



Recovery-Oriented System of Care (ROSC) Action Plan

Purpose

HomesUnited Ministries operates within a Recovery-Oriented System of Care (ROSC) framework to support individuals experiencing mental health challenges, substance use disorders, housing instability, and functional impairments. This Action Plan outlines how HomesUnited Ministries integrates recovery-oriented principles into daily operations, service delivery, and organizational culture.

ROSC Core Principles & Implementation

1. Person-Centered and Individualized Care

HomesUnited Ministries prioritizes individualized service planning based on each client's strengths, needs, goals, and preferences. Clients actively participate in decisions related to housing, benefits assistance, treatment referrals, and supportive services. Service plans are flexible and adjusted as recovery goals evolve.

Action Steps:

- Use individualized intake and assessment processes
- Incorporate client voice into goal-setting
- Respect client autonomy and informed choice



2. Trauma-Informed Approach

All services are delivered using a trauma-informed framework that emphasizes safety, trust, transparency, collaboration, and empowerment. Staff are trained to recognize trauma responses and avoid re-traumatization.

Action Steps:

- Provide trauma-informed staff training
- Maintain predictable routines and clear communication
- Use de-escalation and supportive engagement strategies

3. Strengths-Based & Recovery-Focused Services

HomesUnited Ministries emphasizes client strengths, resilience, and capabilities rather than deficits. Recovery is defined by the client and may include improved stability, functional independence, employment readiness, or successful engagement in benefits and treatment systems.

Action Steps:

- Identify strengths during intake and case management.
- Encourage skill-building and meaningful daily activities.
- Support employment readiness and volunteer opportunities when appropriate.

4. Peer, Community, and System Collaboration

HomesUnited Ministries collaborates with community partners including behavioral health providers, housing agencies, FACT teams, employment specialists, medical providers, and advocacy organizations to ensure coordinated and comprehensive care.



Action Steps:

- Maintain active communication with referral partners.
- Coordinate releases of information to support continuity of care.
- Participate in interdisciplinary case coordination.

5. Accessibility, Equity, and Cultural Responsiveness

Services are accessible regardless of disability, diagnosis, language needs, or functional limitations. HomesUnited Ministries integrates ADA accommodations, auxiliary aids, and culturally responsive practices to reduce barriers to care.

Action Steps:

- Maintain and publish an Auxiliary Aids & Services Plan.
- Provide reasonable accommodations upon request.
- Ensure staff awareness of accessibility requirements.



6. Continuous Quality Improvement (CQI)

HomesUnited Ministries uses ongoing monitoring and feedback to improve service quality and recovery outcomes. Client feedback, incident reviews, and partner input are incorporated into program improvements.

Action Steps:

- Review client outcomes and engagement trends.
- Address service gaps identified during monitoring.
- Update ROSC practices as standards evolve.

Oversight & Accountability

Program leadership is responsible for implementing and monitoring ROSC principles. Staff receive guidance, supervision, and training to ensure consistent application of recovery-oriented practices.

Conclusion

HomesUnited Ministries is committed to fostering recovery, dignity, and self-determination through a comprehensive Recovery-Oriented System of Care. This Action Plan reflects the organization's dedication to continuous improvement, collaboration, and person-centered service delivery.