# Orange County System of Care

# Logic Model

**Our Mission**: Building partnerships between youth, families and agencies, and linking services and supports, in order to address individual needs and provide appropriate care.

**Our Vision**: A safe community of trust, hope and respect, where everyone partners together to support children and youth experiencing significant emotional and behavioral challenges, and their families. In our System of Care, services are easy to access; available as long as needed; and meet the unique needs of each individual and family.

Context

**Population of Focus:** Children and youth ages 0-21, who meet following clinical criteria:

- a) Diagnosis: an emotional, socio-emotional, behavioral or mental challenge diagnosable under the DSM IV;
- b) Disability: difficulty functioning in the family, school or community, or functioning requires help from multiple agencies;
- c) Duration: present for, or expected to last, more than one year.
- Focus: Juvenile Justice and Child Welfare Involved Youth, Transition-aged youth (ages 16-21), those with co-occurring substance abuse disorders, including those at risk for out-ofhome placement, or living in an institutional setting.

#### Gaps and Challenges System/Organization

- •Need to coordinate resources of county agencies and schools.
- •Mental Health/Substance Abuse outpatient treatment for families with insurance is lacking.
- •Families and youth need to be involved in planning, development, & implementation. Family support services lacking and not found in all systems.
- •Access to services limited due to separate systems/agencies, and by socio-economics, residency, geography. Separate funding streams & eligibility criteria block child and family from receiving what they need.
- •Need to formalize how system of care services will be delivered.
- Multiple points of entry create roadblocks for youth and families; Lack of cross system Management Information System (MIS) makes coordination and collaboration difficult.
   Lack of services and housing for transition-aged youth; Lack
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  of overlap between children and adult service system.

#### **Practice**

- Lack of bilingual workers; "hidden populations" may not have access to services (migrant farm workers; co-occurring disorders); growing Latino and Hasidim communities face language/cultural barriers.
- · Wait lists for services; high caseloads.
- Child and family teams need consistent follow-up, improved communication, and cross-system involvement. Lack of efficient psychiatric evaluations and substance abuse services.
- Family support/family voice lacking throughout the system.
- Service hours not always convenient for families. Families and communities isolated due to geography. Lack of transportation makes it difficult to access services.
- Services are sometimes duplicated. Lack of measurements to determine if a program is effective. No common instrument to determine what services should be provided.

# Goals

- Everyone works together to plan for one child and family at a time.
- Families, youth, & professionals work together as equal partners.
- Help is available and accessible when and where families and youth need it.
- All communities and cultures in Orange County have access to services, and a voice, in our System of Care.
- Services and supports are provided in an effective continuum of care.
- Youth with challenges and their families are valued members of our communities.
- Community transformation lasts after grant funding ends.

## **Coordinating Council**

**Strategies** 

#### Individualized and Strengths-Based

- · Child and Family Team Planning.
- Develop and Implement Single Pathway to Care Model.
- · Develop and implement MIS.

#### Community-Based

- Improve services and supports for transition-age vouth.
- •Develop community-based disposition for family-court involved youth.
- •Develop Family Resource Centers.
- Develop Respite Care capacity.

#### Service Excellence

- Conduct evaluation of existing programs.
- Workforce Development and Training.

#### **Family Driven and Youth Guided**

- Involve communities, and families and youth in System of Care Governance.
- Develop and implement family-driven plan in partnership with family group or family organization.
- Develop and Implement youth-guided plan based on Positive Youth Development Framework.

#### **Cultural Competency**

• Develop and Implement Cultural and Linguistic Competency Plan.

## **Mutual Respect**

• Develop and Implement Social Marketing Plan.

## Lasting

 Develop and implement Sustainability Plan so that strategies last beyond federal support.

# **Full Partnership**

#### Individualized and Strengths-Based

•Families and youth have easier access to care through a single intake portal.

Outcomes

- •Services are coordinated through streamlined communication among providers.
- ·Services are individualized and strengths-based.
- Youth feel safe and have more social connections.
- •Families and youth are satisfied with their planning process and services.
- •Families are less stressed and function better.
- •Youth experience improvements in social-emotional functioning.

