



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

**Vision:** Weaving solutions with children and their families.

**Mission Statement:** We exist to enhance the lives of children with significant behavioral needs, who are involved in multiple systems, through family-focused, child-centered, strength-based, and culturally competent care in the community.

**TODAY'S TAPESTRY:**

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## ASO Corner



The Administrative Services Organization (ASO) is excited to share with you this summer edition of E-Threads! In this newsletter, we are pleased to announce new wraparound services available through Tapestry's Provider Service Network (PSN).

This is an exciting time for Cuyahoga County and Tapestry System of Care. As announced in the last edition of E-Threads, Tapestry will be transitioning to the Department of Child and Family Services (DCFS). The change is largely motivated by the current state fiscal crisis, as well as other organizational changes that are occurring with the county's Office of

Health & Human Services.

While we continue to plan for our transition to DCFS, we also recognize other internal transitions within our Tapestry Family. Carolyn Nabakowski, Tapestry CQI Manager, has accepted a new position and will be wrapping up her duties on July 21, 2011. Please join our staff in wishing Carolyn well in her new endeavors.

As Tapestry continues to manage our local transitions, we would like to recognize our national partners who are convening this month in Chicago, IL for the Summer 2011 System of Care Community Training for the Comprehensive Community Mental Health Services for Children and Their Families Program. *Expanding and Sustaining Systems of Care: New Challenges and New Opportunities* is sponsored by the Center for Mental Health Services (CMHS), Substance Abuse and Mental Health Services Administration (SAMHSA), within the U.S. Department of Health and Human Services. Tapestry is proud to be recognized as System of Care Alumnus and continue to support other communities in their journey toward helping children and families with social and emotional struggles.

The entire staff at Tapestry continues to dedicate their time to improving service delivery to children and families of Cuyahoga County while striving for improved outcomes! We appreciate your ongoing support and look forward to our continued partnership!

## Article

### **Tapestry Welcomes New Providers to the PSN!**

Cuyahoga Tapestry System of Care's Provider Service Network (PSN) is an innovative and flexible way to link local community-based services to families in need. When services are aligned with the strengths and needs of a family, improved family functioning can be achieved. The PSN was established in 2007, and allows for delivery of those services in the most flexible and cost effective manner. The model is consumer (i.e., family) driven and consistent with system of care principles. Tapestry is pleased to announce the addition of 16 new vendors to the Provider Services Network!

<b>Provider</b>	<b>Service Summary</b>
Ace Away Pest Control	Pest Control, including bed bug extermination which has spiked in recent months; cost efficient in terms of maintaining stable housing for families
Building Bridges Murals, Inc.	Art lessons, mural creation and mentoring opportunities for behaviorally challenged youth with interest in the arts
Cleveland Eastside Ex-Offender Coalition	Services to support families with incarcerated parent(s) (mentoring, video visitation and camp)
Cleveland UMADAOP	Camp, tutoring, and gender specific life skills
Golden Ciphers	Alcohol and other drug prevention (groups)
In The Hood Foundation, Inc.	Sports lessons and other recreational skill development
Jackson Express Services, LLC	Moving and delivery services
L.E.V.Y. Social Programs	Independent skills training; teen leadership programs and outdoor recreational skill building (ropes course)
Making a Difference Consulting, LLC,	Camp, anger management, gender specific programming to address life skills and other interpersonal skill development
MGW Resource Center/Material Girlz World	Camp, gender specific mentoring
No Limit Leaders	Life skills and youth leadership programming
Quality Care Residential Homes, Inc.	Respite
The East End Neighborhood House Association	Camp, tutoring, anger management, parenting support, African drum
The Sanctuary Christian Entertainment Complex, Inc	Support groups, anger management, vocational skills training
University Settlement, Inc	Camp, after school programs, and tutoring
V.O.I.C.E (Vision, Opportunity, Investment, Commitment, Enterprise)	Multi-media classes including photography, writing and life coaching

## **Success Story**

(As told by a Care Coordinator from The Cleveland Christian Home)

