Brevard Family Partnership
Protecting Children, Strengthening Families, Changing Lives.

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System of Care Development Facts

1. The infrastructure that is conceptualized in the initial stages of formation will need to be modified when operationalized. It is normal for the operations and mechanics to need frequent modifications during the first 12-18 months.

2. Once fully implemented, it will take a minimum of 3 years to be fully operational, stable, and performing at expected levels.

3. There will be healthy tension and frustration during the first 18 months of operations. It is important to channel the tension and ensure there is a central location to receive input, complaints, and suggestions for improvement.

4. There are 2 populations that will be served in the system; those with a history with the partner agencies prior to SOC, and those families new to both systems. Apart from families served by agencies utilizing wraparound prior to the transition to SOC, high fidelity wraparound will only truly occur with those youth families new to both systems. This needs to be factored in when measuring fidelity and outcomes.

5. Wraparound is not fully maximized and used as intended when youth and families with histories where all else has failed are referred as a last resort. High fidelity wraparound involves, utilizes, and promotes family engagement at the front door.

6. Paradigm and philosophical shifts in case practice that are imposed by the system require cohesion and consistency throughout and across the system framework and agency hierarchy. To be integrated and sustained, the values and principles need to flow from the Administration at the highest level down and out to the field. The policies need to reinforce the principles and be translated as values into case practice. Having staff sign an attestation of the System of Care Values and Principles of Practice illustrates and ensures staff understand the values and are willing to be held accountable for making the shift.

7. There should be regularly scheduled opportunities for staff to provide feedback, to encourage cross system sharing and ideas for improvement, and mini trainings inclusive of all levels of staff within the system of care. These meetings/venues should allow opportunity to conduct retrospectives. All partners should be brought together annually for a related SOC training day and to conduct focuses groups and set priorities for next steps.

8. Systems of Care and most new ventures begin on a decline of momentum at the 3 year mark this requires an intentional plan for reinvigoration.

9. Trust is established over time. Credibility of the system is gained through marketing, branding, identifying the champions, sharing success stories, and setting measurable incremental targets and outcomes. Everyone in the SOC should be able to quote its purpose statement in one sentence, i.e. *"Protecting children, Strengthening families, Changing lives".* Creating forums and venues to brand and market the system fosters ownership of the vision and mission.

10. There is more work and investment of time on the front end, working in teams can be challenging from a logistical standpoint, but the outcomes of the wraparound process are proven effective and will reap positive dividends for the children, youth and families served.