Community Needs and/or

Wrap Practice Barriers

**Level 1: Formal Resolution Process**

**Barrier identifier completes *Barrier Submission and Community Need Form* and submits to the Systems of Care (SOC) 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

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

Family & Youth

**Level 4: Formal Resolution Process**

**State-level Implementation Team**

Oregon Health Authority (OHA), Youth MOVE Oregon (YMO), 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

**Level 2: Formal Resolution Process**

**Advisory Committee**

* Addresses 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 barriers to the State-level implementation team

Formal Grievance Process through each individual agency still applies

Agency/Staff concerns

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**

**Informal Resolution Process**

* Talk with a supervisor
* Leadership support provided for the Child & Family Team (supervision/coaching)