



Common Challenges in Systems of Care Implementation

- Unrealistic expectations about the time it takes to attain sustainable change
- All or nothing thinking: failure to recognize progress and accomplishments
- Lack of a unified commitment to the vision, mission and purpose
- Competing priorities among participating agencies
- Agencies trapped in silos
 - Incompatible billing and funding restrictions
 - Separate information systems
 - Agency specific required paperwork and reporting processes
 - Mandates
 - Distinct agency cultures
- Consumer involvement
 - Approaches and beliefs about family inclusion models vary
- Staff resistance
 - To shift in case practice
 - Wraparound fidelity
 - Outside entity (SOC) perceived as another layer of authority
 - Us/them
- Conflicting value base and philosophy of staff
- Lack of broad and consistent integration of SOC principles across agencies
- Limited core competencies of existing staff

- Limited training, coaching and mentoring support available by those who are experienced practitioners

Identify which of the items outlined are adaptive challenges verses technical challenges.

- ✓ A technical challenge is when there is a clear piece of information that needs to be learned, or a process that needs to be outlined in policy and procedure. A technical challenge is resolved via a task oriented solution.
- ✓ An adaptive challenge requires a shift in people's values, practices, and beliefs. Adaptive challenges require process oriented solutions.

Brainstorm proposed solutions