

WELCOME Orange Standards:

Those (Agencies, Organizations, Hospitals, Schools, and Community Services) committed to the WELCOME Orange Initiative attest to a continuous process of aspiring to develop an environment in which all are welcome and to expect that individuals seeking support and services have complex needs

Member leadership agrees to participate in a continuous effort to achieve the following WELCOME Orange Standards:

1. To take the necessary steps to enhance each program's or agency's ability to build Complexity Capability

Agency leadership announces that complexity capability is a goal and organizes the agency to work toward that goal taking some of the following steps:

- Identifying agency change agents
- Using the COMPASS-EZ for each program or service to determine areas of strength and areas that need improvement.
- Implementing a Quality Improvement Plan to work toward some or all of the following goals:
 - ❖ Improving access to care
 - ❖ Integrated screening (Mental Health, Substance Use Disorders, Physical Health, Brain Injury, trauma)
 - ❖ Integrated person-centered strength-based assessment
 - ❖ Integrated stage-matched recovery/service/ support plans
 - ❖ Skill-building interventions/manuals
 - ❖ Positive behavior supports
 - ❖ Staff competency development
 - ❖ Partnership and collaboration with other providers

2. To demonstrate progress in Complexity Capability Continuous evaluation using the Complexity Capability Development Progress Checklist(see attached)

- ❖ Evaluate your agency, organization or program to work toward improving your progress score.

3. To ask for help with Complexity Capability

- Identify and implement training and Technical Assistance needed to improve or enhance your agency, organization, or program capability.

4. To develop Partnerships and Collaboration to achieve the outcomes of Welcome Orange

- Have representation on County-Wide Steering Committee and Change Agent Committee
- Create partnership to improve capacity through MOU(Memorandum of Understanding), integrated programing, shared training opportunities, shared staff, etc.

Complexity Capability is defined in the attached document:

Comprehensive Continuous Integrated System of Care (CCISC) Description and Principles of Complexity Capability