

CTSOC Program Director/Supervisor Meeting

January 26, 2011

ATTENDANCE:

Larissa Turner, Catholic Charities Services
 Lisa Santoriella, Catholic Charities Services
 Debi Clemens, Applewood Centers, Inc.
 Shirmell Motley, Applewood Centers, Inc.
 Belinda Harris, University Settlement
 Tiffany Rocket, University Settlement
 Anthony Cook, Juvenile Court
 Van Ward, Juvenile Court
 George Pelletier, Cleveland Christian Home
 Anna Grenier, Cleveland Christian Home
 Henry Mazur, Beech Brook

Valerie Dowery, Beech Brook
 Barbara Heard, East End Neighborhood House
 Jennifer Jones, KSU
 Aimee Budnik, KSU
 Jose Delgado, CTOSC
 Rick Schmittgen, CTSOC
 Carolyn Nabakowski, CTSOC
 Jacqui Fletcher, CTSOC

MINUTES:

Agenda Item	Discussion	Next Steps															
1. Welcome and Review of Agenda	<ul style="list-style-type: none"> The group was welcomed and the agenda for the meeting was reviewed and introductions were made. 	General follow up and next steps:															
2. Updates	<ul style="list-style-type: none"> <u>CTSOC updates:</u> <ul style="list-style-type: none"> Discussion around enrollment and engagement efforts Enrollment projections for 2011 were shared with the group <table border="1" data-bbox="514 943 1394 1105"> <thead> <tr> <th></th> <th>Monthly projections</th> <th>Annual counts</th> </tr> </thead> <tbody> <tr> <td>DCFS</td> <td align="center">12</td> <td align="center">144</td> </tr> <tr> <td>Juvenile Court</td> <td align="center">20</td> <td align="center">240</td> </tr> <tr> <td>Neighborhood Collab.</td> <td align="center">5</td> <td align="center">60</td> </tr> <tr> <td align="center">Total</td> <td align="center">37</td> <td align="center">444</td> </tr> </tbody> </table> Reviewed the new enrollment tracking report <ul style="list-style-type: none"> Discussion around the number of referrals being “flagged” for being incomplete or inappropriate. Currently about 25% of referrals are “flagged” Suggestions made to begin tracking the date families sign the Multi-System Release of Information as well To address engagement issues a Welcome Packet was developed 		Monthly projections	Annual counts	DCFS	12	144	Juvenile Court	20	240	Neighborhood Collab.	5	60	Total	37	444	<ol style="list-style-type: none"> Distribution of Welcome Packets and Welcome phone call will be implemented 2/11 Family Orientation plan will be implemented 2/11 – 4/11 Testing of Synthesis customizations will begin 3/11
	Monthly projections	Annual counts															
DCFS	12	144															
Juvenile Court	20	240															
Neighborhood Collab.	5	60															
Total	37	444															

CTSOC Program Director/Supervisor Meeting

January 26, 2011

	<p>and will be distributed by the ASO to every family at the point of enrollment. The purpose is to welcome the family to CTSOC and provide an initial, standard introduction to CTSOC and the wraparound process. CTSOC Enrollment Specialist will also begin completing a Welcome phone call to families to verify intent to enroll</p> <ul style="list-style-type: none"> ○ Discussed the continuation of providing Family Orientations as well as the curriculum/plan that will serve to introduce newly enrolled families to CTSOC and wraparound including joint expectations ○ In 2008 a requirements study was conducted to examine Synthesis needs. Rick reviewed the priorities around Synthesis customization which includes: <ul style="list-style-type: none"> i. Updates to the home page ii. POC updates to incorporate some of the POC approval checklist items and changes to note dates on current POC iii. Implementation of better access for Lead Parent Advocates iv. General items including warning users when unsaved changes may be lost and developing better error trapping (no more “page cannot be displayed” errors) ○ Valerie reviewed the upcoming WAFT agenda with a focus on soliciting ideas for training topics that relate to CQI priorities ○ PD/Sup Workgroup purpose and future agenda topics were discussed. Reminder that the small workgroup will focus on addressing in depth clinical/community practice related to CQI deliverables and time lines; will develop recommendations to the larger PD/Sup and ED groups as appropriate. Membership includes Program Directors, SOC Directors or Rep, as well as Jillian Driscoll when available 	
<p>3. Updates</p>	<ul style="list-style-type: none"> • <u>Juvenile Court</u> <ul style="list-style-type: none"> ○ Scheduled move to the new Juvenile Justice site begins March 24th – April 1st. ○ Melanie Miller has been promoted to the position of 	<p>1. GAL proposal will be submitted for ED recommendations</p>

CTSOC Program Director/Supervisor Meeting
January 26, 2011

	<p>Juvenile Court Navigator. Her contact information is (216) 443-3142</p> <ul style="list-style-type: none"> ○ Discussion around barriers with non-custodial caregivers giving consent for wraparound supports for court involved youth. Discussed question regarding the possibility of having a Guardian ad Litem (GAL) sign consent to treat forms for youth living with non-custodial caregivers ○ Provisions for more community-based treatment services for court involved youth were discussed. Funding approved from ODYS to divert appropriate youth from an ODYS placement to a secured residential treatment facility <ul style="list-style-type: none"> • <u>KSU</u> <ul style="list-style-type: none"> ○ Discussed disbursement of incentive gift cards for youth enrolled in the Y&FCP evaluation. Reviewed procedures for providers to ensure youth receive KSU sponsored cards timely and return any that can not be disbursed within 30 days of receipt • <u>CCDCFS</u> <ul style="list-style-type: none"> ○ The group was informed that Arlyce Nichols has been named the new DCFS Systems Navigator. Arlyce will continue to serve as the Service Coordination Liaison as well. Her contact information is (216) 881-4176 • <u>CMSD</u> <ul style="list-style-type: none"> ○ None noted • <u>ADAMHS Board</u> <ul style="list-style-type: none"> ○ None noted 	<p>2. Jennifer will follow up with specific providers regarding gift card distribution</p>
<p>4. PSN Vendor Presentation</p>	<ul style="list-style-type: none"> • To assist with engaging natural/informal supports, a proposal was made to give current PSN vendors and/or community-based organizations an opportunity to present to the group. No objections were noted <ul style="list-style-type: none"> ○ Cleveland Public Theatre rep. unable to attend due to illness 	<p>1. Jacqui will solicit ideas for potential presenters for the next meeting</p>

CTSOC Program Director/Supervisor Meeting
January 26, 2011

5. Roundtable sharing and agenda Setting for future meetings	<ul style="list-style-type: none">• Future agenda items include:<ul style="list-style-type: none">○ Fidelity of “Family Wraparound”○ Sibling enrollments○ Length of Service○ Community Referrals	<p>Next PD/Sup Meetings are as follows: March 23, 2011 (Workgroup) April 27, 2011 (Large Group) Locations: Applewood Centers, Inc</p> <p>Next ED Meeting February 9, 2011 Location: CTSOC Office</p>
--	---	--

DRAFT