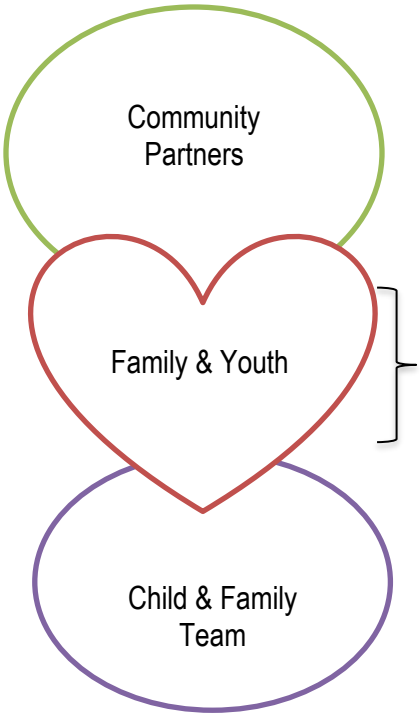
A Principles-Driven Barrier Resolution Approach for Systems of Care



Community Needs/Wrap Practice Barriers

Level 1: Formal Resolution Process

Barrier identifier completes *Barrier Submission and Community Need Form* and submits to the System of Care Practice Level Work Group

Practice Level Workgroup in Yamhill County is comprised of Youth serving system representatives and Family members collectively adhering to system of care and wraparound values and principles. The work group addresses:

- Barriers to the practice of Wraparound
- Barriers created by Systemic issues with an Agency
- Assists in identifying solutions
- Tracks barriers, resolutions, and themes
- Summarize /Prioritize barriers to send to OHA Quarterly

Any unresolved barriers will be forwarded to Advisory Committee and/or Executive Council.

Level 2: Formal Resolution Process

Advisory Committee

- Barriers to the practice of Wraparound and/or Systemic issues with an Agency
- Makes recommendations
- Reports back to Practice Level Workgroup

Level 3: Formal Resolution Process

Executive Council

- Eliminate practice/system barriers at the policy, finance, workforce development and design level to support systems of care.
- Advocates for change with Oregon Health Authority
- Make referrals of unresolved

Level 4: Formal Resolution Process

State-level Implementation Team

Oregon Health Authority (OHA), Youth Era Oregon (YE), Oregon Family Support Network (OFSN), Juvenile Justice (JJ), Department of Human Services (DHS) Oregon Youth Authority (OYA), Intellectual Developmental Disabilities (IDD), Education, (ODE) etc.

- Address statewide unresolved barriers

Agency/Staff concerns

Informal Resolution Process

- Talk with a supervisor
- Leadership support for the Child & Family Team (supervision/Coaching)

Formal Grievance Process through each individual agency still applies

If not resolved with the agency, the Youth or guardian may call Yamhill CCO Member Services to file a grievance or complaint.

Yamhill CCO Member Services 1-855-722-8205