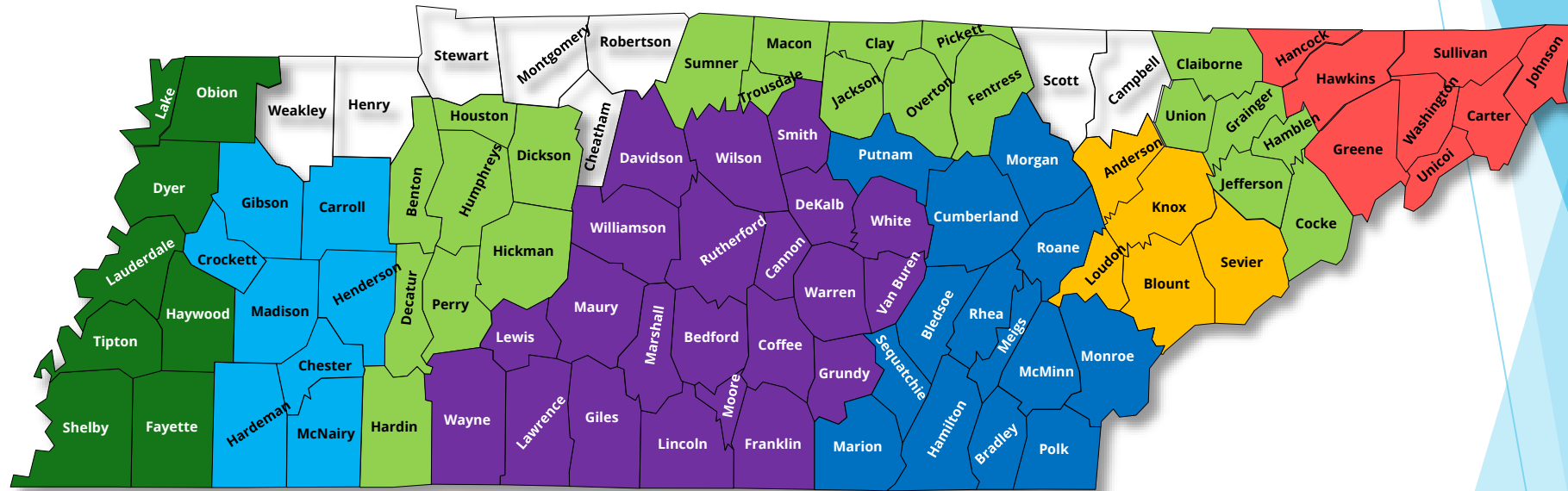









Systems of Care: It's All in Your Approach



*Millie Sweeney, Deputy Director
Family-Run Executive Director Leadership Association (FREDLA)
Children's Advocacy Days 2020*

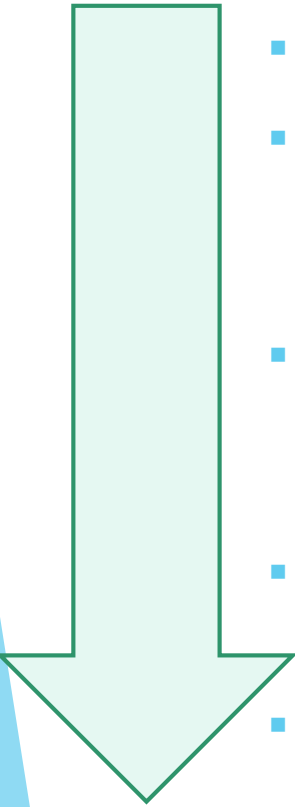
System of Care Across Tennessee (SOCAT) Map 2020



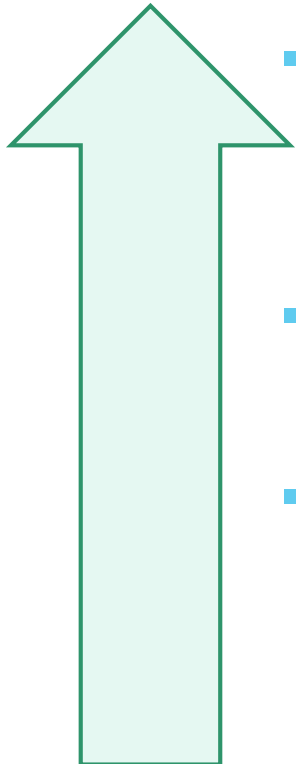
-  Professional Care Services of West Tennessee
 -  Helen Ross McNabb
 -  Pathways Behavioral Health
 -  Frontier Health
 -  Tennessee Voices for Children
 -  Mental Health Cooperative
 -  Volunteer Behavioral Health Care System

