



Welcome to the **Cuyahoga Tapestry System of Care** e-newsletter.

Tapestry is based on the belief that when you bring together important people in a child's life with resources in their own neighborhood, a young person with even the most complicated social and emotional challenges can thrive.

TODAY'S TAPESTRY:

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Director's Corner



The Administrative Services Organization (ASO) for Cuyahoga Tapestry System of Care is proud to present this edition of E-Threads which includes a special focus on teams and the importance of team-based work with children and families.

In the past year, the ASO team has experienced a lot of change. We lost several staff to promotion and other professional opportunities. And we also recruited new staff to join our team including Jacqui Fletcher as the Care Network Manager and Jeannet Wright as

our new Fiscal Officer 3. In August we will welcome two more staff in the areas of training, data systems and continuous quality improvement. As our team continues to evolve it has been important to look for ways to merge the unique talents, skills and expertise that each person brings to this work. This is a similar goal for our work with families in the team-based approach of wraparound.

Over the next few months, I look forward to helping my team at the ASO reach its full potential. There is much work for us to tackle, and by strengthening our team, I believe that we will become stronger partners in helping relationships with our families. I hope you enjoy the information shared in this quarterly version of E-Threads, and I look forward to continuing to team with each of you in making a difference in our community.

Catherine L. Lester, MSSA
Director



Jacqueline Fletcher, Care Network Manager



Jeannet Wright, Fiscal Officer 3

News, Events, Highlights

- The Tapestry website www.cuyahogatapestry.org, will be re-launched in August...stay tuned!
- The Tapestry ASO office will be moving on August 27th to 1849 Prospect Avenue, 3rd Floor, Cleveland, OH 44115
- Save the Date: The 2010 Tapestry Annual Meeting will be held on November 5th at the Visiting Nurses Association...more details forthcoming
- August 17th Booster Training: Facilitating and Supporting Resiliency in Youth with Significant Mental Health Challenges
- September 15th Booster Training: Effective Leadership: The Things Leaders Do
- September 15th Booster Training: Safety in the Field
- October 12-13 & 26-27 will be the next 4 day Wraparound Training

*For more information on news, events, and highlights please contact the Tapestry office at 216-443-6067.

Data/Outcomes

Clients Enrolled, Disenrolled & Served by Care Coordination Agency (January 1, 2010 - July 31, 2010)

Indicator	# Enrolled	# Disenrolled	Total # Served
- Applewood	27	33	125
- Beech Brook	55	49	152
- Bellefaire JCB	22	7	36
- Catholic Charities	64	58	156
- Cleveland Christian Home	70	85	185
- The Village Network	11	13	26

By Cluster			
- Northeast (SMDP)	56	59	163
- Southeast (EENH)	70	60	174
- Central (USH)	20	21	77
- Westside (WSCH)	99	105	249

Timelines (January 1, 2010 - July 31, 2010)

Indicator	% of Any Contact w/in 2 days of enrollment	% Face to Face Contact w/in 7 days
By CCP providers		
- Applewood	100	54
- Beech Brook	94	82
- Bellefaire JCB	77	67
- Catholic Charities	90	62
- Cleveland Christian	79	40
Home		
- The Village Network	0	63

Support Groups (parent/caregiver) June 2010*

Indicator	Total # of Support Groups	Total # of Families Attending Support Groups
By Cluster		
- Northeast (SMDP)	4	63
- Southeast (EENH)	4	29
- Central (USH)	3	20
- Westside (WSCH)	3	41

Support Groups (youth) June 2010*

Indicator	Total # of Support Groups	Total # of Youth Attending Support Groups
By Cluster		
- Northeast (SMDP)	4	45
- Southeast (EENH)	4	25
- Central (USH)	3	10
- Westside (WSCH)	2	26

* due to reporting timeline, available data is one month behind

Engagement (January 1, 2010 - July 31, 2010)

Indicator	Avg. Face to Face time per month (hours)	Avg. Number of Face to Face contacts per month (times)
By CCP providers		
- Applewood	4.6	3.1
- Beech Brook	5.9	3.8
- Bellefaire JCB	2.6	2.6
- Catholic Charities	4.6	3.1
- Cleveland Christian	4.2	3.2
Home		
- The Village Network	3.3	3.3

Behavioral Health Diagnosis (January 1, 2010 - July 31, 2010)

Indicator	(N)	% with Behavioral Health Diagnosis
By CCP providers		
- Applewood	120	72.5
- Beech Brook	151	91.4

- Bellefaire JCB	35	71.4
- Catholic Charities	151	74.8
- Cleveland Christian Home	192	82.8
- The Village Network	25	88.0

Provider Services Network (July 2010)

Indicator

Children referred to services via the PSN	263
Vendors used	25 (of 34)
Dollars expended	\$386,464

Training & Workforce Development Activities (July 2010)

Indicator

Training:	
- # of training sessions	2
- # of attendees	39
Learning Communities:	
- # of learning communities	8
- # of attendees	52

Budget Information (January 1, 2010 - June 30, 2010)

Indicator	2010 Budget	Year to Date Expenses	Year to Date %
Personnel	\$936,602	\$358,701	38%
Contracts/Services	\$6,846,344	\$2,708,646	40%
Operating/Occupancy*	\$1,585,024	\$25,222	2%
Total	\$9,367,970	\$3,092,568	33%

* includes the match and carry over costs that will be transferred to the related index code. This transfer is initiated by OBM and will occur later in 2010.

