

This chart highlights the shifts that the system of care initiative is trying to achieve as reform efforts continue on current systems:

FROM	TO
Individualized silos	Community collaboration/ownership
Unmet needs of children and families	Coordinated and comprehensive service array
Growing cultural awareness	Cultural competence
Token family involvement	Families as partners and active participants
Problem-focused/driven	Needs driven & Individualized
No uniform community-based outcomes	Community-based and results-oriented accountability

**For additional information contact**

Your Case Manager or Social Worker

*Or*

Linda Jones, SOC Coordinator

Alamance County Department of Social Services

Phone: (336) 229-3846

*Or*

Ric Bruton, SOC Coordinator

Alamance-Caswell LME

Phone: (336) 513-4200, Ext. 4224

## *Alamance County System of Care*



**One Family**

**One Team**

**One Plan**

## *What Is A System of Care*

System of Care is an approach based on the development of a strong infrastructure of interagency collaboration, family centered, individualized strength-based practices, culturally competent services and supports, community based services, child and family involvement in all aspects of the system, and measures of accountability.

State, county, and local agencies partner with families and communities to address the multiple needs of children and families within their respective communities.

System of Care addresses entrenched system problems including patterns of utilization, costs, administrative inefficiencies, and poor outcomes.

## *Why System of Care?*

System of Care helps:

- Prevent out of home placements
- Reduce multiple placements
- Families and children be safe and successful in their home, school and families
- Address the multiple needs of children and their families

## *Guiding Principles of System of Care*

### **Interagency Collaboration**

Interagency collaboration engages all child and family-serving agencies at all levels of public, private, and faith-based organizations, including child welfare, juvenile justice, mental health, substance abuse, education, health and private providers.

### **Family Centered Individualized Strengths-Based Approach**

Acknowledges each child and families unique set of strengths and needs to develop individualized child and family teams to create customized family driven plans that achieve desired outcomes.

### **Cultural Competence**

Agency policies, training, and family engagement are critical to ensure cultural competence. This is possible by tailoring services (location and types) and programs by considering the cultural, ethnic, racial makeup and personal preference of the family.

### **Community-Based Services**

Children thrive in the context of their homes, communities, and schools. Through local level decision-making, that reflects a community's strengths, a wide range of community based services and supports are possible for children and families.

## **Child & Family Involvement**

Mutual respect and meaningful partnership between families and professionals in the planning and implementation of both individualized plans and community change is essential.

### **Accountability**

Outcomes data is collected, analyzed, and reported on the individual child and family services system, performance, and financial efficiencies. The information is used to inform all stakeholders and serves as a quality assurance process.

### **Objectives**

Train community partners on conducting and training on family-centered practices

Protocols to resolve inter-agency issues around confidentiality and blended funding

Developing services as needed to fill current service gaps

Overcoming lack of alternatives to out of home placements of children

Inclusion of families to play critical roles in planning for their lives as well as in the design and delivery of all family serving systems

Developing interagency collaborative infrastructure at both county and state levels to support SOC principles and activities including child and family participation