

LACROSSE Youth System of Care

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SYSTEM OF CARE (SOC): designed to provide interventions & supports to keep youth:

- 1. Out of the criminal justice system*
- 2. Mentally healthy*
- 3. In school ready to learn*



Positive Family Engagement is at the core of SOC Success

1. Initial contact requires flexibility
2. Compassionate listening
3. Responses are urgent and intensive
4. Build a reputation



Initial Contact

- *Flexibility is crucial*
 - *What day/time works for you?*
 - *Where would you like to meet?*
- *Sets the tone for all future interactions*
 - *Thank you so much for talking with me*
 - *I'm really looking forward to meeting you*



Compassionate Listening

- Ask to hear their story
- Validate
 - Parenting is really hard
 - Wow, I'm so impressed by your insight
 - You are not alone
 - I can see how much you love your kiddo



Providing Services

- *Work from a place of urgency*
 - *Staff are equipped to immediately respond*
 - *What can I help with TODAY?*
- *Provide intensive supports when possible*
 - *DAILY communication/interactions*
 - *Youth/families feel valued (because they are)*



Build a Reputation

- Word of mouth is powerful so every interaction matters
- Our exit survey reflects how a youth and family feel about us
- We still provide supports even after discharge
- We provides services above and beyond what is required



Questions?

