



# TAPESTRY

WELCOME PACKET





## Cuyahoga Tapestry System of Care

Cuyahoga Tapestry System of Care, “Tapestry” as it is called by families, uses a community wraparound process to serve more than 1,000 families each year. Tapestry focuses on discovering the strengths, needs and culture of each individual family while also tapping into close-to-home community services and natural supports that can sustain the family during the process and beyond.

Tapestry works with children and families referred from Juvenile Court and the Department of Children and Family Services, as well as families identified by one of the 14 neighborhood collaboratives that exist and operate within Cuyahoga County. Families are paired with a care coordinator and a family advocate to develop a team of people who can address their individual needs.

This handbook was developed to answer some questions that families might have about Tapestry. Every family will be invited to a family orientation where they can ask more questions and meet other families who are enrolled with Tapestry. Coping with changes in behavior during childhood and adolescence can be very challenging for many families. We hope that Tapestry can be a support to families that may be facing some of these challenges

Catherine L. Lester  
Director

The quilt pictured was created  
by Tapestry families

## Our Vision:

Weaving solutions with children and their families.

## Our Mission:

The Cuyahoga Tapestry System of Care exists 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 their community.

## Our Approach:

Cuyahoga Tapestry System of Care, or “Tapestry” as it is called by families, continues to evolve in its goal of serving children with emotional difficulties and their families. Tapestry employs a community wraparound process which serves more than 1,000 families each year through care coordination, family advocacy, and flexible wrap supports.

The focus in Cuyahoga County is on discovering the strengths, needs and culture of each individual family, while also tapping into close-to-home community services and natural supports that can sustain the family during the process and beyond. Families, along with their care coordinator and family advocate, develop a team of people who can address each family’s individual needs with innovative and non-traditional solutions.

## We Help Families and Communities Achieve:

- Improved family and youth functioning
- Reduced recidivism in juvenile justice
- Reduced recidivism in child welfare
- Increased effectiveness and efficiency



# QUESTIONS FROM PARENTS, GRANDPARENTS AND CAREGIVERS

## How is Cuyahoga Tapestry System of Care different?

Cuyahoga Tapestry System of Care, also known as “Tapestry” uses a *wraparound process* as a way to plan and implement services and supports for your child and family. The wraparound process also helps to make sure children and youth grow up in their homes and communities. It is a planning process that values the importance of social networks and “natural” supports, bringing people together from different parts of the whole family’s life. Furthermore, wraparound is:

- Based on the strengths of you, your family and your neighborhood.
- Something that your family “does,” not something that you are “given.”
- A team effort that involves you, your child, family, professionals, community and neighborhood supports, all working together toward a common goal.
- A process where team members decide to “never give up,” and continue to provide the care, support and commitment necessary to achieve the goal.
- A process that respects who you are, with teams that are sensitive and responsive to your family’s culture, language and community.

## Who does Tapestry serve?

Tapestry currently serves families with children between the ages of 5 and 18 years who are:

- Involved with the child welfare system.
- Involved with the juvenile court system.
- Connected to one of the 14 neighborhood collaboratives located throughout Cuyahoga County.

## The children who are enrolled with Tapestry often:

- Have serious emotional and mental health needs that severely disrupt their relationships and daily activities.
- Have needs that require many more sources of support than are usually provided by traditional mental health services.
- Are between the ages of 5 and 18 years when referred.
- Are residents of Cuyahoga County.
- Are at risk of more intense involvement with Cuyahoga County’s child-serving systems if their emotional and behavioral health needs are not met.



## What is the first step to getting services for my child and family?

There are three ways that your family can start receiving services from Tapestry. The first is through a referral from a social worker at the Department of Children and Family Services (DCFS). The second is through a referral from a probation officer or other staff at Juvenile Court. And the third is through a referral from one of the 14 Neighborhood Collaboratives located in Cuyahoga County. Some signs that your child may benefit from Tapestry include:

- Your child is having trouble at home, at school and in your neighborhood.
- Your child is involved with or at risk of becoming involved with child welfare or juvenile court.
- Your child is under 18 years of age and a resident of Cuyahoga County.

