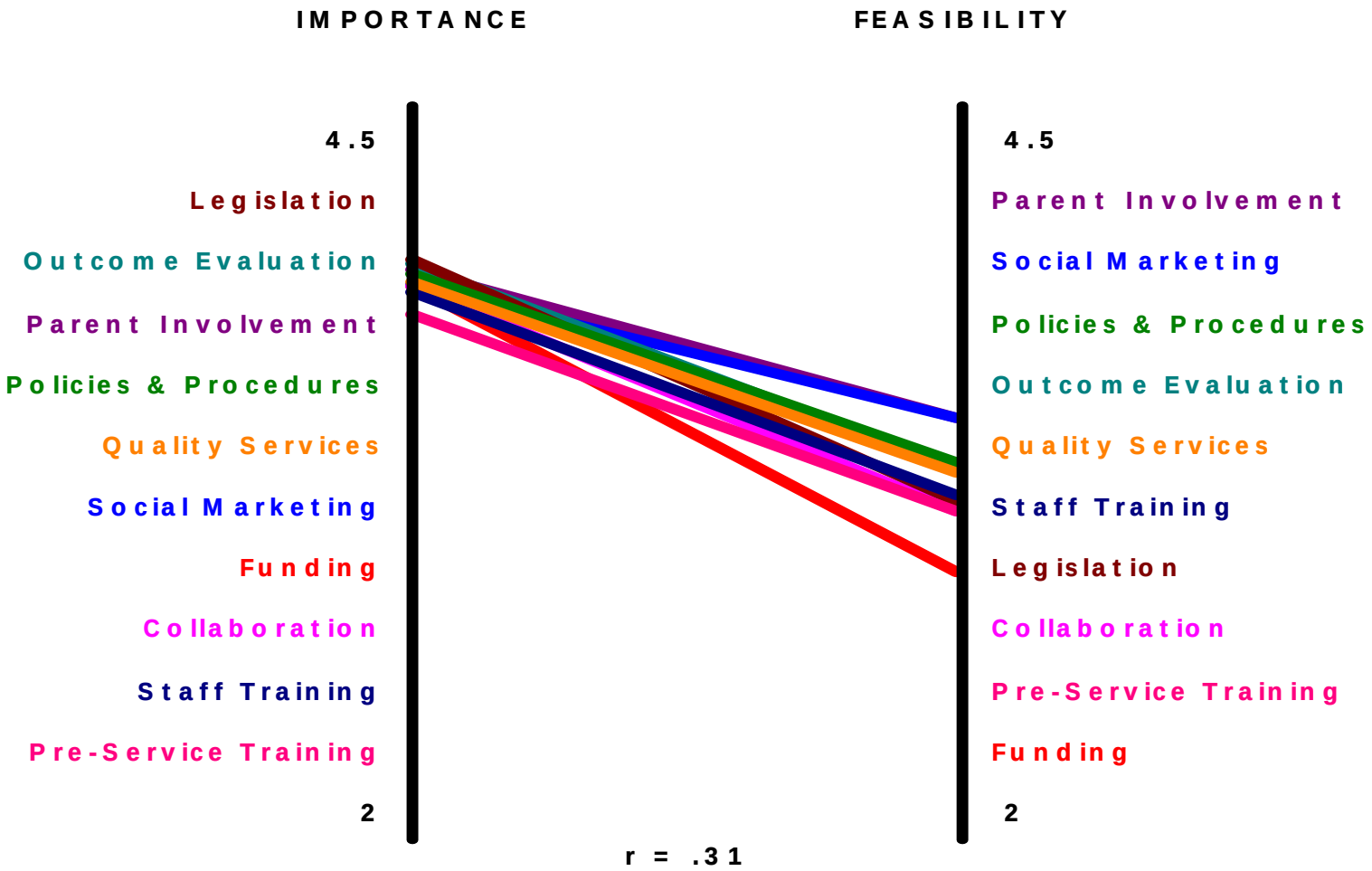
- Facilitates development of a logic model for systems change; clusters define areas of importance

- Action plans can be created by focusing on those statements that are perceived to be the most important and most feasible

