



## COOS County Systems of Care ORIENTATION:

Thank you for joining the System of Care (SOC) of Coos County. We value your experience, voice, diversity, culture, and time. Your involvement contributes to our work. The SOC is dedicated to bringing together youth and young adult-serving systems and identifying opportunities for improvement in serving youth 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 their peers. With your 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. If you have any questions about information in this guide, please do not hesitate to reach out to anyone on the committee. We are here to help each other in our goal of building communities where families have the resources they need and youth are healthy, doing positive activities in the community, in school, and with friends.

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

*Sincerely,*

**The System of Care Team** ([coosystemofcare@outlook.com](mailto:coosystemofcare@outlook.com))

## WHAT MEMBERS DO

### WHAT THE COMMITMENT IS:

- Attend monthly meetings
- Represent the needs of all family and youth in the region (Coos and Curry Counties)
- Use your voice and experience to advocate for children and their families to improve child-serving systems
- Lead projects if you would like
- Maintain active membership for at least a year
- Attend the majority of the meetings
- Participate meaningfully in discussions, meetings and projects

### WHY IS YOUR VOICE IMPORTANT?

Youth and family voices are important for leadership and decision making at the program, agency, and system level. Youth and family members play a critical role in shaping policy and practice in their communities. Without your voice and experience, the work of the SOC will not 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 relies on youth and family to better understand programs and policies, discuss how to best strengthen services and supports, and make recommendations for improving systems and outcomes.

### HOW THE SOC PROMOTES FAMILY AND YOUTH VOICE

- We weave youth and family voice throughout the System of Care
- We honor youth and family for their experience and expertise
- We support youth and family as consumers, advocates, educators and decision makers
- We recruit youth and family for committees, workgroups and input
- We know youth and family are equal partners

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

## **HONORARIUM**

Family and youth members, who do not receive compensation from some other source for attending the meeting will receive a monetary honorarium.

Family/Parent volunteers receive \$50 for each meeting attended and Youth volunteers receive \$25 for each meeting they attend.

## **SCHEDULE & CONTACTS**

The PLWG meets twice a month as shown below:

Day: 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month  
Time: 11 am – 12 pm  
Location: Virtual Teams Meeting

Contact [coosystemofcare@outlook.com](mailto:coosystemofcare@outlook.com) to confirm location and time and an agenda and meeting materials.

The Advisory Committee meets once a month as shown below:

Day: First Friday of the month  
Time: 12:00 pm – 1:00 pm  
Location: Virtual Teams Meeting

Contact [coosystemofcare@outlook.com](mailto:coosystemofcare@outlook.com) to confirm location and time and receive an agenda and meeting materials.

The Coos Executive Committee meets once a month as shown below:

Day: Last Friday of the month  
Time: 2:00 pm – 3:30 pm  
Location: Virtual Teams Meeting

Contact [pamela.huntley@advancedhealth.com](mailto:pamela.huntley@advancedhealth.com) to confirm location and time and receive an agenda and meeting materials.

*For good cause and with at least a five-day notice, a meeting may be canceled, change the date, time or place of a regular meeting. Committee workgroups may meet between regular scheduled meetings, and these committees report back to the full committee.*

## OVERVIEW

The System of Care (SOC) is a mandated governance structure by the State. 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
- **Culturally and linguistically competent** – 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 children’s System of Care
- Evaluate and develop the array of services and supports at the local level
- Identify and ameliorate barriers within services and supports for children and their families
- Identify and replicate successes within child-serving systems
- Promote linkages among public and private agencies
- Ensure policies and practices in children’s 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

## **SOC PRACTICE LEVEL WORKGROUPS (PLWG)**

Practice Level Workgroups, located in Coos and Curry 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 competent, 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, and other community partners.

## **SOC ADVISORY COMMITTEE**

The Regional SOC Advisory Committee plays a key role in resolving system barriers, expanding system successes, implementing financing, reviewing Wraparound fidelity outcomes, and 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.

## **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.

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.

## HOW WE COMMUNICATE

Coos County SOC (Practice Level Work Group, Advisory Committee, and Executive Committee) uses an organizational application called Basecamp. It is a real-time communication tool that helps teams stay on the same page and organize things in one central place. Basecamp allows each team to communicate efficiently and securely. It has many more ways to have conversations and helps anyone track and complete tasks within one workspace. Each SOC committee has six main tools within Basecamp and is compartmentalized to assigned members only:

- **Campfire** for quick, real-time chats
- **Message Board** for two or more projects at a time.
- **To-dos** for divvying up tasks
- **Schedule** for tracking events and milestones
- **Automatic Check-ins** for asking recurring questions
- and **Docs & Files** for storing and sharing documents.

