



# Collaboration Multiplies Impact

How Systems of Care Teams are Transforming Communities

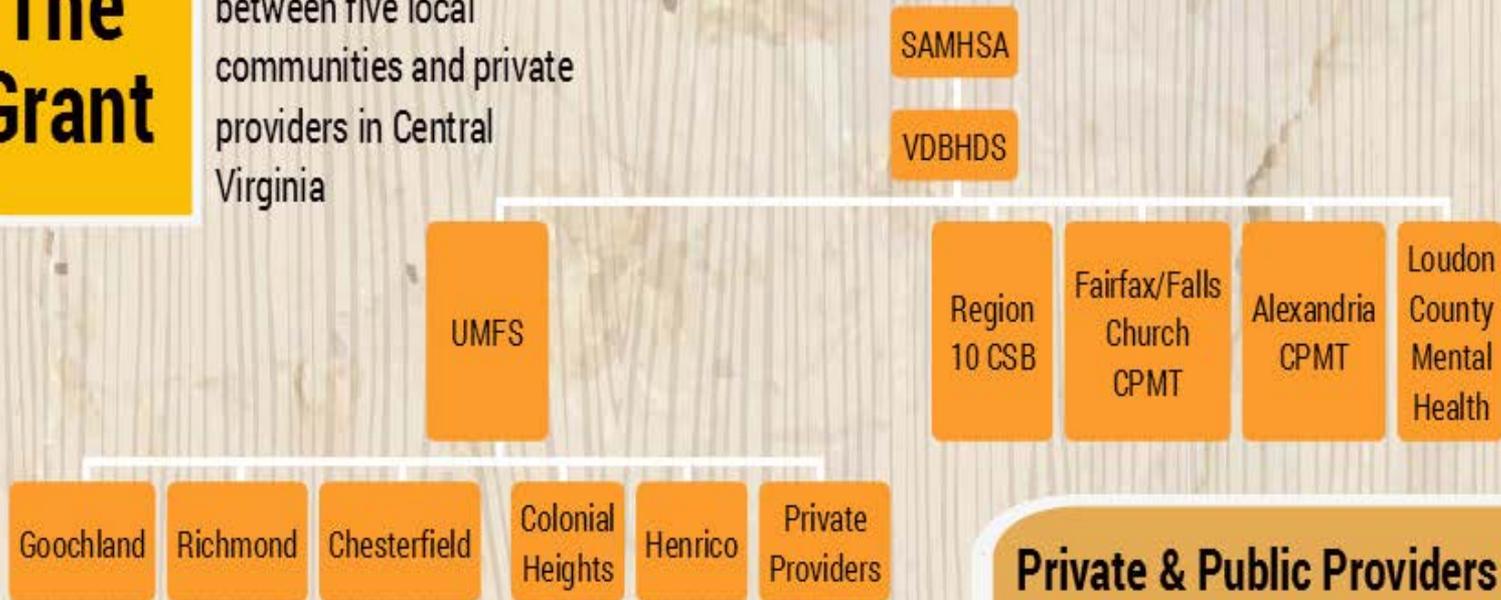


# Systems of Care



# The Grant

Interagency collaboration between five local communities and private providers in Central Virginia



## Private & Public Providers

Family Focus	Elk Hill
UMFS	RBHA
CMHRC	NAMI
Henrico MHDS	Parent Representative



## Steering Committee

- Richmond SOC team
- Chesterfield SOC team
- Goochland SOC team
- Henrico SOC team

## Supervisor Work Group

- Henrico CSB
- Richmond Behavioral Health Authority
- Private Providers (UMFS, VHBG, Family Focus)

## ICC coaching group

- All Intensive Care Coordinators in the central region



# Goochland County

## Systems of Care Task Force

**GOAL:** To develop a multidimensional system of supports and services designed to strengthen Goochland County Children and Families.



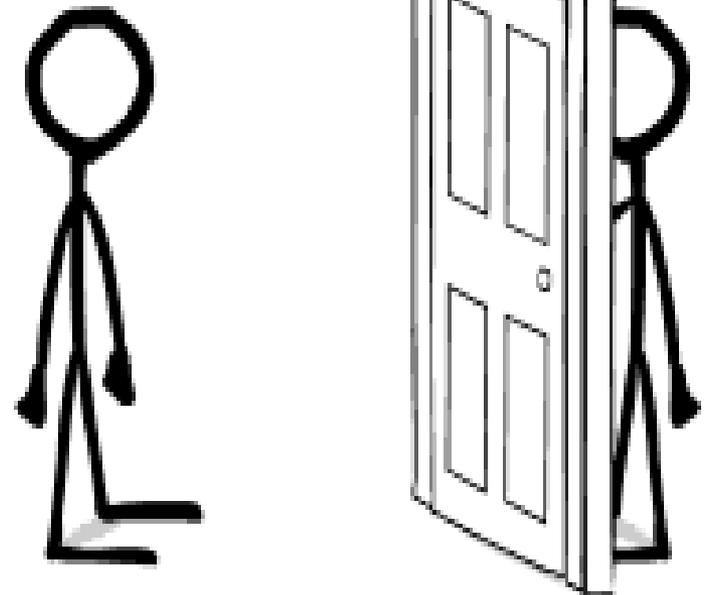
# Strengths of Goochland

- Strong Agency Network
- Partnership with CMHRC
- Had some collaboration models (Goochland community partners)
- Strong sense of community
- Small turnover in DSS staff
- Solution focused mentality
- Innovative key players in community
- Public/Private Partnerships



