

CTSOC Program Director/Supervisor Meeting

July 28, 2010

**ATTENDANCE:**

Kimberley Foster, West Side Community House  
 Jillian Driscoll, Family to Family Administrators Council  
 Larissa Turner, Catholic Charities Services  
 Autumn Longstreth, 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  
 Barbara Heard, East End Neighborhood House  
 Roshawn Sample, East End Neighborhood House  
 Kevin Hodges, St. Martin de Porres  
 Marcia Johnson, St. Martin de Porres

Deborah Martin-Grissom, Cleveland Christian Home  
 Conida Hawk, Cleveland Christian Home  
 Henry Mazur, Beech Brook  
 Tom Royer, Beech Brook  
 Jennifer Jones, KSU  
 Linda Torbert, ADAMHS Board  
 Yulanda Wiley, CTSOC  
 Teresa King, CTSOC  
 Jose Delgado, CTOSC  
 Karen Ols, CTSOC  
 Catherine Lester, CTSOC  
 Jeannet Wright, CTSOC  
 Jacqui Fletcher, CTSOC

**MINUTES:**

Agenda Item	Discussion	Next Steps
1. Welcome and Review of Agenda	<ul style="list-style-type: none"> <li>The group was welcomed and agenda for the meeting reviewed and introductions were made</li> </ul>	None noted
2. Success Story	<ul style="list-style-type: none"> <li>SOC families participated in the recent Candidate Information Session and F2F has seen success with the availability of flex funds to assist families with supports for housing and utilities</li> <li>The group was reminded to continue submitting any family and/or team success stories to the Tapestry office</li> </ul>	General follow up and next steps: <ol style="list-style-type: none"> <li>Please send any success stories to Jose Delgado at <a href="mailto:jdelgado@cuyahogacounty.us">jdelgado@cuyahogacounty.us</a></li> </ol>
3. Updates	<ul style="list-style-type: none"> <li>KSU/Y&amp;FCP: Update given on the scope of the Youth and Family Community Partnership. There was (17) new youth enrolled in the KSU survey in the month of June. Increase in participants in the 6 and 12 month follow up contacts. Reminder to the group to get the</li> </ul>	<ol style="list-style-type: none"> <li>CCP providers should submit the Ohio Scales data within 30 days of the close of the previous quarter or sooner if</li> </ol>

	<p>Ohio Scales in</p> <ul style="list-style-type: none"> <li>• ADAMHS Board: On-going concerns with the lack of lobbying activities aimed at supporting services for children (i.e. co-occurring treatment and adolescent supports.) The board is working on Request for Information proposals targeting particular services.             <ul style="list-style-type: none"> <li>○ CMSD – none noted</li> <li>○ Juvenile Court – none noted</li> <li>○ DCFS – none noted</li> </ul> </li> <li>• Annual SOC celebration meeting (previously the Oversight Committee) was discussed. This event will be held on November 5, 2010. Teresa introduced to the group a new process for recognizing exemplary service in SOC as well as the nomination forms and process. A SOC quilt will be created and presented at the event. Pattern pieces were distributed to CCP and Cluster representatives</li> <li>• CQI Process: Acknowledged 2<sup>nd</sup> quarter profiles were sent out. Group discussion highlighting common priorities and themes             <ul style="list-style-type: none"> <li>○ Enrollment #'s generally down over this past quarter</li> <li>○ Significant increase in informal supports on first POC but informal supports utilized on the last POC are not meeting benchmarks</li> <li>○ Need to prioritize Welcome/Graduation billing</li> <li>○ Length of Service is trending downward</li> </ul> </li> <li>• Enrollment and engagement topics were discussed highlighting the ASO priority to address service delivery from Identification, referral, enrollment and contact as well as filling the following vacancies;             <ul style="list-style-type: none"> <li>○ Training Coordinator and MIS/CQI Specialist pending BOCC approval – August 16<sup>th</sup></li> <li>○ Enrollment Specialist position vacated by Jacqui (mid September). Amanda Apathy will begin assisting with the internal process for enrollments in the interim.</li> </ul> </li> <li>• Discussion around the community referrals process which is on target to begin accepting referrals August 2, 2010. The new “strengthening families” Protective Factors survey was introduced</li> </ul>	<p>delinquent</p> <ol style="list-style-type: none"> <li>2. Please submit Recognition/Nomination forms to Amanda Apathy at the Tapestry office by September 1, 2010  <a href="mailto:aapathy@cuyahogacounty.us">aapathy@cuyahogacounty.us</a>              (216) 443-6062              Please note there are (2) forms:              - Family/Youth Nomination              - Professional Nomination</li> <li>3. The ASO will provide the group with another copy of the Community Referrals tools as well as a narrative to assist with identification, referral, enrollment, and contact by July 30, 2010</li> <li>4. A Community Referrals “check in” meeting will be scheduled for late August or early September to troubleshoot any challenges</li> <li>5. A Family Orientation report will be presented at the Executive Director group meeting on 8/25/10</li> </ol>
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	<p>to the group and comments were as follows:</p> <ul style="list-style-type: none"> <li>○ Survey's must be completed at both intake and 6 months with all families enrolled as community referrals</li> <li>○ All referrals will be screened to ensure that there is no open or pending case with DCFS</li> <li>○ Concerns were raised as to the preparedness and understanding of the referral process</li> <li>○ What is the process to "kick back" inappropriate F2F referrals that may need DCFS involvement?</li> <li>○ Exploration with the group around the idea of this pilot going back to the genesis of Tapestry and the benefits of being able to be more preventative in the service delivery scope</li> <li>● Brief update provided by Teresa regarding the successful completion of all four family orientations. Evaluations and other feedback from organizers and participants have been collected</li> </ul>	
<p>4. Identified Challenge in WA Service Delivery</p>	<ul style="list-style-type: none"> <li>● Group discussion around identifying natural/informal supports for families during engagement, planning, implementation, and transition phases of WA; Comments were as follows: <ul style="list-style-type: none"> <li>○ Continued lag time in referral and enrollment is a concern</li> <li>○ Families are reluctant to identify supports in the beginning</li> <li>○ Adding PA/YA to the team as a formal support is affecting the team composition benchmarks. Is there a way to re-class them somehow?</li> <li>○ Challenges around how we document team member roles and responsibilities</li> </ul> </li> </ul>	<p>See Group recommendations</p>
<p>5. Challenge Recommendations</p>	<ul style="list-style-type: none"> <li>● Group recommendations: <ul style="list-style-type: none"> <li>○ With support of the team, add identified informal supports to the POC that aren't necessarily attending on-going team meetings. Family Voice and Choice</li> <li>○ Prioritize the utilization of PA/YA's in the process to help identify natural and informal supports</li> <li>○ Identify options to help define overall impact of listing PA/YA's as a formal support</li> </ul> </li> </ul>	<p>None noted</p>

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6. Agenda Setting for Future Meetings	<ul style="list-style-type: none"><li>• Share SOC Success Story</li><li>• System &amp; Community Referrals update</li><li>• Y&amp;FCP Outcome Data Report</li></ul>	Next meeting <b>September 22, 2010 at Applewood</b>
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