

# Eastside / Yakima Event

## Lessons Learned

May 2012

### 1. Infuse SOC Values in all Systems for Children, Youth, and Families

- Educating and understanding roles of Family, Youth & Professionals in the partnership
- **Contract language that reflects SOC values of 50% and membership on Advisory Boards, Committees of Family & Youth**
- **Everyone included in the Philosophy change of SOC. From top down in all agencies**
- **Person giving training needs to be clear themselves in values, so that they are educating accurately**
- **Rely on our own state expertise**
- Integrating SOC/Wraparound instead of being siloed
- **Infuse implementation in all state levels down – from top down in all agencies, or even bottom up**
- Agency culture understanding
- **Key Agency, BUY-IN!!**
  - **Principles & philosophy need to be taught to line staff in key agencies prior to implementation... (continue education ☺)**
  - Schools need education about SOC philosophy,

available services, general mental health awareness in relation to youth

- **Include parents and youth as partners and EXPERTS in their services and lives**
- SOC liaison at Child Welfare and Juvenile Justice to bridge gaps, look at blending funds within System Providers so there is automatic BUY IN
- Youth and family's voice is lost when youth is detained
- Schools as a primary SOC player
- **Include chemical dependency provider as key player**
- Help them understand the relevance of their involvements
- Stop pointing one finger at other's, extend all of your fingers
- **Model the behavior we want to see in others**
- Not only doing it for "work" but implementing it in your everyday life!

### 2. Ensure Services are Seamless for Children & Youth who are the Population of FOCUS

- **Wording in contracts (MOU's)**

- **Sometimes gets in the way of services, contract conflicts for example, releases, billing, reporting**
- Difference in age consent
- Being clear on population
- Being able to collaborate “our” families not “my” or “your” family
- Integrate building for people coming together to meet with families in a CFS meeting, etc.
- Teaching and modeling shared accountability
- Parents and teens get burned out at the top of the triangle “fix kids” (educating family, youth, and professionals)
- Continuing working with explaining expectations
- People knowing/defining their roles in a CFS meeting and others roles also
- **System Mandates are duplicating “TEAM” meeting recommendation – one team, one plan for family to meet requirements of each system**
- **Team follows family throughout system and services**
- Limiting criteria! Don’t qualify for services because they’re not “bad” or “needy” enough
- “Not” wraparound youth need service that follows the SOC principles and philosophy
- Be careful not to exclude service providers from teams
- Transitional services for aging out youth

- Transition/aftercare out of hospital planned upon hospital admission
- **Policy change to be reconciled at multiple mandated meetings**
- **Judges and decision makers at the table with SOC planning efforts**
- Willingness to open communication
- Who is the population?
- How do you create something to meet the needs of the family and youth?
- Viewing as strengths-based
- What happened to them, not what’s wrong with you?  
TRAUMA INFORMED CARE
- Willingness from all partners to provide seamless services.  
Want to! NOT FORCED
- **Seamless means not being able to tell where on system begins and another ends**
- **Let go of egos – everyone functions as one team**
- Need trainings together/cross-training on each other’s system
- Everyone’s needs are met that come to the table or they don’t attend
- More holistic approach!

### 3. **Build Access and Availability of Home and Community Based Services**

- **Creativity is critical. Being in more remote areas, services/supports families need may not exist in the community, it needs to be created/developed**