SOC works in TN and across the nation

Decreased

- 
- Clinical symptoms
 - School behavioral issues and suspensions
 - Involvement with law enforcement and juvenile court
 - Out of home placement
 - Caregiver strain

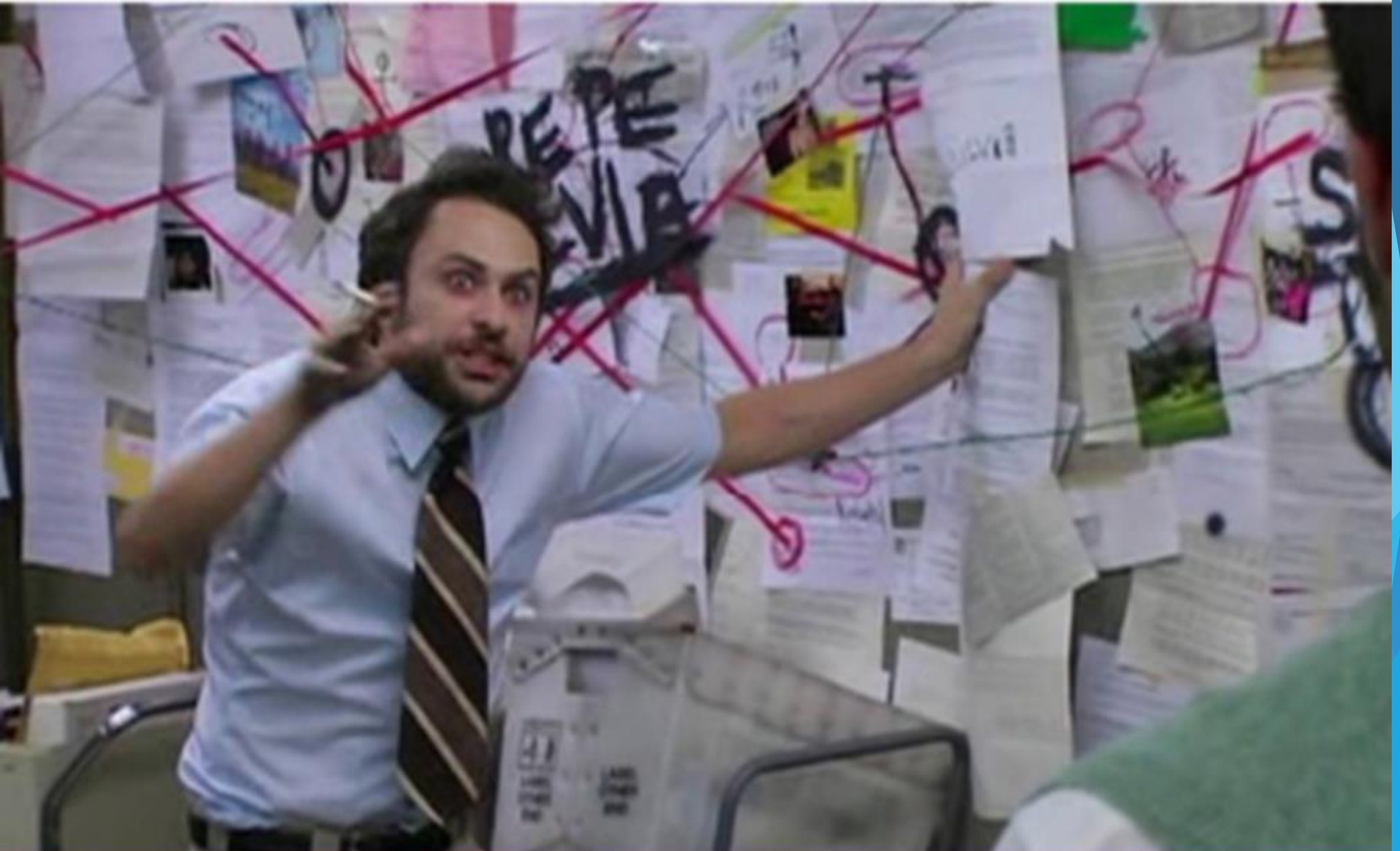
Increased

- 
- Daily functioning at home, school and in the community
 - School attendance and academic performance
 - Ability to maintain children and youth with behavioral health challenges at home and in family settings