Joaquin\* is a 13-year-old African American male who lives with his mother and his

mother's friend. He attends Almira Elementary School and is in the SED classroom. At the time of referral, Joaquin was having troubles in school, he was tardy almost everyday and had been suspended for fighting and being disruptive and disrespectful to teachers. Joaquin's mother reports that there was conflict in her relationship with her son because of his anger issues and oppositional behaviors. She also reports that Joaquin has memory problems and trouble in school and that he was only reading at a second grade level. Joaquin's mother reports that when Joaquin is upset he will destroy property and acts on impulse. Joaquin had to do 15 hours of community service due to inappropriate behavior at his local library. Per his mother and teachers, he has a history of shoplifting, although he has never been charged and often gets into fights with his peers. Joaquin has been given a diagnosis of ADHD due to his trouble focusing in school, impulsive behaviors, and concentration issues.

Joaquin and his family have been involved with Tapestry since March. During his involvement with Tapestry, Joaquin's Care Coordinator has worked to teach him effective communication techniques and ways to express his emotions without resorting to arguing and aggression. He has learned to think before he acts and finds correlation between his actions and their consequences. The Wraparound Team has met with school personnel to address his IEP needs and facilitated a meeting in which teachers have reported a great improvement in his attendance and attitude while at school. Per his teacher, Joaquin has removed himself from situations and peers that would normally have resulted in a fight. He has improved his grades and is no longer disruptive in class. His mother has worked with a Parent Advocate to identify and include family and friends for support. Joaquin has formed a relationship with his Youth Advocate and he often talks with her when he has something on his mind.

Today Joaquin is about to finish the 8th grade and move on to high school. His Wraparound team has scheduled meetings with different schools to help identify and advocate for the best placement for his educational needs. He will be attending a therapeutic day camp over the summer and start a relationship with his mentor who will continue to reinforce appropriate communication skills. The team will continue to work with Joaquin and his family to establish strong communication and problem solving skills they can continue to rely on once Tapestry Systems of Care is no longer involved.

\*Name changed to protect identity.

## Data Trends

A focus in 2011 has been on engaging families as quickly as possible in the wraparound process. Tapestry's Continuous Quality Improvement (CQI) process is an excellent tool that utilizes data to improve practice. One of Tapestry's CQI priority performance indicator measures the number and percentage of families enrolled with provider contact (by Care Coordinator) within two (2) days.

1st Quarter 2011 data (January 1 – March 31, 2011) indicate that 93% of the families enrolled during that time period received contact from a Care Coordinator within two (2) days of being enrolled with Tapestry.

This initial contact sets the stage for the next required first face to face contact with the family to occur within seven (7) days. These requirements increase the chances of families becoming and staying engaged in the wraparound process.



## News, Events, Highlights

- Planning for 2011 Quarter 2 Continuous Quality Improvement is underway. Data is due to CTSOC by August 1, 2011 for the time period March 1, 2011 – June 30, 2011. Site visits are being coordinated and will be conducted in late August with contract agencies to review data and discuss action plans
- Mayor Frank G. Jackson's Youth Summit & Cleveland Metropolitan School District's Back to School Fair will be held August 13, 2011 for 10:00 AM – 2:00 PM at the Public Auditorium, 500 Lakeside Ave.
- Tapestry System of Care will be relocating to The Jane Edna Hunter Building located at 3955 Euclid Ave., Cleveland, OH. Tapestry staff phone information will remain the same.
- 3 Day Hi-Fidelity Wraparound Training will be held September 9th, 15th and 20th from 9 AM – 4 PM at 1849 Prospect Ave., 3rd Floor.
- New registration procedure for Cuyahoga Tapestry System of Care training opportunities! We are now doing electronic registrations. Please go to the Tapestry Website <http://www.cuyahogatapestry.org/>, choose the training you would like to register for and fill out the requested information. When your registration is confirmed, you will receive an e-mail confirmation for the training you selected. (You will need to create a user id and password first if you have not registered on line to date).

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

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 Karen Stormann at [kstormann@cuyahogacounty.us](mailto:kstormann@cuyahogacounty.us) or 216-443-6062.



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