If you have questions about whether or not your child may be eligible, please contact the Tapestry office at (216) 443-6067.

## What do I need to know about the Tapestry referral process?

As previously stated, your family can start to receive services once a referral from DCFS, juvenile court or the neighborhood collaborative is complete. You should expect to receive a phone call and a welcome packet in the mail from an enrollment specialist at Tapestry to provide information about what to expect. The enrollment specialist will review important information with you including the name of your care coordinator and a family orientation schedule. The care coordinator (sometimes referred to as Tapestry care coordinator, community wrap specialists, care manager or wraparound facilitator) will help you to begin the wraparound team process. The family advocate is available as a resource in your community and will help you in connecting with other supports that can help you and your child.

## What can I do to prepare for my first meeting with someone from Tapestry?

Every attempt will be made to schedule the first meeting at a time that is convenient for you and your child, and in a location where you will be most comfortable sharing personal information. If you would like, bring along someone you trust such as a friend or family member. It may also be helpful for you to bring the following things:

- Information about other services and supports you've tried in the past.
- A copy of your child's social security number.
- A copy of Medicaid or medical insurance card.
- Income information.
- A list of any questions you might have.



Also remember to:

- Answer questions honestly and give accurate information about your child and family's strengths, what they like and do well, as well as their needs.
- Request information and ask anything you want to know more about or do not understand; there is no such thing as a dumb or foolish question.
- Ask for the name of another parent or someone who has been through the process and who is willing to share their experience with you.
- Write down the answers to your questions and the names and phone numbers of people you may want to call later.
- Ask for copies of brochures and other information, or bring a pen and paper to write down information that may be shared during the wraparound team meeting.
- Request a written explanation if you are told that your child and family are not eligible for services and ask for a referral to another service or program that could help you.

## SUCCESS STORY

One of the core values of Tapestry is family voice and choice at all levels of the process, including direct care, system and community. At an event in 2010 that was hosted by the county's Transition Advisory Group (TAG), a youth who had been involved with Tapestry attended to tell prospective candidates about the value of Tapestry.

The youth's name is Maria, and she is 18 years old. Maria began receiving services through Tapestry at age 17 as a result of her adoption placement being disrupted. She was adopted by a family after her mother died of AIDS when she was two years old. With the support of Tapestry and her team, Maria recently graduated from Brush High School, is currently living on her own, and has reconnected with some of her biological family. She remains hopeful to also regain a relationship with her adopted family. Maria plans to attend Cuyahoga Community College with an interest in Early Childhood Education.

There are many young people just like Maria who have been supported through Tapestry. It is the focus on family strengths and the partnership between clinical social workers and community-based supports which made a difference in Maria's life, and ultimately makes Tapestry unique and special.



\*The name has been changed for confidentiality.

## **What can I expect to happen during my first meeting with someone from Tapestry?**

At the first meeting with someone from Tapestry, you will be asked a lot of questions about your child and family. The reason for asking all of these questions is to make sure that we can do our very best in helping you and your child. You may be asked:

- What is prompting you to ask for services and supports from Tapestry at this time?
- Who and what has been helpful to your child or your family in the past as well as who cares about what happens to you?
- What do your child and members of your family like or do well?
- How does your child's needs effect your family?
- What supports and services are you receiving now or have received in the past?
- What are your goals and how do you believe Tapestry can help you achieve them?

You will probably be asked to sign a lot of forms, and it is okay if you feel tired and a bit stressed when the first visit is over. Some of the forms that you may be asked to sign are:

- Permission for your child to participate in Tapestry.
- Permission to gather or share information with others (also known as a Release of Information).
- An explanation of the program's privacy, ethics and grievance policies.
- Financial information.

