

System of Care

Central Oregon

**Welcome and orientation guide for youth, family, and
community partners**

Welcome

Thank you for joining the System of Care (SOC) in Central Oregon. We value your experience, voice, and time. The SOC is dedicated to bringing together child-serving systems and identifying opportunities for improvement in serving children and their families.

As a member of the SOC, you play an important role in the success of the committee. By attending monthly meetings and providing input, you will lend your experience to the decision-making process. It is important for youth and family with lived experience and an interest in positive change to have a voice in the policies and decisions that affect them and others in the community. It is equally important to have our community partners with professional experience, connections, and resources at the table beside them. With your combined help, we can guide services and supports to being relevant, responsive, and accessible. We strive to make this a rewarding experience, and this orientation guide was prepared to provide helpful information about our SOC.

Once again, welcome to the team. We are delighted to have you here!

Sincerely,

The System of Care Team

WHAT THE COMMITMENT IS

- Attend monthly meetings
- Represent the needs of all family and youth in the SOC county in which you are involved (Crook, Jefferson, and/or Deschutes)
- Use your voice and experience to advocate for children and their families to improve child-serving systems
- Participate meaningfully in discussions, meetings, and projects

WHY IS YOUR VOICE IMPORTANT?

Youth and family voices and community partners are important for leadership and decision making at the program, agency, and system level. System of Care committee members play a critical role in shaping policy and practice in their communities. Without your voice and experience, the work of the SOC cannot be successful.

The role of youth (14-26) and family is to use your voices and experiences to advocate for children and families as we work to transform, align, and improve child-serving systems in the region. The SOC also relies on professionals in the systems within the community that serve youth and families to better understand programs and policies, discuss how to best strengthen services and supports, and make recommendations for improving systems and outcomes.

If you feel you need support or any accommodations to help with your involvement, please ask your SOC Coordinator for assistance. We are here to support one another.

CRITERIA FOR COMMITTEE MEMBERS

- As a family member, you have a child who is currently or has been involved in two or more youth serving systems
- As a youth member, you are between the ages of 14-26 years old and have been involved in two or more systems
- As a community partner, you work in Crook, Jefferson, or Deschutes Counties and are professionally involved in a system serving youth and families
- You have reviewed this SOC orientation guide on your own or with a SOC member

PARTICIPANT COMPENSATION

Family and youth members who do not receive compensation from some other source for attending the meeting will receive financial compensation. This payment gives family and youth volunteers payment for their valued time and removes transportation and directly associated childcare costs as a barrier for being able to attend SOC meetings.

SOC'S UNIQUE VALUE

With everyone at the table the goal is to combine experience, resources, ideas, and influence to make a difference in our communities that is not just focused on discussing problems, but finding viable solutions. It also is an atmosphere that celebrates successes and builds relationships between families and the professionals serving them.

The System of Care (SOC) is a mandated governance structure by the State of Oregon.

This means the State requires this structure to be in place in a region.

VALUES GUIDING OUR MISSION

- **Family driven** – The strengths and needs of families guide the types of services and supports provided
- **Youth guided** - The unique strengths, needs and potential of each child guide their individualized services and supports
- **Community based** – Services, supports and system management are provided as close to a child’s home and in the least restrictive environment possible
- **Cultural humility and linguistically inclusive** – Services and supports are informed by cultural, racial, ethnic, and linguistic differences of people served

THE WORK WE DO

- Make policy recommendations to Statewide SOC Councils
- Conduct system oversight to ensure an effective youth serving System of Care
- Evaluate and develop the array of services and supports at the local level
- Identify and remove barriers within services and supports for children and their families
- Identify and replicate successes within youth-serving systems
- Promote linkages among public and private agencies
- Ensure policies and practices in youth services reflect SOC values
- Respect family and youth voice and provide opportunities to be heard
- Support the expansion of Systems of Care values, principles, and practices throughout Oregon’s child-serving agencies

Below is a flowchart showing the SOC structure.

