A Principles-Driven Barrier Resolution Approach for Systems of Care Community Needs and/or Wrap Practice Barriers Community **Partners Level 1: Formal Resolution Process** Barrier identifier completes Barrier Submission and Community Need Form and submits to Family the Systems of Care (SOC) Practice Level Work Group & Youth 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 Child & Barriers created by systemic issues with an Agency Family Assists in identifying solutions Team Tracks barriers, resolutions, and themes Any unresolved barriers will be forwarded to Advisory Committee and/or Executive Council Level 4: Formal Resolution Process Level 3: Formal Resolution Process **Level 2: Formal Resolution Process** State-level Implementation Team **Executive Council** Oregon Health Authority (OHA), Youth MOVE Eliminate practice/system barriers **Advisory Committee** Oregon (YMO), Oregon Family Support Network at the policy, finance, workforce Addresses barriers to the practice (OFSN), Juvenile Justice (JJ), Department of development and design level to Human Services (DHS) Oregon Youth Authority of Wraparound and/or systemic support Systems of Care (OYA), Intellectual Developmental Disabilities issues with an Agency Advocates for change with (IDD), Education, (ODE) etc. Makes recommendations Oregon Health Authority Address statewide unresolved Reports back to Practice Level barriers Make referrals of unresolved Workgroup barriers to the State-level implementation team Formal Grievance Process through each individual agency still applies If not resolved with the agency, the Agency/Staff Youth or Guardian may call Yamhill CCO Member Services to file a concerns grievance or complaint **Informal Resolution Process** Talk with a supervisor Yamhill CCO Leadership support provided

Member Services 1-855-722-8205

for the Child & Family Team

(supervision/coaching)