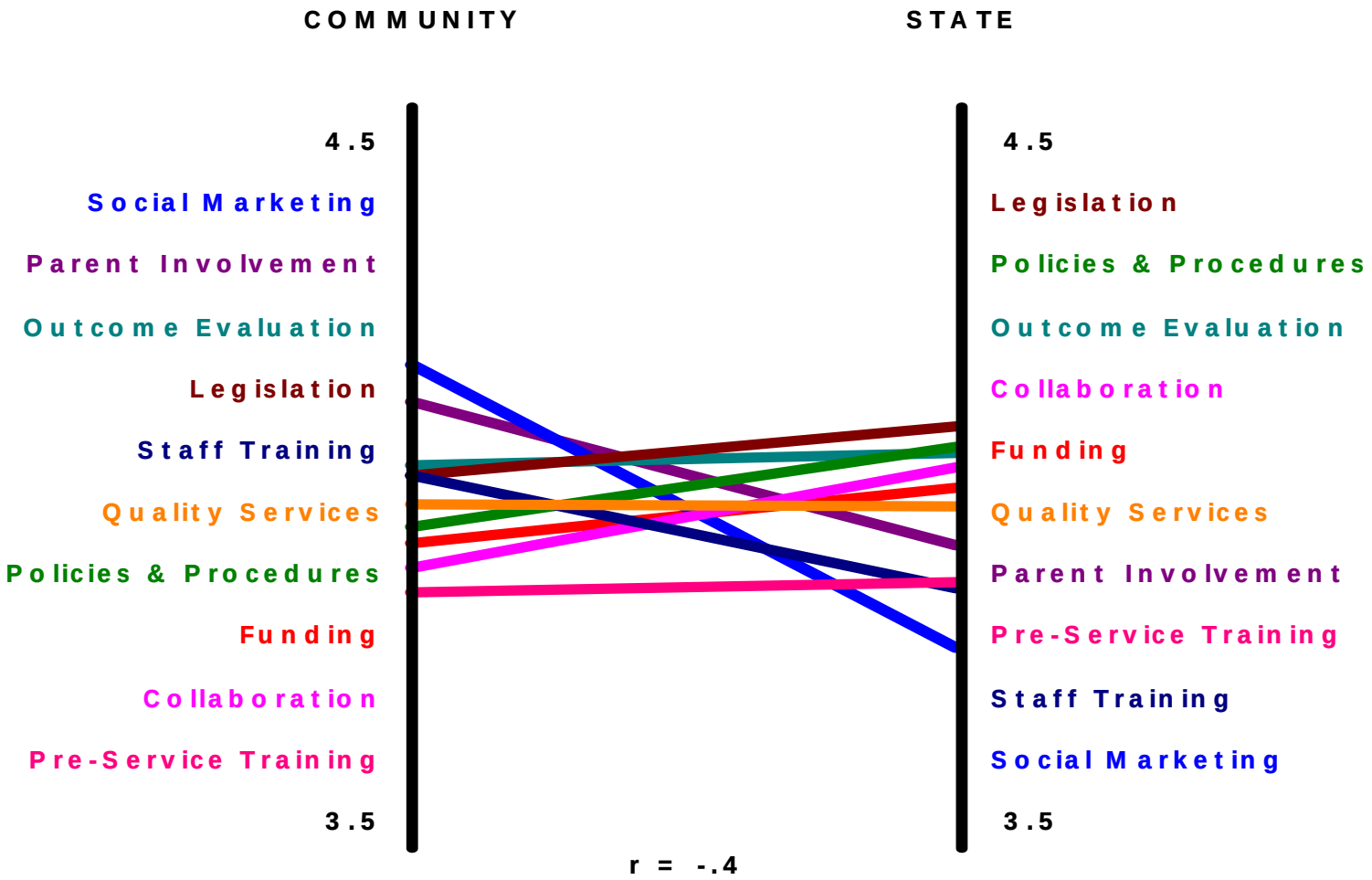
Cluster Map with a Ten-Cluster Solution