- **Shifting community culture to not just send kids away to get needed "treatment." What can be developed in the community so families don't have to be separated to get what is needed**
- **Systems need to get along and work together to build resources that the kids/families that we share have what they need and come from a united philosophy**
- **Develop practice to incorporate SOC values in all systems, not just provided in Wraparound**
- Collaborate and link services/supports together when a child leaves the community so there is a seamless plan for return
- Build community partnerships prior to bringing in SOC
- Incorporate family and youth voice in developing resources
- Bring parent/youth on as "mentors" to assist families in knowing available resources and ensure voice/choice is in plans
- Assist families with logistical issues in designing seamless plans (i.e. trans/child care/expenses)
- **Shift community culture from "office based only" services**
- Culture of all involved being willing to attend meetings and appointments beyond 8-5 M-F
- Adopt EBP's that model fidelity that work for rural populations
- Flexibility – not just 8-5
- Revamping access to care – transportation
- Cultural competence
- Meet people where they are at
- Developing a level of trust
- Listening to the family's needs
- Changing the attitude of NO we CAN'T to how can we
- What needs to change to better serve families and youth but also be able to still meet the system's "needs"
- Families are tired of telling their story over and over again!
- **More peer counselors/peer support specialists in the work field**
- How to approach an equitable partnership
- Travel/mileage reimbursement for agencies
- Awareness, availability of community resources for families (EDUCATING parents)
- Philosophy of keeping family together and valuing community resources
- **Unmet needs become a greater issue and cause out of home/community placement**
- Family support services are just as effective and transportation is not available through Medicaid
- No related cost can be billed for
- **Revamping on access to care; diagnosis on who can be served or who cannot**
- Building list of resources/services available to families that are not in Wraparound

#### 4. Develop/Strengthen Workforce that Operationalizes SOC Values

- Keep employee retention to avoid case manager turnover
  - **Effective training to model fidelity and embed values with ongoing consultation**
  - Family involvement and youth guided with intention
  - Executive leadership for state
  - Agencies to commit resources and philosophical change to organizational culture
  - **Partnering with colleges and universities to incorporate SOC values**
  - Cross training workforce
  - Draw on our expertise on our state, family, and youth
  - Partnering with universities, head colleges, learning institutions to educate future clinicians/educators/leaders with leadership in Systems of Care philosophy
  - Trauma-informed care training, constant training and always learning
  - Meeting people where they're at
  - Cultural competence
  - Incorporated within current Mental Health System instead of doing things parallel
  - Incorporating the training/learning into practice in your home community is a challenge
  - Offering training to community, parents and professionals
  - Required supervision levels written into contract for new/best practices
  - Booster sessions for best practice trainings
- Problematic consulting out of state trainer, utilizing our own expertise
- **Continued education/training for people on the front line**
- Train the trainer
- Ongoing supervision/training/coaching
- Group coaching (supervision)
- **Utilizing peers to support peers**
- Exploring/determining barriers for family and youth to bring voice to the table
- **Use our own experts from our own state to train/teach each other! People with lived experience doing it or being involved in it**
- Create infrastructure to support supervision, coaching and training
- **Peer to peer training specifically regarding being system involved**
- Create common language around the guiding values so that agencies are on the same page
- **SOC values need to be operationalized at the management level so that it has the "trickle down" effect**
- Build in process to hold agencies accountable to adhering to SOC values
- Create state policies that support workforce stabilization
- Create opportunities for networking, agency sharing, site visits

- Use our own state peeps as the experts! We have `em, use `em!

## 5. Strength Build Strong Data Management Systems to Inform Decision Making and Ensure Outcomes

- What is meaningful (to community)?
- **Goes back two 4 things**
  - **What's working**
  - **What didn't work**
  - **What would work**
  - **How would we know it's working (outcome)**
- Important to have families and youth involved in the development and delivery of the evaluation
- Access to the results afterwards in "friendly language"
- Centralized data management
- Does the data collected truly in service to families/youth or two serve system or administrators to get a grant?
- Does it inform decision-making?
- **Having data displayed in a meaningful way**
- **Where is data coming from? Parents, youth, providers, demographics, relevance to area that it is being used**
- **How useful and relevant is the data being presented?**
- **What decisions can be made from the data?**
- Different data outcomes, "what outcomes are we tracking?"
- Family surveys
- Being clear about what data we are looking for
- Sharing problem about sharing data
- Is it an expectation for ALL systems to be reporting/collecting data?
- **Capacity to collect data**
- Costly to collect data
- Sustainability
- Data changes/system changes, but funding runs out!
- TRAC data from every partner
  - Transformation Accountability System
- **Child and family teams have DATA! Track and Utilize CFT data (meaningful, immediate, relevant)**
- More qualitative data (not yes/no – more detail)
- **Youth and family involved in all stages of data management – get feedback**
- Smaller organizations don't need extensive management systems – keep it simple
- Have the most relevant people involved in what is measured (consumer voice)
- **Balance between Federal and State confidentiality laws (CFR and Substance Abuse Information)**