



## Yamhill County System of Care Barrier and Community Need Form

**What is a barrier?** Something that is getting in the way of youth and families in our community from reaching their full potential.

**What is a complaint?** Being unhappy with a service you received or something you bought. Do not use this form for complaints. Call customer service at 1-855-722-8205 or TTY/TDD 1-800-735-2900 or 711.

**How do I send a barrier form?** Send it by email to [SOCBarriers@YamhillCCO.org](mailto:SOCBarriers@YamhillCCO.org).

**How do I know if my barrier was received?** You will get an email telling you that we got your barrier form.

**What should I put on the form?** Tell us what you feel the barrier is and your ideas how to fix it. The email that the form is sent with is not secure so don't put anyone's personal information on it.

**Who will review the form?** Barrier forms are emailed to the Yamhill County System of Care's Practice Workgroup.

**Who is in the Practice Workgroup?** They are youth, family, providers that work with youth and system partners. They make sure that the services and supports used are well coordinated, community-based, youth and family driven, and open to all cultures and languages.

**What does the Practice Workgroup do with the barriers they receive?** All the barriers are looked at for problems that may need to be fixed. The group comes up with ideas and gives them to the people who can work on or fix the barrier in their system or they give their ideas to the Advisory Committee. The Advisory Committee is a group of leaders from all the systems who work together to fix problems that are in more than one system.

**How often are barriers reviewed?** All barriers are reviewed monthly. If you send in your barrier after the meeting has happened it will be reviewed at the next monthly meeting.

**Is there a time frame to resolve the barrier?** A barrier can be hard to fix and include many community systems, so each can take different amounts of time.

**If my barrier is too hard to fix will it be dismissed by the workgroup?** No, all barriers stay on a tracking sheet and are looked at each month to see if a new solution might fix the barrier.



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## Barrier and Community Need Form

**Date:**

**Barrier category:**

- Services and Supports (access and quality)
- Child and Family Team Meeting (process, protocol, and functioning)
- Roles and Responsibilities (who does what, collaboration, follow through)
- Legal Mandates (confidentiality, IEP)
- Policies and Procedures (laws, state & agency rules)
- Culture & Language Responsiveness (interpreters, forms)
- Other: \_\_\_\_\_

**Describe the Barrier** (*why is this barrier, how often does it happen, how does it affect youth and families*):  
**Don't use anyone's personal information.** Your form will be looked at in the SOC Practice Workgroup Meeting.

**Recommendations** (*What would make this better?*):

Would you like to receive a follow up to resolution of this issue?  Yes  No

If yes:

**Preferred Contact Information:** \_\_\_\_\_

Submit by e-mail to:

***SOCBarriers@YamhillCCO.org***

Please put "barrier submission" in the subject line

**SOC Barriers email is not secure; do not use anyone's personal information.**