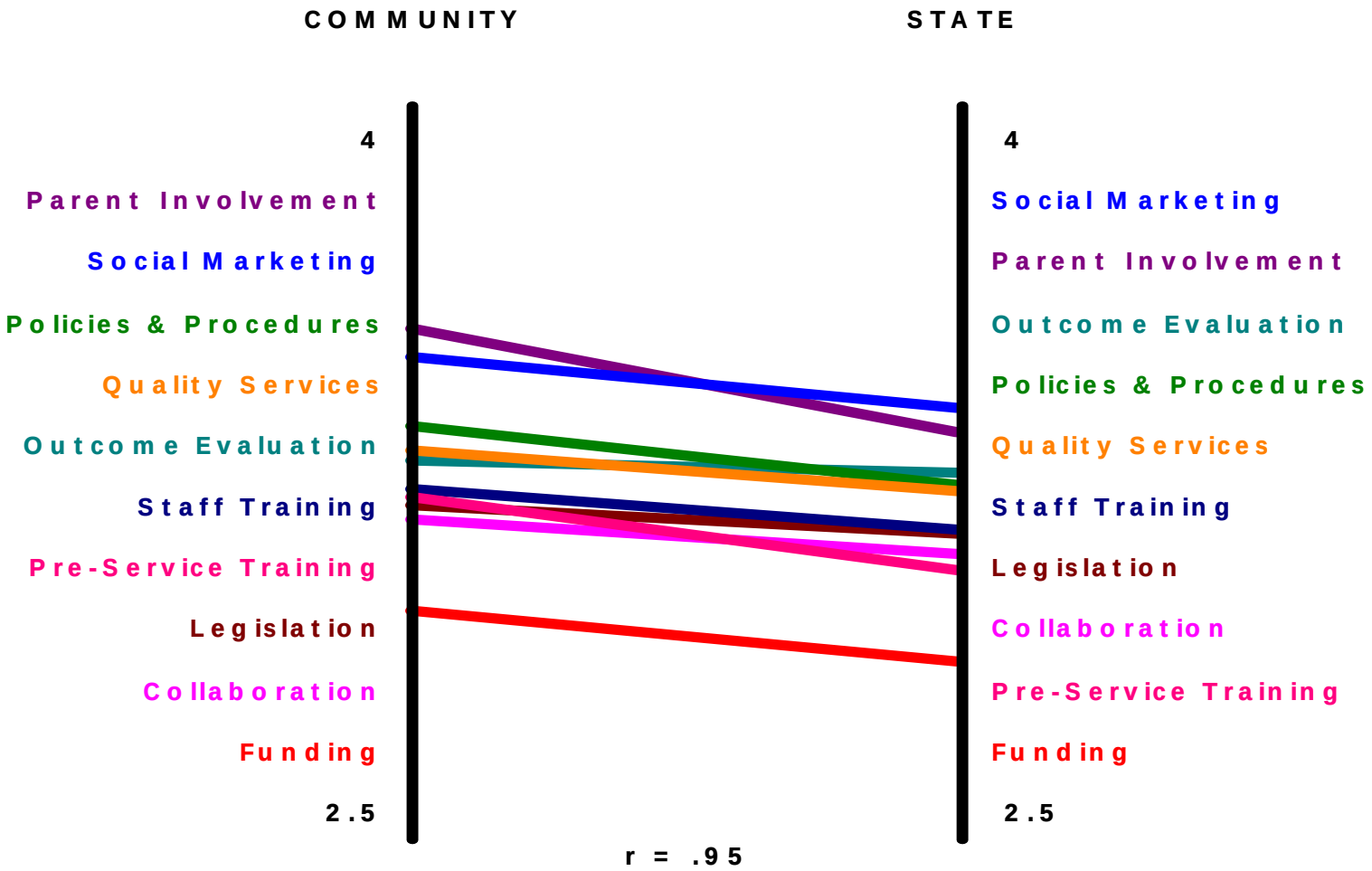
Comparison of Cluster Ratings for Importance & Feasibility Both Groups Combined



