



**SUN Service System**  
**Program Model Planning – Key Issue Areas**  
**DRAFT for SUN Council Discussion**  
**– September 6, 2013**

*Three initial assumptions moving forward:*

1. *Maintain a regional and culturally specific approach to service delivery.*
2. *Maintain the 6 major service areas.*
3. *Maintain commitment to funding culturally specific services.*

Issue/Question	Goal of Conversation/Process	Key Question(s)	Lead Entity (How)	Proposed SUN Council Role	Timeline
<b>Resource Allocation</b>	Review existing resource allocation methodologies for SUN Service System programs; recommend any areas for change	<ul style="list-style-type: none"> <li>Consider current allocation methodology &amp; rationale for Regions &amp; Culturally Specific service allocations</li> </ul>	<b>SUN Council</b> Workgroup	Lead and staff workgroup	Complete by February 2014
<b>Theory of Change</b>	Review & confirm theory of change as foundation for the SUN Service System	<ul style="list-style-type: none"> <li>What are the values that guide our work?</li> <li>What is the system intending to achieve?</li> </ul>	<b>SUNSS Division</b> Equity Lens workgroup	Review theory of change, affirm foundation	Complete by November 2013
<b>Program by Program Review</b>	Review each major program area, gather input about recommended changes to any aspect of the services currently delivered	<ul style="list-style-type: none"> <li>Target population, service delivery, best practice, outputs &amp; outcomes</li> <li>What is the program model being used?</li> <li>How can this be strengthened?</li> <li>What needs to change, and why? How does it need to change?</li> </ul>	<b>SUNSS Division</b> Partner & Provider Meeting(s) World Café Input	Review, advise and offer Council recommendation(s)	Complete by February 2014
<b>Access and Service Integration</b>	Review key areas of service access and service integration within the SUNSS	<ul style="list-style-type: none"> <li>Do program participants access needed services available in the SUNSS when they access any one service?</li> <li>How does the No Wrong Door practice impact service access?</li> </ul>	<b>SUNSS Division</b> Partner & Provider Meeting(s) Community Meetings (users & broader) World Café Input	Review, advise and offer Council recommendation(s)	Complete by June 2014
<b>Service Gaps</b>	Compile list of service gaps identified in ongoing conversations	<ul style="list-style-type: none"> <li>What are identified service gaps?</li> <li>How/can the SUN SS strive to fill any of these gaps?</li> <li>What resources and/or</li> </ul>	<b>SUNSS Division</b> Partner & Provider Meeting(s) Community Meetings (users & broader)	Review, advise and offer Council recommendation(s) Conduct outreach & advocacy for system	Complete by April 2014

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		alignments are needed?	World Café Input	alignment, funding & partnership development	
<b>System Structure</b>	Review existing system structure (Regions and Culturally Specific); recommend any areas for change	<ul style="list-style-type: none"> <li># of and Regions themselves – stay the same?</li> <li>Is there a different way to allocate/distribute Culturally Specific services across the County?</li> </ul>	<b>SUNSS Division</b> Partner & Provider Meeting(s)	Review, advise and offer Council recommendation(s)	Complete by April 2014
<b>Contracting for Services Through the SUNSS</b>	Review existing contracting structure, consider alternatives; recommend any areas for change	Bundle services? <ul style="list-style-type: none"> <li>One agency applies for all 4 key service types for a given Region or CS population</li> </ul> OR <ul style="list-style-type: none"> <li>Services are broken out by type and an agency applies for each, separately.</li> <li>Should this differ for regions and Culturally Specific services?</li> </ul>	<b>SUNSS Division</b> Partner & Provider Meeting(s)	Review, advise and offer Council recommendation(s) Understand possibilities and/or limitations	Complete by April 2014
<b>SUNCS Contractor Considerations</b>	Discuss how the RFP structure allows for new entities or existing contractors to become SUNCS providers as the # of sites grow over time	<ul style="list-style-type: none"> <li>How can the RFP be structured to accommodate growth?</li> <li>What language needs to be included?</li> </ul>	<b>SUNSS Division</b> County Purchasing	Review, advise and offer Council recommendation(s)	Complete by June 2014
<b>County RFP Structure and Process</b>	Review County procurement processes as they relate to SUNSS	How does the County procurement process promote successful applications from culturally specific agencies?	<b>SUNSS Division</b> County Purchasing	Review and understand possibilities/limitations	Complete by June 2014
<b>SUN Service System – System &amp; Program Outcomes</b>	Review existing array of service/program outcomes; align with other efforts (as relevant), suggest other changes	What are the specific outcomes for each program area? How do they align with other, broad, community efforts? What changes, if any, should be made the outcomes?	<b>SUNSS Division</b> Partner & Provider Meeting(s)	Review, advise and offer Council recommendation(s) Affirm foundation	Complete by June 2014