



July SUN World Café Input Summary & Next Steps

September 6, 2013

SYSTEM STRUCTURE

- Advantages & disadvantages of the current system structure
- Other options for an effective structure

Don't reinvent the wheel

The system is strong and provides focused attention on most vulnerable populations. Strengthen and build from where we are.

Regional structure is a strength

Mobility of families and resource limitations raise concerns about how to best provide access countywide and questions about creative ways to solve for the constraints of geography.

Maintain culturally specific services

Culturally specific services are critical. Opportunities for systems changes to increase access countywide and improve the connection with regional providers should be explored.

Services are stretched thin

We need more investment in the system. Resources are staying the same, yet needs are growing.

Partner more with neighborhoods

SUN means Schools Uniting Neighborhoods. More connections with neighborhood organizations and citizens would build capacity and community ownership.

Everyone has to take ownership of the system

Where do we need to increase trust and commitment from partners to really aligning their services fully?

INTEGRATING & ALIGNING SERVICES

- What is the impact of SUN's No Wrong Door policy?
- What ideas do you have to improve access to the full array of services

Get a clear understanding of experience of users

Navigation is not easy

Single point of access isn't always happening and hand offs can be challenging. Consistent and comprehensive information should be available at each location.

We need more opportunity to connect and coordinate service access across providers

Service integration is not universal. Increase cross-system gatherings and communication, including sharing the reasons why working collaboratively matters.

Access isn't so much the issue as are funding levels

Use technology

Pursue opportunities to reduce intake duplication and reach more people through technology

Increase the availability of particular services and supports

In particular, provide more anti-poverty services at referral sites and SUN Schools at all schools

Consider what practices (such as a trauma informed approach) should be embedded across the system

UNMET NEEDS

- What are the biggest unmet needs of the clients and community?
- How might the SUN Service System address these needs?

Unmet Needs

- Mental Health – additional resources and improved connection
- Affordable Housing
- Financial Literacy
- Services for Priority Populations: culturally specific, boys and young men, family members with disabilities

Services should follow children and families and reflect the interconnectedness of children and families

Connect to and leverage other resources in the community at the system level

There are many opportunities to leverage other resources or efforts, including Coordinated Care Organizations, Early Learning Council and hubs, and local businesses. Discussion among leaders of how to bring large systems and initiatives together (CCOs, mental health, etc.) will be important in making this happen.

Strengthen the capacity of providers/partnerships and deepen the use of a team approach

Ensure consistent information at all sites through communications, data sharing and convening of partners.

Engage youth and families

Build rapport with clients and community members in service provision and also in system planning.

NEXT STEPS: AREAS FOR FURTHER CONSIDERATION

Area	Where It Will Be Considered or Addressed
Access to services – better coordination and consistency across the system <ul style="list-style-type: none"> • Increase consistency in how funding is accessed and No Wrong Door response by agencies • Consider how to improve single point of access • Look at technology, open data systems and coordinated entry system options 	<ul style="list-style-type: none"> • Program by Program sessions • Access & Service Integration sessions
System-wide support for strengthening capacity among system partners and increasing understanding, connections and collaboration across agencies	<ul style="list-style-type: none"> • Program by Program sessions • Access & Service Integration sessions • Ongoing system support and communication activities across the SUN SS
Input from system users and the community – get clearer understanding of experience of end users through multiple modes	<ul style="list-style-type: none"> • Equity Lens Team recommendations • Community input sessions (mini-World Cafes?) • Surveys (potential)
Consider focus and depth of service – do we have the right balance to achieve our goals?	<ul style="list-style-type: none"> • Equity Lens Team recommendations and Theory of Change • Program by Program sessions
Boundaries and number of regions	<ul style="list-style-type: none"> • System Structure sessions
How culturally specific services are allocated/located to serve populations across the County	<ul style="list-style-type: none"> • Equity Lens Team recommendations • System Structure sessions
Deepening service integration across the entire system and make it universal/consistent among sites and providers	<ul style="list-style-type: none"> • Service Access & Integration input session
Pursue system alignment and partnership development with priority need areas (mental health, health/CCOs, housing)	<ul style="list-style-type: none"> • Program by Program sessions • Access & Service Integration sessions • SUN Council Outreach & Advocacy