LACROSSE Youth System of Care

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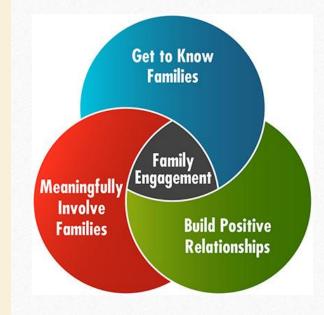
SYSTEM OF CARE (SOC): designed to provide interventions & supports to keep youth:

- 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?