SOC = Program

SOC = Belongs to

Grantee



It's all about *YOUR* approach



It is how you approach all of the functions of a system of care for children and their families

- ▶ Planning
- ▶ Financing systems and services
- ▶ Oversight at the policy and service levels
- ▶ Ensuring that an array of services is available along with care coordination and crisis services
- ▶ Contracting with a network of providers
- ▶ Protecting privacy
- ▶ Evaluation... and more

System of care is, first and foremost, a set of values and principles that provides an organizing framework for systems reform on behalf of children, youth and families.

Why are you
in this type
of work?





YOU are an
important
piece of the
puzzle

Direct service and support provider



- ▶ Meeting families where they are
- ▶ Treat the WHOLE child
- ▶ Respecting the expertise of families re. their children, incl. their goals and choices
- ▶ Taking a strengths-based approach rather than focusing on deficits
- ▶ Partnering with youth and parents in all aspects of care and within their culture
- ▶ Challenging your own assumptions and biases regarding parents and families - redefine “dysfunctional”
- ▶ Considering what your role and services look like from a family’s perspective - *and making changes to better support them*
- ▶ Maintaining clear, respectful and consistent communication with family and other providers
- ▶ Modeling partnership with families and other providers - you are a team with the same goal

Administrator, Manager



- ▶ Intentionally set the tone for your programs and agency through:
 - Language and terminology re. families
 - Physical environment
 - Attitude and agency culture
 - Targeted staff training and support
 - Policies and procedures that are respectful of family time, roles and culture
 - Collaborations with other providers and community groups
- ▶ Involve youth and families in program design, evaluation and CQI processes across the agency - USE their input
- ▶ Model partnership and a team approach in your interactions and work with other agencies, your staff and in the community
- ▶ Integrate young adults and family members into staff, management and advisory roles within the agency

Funder, Contractor



- ▶ Ask youth and families what works for them - TARGET funding to what they find most beneficial
- ▶ Create advisory mechanisms where youth and families inform funding decisions and evaluate outcomes - USE what they tell you
- ▶ Analyze current spending and utilization patterns - address disparities, disproportionality in access, expenditures/funding associated with poor outcomes
- ▶ Consider re-alignment of funds - flexibility, coordination across systems, re-direction to more effective approaches
- ▶ Include family driven requirements in contract and grant language - TRACK implementation and outcomes
- ▶ Support diversity in service providers and programs that families report work *for and with* them

