

Don Naylor

## Department of Health and Family Services Coordinated Services Team Initiative

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### VISION

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*To implement a practice change and system transformation in Wisconsin by having a strength-based coordinated system of care, driven by a shared set of core values, that is reflected and measured in the way we interact with and deliver supports and services for families involved in multiple systems of care, such as: substance abuse, mental health, child welfare, juvenile justice, and special education.*

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### CORE VALUES GUIDING THIS INITIATIVE

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**Family-Centered:** A family-centered approach means that families are a family of choice defined by the consumers themselves.

**Consumer Involvement:** The family's involvement in the process is empowering and increases the likelihood of cooperation, ownership, and success.

**Builds on Natural and Community Supports:** Recognizes and utilizes all resources in our communities creatively and flexibly, including formal and informal supports and service systems.

**Strength-Based:** Strength-based planning builds on the family's unique qualities and identified strengths that can be used to support strategies to meet the family's needs.

**Unconditional Care:** Means that we care for the family, not that we will care "if". It means that it is the responsibility of the service team to adapt to the needs of the family – not the family to adapt to the needs of a program.

**Collaboration Across Systems:** An interactive process in which people with diverse expertise, along with families, generate solutions to mutually defined needs and goals building on identified strengths.

**Team Approach Across Agencies:** Planning, decision-making, and strategies rely on the strengths, skills, mutual respect, creative and flexible resources of a diversified, committed, team. Team member strengths, skills, experience, and resources are utilized to select strategies that will support the family in meeting their needs.

**Ensuring Safety:** When child protective services are involved, the team will maintain a focus on child safety. When safety concerns are present, a primary goal of the family team is the protection of the citizens from crime and fear of crime.

**Gender/Age/Culturally Responsive Treatment:** Services reflect an understanding of the issues specific to gender, age, disability, race, ethnicity, and sexual orientation and reflect support, acceptance, and embrace an understanding of cultural and lifestyle diversity.

**Self-Sufficiency:** Families will be supported, resources shared, and team members held responsible in achieving self-sufficiency in essential life domains. (Domains include but are not limited to: safety, housing, employment, financial, educational, psychological, emotional, and spiritual.)

**Education and Work Focus:** Dedication to positive, immediate, and consistent education, employment, and/or employment-related activities which results in resiliency and self-sufficiency, improved quality of life for self, family, and the community.

**Belief in Growth, Learning, and Recovery:** Family improvement begins by integrating formal and informal supports that instill hope and are dedicated to interactive with individuals with compassion, dignity, and respect.

**Outcome-oriented:** From the onset of the family team meetings, levels of personal responsibility and accountability for all team members, both formal and informal supports are discussed, agreed-upon, and maintained. Identified outcomes are understood and shared by all team members.