

## System of Care Philosophy and the Coordinated Services Team Initiative

<b>System of Care Concept and Philosophy<sup>1</sup></b>	<b>The Coordinated Services Team Initiative</b>
<b>DEFINITION – A system of care is:</b>	<b>Vision of the Coordinated Services Team (CST) Initiative</b>
A spectrum of effective, community-based services and supports for children and youth with or at risk for mental health or other challenges and their families, that is organized into a coordinated network, builds meaningful partnerships with families and youth and addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life.	<i>To implement a practice change and system transformation in Wisconsin by having a strength-based coordinated system of care, driven by a shared set of core values, that is reflected and measured in the way we interact with and deliver supports and services for families involved in multiple systems of care, such as: substance abuse, mental health, child welfare, juvenile justice, and special education.</i>
<b>CORE VALUES – Systems of care are:</b>	<b>Core Values of the CST initiative</b>
1. Family driven and youth guided, with the strengths and needs of the child and family determining the types and mix of services and supports provided	<p><b>Family-Centered:</b> A family-centered approach means that families are a family of choice defined by the consumers themselves.</p> <p><b>Consumer Involvement:</b> The family’s involvement in the process is empowering and increases the likelihood of cooperation, ownership, and success.</p> <p><b>Strength-Based:</b> Strength-based planning builds on the family’s unique qualities and identified strengths that can be used to support strategies to meet the family’s needs</p> <p><b>Unconditional Care:</b> Means that we care for the family, not that we will care “if”. It means that it is the responsibility of the service team to adapt to the needs of the family – not the family to adapt to the needs of a program.</p>
2. Community based, with the locus of services as well as system management resting within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level	<p><b>Builds on Natural and Community Supports:</b> Recognizes and utilizes all resources in our communities creatively and flexibly, including formal and informal supports and service systems.</p> <p><b>Collaboration Across Systems:</b> An interactive process in which people with diverse expertise, along with families, generate solutions to mutually defined needs and goals building on identified strengths.</p> <p><b>Team Approach Across Agencies:</b> Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs</p> <p><b>Ensuring Safety:</b> When child protective services are involved, the team will maintain a focus on child safety. When safety concerns are present, a primary goal of the family team is the protection of the citizens from crime and fear of crime.</p>
3. Culturally and linguistically competent, with agencies, programs, and services that reflect the cultural racial ethnic and linguistic differences of the populations they serve to facilitate access to and utilization of appropriate services and supports	<b>Gender/Age/Culturally Responsive Treatment:</b> Services reflect an understanding of the issues specific to gender, age, disability, race, ethnicity, and sexual orientation and reflect support, acceptance, and embrace an understanding of cultural and lifestyle diversity.

<b>GUIDING PRINCIPLES</b> <i>Systems of care are designed to:</i>	<b><i>Eight Key Components of CST, and CST Core Values</i></b>
<p>1. Ensure availability of and access to a broad, flexible array of effective, evidence-informed, community-based services and supports for children and their families that addresses their physical, emotional, social, and educational needs, including traditional and nontraditional services as well as informal and natural supports</p>	<p><b><i>Eight Key Components:</i></b></p> <ul style="list-style-type: none"> <li>• <i>Collaborative family teams create and implement individualized support and service plans of care for families</i></li> <li>• <i>Significant collaborative funding is available to meet the financial needs identified in the Plan of Care</i></li> </ul> <p><b><i>Core Values</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>Self-Sufficiency:</i></b> <i>Families will be supported, resources shared, and team members held responsible in achieving self-sufficiency in essential life domains. (Domains include but are not limited to: safety, housing, employment, financial, educational, psychological, emotional, and spiritual.).</i></li> <li>• <b><i>Education and Work Focus:</i></b> <i>Dedication to positive, immediate, and consistent education, employment, and/or employment-related activities which results in resiliency and self-sufficiency, improved quality of life for self, family, and the community.</i></li> <li>• <b><i>Belief in Growth, Learning, and Recovery:</i></b> <i>Family improvement begins by integrating formal and informal supports that instill hope and are dedicated to interactive with individuals with compassion, dignity, and respect.</i></li> <li>• <b><i>Outcome-oriented:</i></b> <i>From the onset of the family team meetings, levels of personal responsibility and accountability for all team members, both formal and informal supports are discussed, agreed-upon, and maintained. Identified outcomes are understood and shared by all team members.</i></li> </ul>
<p>2. Provide individualized services in accordance with the unique potential and needs of each child and family, guided by a strengths-based, wraparound service planning process and an individualized service plan developed in true partnership with the child and family</p>	<p><b><i>Eight Key Components:</i></b></p> <ul style="list-style-type: none"> <li>• <i>Collaborative family teams create and implement individualized support and service plans of care for families</i></li> </ul> <p><b><i>Core Values</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>Family-Centered:</i></b> <i>A family-centered approach means that families are a family of choice defined by the consumers themselves.</i></li> <li>• <b><i>Consumer Involvement:</i></b> <i>The family's involvement in the process is empowering and increases the likelihood of cooperation, ownership, and success.</i></li> <li>• <b><i>Strength-Based:</i></b> <i>Strength-based planning builds on the family's unique qualities and identified strengths that can be used to support strategies to meet the family's needs</i></li> </ul>

