

SUN Service System Coordinating Council  
 Core Services Workgroup  
 Summary of Recommendations – DRAFT 11/2/07

**OUTCOMES**

Based on the School-Age Services Task Force recommendations, the following long-term outcomes were identified for the SUN Service System:

- ❖ Prosperity
- ❖ Desirable Places to Live
- ❖ Academic Success
- ❖ Healthy Kids & Families
- ❖ Children Ready to Enter School (0-5 years)

**TARGET POPULATION**

The Core Services Workgroup discussed the target population of the SUN Service System and agreed that it was important that this be decided as part of the Coordinating Council recommendations on Core Services. However, the Workgroup was not able to reach consensus on this issue in order to offer a recommendation to the Council.

**PARTNERSHIP DEFINITIONS**

The SUN Service System consists of two levels of partner participation. The expectations, roles and responsibilities of the partners are dependent on their level of participation in the system.

<b>COLLABORATION</b> <i>Creating A New System</i>	<b>COORDINATION</b> <i>Sharing Resources</i>
Integrated	Coordinated
Collaboration	Partnership
Shared vision, mission, results and impacts	Resources shared for common issues
Priority Referrals	Referrals
Must use SUN Service System Allocation Methodologies	May use SUN Service System Allocation Methodologies
Included in the SUN Service System Memorandum of Understanding	Working Agreement Established
A SUN Service System Core Service	Not a SUN Service System Core Service
Funding and program decisions made jointly	Shared decisions for common issues
Must jointly contribute to the system	May jointly contribute to the system

For most partners, not all the services that the partner delivers are involved in the SUN SS on a collaborative or coordinated level. A partner may have some services that are involved at a collaboration level, some at a coordination level, and some that are not involved in the SUN SS.

The core services of the SUN Service System are those that partners plan, fund, and deliver in *collaboration*.

## CORE SERVICES

The following services were identified as core to the SUN Service System. These services are critical drivers to the long-term outcomes, and partner participation in relation to these services needs to exist on a *collaboration* level in order for the SUN Service System to be successful in meeting its outcomes.

### **Service Access, I&R, Linkage**

### **Facilities**

### **Transportation**

### **Site Management/Service Integration**

### **Academic Support and Skill Development**

- Case Management<sup>1</sup>
- Attendance Support
- Tutoring/Mentoring
- Enrichment/Recreation
- Homework Assistance
- Summer Programs
- Student Internships, Youth Employment Training, Meaningful Youth Job Opportunities
- Life Skills Development<sup>2</sup>

### **Parent & Family Involvement/Support for Academic Success**

- Parent Support & Life Skills Development
- Interpretation/Translation Services
- Parent & Family Engagement

### **Anti-Poverty**

- Capacity for relationships with families (Case Management)<sup>1</sup>
- Anti-Poverty Education and Support
  - Financial Literacy
  - Adult Education
  - Life Skills
  - Self Advocacy
  - Linkage/Brokering
  - Soft Employment Skills
- Housing Stability
  - Rent Assistance
  - Housing Support
  - Permanent Supportive Housing
  - Systemic Landlord Support
- Economic Self-Sufficiency

- Workforce System Connection/Linkages
- Vocational Education & Training
- Niche Work and Classes
- Basic Needs
  - Shelter
  - Food
  - Energy
  - Transportation
  - Clothing

### **Early Childhood**

- Developmental Education, Screenings & Referrals
- Parent Education
- Parent Child Groups

### **Health**

- School-Based Health
  - Primary Health Care
  - Prevention

### **Mental Health**

- School-Based Mental Health
  - Screening & Assessment
  - Crisis Intervention
  - Individual, Family and Group Treatment
  - Environmental Intervention
- Addiction Services
  - Screening & Assessment
  - Treatment
  - Prevention & Outreach

1. **Case Management** is defined as a method of providing services and a collaborative relationship between a service provider and a participant. The functions of participant-centered case management include:

