marion-polk
system of care
by the willamette health council

# Barrier Submission Process

## WHO WE ARE

The Marion-Polk System of Care (SOC) is a local network supporting the health and wellbeing of children, youth, and families in the Marion-Polk community. We work to strengthen systems and meet the needs of children, youth, and families accessing multiple services and resources. One way we do this, is by engaging with our SOC Barrier Resolution Process.

## WHAT IS A BARRIER?

The System of Care defines a barrier as **a system-level obstacle that hinders families from accessing the services and supports they need within their community**. Our local system partners are passionate about the community and services they provide, but sometimes have policies, procedures, practices, etc. that get in the way of achieving the desired outcomes for children, youth, and families in the Marion-Polk region. Sometimes we are lacking a specific service that is needed by families too!

**Example Barriers:**

- Lack of community respite services to support a healthy family dynamic
- Loss of Oregon Health Plan coverage when youth enter detention
- Stigmas associated with mental health supports that discourage families from reaching out for help

**Questions? Reach out to Heather Pascoe-Rosenthal at hpascoe@willamettehealthcouncil.org.**

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## HOW THIS WORKS

### 1. You Submit a Barrier!

The Barrier Submission Form is intended for completion by a community partner. **Community partners** (those working within a local child, youth, or family-serving organization), **use this link** to submit information surrounding a system-level barrier related to child, youth, and family services within the Marion-Polk Region that you have identified or on behalf of the community member you have partnered with.

**If you are a community member**, please work with a local child, youth, or family-serving organization to complete the form. If you are unable to do so and are submitting on your own, reach out to Heather Pascoe-Rosenthal (at **hpascoe@willamettehealthcouncil.org**) and we can connect you with someone who can help!

The answers you provide will give us valuable insight into what the obstacle is, who it's affecting, and other information needed to fully understand the issue.

### 2. We Review It!

Our Barrier Busting Team receives each new Barrier Submission. This group reviews submissions, conducts a thorough root-cause analysis to understand the underlying issue, and gathers relevant data and context to inform effective problem-solving.

### 3. We (Ideally) Resolve It!

Some barriers are harder to resolve than others, but our Barrier Busting Team is committed to the time and effort it takes to get as close to a resolution as possible for each barrier.

We will actively communicate our progress along the way and ask you, the submitter, for input on our strategies too!

**Note**: *Barriers may take anywhere from 3 months to several years to resolve.*
*This process is not intended for time-sensitive issues, grievances/complaints, or case management.*