<p>3. Deliver services and supports within the least restrictive, most normative environments that are clinically appropriate</p>	<p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b><i>Builds on Natural and Community Supports:</i></b> Recognizes and utilizes all resources in our communities creatively and flexibly, including formal and informal supports and service systems.</li> </ul>
<p>4. Ensure that families, other caregivers, and youth are full partners in all aspects of the planning and delivery of their own services and in the policies and procedures that govern care for all children and youth in their communities, states, territories, tribes, and Nation</p>	<p><b>Eight Key Components:</b></p> <ul style="list-style-type: none"> <li>• <i>Parents/caregivers are involved as full partners at every level of activity</i></li> <li>• <i>Advocacy is provided for each family</i></li> </ul> <p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b><i>Family-Centered:</i></b> A family-centered approach means that families are a family of choice defined by the consumers themselves.</li> </ul>
<p>5. Ensure cross-system collaboration, with linkages between child-serving agencies and programs across administrative and funding boundaries and mechanisms for system-level management, coordination, and integrated care management</p>	<p><b>Eight Key Components:</b></p> <ul style="list-style-type: none"> <li>• <i>An inclusive interagency group (Coordinating Committee) serving children and families has agreed upon the Core Values and Guiding Principles which are in the Interagency Agreement</i></li> <li>• <i>Significant collaborative funding is available to meet the financial needs identified in the Plan of Care</i></li> </ul> <p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b><i>Collaboration Across Systems:</i></b> An interactive process in which people with diverse expertise, along with families, generate solutions to mutually defined needs and goals building on identified strengths.</li> <li>• <b><i>Team Approach Across Agencies:</i></b> Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs</li> </ul>
<p>6. Provide care management or similar mechanisms to ensure that multiple services are delivered in a coordinated and therapeutic manner and that children and their families can move through the system of services in accordance with their changing needs</p>	<p><b>Eight Key Components</b></p> <ul style="list-style-type: none"> <li>• <i>Ongoing training is provided to all participants (including service/care coordinators)</i></li> </ul> <p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b><i>Team Approach Across Agencies:</i></b> Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs</li> </ul>

<p>7. Provide developmentally appropriate mental health services and supports that promote optimal social and emotional outcomes for young children and their families in their homes and community settings</p>	<p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b>Strength-Based:</b> <i>Strength-based planning builds on the family's unique qualities and identified strengths that can be used to support strategies to meet the family's needs</i></li> <li>• <b>Team Approach Across Agencies:</b> <i>Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs</i></li> </ul>
<p>8. Provide developmentally appropriate services and supports to facilitate the transition of youth to adulthood and to the adult-service system as needed</p>	<p><b>Eight Key Components:</b></p> <ul style="list-style-type: none"> <li>• <i>Adolescents are ensured a planned transition to adult life</i></li> </ul>
<p>9. Incorporate or link with mental health promotion, prevention, and early identification and intervention to improve long term outcomes including mechanisms to identify problems at an earlier stage and mental health promotion and prevention activities directed at all children and adolescents</p>	<p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b>Collaboration Across Systems:</b> <i>An interactive process in which people with diverse expertise, along with families, generate solutions to mutually defined needs and goals building on identified strengths.</i></li> <li>• <b>Team Approach Across Agencies:</b> <i>Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs</i></li> <li>• <b>Outcome-oriented:</b> <i>From the onset of the family team meetings, levels of personal responsibility and accountability for all team members, both formal and informal supports are discussed, agreed-upon, and maintained. Identified outcomes are understood and shared by all team members.</i></li> </ul>
<p>10. Incorporate continuous accountability mechanisms to track, monitor, and manage the achievement of system of care goals; fidelity to the system of care philosophy; and quality, effectiveness, and outcomes at the system level, practice level, and child and family level</p>	<p><b>Eight Key Components:</b></p> <ul style="list-style-type: none"> <li>• <i>Functional goals are monitored and measured, emphasizing participant satisfaction</i></li> </ul>
<p>11. Protect the rights of children, youth, and families and promote effective advocacy efforts</p>	<p><b>Eight Key Components:</b></p> <ul style="list-style-type: none"> <li>• <i>Advocacy is provided for each family</i></li> </ul>
<p>12. Provide services and supports without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socioeconomic status, geography, language, immigration status, or other characteristics; services should be sensitive and responsive to these differences</p>	<p><b>Core Values</b></p> <ul style="list-style-type: none"> <li>• <b>Gender/Age/Culturally Responsive Treatment:</b> <i>Services reflect an understanding of the issues specific to gender, age, disability, race, ethnicity, and sexual orientation and reflect support, acceptance, and embrace an understanding of cultural and lifestyle diversity.</i></li> </ul>