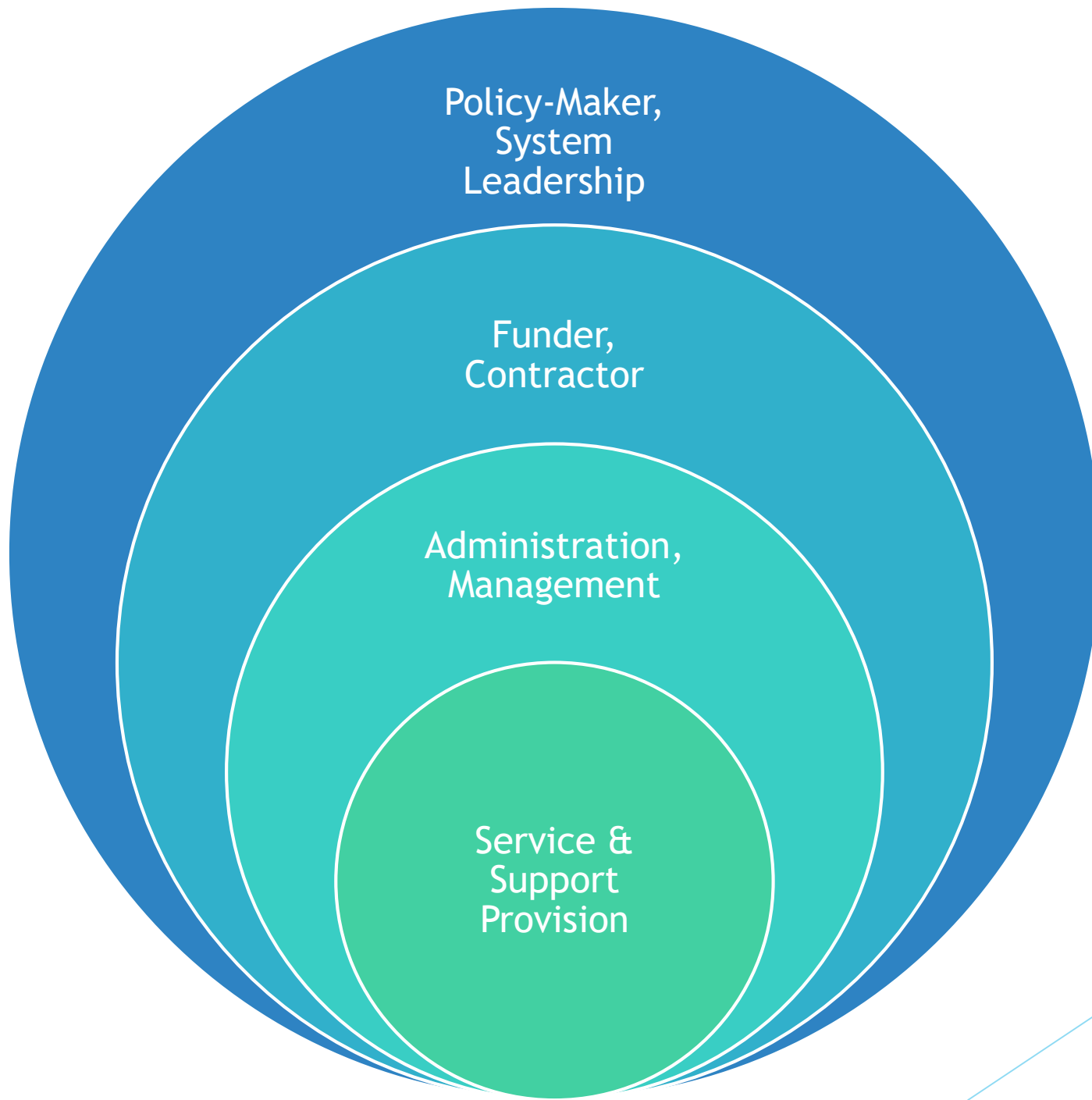
Policy-Maker, System Leader



- ▶ Analyze current policy and practices with youth and families to garner their input and suggestions
- ▶ Establish policy processes that incorporate representation (and voting authority) of those impacted by the policy
- ▶ Always consider policies from the family perspective to avoid unintended consequences
- ▶ Codify policy changes for sustainability and continued progress
- ▶ Change policy to support partnering with families at the policy, funding and service delivery levels
- ▶ Establish workforce standards that are aligned with system of care values and principles, including certification and reimbursement processes for diverse types of providers and programs, training requirements and expanding roles for those with lived experience

Committing to systems of care

- Change is not easy - this will take time!
- Support and encourage one another from your individual role
- Model family driven care in your interactions and within your role/responsibilities
- Ask and USE what youth and families tell you about what works for them
- Seek ongoing training and technical assistance



Regardless of your role or
position,
it is all in ***YOUR*** approach



FREDLA contact information

The logo for Fredla, featuring the word "fredla" in a bold, blue, serif font. A yellow brushstroke underline is positioned beneath the letters "redla".

fredla

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The Family-Run Executive Director Leadership Association (FREDLA)



- ▶ Started in 2013 by 16 Statewide Family Network Directors
- ▶ Dedicated to building strong, sustainable family-run organizations and together influence policy and practice to support children and families
- ▶ FREDLA is a partner in national TA centers and offers technical assistance to FROs, states and other stakeholders

www.fredla.org