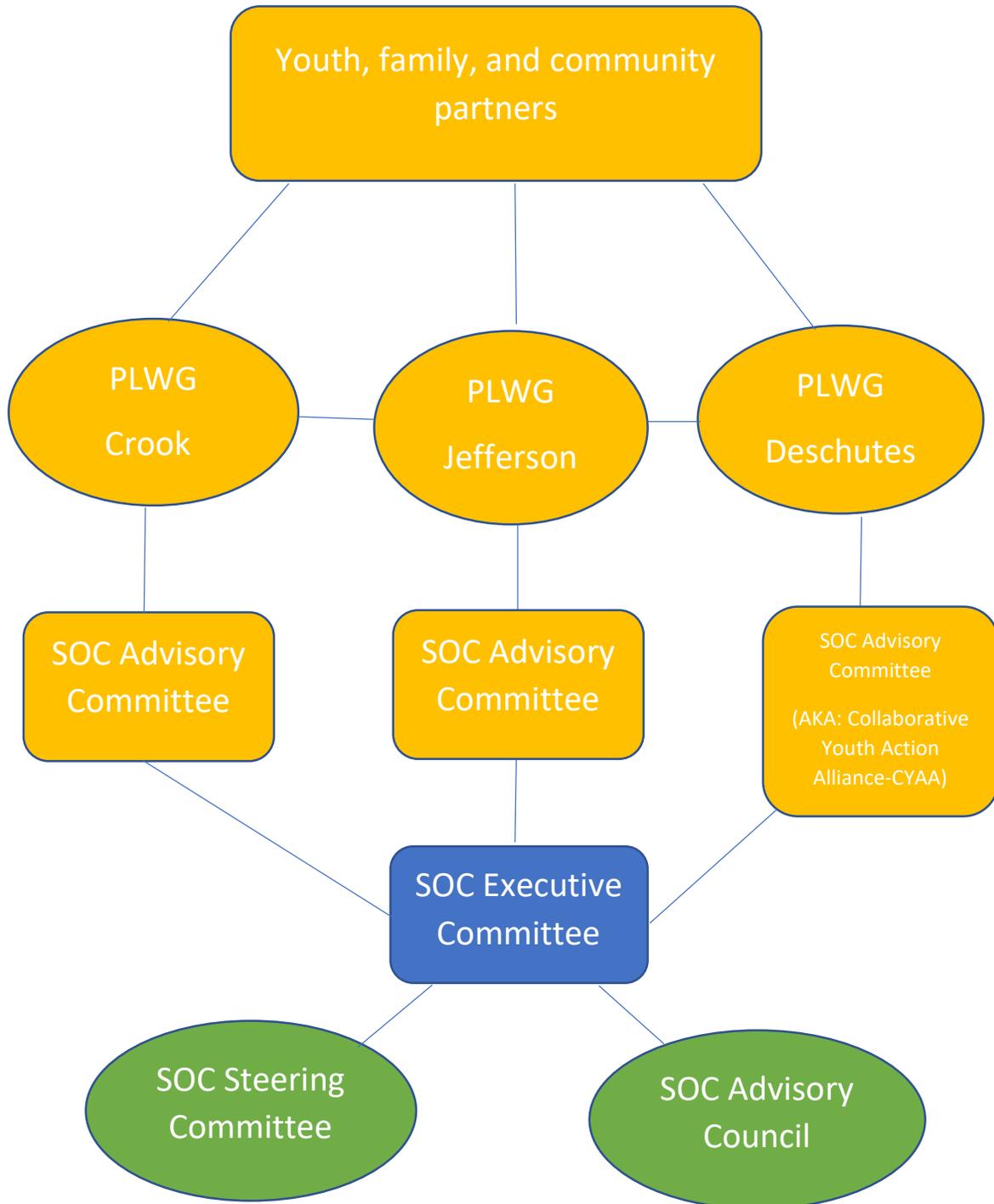
*Please note that more information explaining this structure is found in the pages that follow.

Orange = Community

Blue = *Regional SOC

Green = State SOC

Lines = Two-Way Communication Flow



PRACTICE LEVEL WORKGROUP (PLWG)

Practice Level Workgroups, located separately in Crook, Jefferson, and Deschutes Counties, play a key role in identifying, analyzing, and resolving barriers at the individual and system level. They also refer system barriers to the SOC Advisory Committee. Barriers may include concerns about quality and accessibility of care, care coordination practices, interagency relationships, or the degree to which programs are culturally and linguistically appropriate, among others. In addition, PLWGs identify successes at the individual and system level and work to replicate them. PLWGs are cross-system groups. They include youth, family, providers, and supervisors within child-serving agencies, including child welfare, education, juvenile justice, OYA, tribal communities, intellectual/developmental disabilities, behavioral health, among others.

ADVISORY COMMITTEE- Please note: In Deschutes County this is known as Collaborative Youth Action Alliance, or CYAA.

The Advisory Committee plays a key role in resolving system barriers, expanding system successes, implementing financing, developing a strategic plan to provide oversight for the SOC. The Committee achieves these aims by working with PLWGs, the SOC Executive Council, and SOC partners. The SOC Advisory Committee is a cross-system group. It includes youth, family, providers, and managers within child-serving agencies. Committee members have authority to make financial and policy changes. Child-serving agencies include child welfare, education, juvenile justice, OYA, tribal communities, intellectual/developmental disabilities, behavioral health, among others.

REGIONAL SOC EXECUTIVE COUNCIL

The Regional SOC Executive Council plays a key role in developing policy, identifying funding strategies, reviewing outcomes of child-serving systems, and supporting the development of the service array. The Council achieves these goals by working with PLWGs, the SOC Advisory Committee, and SOC partners. The SOC Executive Council is a cross-system group.

It includes youth, family, representatives of providers, representatives of IHN-CCO, and representatives of child-serving agencies. Representative of providers, IHN-CCO, and child-serving agencies have authority to make program level financial and policy changes. Child-serving agencies represented include child welfare, education, juvenile justice, OYA, tribal communities, intellectual/developmental disabilities, behavioral health, among others.

STATEWIDE SOC STEERING COMMITTEE

The Statewide Steering Committee's mission is to address policy, funding and barriers that exceed local resolution. The Statewide SOC is a cross-system group, including representatives of Oregon Health Authority, Department of Human Services, Intellectual/Developmental Disabilities, Oregon Family Support Network, Youth Era, Oregon Department of Education, Oregon Youth Authority, Child Welfare, among others.

STATEWIDE SOC ADVISORY COUNCIL

The Statewide Advisory Council's role is to address statewide policy development, funding strategy recommendations, and planning. The Council's goal is to improve the effectiveness and efficacy of child-serving state agencies and the continuum of care that provides services to youth. The Statewide SOC Advisory Council is a cross-system group of governor appointed representatives, including youth, family, psychiatrist, psychologist, pediatrician, juvenile department director, county mental health program director, and representatives of Judicial Department, DHS, OYA, OHA, Dept. of Education, CCO, tribal communities, Oregon's federally mandated disability protection and advocacy agency, commercial insurance, child-serving agencies, youth advocacy agency, and family advocacy agency, among others.

COMBINING COMMITTEES IN FRONTIER COMMUNITIES

In rural regions such as Crook and Jefferson Counties, we are considered a "frontier" community. In frontier areas like ours, SOC is allowed to combine two of their three committee levels if the members choose to do so.

Many SOC's choose to combine their Practice Level Workgroup and Advisory Committee since the Executive Council is already a regional effort and the other two are locally specific.