Effective Collaboration For Systems of Care Transformation

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Imagine you’re living in a fish bowl and you are part of an initiative charged with systems transformation:

Your Community
What does collaboration involve when the goal is systems change and transformation?

- Transparent communication
- Building relationships
- Trust
- Participation in decision-making
- Commitment to the SOC development and the process both from the organization and individual
- Inclusion – identify all stakeholders
- Clarify all assumptions
- GO SLOW to GO FAST!!!!
Transparent Communication

- Constructing a shared vision through willingness to say the things that are hard to say and hear the things that are hard to hear

- Communication Strategies
  - Listening
  - Asking open-ended questions
  - Acknowledging
  - Framing perspectives in terms of what is important to each person.

- These strategies will move you from weakness to empowerment and from self-absorption to recognition

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Dialogue – a Critical Element of Transformation

- Clarify boundaries (goals, values, purposes, roles, non-negotiables)
- Identify needs
- Brainstorm ways to meet those needs in a principled way
- Mutually define and commit to rules of engagement
- Offer and disseminate accurate information
- Cultivate and nurture relationships that support transformation and sustainability
Characteristics of Effective Community-Wide Collaborations

- Shared ownership and accountability
- Family-driven
- Family-centered goals and orientation
- Strategic & data-driven
- Solution-oriented approach
- Individual & collective accountability
- Culturally-competent
- Clear, consistent, & simple interventions & expectations
- Highest common factor (not lowest common denominator)
Questions?

Press *7 on your phone to unmute your line

To remute after you are finished with your questions, press *6

2006 System of Care Start-up Webinar Series
What do YOU want to know about collaboration?

- Moving agency representatives from personal or organizational agendas to partnering.
- How to work with persons who do not want to collaborate.
- Does evaluation have a role in facilitating collaboration?
- School district participation - successes and challenges.
- Maintaining momentum during the last years of the grant.
- Changing policies to promote collaboration.
Fragmented Perceptions

Youth Development & Recreation
Prevention
Substance Abuse
Justice
Mental Health
Health
Child Welfare
Schools
Collaborative Perceptions
Barriers to Collaboration and Transformation

- Knowledge
- Professional socialization
- Language
- Missions, values, beliefs, rituals
- Communities of Knowledge and Communities of Practice
- Constituencies and their expectations
- Changing political climate
Structural Barriers to Collaboration and Transformation

- Mandates & accountability
- Funding streams
- Organization of resources
  - Jobs
  - Money
  - Time
- The burden of routine
  - What is on the desk when one gets back from a Webinar
Other Barriers to Collaboration & Transformation

- Self-interest
- Turf
- Fear
  - Change
  - Losing job
  - Losing control
- Management of change
- Agency-driven approaches to planning and evaluation
- Focus on symbolism
- Lowest common denominator
Whose Party Is It?: Operationalizing Collaboration

- Develop your logic model together
- Ensure everyone’s indicators are at the table
- Use the indicators for continuous quality improvement
Questions?

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Youth-Guided Systems

- Youth must be ensured that change is possible in their lives and the systems that serve them.
- Youth must be empowered to share their valuable life experiences and have a voice at all levels of system of care.
- Community stakeholders must begin to consider youth as partners
  - Open-minded
  - Invite youth to meetings
  - Mentor is provided for youth at all meetings
  - Use youth-friendly language & value youth opinion
Youth-Guided Systems

- Youth have some power in decision-making
- Youth must receive training on the systems players and their rights
- Youth involvement is treated as necessary in the beginning stages of planning and/or meetings
- Youth are compensated for their work
Impact of Collaboration

- Agency staff have come to know their counterparts in other agencies and are friendlier with one another; allowing them to work with one another in a more respectful way.
- Agencies work together to change or adapt to a situation rather than place blame.
- Shifting the focus of service delivery from the individual service provider to the system as a whole.
Impact of Collaboration

- Less service fragmentation
- Better response to specialized care through more appropriate service options
- Enhanced access to services
- Improved ability to consider the needs of the “whole child and the whole family” within the context of their community
Collaborative Outcomes: The Bottom Line

- **KEEP IT SIMPLE**
- **KEEP IT REAL**
- **KEEP THE FOCUS ON**
  - THE CHILD
  - THE YOUTH
  - THE FAMILY
  - COMMUNITY CAPACITY & SAFETY
- **LINK IT TO A THEORY OF CHANGE**
Questions?

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Resources  www.air.org/cecp

- Video: Making Collaboration Work for Children, Youth, Families, Schools, & Communities (CEC)
- Video: Promising Practices for Safe and Effective Schools (OJJDP)
- Improving Prevention, Providing More Efficient Services, and Reducing Recidivism For Youth With Disabilities (CECP/EDJJ)
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More Questions About Collaboration?

- If you have questions that weren’t addressed during this event, please contact your Region’s RTAC:
  - Region I: Nadia Cayce: ncayce@ffcmh.org
  - Region II: Bruce Strahl: bstrahl@ffcmh.org
  - Region III: Frank Rider will take over in January 2007: frider@ffcmh.org; until then you may contact Regenia Hicks: rhicks@air.org
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For TA Partnership Resource Specialist Information, visit the Contact Us page at: http://www.tapartnership.org/contact_list.asp