Cluster Ratings for Importance Community Group vs State Group



Cluster Ratings for Feasibility Community Group vs State Group



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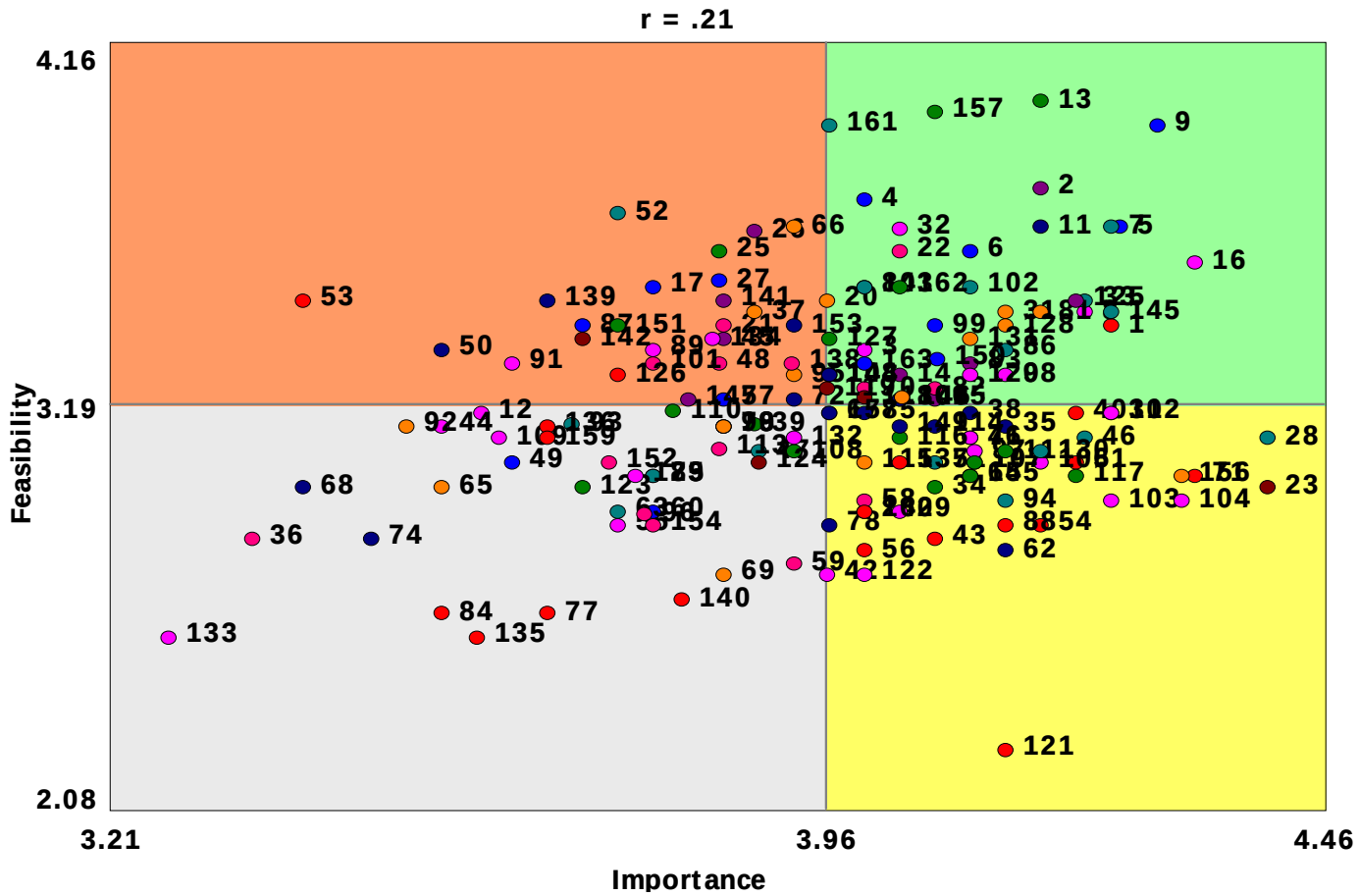

Top Items for Importance & Feasibility Both Groups, Combined

	Statement	Importance	Feasibility
	Develop more/better communication	4.20	3.88
	Teach parents to communicate concerns to educators as early as possible	4.29	3.76
	For families new to SOC, identify all interested agencies & providers	4.28	3.76
	Explain diagnosis, medication & side effects to family & child	4.33	4.08
	Educate educators on mental health issues for children	4.28	3.76
1	Identify target populations for services	4.20	4.16
1	Develop stronger partnerships between agencies that are part of the SOC	4.38	3.64

Top Items for Importance and Feasibility Community Group, Alone

Statement	Importance	Feasibility
Develop more/better communication	4.20	3.88
Teach parents to communicate concerns to educators as early as possible	4.29	3.76
Be informative in educating the community about types of care	4.12	3.68
Explain diagnosis, medication & side effects to family & child	4.33	4.08
Identify target populations for services	4.20	4.16
Have a MAP Team in each county, even if funding is not immediately available	4.12	3.08
Make educational materials more kid and family friendly so they can learn about their issues or those of others in the class or community	4.00	3.56

Top Items for Importance and Feasibility State Group, Alone

Statement	Importance	Feasibility
For families new to SOC, identify all interested agencies & providers	4.28	3.26
Have clear objectives; what are we going to do and how are we going to do it	4.16	3.48
Clarify expectations; what the family expects from SOC and we expect from the family	4.25	3.52
Develop written agreement at local and state levels to carry out best practices associated with system of care	4.16	3.28

Top Items for Importance and Feasibility State Group, Alone

Statement	Importance	Feasibility
Involve families and consumers in the design/operation of the system of care	4.12	3.56
Deter institutional placements as opposed to community services	4.16	3.44
Develop a mission statement for the overall system of care	4.08	4.16

Similarities and Differences

- The common ground between the groups is the emphasis on families
- The community group emphasized services
- The state group emphasized structures

Moral of this Story

- State level and local level people see things differently; their priorities for action steps differ

- How you stand has to do with where you sit!

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