



# IN-SOC NEWS

Indiana System of Care News from Across Our State

## STATE NEWS

### Relaunch of IN-SOC News

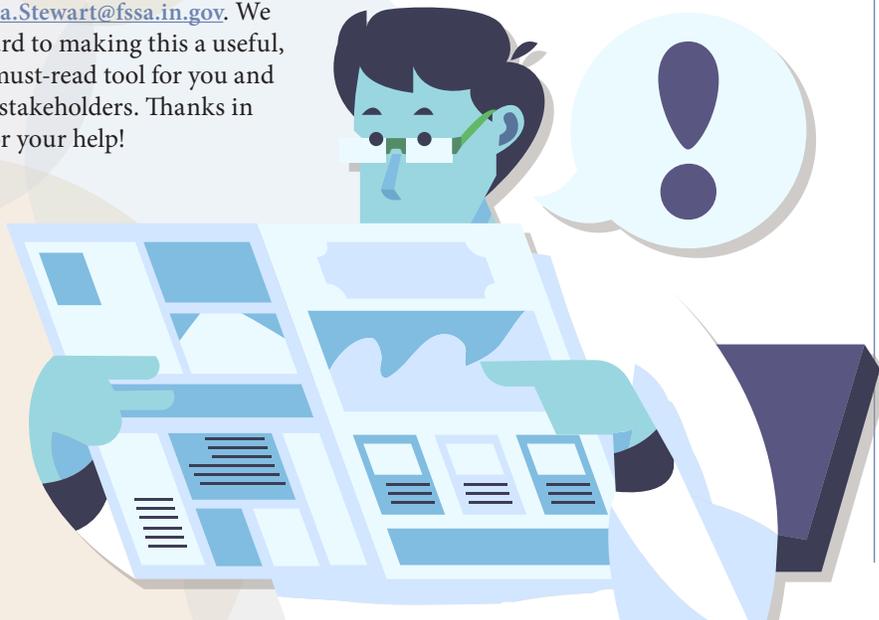
We are very excited to relaunch our Indiana System of Care newsletter, the IN-SOC News!

This resource will be a great way to communicate System of Care (SOC) happenings and celebrate successes across the state—as well as provide a forum for ongoing SOC education. To make the most of this tool, we need your input.

Here's how you can help:

- **What's Up?** Share with us your significant successes in system change and SOC expansion. Feel free to send us links to news stories, testimonials from youth and families in your community or a report out about what's going on in your local SOC.
- **Your Opinion Counts!** Let us know what you'd like to see in the newsletter. Is it an ongoing section exploring a specific SOC topic? Or, an educational story on something happening at the State? What do you want to see and learn about? What would help you most in your SOC role?
- **What Are You Thinking?** What don't you like about our newsletter? Everyone can use constructive feedback. Please feel free to share your thoughts and opinions with us. We want to know!

Send your suggestions and feedback to [Lisa.Stewart@fssa.in.gov](mailto:Lisa.Stewart@fssa.in.gov). We look forward to making this a useful, monthly, must-read tool for you and your SOC stakeholders. Thanks in advance for your help!



## FEBRUARY 2018

### Stories in this newsletter

- **State News:** Relaunch of IN-SOC News
- **Local IN-SOC Happenings:** Stolen Bicycles Have Never Helped So Many People
- **Cultural Diversity & Inclusion Matters:** Improved Cross-Cultural Interactions From CLC Education
- **Youth & Family Spotlight:** Developing Effective Collaborative Partnerships
- **Save the Date:** Upcoming System of Care Meetings

Indiana Strengthening  
Our Communities  
(IN-SOC)...

Supporting Our Children  
in Their Communities



## LOCAL IN-SOC HAPPENINGS

# Stolen Bicycles Have Never Helped So Many People

Excerpts from Kokomo Tribune (Carson Gerber), Aug. 8, 2017

Every year, the Peru Police Department confiscates as many as 120 stolen or abandoned bicycles. In the past, the two-wheelers were stored and, if no one claimed them, auctioned off for a few bucks. But now, those bikes are getting into the hands of local residents who might not have any other way to get around town. Zac See, owner of Breakaway Bike shop in Peru, works on bikes that were found by the police and not claimed. The bicycles are then given to those who need transportation through Life Cycle, the first program of its kind in the state.

