

CTSOC Executive Director Meeting

February 9, 2011

ATTENDANCE:

Catherine Lester, CTSOC
 Chris Stormann, Kent State University
 Dabney Conwell, East Cleveland Neighborhood Center
 David Hussey, Kent State University
 Elaine Gohlstin, Harvard Community Services Center
 Elise Tompkins, Juvenile Court
 George Pelletier, Cleveland Christian Home
 Jacqui Fletcher, CTSOC
 Jeannet Wright, CTSOC
 Jillian Driscoll, Council of Neighborhood Leaders
 Jim Miller, The Village Network

Karen Anderson, Bellefaire JCB
 Karen Stormann, CTSOC
 Kevin Hodges, St. Martin de Porres
 Mike Haggerty, The Village Network
 Melanie Falls, Applewood Centers, Inc.
 Rachelle Milner, West Side Community House
 Sabra Scott, CTSOC
 Teresa King, CTSOC
 Tracey Mason, University Settlement House
 Tom Royer, Beech Brook

MINUTES:

Agenda Item	Discussion	Next Steps
Welcome; Review of Agenda & Minutes	<ul style="list-style-type: none"> • The group was welcomed and agenda for the meeting reviewed and introductions were made. 	None noted.
Updates	<ul style="list-style-type: none"> • 2011 priority, budget & oversight <ul style="list-style-type: none"> - Highlighted priorities for 2011 and performance expectations for the ASO team (similar to CQI process for providers) - Acknowledged the role of FCFC as oversight/advisory body for CTSOC in 2011 • Provider Services Network: <ul style="list-style-type: none"> - Acknowledged challenges with implementing changes to date (i.e. communication, inclusiveness) - Reminded the group of the ration for changes: 1) improve clinical fidelity, 2) address fiscal issues, and 3) promote sustainability - Reviewed steps taken to date in reform process (i.e. WA orientation, rate adjustment, cap per child per month, future open enrollment of new PSN vendors) - A “policy statement” summarizing changes will be issued to all partners 	Next steps: 1. CTSOC will issue a policy statement summarizing PSN changes to all vendors before end of February 2011.

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	<ul style="list-style-type: none"> - The group was asked for their support in managing accurate information related to PSN changes • Youth & Family Community Partnership (YFCP) <ul style="list-style-type: none"> - In an effort to integrate community-based initiatives, oversight for YFCP will be assumed through standing CTSOC stakeholder groups (i.e. ED, PD/Sup) • Juvenile Court focus on domestic violence <ul style="list-style-type: none"> - Reviewed the DV focus with Juvenile Court; this will be part of the county's allocated slots for 2011 	
<p style="text-align: center;">Enrollment & Engagement Discussion</p>	<ul style="list-style-type: none"> • Discussion opened about the topic of enrollment & engagement; reviewed handout titled "<i>Handout: Enrollment & Engagement Proposal</i>" • Two primary issues affecting enrollment and engagement have been (1) volume and (2) timeliness of engaging families • Reviewed monthly and annual projections of new enrollments • In January 2011 there were 32 enrollments; there were a total of 60 referrals (equates to a 53% enrollment rate) • Data presented about the cost impact of enrollment & engagement issues; CQI data on the 7-day face-to-face benchmark was basis for determining cost impact • Reviewed process flow which incorporates new strategies including functions specific to referents, ASO, and providers • Reminder to the group that the model is based on a shared expectation that work is performed jointly by the care coordinator AND the family advocate (<i>advocate not optional</i>) • Family orientations were piloted in 2010 and will be implemented for every enrolled family beginning April 2011; orientations will mirror the content of the welcome packets • Need to establish a consistent protocol for disenrollments if engagement is a problem • Discussion about ways to improvement timeliness including a possible adjustment to compensation that aligns with the provider's actual face-to-face contact with a family • The following options were identified by group brainstorming: 	<p>Next steps:</p> <ol style="list-style-type: none"> 1. CTSOC will pull additional data including # of days to face-to-face contact after the 7-day mark; and the correlation between face-to-face contacts with outcomes. 2. CTSOC will convene an ad hoc workgroup to develop a recommendation to present at the May ED meeting. 3. Follow up work with DCFS and JC to address referral timeliness issues; look at correlation between flagged referral and increased time required for engagement. 4. Follow up work with the Collaboratives to address timeliness issues on community referrals. 5. CTSOC will develop protocol for disenrollment when the family was unable to be engaged to share and vet through PD/Sup group.

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	<ul style="list-style-type: none"> - Reduce compensation up to point of engagement and restore to full amount once face-to-face contact made with family - Compensation in full amount through 30 days with a reduction after 30 days is unable to engage family - Establish an incentive if benchmark is achieved; look at saving projections and how to reinvest - Dialogue about balancing the fiscal needs of providers with the importance of efficiency and responsible stewardship 	
<p>Roundtable Sharing & Updates</p>	<ul style="list-style-type: none"> • Group invited to share other updates; none noted. • The next Executive Directors meeting will take place on May 11, 2011 from 8:30 to 10 a.m. at the CTSOC office. Agenda will follow closer to that time. 	<p>None noted.</p>