

CTSOC Executive Director Meeting

May 26, 2010

ATTENDANCE:

Alicia Lytle, WORFLC
 Catherine Lester, CTSOC
 Chris Storman, Kent State University
 Dawn Kolograf, West Side Community House
 Deborah Martin- Grissom, Cleveland Christian Home
 Elise Tompkins, Juvenile Court
 Jacqui Fletcher, CTSOC
 Jillian Driscoll, Family-to Family Administrators Council
 Karen Anderson, Bellefaire JCB
 Karen Ols, CTSOC

Kevin Hodges, St. Martin de Porres
 Larry Kappler, Cleveland Christian Home
 Mario Tonti, Beech Brook
 Mike Haggerty, The Village Network
 Melanie Falls, Applewood Centers, Inc.
 Rick Schmittgen, CTSOC
 Teresa King, CTSOC
 Valerie L. Dowery, Beech Brook
 Zulma Zabala, East End Neighborhood House

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. No changes noted in the 2/24/10 minutes. 	None noted
Community Referrals	<ul style="list-style-type: none"> Community referrals were raised as a possible option for expanding referrals to promote a strong focus on prevention; an ad hoc team met to develop a recommendation for implementing community referrals (see handout). General agreement from the group to move forward with this proposal. Upon review of the handout, the following were discussion points identified by the group: <ul style="list-style-type: none"> What would be the priority for community referrals vs. DCFS/JC referrals? Would community referrals abide by the current capacity/wait list protocol? Is there agreement from all CCP provides about capacity issues for potential contract amendments? Contract amendments would only impact CCP providers; are there implications for the Cluster providers? 	Next steps: <ol style="list-style-type: none"> Review proposal with system partners Review proposal with PEP Connections Talk with KSU about evaluation implications Talk individually with each CCP providers about contract amendments, implications Refine process based on feedback (i.e. screening tool)

CTSOC Executive Director Meeting

May 26, 2010

	<ul style="list-style-type: none"> - Are there implications related to stigma for community referrals? - What would be the timeframe for the referrals process with community referrals? - Could some additional general assessment questions be included on the referrals screening tool (i.e. what type of health insurance does your families have, or what brought you into the Center today)? - Important to monitor capacity issues- especially if community referrals exceed 12/Cluster projections 	
<p>Continuous Quality Improvement</p>	<ul style="list-style-type: none"> • The CQI process developed in partnership with providers is the tool that CTSOC will use for performance-based management and to perfect the practice model. • To date 10 site visits have taken place during which data on priority measures were reviewed and providers were asked to highlight their strengths, needs and culture. • Common themes for CCP providers included: <ul style="list-style-type: none"> - Timelines of contacts - Informal supports - Quality of Plans of Care (POC) - Successful graduation - School attendance - Length of stay/service • Common themes for Cluster providers included: <ul style="list-style-type: none"> - Parent & Youth advocate on POC strategies - Informal supports - Successful graduation • General group discussion included the following points: <ul style="list-style-type: none"> - Request for ability for providers to run reports independent of the ASO - Site visit forms were sent to all providers on 5/21/20 and action plans are due to CTSOC by 6/11/10 - Second quarter reports will be available on 7/19/10 	<p>CTSOC next steps:</p> <ol style="list-style-type: none"> 1. Refinement to the CQI profile for the residential step down contracts (Bellefaire JCB and TVN) 2. Use priority measures to determine priority report development in Synthesis 3. Resend the <i>Operational Definitions</i> document for clarity on definitions (i.e. informal/natural supports) 4. Identify areas of support to providers around practice, skill development and future investments <p>CCP/Cluster next steps:</p> <ol style="list-style-type: none"> 1) Complete and submit action plans to CTSOC by 6/11/10 2) Action plans should focus on direct/supervisory practice and skill development

CTSOC Executive Director Meeting

May 26, 2010

	<ul style="list-style-type: none"> - Planning for third quarter reviews will likely include joint CCP/Cluster site visits and family/staff interviews - Question about how length of stay/service should be reflected in the action plans - Request for clear definitions for informal/natural supports; what is implication for paid v. unpaid services and supports? - What is the applicability of informal/natural support to the residential step down program? - Can modifications to Synthesis help with the informal/natural support issue? - Can disenrollment data help inform the informal/natural support issue (i.e. do they exist, what type, impact on outcomes) 	
<p>Critical Issue: Advocacy/Education Strategy</p>	<ul style="list-style-type: none"> • The ED Group identified a set of critical issues in 2009; these were prioritized and champions from the group agreed to help move the work forward (see 2/26/10 minutes for details). • Recommended that the ED Group focus on the Advocacy/Education critical issue in light of current transition and pending election; agreement from the group to move in this direction. • General group discussion included the following points: <ul style="list-style-type: none"> - Important to be succinct in what information is presented and shared with prospective candidates - Focus on what is unique about CTSOC - Include financial information (i.e. cost benefit) - Include data on outcomes and family stories - Explore ways to partner with forums that have already been planned rather than planning independent meetings with candidates (i.e. Women League of Voter forums) - Suggested to have centralized meetings with County Executive candidates and a Cluster focused approach for County Council candidates 	<p>Next steps:</p> <ol style="list-style-type: none"> 1. CTSOC will develop an outline for the three-prong advocacy/education strategy 2. Catherine will reach out to Melanie, Mario and a Cluster representative on implementation of strategy

CTSOC Executive Director Meeting

May 26, 2010

	<ul style="list-style-type: none"> - Suggested to include parents and youth at every opportunity- this highlights uniqueness of CTSOC - Highlight link between CTSOC and mandated services 	
<p>Roundtable Sharing</p>	<ul style="list-style-type: none"> • Catherine expressed appreciation for everyone’s patience during the recent hiring process at CTSOC. The current vacancies should be filled by the end of June at which time CTSOC will share with partners; reorganization has resulted in a \$100,000 cost savings in CTSOC overhead. • The next Executive Directors meeting will take place on August 25th, 2010 from 9 to 11 a.m. (location TBD). Agenda will follow closer to that time. 	<p>None noted</p>