The idea is simple: Take unclaimed bikes from the police department, fix them up and give them away to people who don't have a means of transportation. The program launched in February. So far, nearly 30 people have picked up a free bike to get to work, substance-abuse treatment, court hearings, doctor's appointments or anywhere else they need to go.

The outreach is the brainchild of Antonia Sawyer, chair of the Miami County Systems of Care Governance Coalition, which was created last year through a state grant to help the county improve access to behavioral and mental health services. She said one of the biggest obstacles for people with mental health issues is one most people take for granted—having a car to go places. That's an especially big problem in Peru, where the only form of public transportation is on-call transit buses operated by the YMCA. But in Peru, you can get just about anywhere in town in 15 minutes or less on a bike. "It really empowers those people who have a suspended license or can't drive because of medical reasons," Sawyer said. She said she got the idea through her work with the Howard County Department of Child Services. One of her clients always had to bum rides from people to get to therapy sessions and supervised visits. But one day, she stopped asking for rides.

Why? Sawyer found out she had gotten a bike that had been confiscated by the Howard County Sheriff's Department. The client's grandpa fixed it up for her, and, just like that, she had a way to get to her appointments. "I said, 'Wow, that's actually a great idea,'" Sawyer said. So she approached Peru

Police Chief Mike Meeks to see if there was a way to do the same thing, but make it a city-sanctioned program. Meeks said when he heard the proposal, he was instantly on board. "I thought it was an outstanding idea," he said. "It seemed like a great idea to recycle these bikes and get them to people who need them." And the police department had a lot of bikes to give. Meeks said officers on average confiscate



*Zac See, owner of Breakaway Bike Shop in Peru, repairs bicycles that were found by the police and not claimed. They are then given to those who need transportation through an innovative program called Life Cycle. Tim Bath/Kokomo Tribune*

or find close to 100 stolen or abandoned bicycles a year. Those bikes go into a storage building, where they're held for 60 days for the owners to claim. But that rarely happens. Instead, the police department ends up sitting on hundreds of unclaimed bikes. "It's a relief for us to get rid of them, because we don't have the constant stockpile of bikes sitting in storage," Meeks said. Now unclaimed bikes head over to Breakaway Bike Shop in Peru, where general manager Zac See volunteers his time and talent to fix them up into road-worthy two-wheelers.

See said when Sawyer approached him to ask if he would consider donating his time to fix bikes for the outreach, he was all for it. After all, See said, he could empathize with the goal of the program. He said when he was in his early 20s, he struggled with alcohol and ended up losing his license for a short time, forcing him to get rides from family and friends. Now, as a bike expert and business owner, See is more than willing to help out people who might be down on their luck or struggling with substance abuse. "Whether they are recovering

addicts or alcoholic or fresh out of jail, they don't have the luxury of transportation," he said. "You got to give something back, I think, just for your own sanity and for the benefit of those around you. It helps them out and helps me remain thankful and grateful for how good I have it." Once the bikes are road-ready, See takes them over to Main Street United Methodist Church, where Pastor Lauren Hall oversees their distribution to residents.

The church is open every Thursday from 1 to 3 p.m. for people to stop by for a bike. Residents can also call to schedule an appointment to pick one up at any time. Sawyer said anyone who wants a free bike has to bring some kind of identification showing they live in Miami County, as well as a short referral letter from someone who isn't a family member or a friend explaining how a bike would benefit them. Everyone who receives a bike is entered into Charity Tracker, an online application used to gather, share and report statistical data for resource development, strategic planning and measuring outcomes.

Sawyer said that information will help determine how to better expand the outreach in the future. It also allows providers to follow up with people who might need other services after they come pick up a bike.