# Goochland SOC Barriers

- Role confusion with ICC
- Large geographic area with low access to services
- Technology barriers (limited internet access)
- Transportation
- Haves and have nots
- Small staff
- Limited buy in



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# Goochland Barrier Busting: Systems of Care Task Force



- Goochland brought in a coalition of community partners
- SOC retreats
- Developed a community plan
- Cross training partners
- Increase access
  - Community CARE app
  - Open Table

# Systems of Care Task Force Plan

Identified Issue	GOAL	INTERVENTIONS	Status
Need for a centralized organization for development of a comprehensive system of care.	Develop a System of Care Task Force to be the central organization to train, recruit, develop, and evaluate.	<ol style="list-style-type: none"> <li>1. Recruit members from local systems (school, DSS, CSB, community, CMHRC)</li> <li>2. Develop group processes for meeting, organization</li> </ol>	<ol style="list-style-type: none"> <li>1. In Process</li> <li>2. In Process</li> </ol>
Identify local supports (agencies, organizations, services) accessible and available to citizens	Develop a comprehensive list of supports accessible to citizens designed to strengthen and preserve families.	<ol style="list-style-type: none"> <li>1. Partner with CMHRC to develop Family Navigators for citizens to access.</li> <li>2. Solicit resource feedback from community, Task Force, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. In Process</li> <li>2. In Process</li> </ol>
Need for a structured single point of contact for citizens to access resources	Develop Family Navigator program through partnership with the CMHRC	<ol style="list-style-type: none"> <li>1. Recruit and train family navigators.</li> <li>2. Develop contact process to access Family Navigators.</li> </ol>	<ol style="list-style-type: none"> <li>1. To be determined</li> <li>2. To be determined</li> </ol>
Goochland County needs to educate volunteers and professionals at multiple access points about systems of care in Goochland County.	Enhance the community's ability to assist families in accessing community resources by educating them in the systems of care philosophy and methods for accessing services.	<ol style="list-style-type: none"> <li>1. Develop training program to educate professionals and non-professionals on how to guide families to access services in different areas.</li> <li>2. Develop a training plan for professionals at various access points (school, social services, mental health, etc.)</li> </ol>	<ol style="list-style-type: none"> <li>1. To be determined</li> <li>2. To be determined</li> </ol>
Goochland citizens are not aware of services designed to help them strengthen their families and children.	Educate Goochland families through a multi-dimensional approach to increase their knowledge of the Systems of Care and access to services.	<ol style="list-style-type: none"> <li>1. Establish Family Navigator program through CMHRC and develop marketing plan.</li> <li>2. Develop CELL PHONE APP. To allow citizens and professionals access to SOC resources.</li> </ol>	<ol style="list-style-type: none"> <li>1. To be determined</li> <li>2. In Progress</li> </ol> 

# Henrico County

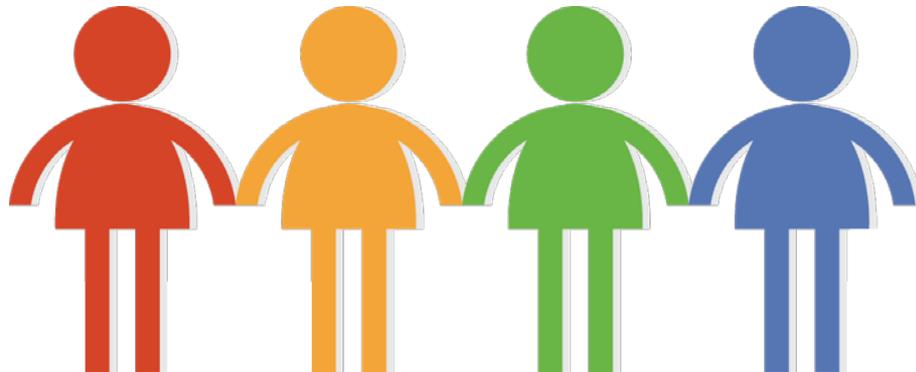
## Henrico Systems Of Care Work Group

- Goal: To enhance and support community collaboration, training, and service development in order to effectively serve and strengthen children and families in Henrico County.



# Strengths Henrico

- Strong community partnerships
- New leadership emphasizing importance of collaboration and eliminating work being done in silos
- Having an open feedback loop with providers & being outcome driven
- Quantity of staff (CSA Coordinator and 3 specialists). This allows staff to be more closely involved with cases & provide more proactive service planning and utilization review.



# Barriers

- Engaging the school partners and courts
- Understanding a new service
- Role confusion
- Staffing issues impacting service delivery
- Thinking outside of the box
- Need for sustainability
- All community partners striving toward increased family engagement
- Single initiatives perhaps not coordinating toward a single goal



# Henrico SOC team



- Developed a local SOC team and extended invite to schools & courts
- Trial and error with ICC service – maintaining persistence with implementation
- Continuing education and training
- Being outcome driven and have ongoing evaluation of services
- Capacity Building funds allowed for increased flexibility & creativity with funded services. Ongoing creative service planning supported by our CPMT
- Some plans for sustainability – ie: FSP
- Philosophical shift & changed practices regarding family engagement



# How do SOC teams fit into the SOC Principles?

- No wrong door
- Family Focused
- Community based
- Collaboration

