



What is System of Care?

"System of Care" is not a program — it is a philosophy. The System of Care (SOC) framework is a coordinated network of community-based services and supports that is organized to meet the physical, mental, social, emotional, educational, and developmental needs of children and their families. For SOC to be successful, all stakeholders act as equal partners with the youth and family guiding the process. This allows for supports to be effective, build on the strengths of individuals and those that care about them while addressing each person's cultural and linguistic needs. A SOC helps children, youth, and families function better at home, in school, in the community, and throughout life. (Substance Abuse and Mental Health Services Administration - SAMHSA)

By implementing the SOC approach and values (such as being family driven, youth guided, and culturally competent), communities are able to work toward a more integrated process in which all of the providers and agencies that support youth and families are not working in silos, but rather as part of a collaborative effort to ensure their success.

The System of Care philosophy is based around the following **desired outcomes**:

- Promoting wellness of children and youth across their lifespan
- Multi-system sharing of resources and responsibilities
- Array of necessary and appropriate services and supports
- Collaboration across systems and traditional funding silos
- Engaging and supporting families in raising their children with emotional health and resilience

In addition to establishing a foundation of shared values and principles between individual community departments and agencies, a truly successful SOC approach focuses on building meaningful relationships with the families and youth they serve. Family and youth are involved as partners in the process rather than merely service recipients, and are utilized as significant resources for their own plan of care as well as their input on all systems-based initiatives.

What is NYS Success?

New York State has a long history of integrating and implementing SOC at the local level dating back to the 1990's. *NYS Success* aims to expand System of Care to all counties across the state above New York City and Long Island by creating a statewide structure and network of communities and state agencies working together to create sustainable, beneficial change to coordinate supports.

In 2012, SAMHSA awarded Upstate New York with a four year, four million dollar grant to support broad-scale operation, expansion and integration of systems of care through the creation of sustainable infrastructure. This will allow for the provision of and access to required services and supports that include the values, principles, and practices comprising the system of care approach to become the primary way in which children's services are delivered in all counties throughout New York State. Additional funding has also been provided by the New York State Office of Mental Health to support these efforts. What originated as the Upstate New York System of Care Expansion Project has now given way to the creation of a permanent cross-county system, known as **NYS Success: *Connecting Systems of Care with Children and Families.***

With the assistance of a designated core implementation and planning team, all 55 upstate counties are expected to successfully integrate and sustain the SOC values, principles and practices within their own communities. Over the course of four years, each county will be brought into the NYS Success network as a member of one of four learning collaborative cohorts. Each year, the team and existing mentor counties (including New York City and Long Island) within NYS Success will work together with the cohorts to assist in the building and strengthening of System of Care. A consultant (technical assistance, training, coaching and resources) pool will be available to each cohort providing the support needed for success. Additionally, as counties are brought into the NYS Success network, they will be able to apply for funding from the project's "Innovation Fund" to support approved System of Care integration strategies on a countywide or regional level.

Why System of Care?

As a result of the implementation of the SOC philosophy, youth and families are able to receive the supports they need while maintaining their connection with their home, school, or other community environments. This community-, evidence-, and strength-based approach helps to connect youth and families with the services that are most appropriate for them, increase the effectiveness of community supports, reduce the amount of time spent by youths in advanced care treatments and facilities, and increase rates of success after care coordination has ended. Since the effectiveness of youth and family care has been shown to greatly improve after the implementation of SOC, the costs to the greater community are also decreased, both financially and socially.

Staff roles within NYS Success:

The cooperative agreement with SAMHSA requires each implementation expansion to have an established core staff that is specialized in the different components of the System of Care (SOC).

Principal Investigator: Kathleen C. Plum, PhD, RN. Kathy is Director of the Monroe County Office of Mental Health, the lead agency for the grant on behalf of all other upstate counties. She ensures the NYS Success team has the resources and support they need; federal guidelines are followed; and grant dollars are directed appropriately to Coordinated Care Services, Inc. (CCSI, contract entity). She is also the Chairperson of the expanded Conference of Local Mental Hygiene Directors (CLMHD) Children & Families Committee, which serves as the state level advisory group for this work. KPlum@monroecounty.gov

Project Director: Mary Coppola, DSW. Mary has a wealth of experience. Most recently, she was the Technical Assistance Manager for the CLMHD, acting as a liaison with state representatives and the community to advance collaboration on public mental health priorities to improve access and outcomes. Mary provides leadership and direction for the development and implementation of a comprehensive strategic plan and all aspects of NYS Success. MCoppola@ccsi.org

Manager – Training and Technical Assistance: Tricia Snyder, MSW. Tricia brings a great deal of experience building capacity in systems of care at regional, statewide and national levels in family home, educational, residential, and medical settings. She is the lead for training/technical assistance, innovation funding and connecting NYS Success communities. Tricia is also the parent of a youth who has accessed additional supports to achieve success since early childhood. TSnyder@ccsi.org

Cultural & Linguistic Competence Specialist: Lenora Reid-Rose, MBA. Lenora brings a wealth of experience as a consultant and educator at the state, regional and national levels. She has extensive expertise in developing and implementing cultural competence assessments, training initiatives, and programs to help agencies understand where they are on the continuum of cultural competence and identify changes in policy, practice, and education needed to support progress. LReid-rose@ccsi.org

Lead Evaluator: Mansoor Kazi, PhD is an Associate Research Professor and Director of Program Evaluation Center at the School of Social Work, University at Buffalo (The State University of New York) and has extensive experience of evaluation of human services in USA, United Kingdom and in Finland. Dr. Kazi is the lead evaluator for NYS Success and the Chautauqua Tapestry System of Care. He received SAMHSA's Gold Award for Outstanding Local Evaluation in 2010. mkazi@buffalo.edu

Social Marketing/Communications Coordinator: Stephanie Garvia, MS Strategic Marketing. Stephanie is the Program Manager at the Ad Council of Rochester, where she regularly uses social marketing to make an impact on community issues and helps to build capacity within local nonprofits. Stephanie is responsible for leading the social marketing initiatives within NYS Success and providing social marketing assistance to learning collaborative cohorts. sgarvia@adcouncilroch.org

Family Engagement Consultant: Daphne Brown. Daphne has worked with families and understands the challenges that families face when trying to navigate multiple child-serving systems. Daphne is responsible for ensuring family participation in all aspects of NYS Success including the advisory board, subcommittees and other work teams. dbrown@ftnys.org

Youth Engagement Consultant: Melanie Hecker. Promotes youth voice, empowerment and involvement in all of NYS Success including working with other team members to ensure the needs of youth are met and included as well as providing training and consultation on youth engagement. mhecker@youthpowerny.org

Project Assistant: Katelyn Connally. Katelyn has several years of experience as a project assistant for health and human service grants. katelyn@nyrehab.org