A Basecamp overview can be found **HERE:** <https://www.youtube.com/user/37signals>

## ACRONYMS:

*The SOC works to refrain from the use of acronyms at meetings.*

- **A&D** Alcohol and Drug
- **AFS** Adult and Family Services
- **AMH** Addictions and Mental Health
- **AMHSAAC** Adult Mental Health and Substance Abuse Advisory Council
- **ASIST** Applied Suicide Intervention Skills Training
- **BERS** Behavioral and Emotional Rating Scale
- **BIC** Behavior Indicator Checklist
- **BRS** Behavioral Rehabilitation Services
- **BSS** Behavioral Support Specialist

- **CAC** Community Advisory Council
- **CANS** Child and Adolescent Needs and Strengths (assessment tool)
- **CASA** Court Appointed Special Advocate
- **CASII** Child and Adolescent Service Intensity Instrument
- **CBT** Cognitive Behavioral Therapy
- **CCCC** Community Care Coordination Committee
- **CCN** Community Care Network
- **CCO** Coordinated Care Organization
- **CFD** Center for Family Development
- **CFT** Child and Family Team
- **CLA** Centro Latino Americano
- **CM** Case Management
- **CPRS** Children's Progress Review System
- **CPS** Collaborative Problem Solving
- **CW** Child Welfare
- **DBT** Dialectical Behavior Therapy
- **DD** Developmental Disability
- **DDBP** Developmental Disabilities Behavior Professional
- **DDS** Developmental Disabilities Services
- **DHS** Department of Human Services
- **DSM V** Diagnostic and Statistical Manual of Mental Disorders V
  
- **DYS** Department of Youth Services
- **EASA** Early Assessment and Support Alliance
- **EBP** Evidence Based Practices
- **ECMHC** Early Childhood Mental Health Committee
- **ECSII** Early Childhood Service Intensity Instrument
- **ER** Emergency Room
- **ESD** Education Service District
- **FC** Foster Care
- **FCC** Family Care Coordinator (now Wraparound Facilitators)
- **FFS** Fee For Service
- **FISS** Family Intensive Support Services
- **FSP** Family Support Plan
- **HIPAA** Health Insurance Portability and Accountability Act



- **ICP** Involuntary Commitment Program
- **ICTS** Intensive Community-based Treatment Support Services
- **IDD** Intellectual and Developmental Disabilities
- **IDEA** Individuals with Disabilities Education Act
- **IEP** Individualized Education Plan
- **IFSP** Individual Family Service Plan
- **IOSS** Intensive Outpatient Supports and Services
- **IRCO** Immigrant and Refugee Community Organization
- **ISA** Integrated Service Array
- **ISSP** Individual Service and Supports Plan
- **ISP** Individual Support Plan
- **ITS** Intensive Treatment Services
- **JJ** Juvenile Justice
- **LGBTQQIA+** Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex and Asexual + Allies
- **LOC** Level of Care
- **LON** Level Of Need
  
- **MH** Mental Health
- **MHA** Mental Health Assessment
- **MHASD** Mental Health and Addiction Services Division
- **MHC** Mental Health Consultant
- **MHO** Mental Health Organization
- **MSW** Master's Degree in Social Work
- **MOU** Memorandum of Understanding
- **NAMI** National Alliance on Mental Illness
- **NOA** Notice of Action
- **OARs** Oregon Administrative Rules
- **OCP** Oregon Community Programs
- **ODDS** Oregon Department of Developmental Disabilities Services
- **OFSN** Oregon Family Support Network
- **OHA** Oregon Health Authority
- **OHP** Oregon Health Plan
- **OHSU** Oregon Health and Science University
- **OMAP** Office of Medical Assistance Programs

- **OP** Out Patient
- **ORS** Oregon Revised Statutes
- **OSLC** Oregon Social Learning Center
- **OSLP** Oregon Supported Living
- **OYA** Oregon Youth Authority
- **PBIS** Positive Behavioral Interventions & Supports
- **PCP** Primary Care Provider
- **PCPCH** Patient Centered Primary Care Home
- **PEP** Parent Enhancement Program
- **PMPM** Per Member Per Month
- **PO** Probation/Parole Officer
- **PRTS** Psychiatric Residential Treatment Services
- **PSU** Portland State University
- **PSW** Personal Support Worker
- **PTA** Parent Teacher Association
- **QA** Quality Assurance
- **QI** Quality Improvement
- **QM** Quality Management
- **QMC** Quality Management Council
- **QMHA** Qualified Mental Health Associate
- **QMHP** Qualified Mental Health Professional
- **RFP** Request for Proposal
- **RIT** Risk Identification Tool
- **SACU** Stabilization and Crisis Unit
- **SAIP** Secure Adolescent In-patient Program
- **SCIP** Secure Children's In-patient Program
- **SAFE** Stabilization, Assessment and Family Evaluation
  
- **SSI** Social Security Income
- **SUDs** Substance Use Disorders
- **TANF** Temporary Assistance to Needy Families
- **TC** Temporary Custody
- **TCC** The Child Center
- **TDM** Team Decision meeting
- **TFC** Treatment Foster Care or Therapeutic Foster Care

- **TIC** Trauma Informed Care
- **UR** Utilization Review
- **WF** Wraparound Facilitator
- **WIC** Women, Infants and Children
- **W/O** Wraparound Oregon