

System of Care Coaching

OKSOC coaches provide direct coaching to local System of Care sites on how to:

- Implement Wraparound,
- Ensure fidelity to the model and
- Adherence to the values and guiding principles of the Oklahoma System of Care.

Coaches are responsible for working closely with the Project Directors and Wraparound Supervisors at each site to ensure that they are comfortable with the skill sets associated with each phase and activity of the Wraparound process. They will empower Project Directors to have the ability to effectively coach their own site staff regarding the Wraparound process. The coaches work with providers to brainstorm potential services and support options in their community, in addition to providing and/or linking them to training and technical assistance. The coaches assure compliance with ODMHSAS Systems of Care standards, contracts, and best practice requirements as guided by the System of Care Best Practice Model established by SAMHSA through the National Technical Assistance Center for Children's Mental Health.

The word "COACH" is written in a large, bold, 3D-style font. The letters are primarily orange and yellow with a blue outline and a slight shadow effect, giving it a metallic or blocky appearance.

How do I access Coaching or Technical Assistance for my site?

Northwest Region/OKC Metro area

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Northeast Region

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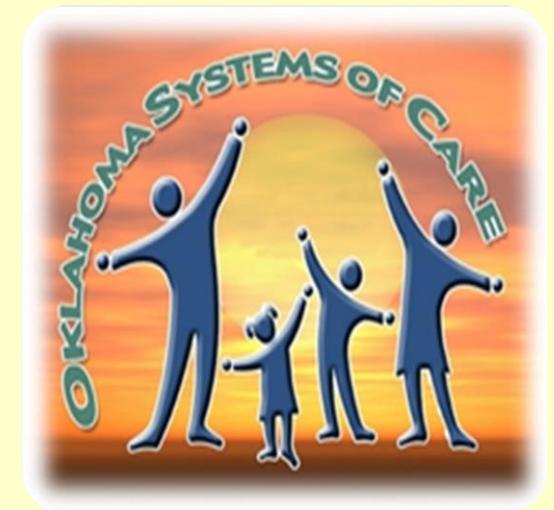
Southwest Region

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Oklahoma System of Care Coaching & Technical Assistance



Benefits for Project Directors

Feedback regarding the fidelity of the Wraparound process at your site:

- Verbal and/or written
- Based on the Wraparound skills sets
- Utilizing the data and reports in YIS

Modeling of the Wraparound process for you and your frontline team tailored to your agency/site

Reviewing of chart and documentation at least quarterly to aid in continuous quality improvement

Shadowing of staff in the field with families and feedback based on Wraparound skill sets to aid in skills development

Site Specific Coaching Plan development and implementation to aid the project director in coaching the frontline staff



Benefits for Wraparound Frontline Staff

Modeling the Wraparound process, the guiding principles, and the System of Care values

Support and encouragement to develop skills in working in a challenging field

Brainstorming to spark creativity in working with real world caseloads and avoid getting stuck

Linkage to resources and supports locally and across the state

Shadowing in the field to aid in the development of skills, maintaining fidelity and adherence to the guiding principles of Wraparound as described in the Wraparound skill sets

Feedback based on the Wraparound skill sets to aid in improvement of skills in the field with families as well as in the documentation of the Wraparound process

Reviewing charts and documentation, based on the Wraparound skill sets, as part of ongoing quality improvement

Monitoring fidelity to the Wraparound process and adherence to the guiding principles of Wraparound and the Systems of Care values as described in the Wraparound skill sets



Benefits for the Agency

- Improved outcomes for the children, youth and families in service
- Increased client satisfaction
- Increased staff job satisfaction
- Improved staff retention
- Support for consistent and accurate documentation
- Support and feedback for professional development for staff

To Maximize Coaching Time

- PD/APD and/or Internal Coach/ Wraparound Lead and frontline staff will participate in all coaching sessions and work with the coach to identify and prioritize needs and opportunities for improvement, and to follow the site coaching plan.
- Shadowing is arranged in advance with families who understand the purpose of shadowing and agree to allow the coach to be present. Staff should have back up plans in place in case families need to reschedule for some reason.