

GOAL #1: Youth with SED and their families in Muskegon County will improve their health and wellness, live more self-directed lives and strive to reach their full potential

OBJECTIVE 1: Enhance infrastructure of child serving systems to deliver services consistent with System of Care values to improve quality of care and coordination using a trauma informed lens			
Strategy	Action Steps	Responsible	Timeline
Expand governance council to include youth, parent, community and school representation	<ul style="list-style-type: none"> Establish application process for new members Invite community, judge, faith based, parent and youth reps to apply Review and invite members Finalize governance structure 	Lauren & Enhanced Partners	By July meeting
Establish System of Care brand; roll out to community	<ul style="list-style-type: none"> Hold contest for name of System of Care with youth and families Obtain graphic design consultation for branding/logo Roll out brand in conjunction with comm. plan 	Cece	May-July Meeting July-August September-October
Develop communications plan to include ongoing community and stakeholder engagement	<ul style="list-style-type: none"> Work with State innovation Model and Integrated Service Delivery roll out Develop ongoing communications tools with shared responsibility among agencies 	Cece and Lauren, Social Marketing Committee	Draft plan and brand roll out by Sept. 1 Full plan by Oct. 1
Create Committees and Organizational Structure: Leverage existing groups and build required committees	<ul style="list-style-type: none"> Evaluation Committee Social Marketing Committee Cultural diversity/responsiveness Meet with stakeholders to discuss current community committees 	PSC Cece Lauren	May July August
Create shared cross-system learning and workforce development around System of Care values and practices	<ul style="list-style-type: none"> Develop online and in person System of Care orientation Require all child serving system staff to take "System of Care Orientation" online or in person Obtain feedback for development of affinity groups Develop shared expectation for cultural competency training requirements Develop shared training calendar for staff, families & youth Explore "Human Services In focus" program development 	Michael & Lauren Workforce development project team	July September October October November January
Implement Quality Improvement and Barrier Busting process	<ul style="list-style-type: none"> Develop barrier busting process with short term Quality Improvement teams (example: access to records) 	Kelly	June meeting

	<ul style="list-style-type: none"> • Incorporate how to funnel barriers into communication plan • Barrier identification as standing agenda item 		Sept/Oct Ongoing
Partners commit to Policy Review and Revision	<ul style="list-style-type: none"> • Enhanced Partners rotate bringing sample policy revisions • Create & deliver training on reviewing/revising policies • Add into contracts for providers to review & revise policies • Identify point people to report on policy changes quarterly • Develop a report template to capture policy changes 	Rotating TBD Contract managers Various PSC	Ongoing February May 2018 August 2017
Undergo long term strategic planning and integration mapping process	<ul style="list-style-type: none"> • Identify consultant • Undergo planning process 	Lauren Enhanced Partners	By August meeting TBD

OBJECTIVE 2: Families direct development of the system of care

Strategy	Action Steps	Responsible	Timeline
Implement Family Driven Best Practices at the System, Practice and Service Levels	<ul style="list-style-type: none"> • Ensure family members serve on agency boards and committees including governance council and evaluation team • Link families to participate in Quality Improvement process • Equip parents as trainers in workforce development • Invite parents to be advisors in hiring • Ensure participation on Wraparound teams • Ensure family participation in evaluation process • Parents as peer support providers; groups and one on one 	Kevin	To be determined by Parent Advisory Council
Create leadership, advisory and advocacy development opportunities for families	<ul style="list-style-type: none"> • Work with existing parent groups to engage in System of Care • Develop ongoing calendar of opportunities for development, social, advisory and leadership opportunities • Development of a Parent Advisory Council to inform systems changes 	Kevin	To be determined by Parent Advisory Council
Consult with System of Care partners to ensure integration of family voice at all levels	<p>Assist in creation and implementation of strategies for family driven care with:</p> <ul style="list-style-type: none"> • System of Care school districts • Juvenile Transition Center and Family Court • DHHS • HealthWest • Community partners 	Rhonda, Kelly	To be determined by Parent Advisory Council