Success Story

The following is a success story of a family that was enrolled in CTSOC and has since graduated as told to a CTSOC staff member. This story shows the real impact of CTSOC for families in our community.

My name is Jennifer and I have a 15 year old daughter. My daughter is very smart but there is one problem she suffers with: emotional and mental problems. At times, her problem can be very difficult to cope with. We have tried several different therapists and doctors but nothing seemed to work and it became very frustrating for me and my daughter.

At the age of 11, my daughter was involved with Juvenile Court and was in and out of psychiatric wards. Many days I felt very hopeless, and at night I would scream and cry out, asking "Why me?"

One day, I opened up to a friend and shared what I was going through, she told me about a program called Tapestry and all the things that they had to offer. At that point I was willing to try anything that could possibly make my life better.

At first I thought Tapestry would fix all my problems and that they would perform a miracle on my family. I was assigned a Care Coordinator who came out to my home to meet with me and my daughter. The Care Coordinator also met with my daughter at school at least once a week, and she always answered her phone

whenever I called no matter what time of day it was. The Care Coordinator was very patient, consistent and dedicated. Sometimes my daughter would curse at our Care Coordinator, but she never gave up on us.

One day, our Care Coordinator suggested that we attend a parent support group that met every month. I started going to the support group and really enjoyed the meetings. There I met other parents who were going through similar situations as me. I appreciated the support the parents gave each other.

Tapestry has played a great role in my life and my daughter is doing a lot better. There are still some days that are rough, and problems that arise, but now we know how to handle them. My outlook and reactions have changed towards my daughter. She is doing well in school and has a 3.0 grade point average. She does well at home for the most part. I am very grateful and humbled by what Tapestry has done in our lives.

Sincerely,
Jennifer, Parent

Service Delivery/Capacity Building Article

IT TAKES A VILLAGE.....

Teamwork divides the task and multiplies the success ~
Author Unknown

Developing a team that builds on the strengths of others in collaboration with children, families, professionals, and community partners can be a daunting task. The Wraparound philosophy and use of team-based service delivery is exactly what is required to meet the challenges of children and families with complex needs who are served through Cuyahoga Tapestry System of Care (CTSOC). It takes a village to raise a child, and this village is critical in helping families to ensure that their children are happy and living well. The essence and true nature of our System of Care in Cuyahoga County represents a collective network of individuals dedicated to developing strategies that set the standards for effective and efficient care coordinated services. Ensuring that services are family and needs driven, community-based, culturally informed and builds on the strengths of each individual.

Using a continuous quality improvement (CQI) process, CTSOC has prioritized a strategy for monitoring service delivery, performance, and outcomes. This process is dependent upon meaningful engagement of all children, families, staff, and stakeholders.

Efforts have been on-going to develop and implement strategies to promote a comprehensive team-based service delivery package for families. Through coordinated efforts, CTSOC has identified goals, tasks, and resources aimed at not only perfecting service delivery, but also improving upon capacity building opportunities such as refining training priorities to align with fidelity related needs. Data is being collected and evaluated regularly to inform the team on ways to improve how families are being engaged, access to family involvement activities, as well as partnership efforts between Care Coordination and Cluster agencies.

Through CTSOC, wraparound continues to demonstrate positive outcomes for children with serious emotional disturbances including improved youth and family functioning, decreased problem severity, and reduced recidivism in both the child welfare and juvenile justice systems. The majority of the critical work being implemented is occurring within teams, and on average families are engaging in at

least one child and family team meeting per month. Using a community-based service delivery system, the child and family team must work together to create a plan that addresses the family's identified needs, preferences, and culture. Service providers must make a commitment to providing unconditional care, and continuously evaluate plans to help inform the team of progress. Examples of some of the questions that are raised within the team process are:

- How can I better inform the team about my needs?
- How can I maintain the integrity and fidelity of the wraparound process with the families I support?
- How can I encourage families to use their own voice to define needs?

Raising a child without a network of support can be very exhausting. When children begin to exhibit problematic behaviors the caregiver is often the blame. Utilization of the Wraparound process shifts the focus from the traditional problem focused approach to a more family centered, strengths-based view of needs and supports. It's about individuals, neighborhoods, communities, and systems coming together as a team to ensure that quality services and supports are in place which can make a positive impact on the lives of children and families in our community.

If you have news that you would like shared through *Threads*, or would like to add an e-mail address to the distribution list, contact Amanda Apathy at aapathy@cuyahogacounty.us or 216-443-6062.



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