**System of Care (SOC) Barrier Submission Form**

**Purpose:** Local Systems of Care (L-SOC) in Oregon have processes for identifying, analyzing, and addressing barriers to services and supports for youth and families. Most identified barriers are resolved at the local level through cross-system collaboration, and then reported to OHA by Coordinated Care Organizations (CCOs). Issues that are not resolved at the local level can be submitted to the System of Care Advisory Council (SOCAC) with request for resolution. Use of this form formally elevates a barrier to the SOCAC.

**Instructions:** Please complete form to the best of your ability. Information provided will help SOCAC staff and the State Agency Standing Committee determine appropriate agency assignment and actions to take for resolution (including potential program, policy and system improvements). Please submit completed form to [statewide.soc@oha.oregon.gov](mailto:statewide.soc@oha.oregon.gov), and CC your [CCO’s innovator agent](https://www.oregon.gov/oha/ERD/Pages/Innovator-Agents.aspx). Your barrier form will be made publicly available on the [SOCAC website.](https://www.oregon.gov/oha/HSD/BH-Child-Family/Pages/Local-SOC-Barriers.aspx)  Additional information about process for resolution can be [found here.](https://www.oregon.gov/oha/HSD/BH-Child-Family/SOCReports/Barrier%20Policy%20and%20Procedure.pdf)

1. **SOC Contact Information:**

Date submitted: 5/31/2024

System of Care name: Jackson Youth System of Care

Geographic Region/CCO: Jackson County

Contact name and role: Tracey Howard, System of Care and BH Specialist

Email: howardt@careoregon.org

1. **Description of the barrier:** Provide a brief summary of the barrier, adding attachments as desired. If available, please include quantitative and qualitative data points, including description of how the barrier is contributing to racial inequities:

Parents of transition age youth who are struggling with a mental illness are sometimes awarded legal authority to make decisions for their children because of the child's mental illness. Neither the health care system or the legal system are consistent in recognizing the parent's legal authority, often releasing the young adults from programs without the parent's approval. I can arrange for a local mother going through this ordeal now to talk with anyone who will listen to how destructive this is. Her daughter is now in jail instead of receiving the treatment and care she has needed.

**2.a) Which system(s) is creating the barrier (select all that apply):**

Child Welfare

Juvenile Justice/OYA

Education

Mental Health

Substance Use

Intellectual and Developmental Disabilities

Physical Health **☐**

Youth advocacy organization

Family advocacy organization

Other

If other, please specify: Hospital Systems/Legal Systems

**2.b) Is this barrier related to (select all that apply):**

An individual family

A locally administered service or program

A state administered service or program

Cultural or linguistic responsiveness - disparities in accessing services and supports based on race, ethnicity, disability, gender, sexual orientation or languages spoken

Oregon Statutes

Policies of federal and/or state agencies

Other

If other, please specify: Guardianship rules/laws

Other

If other, please specify:

1. **Actions taken to address barrier within the local SOC**: Summarize efforts undertaken by your local SOC to address this barrier. Please include how long your SOC has been working on this barrier.

The barrier was submitted September 7, 2023. The Practice Level Work Group elevated to

The Design Team (Advisory Council) and CCOs to review and gather more understanding. Submitter was encouraged to leverage the grievance reporting process through the Health System and the insurance provider. The Design Team acknowledged that the recommendation from PLWG was appropriate and the barrier was forwarded to Executive Council. The summary of Executive Council action steps was to forward to State System of Care Steering Committee

1. **Recommendations for SOCAC and State Agency Standing Committee:** Describe recommendations, ideas and considerations for resolution of the barrier. Please also describe the short- and long-term outcomes you’d hope to see for resolution.

**From the impacted parent:**

--In terms of being a guardian, a major issue is that there is no way for doctors or anyone else to know that a person has a guardian or that the guardianship is still in effect if a guardian produces paperwork. It is an ongoing nightmare to catch paperwork up with various facilities so that I have some chance of ensuring my legal rights when my daughter would take off and end up in a different city. We really need a guardian database that is kept up to date by the courts so that if someone comes in and is suffering from a mental health disorder the facility can check to see if they have a guardian and if the guardian already knows about it, the facility can check to make sure the guardianship is still in force and know the limitations of the guardianship.

--Also, guardians need to be oriented to the role and how they can enforce their legal rights. I have often considered complaining to the various facilities that have not recognized my authority fully, but to be completely honest, we are either in crisis, or in the middle space between crisis which is when I get a small lull in which to try to put my life back together before the next crisis. I hear the same thing from other guardians. It's really hard to deal with our realities and to try to correct elements of the system at the same time.

**Additional Policy Change:** Required Training/Upskilling to make sure that all hospital discharge teams around the state are aware of guardianship requirements, roles and expectation.