Although Life Cycle is just over six months old, it's already become a success story, Sawyer said. Now she's trying to get other cities and towns to adopt similar programs to help meet the needs of their community. "In five years, if I had a dream, I'd love to see this in any county that is rural and has a lack of transportation," Sawyer said. "I could die happy if I could see this all over Indiana. It's healthy, it's cheap and it can change lives." She said in the end, she isn't surprised the outreach has taken off. She said there was an obvious need for alternate transportation options for people with mental-health or substance-abuse issues, and the free-bike program is meeting that need.

For more information about this unique strategy to fill a system gap, contact Antonia Sawyer, Miami County Local SOC Coordinator ([asawyer@fourcounty.org](mailto:asawyer@fourcounty.org)).

## Developing Effective Collaborative Partnerships

Source: <https://www.center-school.org/fssr/FamComEngag.php>

Building a partnership is essentially building a relationship. The same behaviors and communication skills that people use to build good relationships with family members, friends, neighbors and co-workers apply equally in the building of good partnerships. Openness, listening, information sharing, clear communication, understanding and trust all contribute to forming effective partnerships.

A partner is a party associated with another or others in some activity of common interest. A partner implies a relationship, in which each has equal status and certain interdependence but also implicit or formal obligations to the other or others.

People are not partners just because they say they are. When people decide to partner with one another, they make an unspoken commitment to modify their own attitudes and behaviors in order to achieve more than they can accomplish alone.

Partners have an obligation to respect one another as equals and to share important tasks of planning, working and decision making with one another. In doing so, they help ensure their own personal success and the success of their mission.

We are partners when we accept one another's shortcomings and build on one another's strengths to achieve a purpose that is worthwhile to everyone in the partnership. However, let's recognize that partners do not always agree. Partners can agree on a common goal and can have different (even opposing) positions on other issues.

Building a partnership (collaborative) is like making a loaf of bread. Each loaf is different depending on the ingredients, and it takes time to knead it, let it rise and then bake. Partners have to "knead" their partnership and let it rise. Communication is the gluten that holds the partnership together and trust is the yeast that helps a partnership rise. With trust, partners can recognize and resolve the unavoidable differences of opinion which they will encounter.

Partnerships can be very powerful to share resources and expertise to solve problems. Parents, service providers and members of community collaboratives are constantly strengthening their partnerships with one another much like two people do in a marriage. Partners have to work at their relationship.

### What Works

#### Partnerships are effective when:

1. The purpose and goals are clear.
2. Each partner's contributions are recognized and valued.
3. Each partner receives a return on the investment made.
4. Roles and responsibility of each partner are defined.
5. Parity exists across partners.
6. Differences are respected.
7. Partners agree to resolve conflicts.
8. Decisions are made by consensus.
9. Partners are committed to stay at the table to make the agreement work.
10. Each partner helps the other to succeed and does not blame each other for shortfalls.



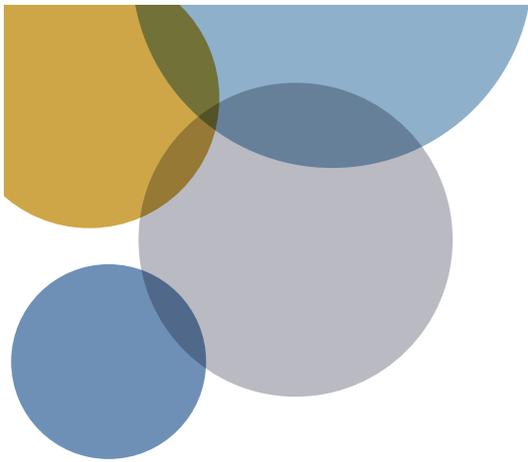
### CULTURAL DIVERSITY & INCLUSION MATTERS

## Improved Cross-Cultural Interactions from CLC Education

Brenda Graves-Croom, Cultural & Linguistic Competency Coordinator

CLC education addresses attitudes, skills and knowledge. It increases one's ability to interact positively with culturally diverse people, since it helps one take into account unique cultural perspectives of others. It increases awareness of one's implicit biases that are observed by others but not one self. CLC education improves one's ability to make culture-informed decisions on how to communicate, interact, and it helps build rapport more effectively. This type of communication or interaction is cross-cultural. Furthermore, CLC education improves one's ability to navigate cross-cultural interactions, understand cultural differences and negotiate misunderstandings and conflict. In order to have cross-cultural interactions, it is key to have the right attitude.