- Assessing strengths and needs
- Developing individualized action plans
- Coordinating all agencies, providers, and resources involved in the plan
- Monitoring, revising, following-up on, and evaluating action plans (as appropriate)
- Documenting contacts and services
- Advocating for organizational, community, and institutional responsiveness
- Using required knowledge of and access to resources in delivering direct services and client assistance funds (as available)
- Motivating, supporting, and mentoring individuals to maximize potential of achieving action plan goals and possibility for engaging in the larger community
- Looking beyond individual action plans to wider trends for the purpose of evaluating and refining the service system
- Seizing opportunities to influence social change

- Following-up after service completion (as necessary)

2. This encompasses a broad range of services, including but not limited to:

- Conflict Management
- Anti-Bullying
- Peer Mediation
- Communication Skills
- Social Network Building
- Youth Violence Prevention

SUN Service System Coordinating Council  
Core Services Workgroup  
Recommendations

Foundational Documents

# SUN Service System

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## VISION

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**The ideal SUN Service System is one that:**

*Realizes the potential of those served through inclusive access to an array of effective services delivered through a collaborative approach and integrated across agencies, jurisdictions, and funders.*

## LONG-TERM OUTCOMES

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**Children Ready to Enter School (0-5 years)**

**Academic Success**

**Healthy Kids & Families**

**Prosperity**

**Desirable Places to Live**

## SERVICE PRINCIPLES

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**Asset-Based ■ Youth Development ■ No Wrong Door ■ Culturally Specific  
Culturally Competent ■ Community-Based ■ School-Based ■ Home-Based  
Civic Engagement ■ Parent/Family Involvement**

# SUN Service System Logic Model – Working DRAFT

## VISION

The ideal SUN Service System is one that:  
*realizes the potential of those served through inclusive access to an array of effective services delivered through a collaborative approach and integrated across agencies, jurisdictions, and funders.*

## COLLABORATION & COORDINATION

## SERVICES

- SERVICE ACCESS, I&R, LINKAGE
- FACILITIES
- TRANSPORTATION
- SITE MANAGEMENT/SERVICE INTEGRATION
- ACADEMIC SUPPORT AND SKILL DEVELOPMENT
  - Case Management
  - Attendance Support
  - Tutoring/Mentoring
  - Enrichment/Recreation
  - Homework Assistance
  - Summer Programs
  - Student Internships, Youth Employment Training, Meaningful Youth Job Opportunities
  - Life Skills Development
- PARENT & FAMILY INVOLVEMENT/SUPPORT FOR ACADEMIC SUCCESS
  - Parent Support & Life Skills Development
  - Interpretation/Translation Services
  - Parent & Family Engagement
- ANTI-POVERTY
  - Capacity for relationships with families (Case Management)
  - Anti-Poverty Education and Support
    - Financial Literacy
    - Adult Education
    - Life Skills
    - Self Advocacy
    - Linkage/Brokering
    - Soft Employment Skills
  - Economic Self-Sufficiency
    - Workforce System Connection/Linkages
    - Vocational Education & Training
    - Niche Work and Classes
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  - Housing Stability
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    - Housing Support
    - Permanent Supportive Housing
    - Systemic Landlord Support
- EARLY CHILDHOOD
  - Developmental Education, Screenings & Referrals
  - Parent Education
  - Parent Child Groups
- HEALTH
  - School-Based Health
    - Primary Health Care
    - Prevention
- MENTAL HEALTH
  - School-Based Mental Health
    - Screening & Assessment
    - Crisis Intervention
    - Individual, Family and Group Treatment
    - Environmental Intervention
  - Addiction Services
    - Screening & Assessment
    - Treatment
    - Prevention & Outreach

## OUTCOMES

### Short-Term

#### KEY CURRENT MEASURES

- **Increase school attendance**  
Indicator: attendance rates
- **Increase youth academic progress**  
Indicators: benchmark scores in reading and math, teacher survey, students demonstrate competencies via multiple modes, credit gains
- **Increase recreational & enrichment opportunities for youth**  
Indicators: number of classes offered, number of participants
- **Increase adult and youth life skills & assets**  
Indicators: number and % of people who report gaining new skills and assets
- **Improved school behavior**  
Indicator: Teacher Survey
- **Increase access to physical and mental health services for youth**  
Indicators: number accessing preventive and primary health care and direct mental health services
- **Increase access to affordable early childhood services**  
Indicators: number accessing services
- **Increase number of children & families able to meet basic needs**  
Indicators: % accomplishing case plan goals, increase income