#### Community-Based

- Youth live in safe, stable, and least restrictive environments.
- •Families an youth know how and where to get services and support.

#### Service Excellence

- •Policy and practice decisions are data-driven.
- •Services are provided using research-based best practices.

#### Family Driven and Youth Guided

- •Policies and planning decisions are made with family and youth involvement.
- •Families and youth feel valued as equal partners in planning decisions at all levels.

#### Cultural Competency

•Services are accessible and available to all who need them.

#### **Mutual Respect**

- Orange County is a more welcoming community for youth with social, emotional, or behavioral issues and their families.
- •Families and youth feel connected to and valued by our community.

#### Lasting

•The principles and practices of the system of care are sustained as standard practice in Orange County.

#### **Evaluation**

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#### Gaps and Challenges System/Organization

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- ·Families and youth need to be involved in planning,
- development, & implementation. Family support services lacking and not found in all systems.
- •Access to services limited due to separate systems/agencies, and by socio-economics, residency, geography. Separate funding streams & eligibility criteria block child and family from receiving what they need.
- •Need to formalize how system of care services will be delivered.
- Multiple points of entry create roadblocks for youth and families;
   Lack of cross system Management Information System (MIS)
   makes coordination and collaboration difficult.
- •Lack of services and housing for transition-aged youth; Lack of overlap between children and adult service system.

#### **Practice**

- Lack of bilingual workers; "hidden populations" may not have access to services (migrant farm workers; co-occurring disorders); growing Latino and Hasidim communities face language/cultural barriers.
- Wait lists for services; high caseloads.
- •Child and family teams need consistent follow-up, improved communication, and cross-system involvement. Lack of efficient psychiatric evaluations and substance abuse services.
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# Goals

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- Families, youth, & professionals work together as equal partners.

Council

Coordinating

Partnership

Full

- Help is available and accessible when and where families and youth need it.
- All communities and cultures in Orange County have access to services, and a voice, in our System of Care.
- Services and supports are provided in an effective continuum of care.
- Youth with challenges and their families are valued members of our communities.
- Community transformation lasts after grant funding ends.

# Individualized and Strengths-Based

- Child and Family Team Planning.
   Improve services and supports
- for transition-age youth.
- · Develop and implement MIS.

**Strategies** 

#### Outcomes

- ·Services are individualized and strengths-based.
- Youth experience improvements in social-emotional functioning.
   Families are less stressed and function better.
- •Families and youth are satisfied with the level of involvement in the planning process and development of their service plans.
- •Youth are more likely to follow through with their treatment plan.
- •Transition-age youth:
  - Live in safe, stable, and least restrictive environments
    - Actively participate in goal setting
    - · Experience seamless transition into adult system
- Services are coordinated through streamlined communication among providers.

#### Community-Based

- •Develop and Implement Community-Based Single Pathway to Care Model.
- •Develop community-based disposition
  •for family-court involved youth.
- Develop Family Resource Centers.
- Develop Respite Care capacity.

- •Families and youth have easier access to care through a single intake portal.
- The community knows how and where to get services and support.
- Agencies provide better treatment and services for youth and families.
- •Intake staff are knowledgeable of all systems.

#### Service Excellence

- ·Conduct evaluation of existing programs.
- •Workforce Development and Training.
- - Policy and practice decisions are data-driven.
  - ·Services are provided using research-based best practices.
  - ·Services are effective and efficient.

# Family Driven and Youth Guided • Involve communities, and families and

- youth in System of Care Governance.

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- •Policies and planning decisions are made with family and youth involvement.
- •Families and youth feel valued as equal partners in planning decisions at all levels.
- •Diversity of family representation is reflective of all cultural communities.

## **Cultural Competency**

 Develop and Implement Cultural and Linguistic Competency Plan.



•Services are accessible and available to all who need them.

# **Mutual Respect**

- Develop and Implement Social
- · Marketing Plan.



- •Orange County is a more welcoming community for youth with social, emotional, or behavioral issues and their families.
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 Develop and implement Sustainability Plan so that strategies last beyond federal support.



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## **Evaluation**