OBJECTIVE 3: Engage youth to guide development and implementation of the System of Care			
Strategy	Action Steps	Responsible	Timeline
Implement Youth Guided Best Practices at the System, practice and service levels	<ul style="list-style-type: none"> • Ensure youth voice on agency boards and committees, including governance council and evaluation team • Link youth to participate in QI process • Ensure youth feedback into evaluation process • Equip youth as trainers in workforce development • Ensure participation on service teams • Youth as peer support providers • Youth are given choice of services and supports 	Andre	To be determined by Youth Leadership Team
Create leadership, advisory and development opportunities for youth served by SOC	<ul style="list-style-type: none"> • Create calendar of opportunities for development, social, advisory and leadership opportunities • Obtain coaching/mentoring in youth development EBP • Create Youth Development Team(s) at SOC schools and implement evidence based programming 	Andre	To be determined by Youth Leadership Team
Collaborate with community partners to enhance youth voice throughout systems	<ul style="list-style-type: none"> • Partner with existing youth engagement/leadership groups • Assist youth and partners in creating changes based on youth voice (ie, JTC career day, lunch buddies, linking with natural supports) 	Andre	To be determined by Youth Leadership Team

GOAL #2: All youth and families in Muskegon County can access and receive needed services

OBJECTIVE 1: Increase access to community based continuum of care			
Strategy	Action Steps	Responsible	Timeline
Create shared assessment process	<ul style="list-style-type: none"> Conduct community-wide Child Adolescent Needs and Strengths (CANS) training Implement shared Child Adolescent Needs and Strengths assessment process 	Kelly	December 2017 May 2017
Implement school based service approach	<ul style="list-style-type: none"> Host Trauma Sensitive Schools Learning community Hire and train school based staff Implement services Partner with PASS grant, Pathways to Potential and Hackley Community Care Center Ensure continuous quality improvement 	Lauren Lauren/Kelly/ Rhonda Schools/SOC team Schools/SOC team	April and ongoing By end of July September Ongoing
Develop youth mobile stabilization team	<ul style="list-style-type: none"> Write mobile stabilization planning grant Participate in shared planning and communication process Develop new service team 	Connie/HW TBD HW	May July-July TBD
Bring therapeutic foster care to the community	<ul style="list-style-type: none"> Explore options for providers Request for Proposal process Development of new service 	Rhonda/Julia	TBD
Implement health disparities reduction plan	<ul style="list-style-type: none"> Set up SOC systems to collect and track demographic information according to access and outcomes Integrate planning for reduction of disparities into CQI process 	Lauren/HW IT/PSC	By January 2018
Partner with and support UCCI Re-design process	<ul style="list-style-type: none"> Participate in committees Obtain needed training Support family court in implementation 	Lauren Kelly Rhonda	Ongoing
Integrated Service Delivery	<ul style="list-style-type: none"> SOC staff participate in development team Report to governance on roll-out 		
Revamp HealthWest intake process and youth services structure	<ul style="list-style-type: none"> Hire needed staff Restructure youth programs/capacity Implement mobile stabilization with brief intervention 	Julia Rhonda Kelly	Ongoing

GOAL #3: The SOC approach will be fully developed, sustainable, and replicable throughout State of Michigan, building on other statewide initiatives

OBJECTIVE 1: Expand model and share outcomes with statewide stakeholders			
Strategy	Action Steps	Responsible	Timeline
Increase number of communities in Muskegon with enhanced P2P sites	<ul style="list-style-type: none"> Implement phased model with 7 districts over 4 years 	Lauren Kelly Rhonda	Phase one: 2017 Phase two: 2018 Phase three: 2019
Develop a community-wide cost/service reporting mechanism that is inclusive of all child serving and social services agencies for enrolled youth and families	<ul style="list-style-type: none"> Work with IT, PSC and a consultant if needed to develop cost reporting mechanism 	Julia Lauren PSC Consultant	By May 2018
Share model design, outcomes and cost data to statewide stakeholders bi-annually	<ul style="list-style-type: none"> Create bi annual reports Hold bi annual "Report to Community" events 	SOC team	Sept 2017 April 2018
Work with State Department of Mental Health and Department of Health and Human Services to develop a model that can be implemented in MI counties	<ul style="list-style-type: none"> Start meeting bi annually with state representatives to share outcomes and progress Create advocacy plan for funding of mental health support in conjunction P2P 	Julia Jane Lauren	Sept 2017 April 2018 May 2018