#### OTHER POSSIBLE MEASURES

- Increase the number of children screened for normal growth and development
- Increase youth engagement at each level in their learning
- Increase educational options for youth and adults
- Decrease suspensions & expulsions
- Increase positive intergenerational & intercultural connections
- Increase physical & emotional safety
- Increase community engagement
- Increase living wage employment
- Increase children and family connections to their school & community
- Increase job skills & readiness for youth and adults

### Intermediate

#### KEY CURRENT MEASURES

- **Increase the number of children meeting developmental milestones**  
Indicators: number and % of children up to date on immunizations, number and % of children with normal growth and development
- **Improve youth physical health**
- **Improve youth mental health**
- **Increase housing stability**  
Indicators: number and % successful placement in permanent housing at time of exit, student mobility rates
- **Increase youth academic attainment**  
Indicator: % meeting or exceeding benchmarks

#### OTHER POSSIBLE MEASURES

- Reduce isolation of parents & families
- Reduce achievement gap
- Increase pursuit of postsecondary learning
- Decrease gang involvement
- Decrease teen pregnancy
- Increase access to healthcare
- Increase social relationships
- Increase shared ownership
- Increase youth & adult civic engagement
- Decrease student mobility
- Increase affordable housing for families
- Decrease juvenile justice system involvement
- Increase high school graduation rates

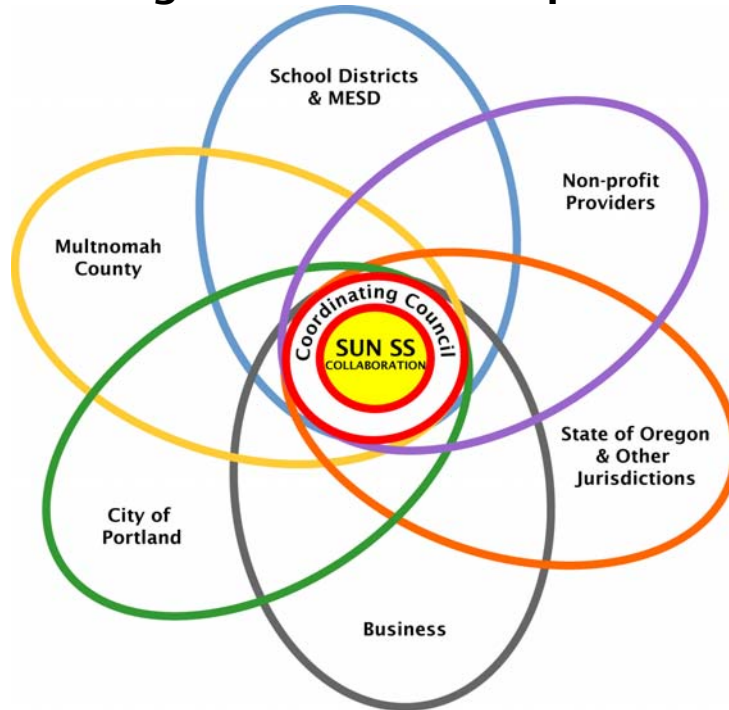
### Long-Term

#### Prosperity

- Desirable Places to Live
- Academic Success
- Healthy Kids & Families
- Children Ready to Enter School (0-5 years)

**SERVICE PRINCIPLES**  
 Asset-Based \* Youth Development \* No Wrong Door  
 Culturally Specific \* Culturally Competent  
 Community-Based \* School-based \* Home-Based  
 Civic Engagement \* Parent & Family Involvement  
**SERVICE PRINCIPLES**

# SUN Service System Partners Working Definitions & Expectations



The SUN Service System (SUN SS) consists of two levels of participation by partners. The expectations, roles and responsibilities of the partners are dependent on their level of participation in the System.

