

# SYSTEMS OF HOPE SUSTAINABILITY PLAN

Systems of Hope Mission: To provide effective support and care which is family driven and youth guided to families and their children who are experiencing serious emotional and behavioral problems. The Harris County Systems of Hope utilizes integrated, holistic and individualized methods based on strengths and an appreciation of the many cultures represented in our community.

Plan Champion: Randy Joiner

Plan Administrator: Nichole Christoph

## SOC Component To Sustain:

### SYSTEMS OF CARE PRINCIPLES

#### Selected Actions:

Increase knowledge of SOC principles within partner agencies

- I. Integrate SOC information into leadership meetings such as stories & practices.
  - a. Who-George, Steve, Tom, Stephen, Curt
  - b. Where-At their own organization
  - c. Designate person in organization to share story
  - d. Website information available that SOH staff provide resource assistance

Completion date: July 2010

Shepherd:

2. Incorporate SOC principles into new employee orientation and training institute.
  - a. Executives identify designated staff to work with HR/Training
  - b. Trained by SOH staff
  - c. Larry Pam, Tammy Eileene Barbara

Completion date: January 2011

Shepherd:

3. Quarterly CEU opportunities on SOC principles led by agency staff & family members/youth
  - a. SOH staff train designated trainers to train or refresher
  - b. Use agency experts to offer training to community
  - c. Mechanisms for notices flyers email

Completion date: September 2010 Shepherd:

4. Open all SOC trainings to family & youth

Completion date: September 2010 Shepherd:

5. Integrate SOC into staff meetings

Completion date: July Staff meeting Shepherd:

Goal Champion: Pam Schaffer

Work Group: Training-input and feed back to Systems Change

<u>Name</u>	<u>Phone</u>	<u>E-mail</u>
Eileene Chappelle	281-922-7032	recasail@sbcglobal.net
Pam Schaffer	713-295-2520	pam.schaffer@cps.hctx.net
Lareatha Clay	713-295-2742	lareatha.clay@cps.hctx.net
Clemelia Richardson	713-384-7714	clemelia.richardson@houstontx.gov
Michael Santana		mstantana@depelchin.org
Jason Lau		jalu@depelchin.org
Michelle Ibarra		mibarra@depelchin.org
Charrissa Nealey		risanealey@depelchin.org

Benefits of Sustaining This Component:

## Additional Ideas

### SOC Principles

#### Co-locate staff to include

- A. Children's assessment & services functions
- B. Multiple agencies/partners including informal/advocacy groups
- C. Seamless entry
- D. Family informed & choose services; easily shared records
- E. Cross training
- F.

#### Co-locate staff

- Children assess center
- Evaluation of services by families
- Mobile unit of multi services
- Cross training staff
- Train family/youth org. agencies advoc. On soc
- Define training individualized to context
- Have family/youth hired as staff
- Multiple agencies commit to families as needed
- Seamless network to access services
- Shared records with family permission to improve, increase access-they contact family
- More in-home services

- Expand partners to include school/hospitals/day cares, RTC to incorporate SOC
- Evaluation principle implement by agencies-cross-agency teams to do this
- Generate meaningful report that includes client outcomes
- Join funding/blended funds blended staff functions
- Use national data that supports principles
- Include local data that compares
- Family is informed to select services family wants/needs
- Family driven marketing
- Operationalize principles into policies/procedures at program level
- Feedback from staff /consumers
- Integrate services