For instance, a provider needs cultural humility, which is the ability to be a student of the people that the provider serves. In addition, it is important for the provider to have knowledge of how the person's culture influences their interaction with the provider, so that the provider's intuitions are primed to recognize when cultural differences may cause misunderstanding or conflict. Such knowledge causes a paradigm shift in the way the provider thinks. The provider then exhibits culture-informed decision-making. This means that the provider will take culture into account to pick up on contextual clues about the person's behavior or speech, and the provider will adjust accordingly to have improved communication. It allows the provider to expect what could be perceived by the person as unwelcoming or overwhelming, for instance. The provider senses how the person may feel, and it causes the provider to ask the right questions in the situation. As a result communication is improved. This shows the provider's skill to navigate a cross-cultural interaction.



## Division of Mental Health and Addiction

### Indiana Family and Social Services Administration

402 W. Washington Street  
P.O. Box 7083  
Indianapolis, IN 46207-7083  
(800) 403-0864

Please send your suggestions and feedback to Lisa M. Stewart at [Lisa.Stewart@fssa.in.gov](mailto:Lisa.Stewart@fssa.in.gov) or (317) 232-7911.



## SAVE THE DATE

# Upcoming System of Care Meetings



### Local SOC Subcommittee Meetings

**Friday, March 9 (10:00 a.m.–3:00 p.m.)**

Quarterly Training  
Noblesville Schools Education Services Center, 18025 River Rd., Noblesville, IN 46060

**Friday, April 8 (9:00 a.m.–11:00 a.m.)**

Webcast/Teleconference Call

**Friday, May 9 (9:00 a.m.–11:00 a.m.)**

Webcast/Teleconference Call

**Friday, May 25 (10:00 a.m.–3:00 p.m.)**

Quarterly Training  
Location TBD. Contact: [Lisa.Stewart@fssa.in.gov](mailto:Lisa.Stewart@fssa.in.gov)

### Local System Grantee (Contractor) Calls

**Friday, March 9:** No grantee call due to quarterly training

**Friday, April 8 (11:15 a.m.–12:00 p.m.)**

Call follows the Local SOC Subcommittee meeting

**Friday, May 9 (11:15 a.m.–12:00 p.m.)**

Call follows the Local SOC Subcommittee meeting

**Friday, May 25:** No grantee call due to quarterly training

### IN-SOC Governance Board Meeting

**Friday, February 23 (10:00 a.m.–3:00 p.m.)**

CHOICES, 7941 Castleway Drive, Indianapolis, IN 46250  
Contact: [ETock@namiindiana.org](mailto:ETock@namiindiana.org)

### Youth & Family Subcommittee Meeting

**Saturday, March 10 (11:00 a.m.–2:00 p.m.)**

NAMI Indiana, 911 E. 86th Street, Indianapolis  
Contact: [ETock@namiindiana.org](mailto:ETock@namiindiana.org)

### Evaluation Subcommittee Meeting

**Thursday, March 22 (1:30 p.m.–3:30 p.m.)**

Webcast/Teleconference Call. Contact: [Betty.Walton@fssa.in.gov](mailto:Betty.Walton@fssa.in.gov)

### Cultural & Linguistic Competency Training: Poverty Simulation

**Tuesday, April 10 (9:00 a.m.–12:00 p.m.)**

Location TBD. Contact [Brenda.Graves-Croom@fssa.in.gov](mailto:Brenda.Graves-Croom@fssa.in.gov) for information

### Indiana System of Care Conference

**Thursday, June 14, 2018**

Marriott East in Indianapolis.  
More information to come. Contact: [bkonradi@onecommunityonefamily.org](mailto:bkonradi@onecommunityonefamily.org)