<b>COLLABORATION</b> <i>Creating A New System</i>	<b>COORDINATION</b> <i>Sharing Resources</i>
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## COLLABORATION

### *Creating a New System (the SUN Service System)*

Partners involved at a collaborative level have a shared vision and mission with complex and interdependent systems of ongoing support. This is the level where the work of the various stakeholders in the SUN SS overlap as it relates to the target population(s) and shared goals of SUN SS. The yellow circle in the center of the diagram above represents the collaborative level of partnership. To be part of the SUN SS collaboration means:

- Working with other entities that are part of the System in the following ways:
  - Commitment to a common vision and mission: *Long-term poverty reduction through academic success*
  - Using established communication channels
  - Making appropriate funding and program decisions jointly
  - Role clarity for services delivered through the System
  - Jointly contributing to the System
- Delivering core SUN SS services through the SUN SS structure, including alignment with the regional boundaries and community and school-based access points (SUN Community Schools and Regional Service Centers)
- Using SUN SS allocation methodology when placing services and distributing funding.
- Following decisions and recommendations of the SUN SS Coordinating Council. Stakeholder groups that participate in the SUN SS on a collaborative level are represented on the Coordinating Council by a representative of their organization or interest group.
- Participating in system building and integration efforts such as: information and data sharing, formal written agreements, and shared system processes (joint case staffing, common releases of information, priority referrals, and so forth)
- Being incorporated in to communications materials and acknowledging SUN SS partners when giving presentations or talking to the media.

## COORDINATION

### *Sharing Resources*

At the coordination level, entities share resources for common issues without the deeper, interdependent set of relationships and integration that exist in a collaboration. This means:

- Working with SUN SS services/programs to coordinate efforts and provide easy access to services for clients who are target populations for SUN SS.
- Delivering services at community and school-based access points when appropriate (SUN Community Schools and Regional Service Centers)
- Serving a different or broader target population than the SUN Service System core services; these services may be part of different collaborative systems or coalitions that drive their work. (e.g. housing and employment services)
- Focusing coordination on a specific service or population of the SUN Service System (e.g. employment services for the adults in a family served by SUN).

Core Services Workgroup  
 SUN Service System Coordinating Council  
 Proposed Services: COLLABORATION

SERVICE CATEGORY	SERVICES
SERVICE ACCESS, I&R, LINKAGE	
FACILITIES	
TRANSPORTATION	
SITE MANAGEMENT/SVC INTEGRATION	
ACADEMIC SUPPORT & SKILL DEVELOPMENT	Case Management <sup>1</sup>
	Attendance Support
	Tutoring/Mentoring
	Enrichment/Recreation
	Homework Assistance
	Summer Programs
	Student Internships, Youth Employment Training, Meaningful Youth Job Opportunities
	Life Skills Development Including but not limited to: <ul style="list-style-type: none"> <li>• Conflict Management</li> <li>• Anti-bullying</li> <li>• Peer Mediation</li> <li>• Communication Skills</li> <li>• Social Network Building</li> <li>• Youth Violence Prevention</li> </ul>
PARENT & FAMILY INVOLVEMENT & SUPPORT FOR ACADEMIC SUCCESS	Parent Support & Life Skills Development
	Interpretation & Translation Services
	Parent & Family Engagement
ANTI-POVERTY	Capacity for relationships with families (Case Management) <sup>1</sup>
	<b>Education &amp; Support</b>
	Financial Literacy
	Adult Education
	Life Skills
	Self Advocacy
	Linkage/Brokering
	Soft Employment Skills
	<b>Housing Stability</b>
	Rent Assistance
	Housing Support
	Permanent Supportive Housing
	Systemic Landlord Support
	<b>Economic Self Sufficiency</b>
	Workforce System Connections/Linkages
	Vocational Education and Training
	Niche Work and Classes
	<b>Basic Needs</b>
	Shelter
	Food
Energy	
Transportation	
Clothing	

<b>HEALTH</b>	<b>School-Based Health</b>
	Primary Health Care
	Prevention
<b>MENTAL HEALTH</b>	<b>School-Based Mental Health</b>
	Screenings & Assessment
	Crisis Intervention
	Individual, Family, Group Treatment
	Environmental Intervention
	<b>Addiction Services</b>
	Screening & Assessment
	Treatment
<b>EARLY CHILDHOOD</b>	Prevention & Outreach
	Developmental Education, Screenings & Referrals
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- Seizing opportunities to influence social change
- Following-up after service completion (as necessary)