## **Who is on the child and family teams?**

Tapestry will work with your family to identify who should be on your child and family team (also known as a wraparound team). Members of the child and family team usually include people who are providing services to your family as well as persons who are supportive to your child and family. A typical team might include:

- The child for whom services were requested.
- Parents and/or caregivers.
- Legal guardian if the child is in the custody of the county.
- Care coordinator (also referred to as a care manager or wraparound facilitator).
- A family advocate (this is someone who has been through the process and is willing to support you and your family).
- A youth advocate (this is someone who makes sure the youth concerns are addressed).
- Family, members of the faith community, friends and neighbors who you would like to participate in the process.
- Formal supports, those professionals like teachers, therapists, child protective service workers, probation officers, etc., who work with your child and family.

## **What are the steps in the team process?**

The care coordinator will work with you and your child to convene a team that can support you through the wraparound process. The care coordinator will talk to you about the wraparound process and how it can be used to help you meet your child's emotional needs. The care coordinator will make sure that the team listens to your family's story, including your needs, hopes, dreams, strengths and vision for the future. The team will also help you:

- Come up with a mission statement about what everyone on the team will be working on.
- Develop a crisis plan.
- Develop a wraparound plan which identifies and builds on your family's strengths, as well as looking at needs and ways to address these needs.
- Agree on who will take on different tasks on the wraparound plan.
- Meet regularly to review accomplishments, make sure the wraparound plan is working, makes changes and assign new tasks as necessary.
- Plan for the time when your family is ready to move on and no longer needs to meet regularly with the team.

## **What does a care coordinator do?**

As mentioned above, the care coordinator will also help you in developing and facilitating your child and family team and the wraparound plan. A care coordinator provides mental health services to your child and family. Some other things that the care coordinator can do to support you and your family are:

- Coordinating the wraparound process for your family.
- Helping you share with the team your family's strengths and needs so that you can use your strengths to accomplish your goals.
- Facilitating team meetings.
- Making sure your family voice is heard in team meetings.
- Summarizing the team's wraparound plan in writing and distributing it to team members so that each team member is clear about what action steps he or she is responsible to complete.
- Actively following up with team members about the success of actions steps in between meetings.
- Making sure that you are connected to a family advocate.
- Connecting you with informal and natural supports in the community.

*"Today I know how to deal with a crisis and know where to get help."*

## What does a family advocate do?

A family advocate is someone who has been where you are, and has agreed to help support other families that need help through Tapestry. Some of the things that they can do are:

- Share their experience as a parent or caregiver of a child who has gone through the wraparound process.
- Help you identify your family's strengths and needs and share them with other team members.
- Support you in expressing yourself during team meetings.
- Work with you, the care coordinator and other team members to identify community resources to assist you in meeting the needs of your family.
- Work with you to complete action steps included in your wraparound plan, and identifying and building natural supports.

## S U C C E S S S T O R Y

Sandra and her son Kevin, were referred to Cuyahoga Tapestry System of Care (Tapestry) in October 2010 because of Kevin's behavior problems at school. Sandra and her family attended the family orientation for the Central Cluster and she was impressed



by the information she received on how Tapestry values family voice and choice. Once engaged in Tapestry, Sandra and her family have continued to be regular attendees at the monthly support groups offered by Tapestry. Kevin has benefited from the positive activities offered at the neighborhood center, while interacting with kids his own age.

During a support group at which the activity was making 'dream catchers,' Sandra struggled with the activity at first, but with the help of her parent advocate she was able to finish her dream catcher and help others finish theirs. She then shared some of her dreams for herself and her family with the group. She stated she wanted to go back to school and receive her G.E.D. and be a good parent to her son.

At a subsequent family meeting, the team noticed the dream catcher hanging in the doorway of Sandra's new home. Amongst all the boxes and chaos, there hung her dream catcher as a reminder of the dreams she has for her and her family. For Sandra, this simple activity and the support she receives from her team and her community will help keep her focused on the things she wants to accomplish this year and beyond. It also serves as a reminder for the whole family that it's never too late to make changes to your current situation in order to make a brighter tomorrow.

\*The name has been changed for confidentiality.

## What does a youth advocate do?

A youth advocate provides support and assistance with system navigation to youth involved with Tapestry. Some of the things that they can do are:

- Participate on child and family teams with the youth.
- Attend transition meetings to share information about opportunities available to the youth in their community.
- Conduct home visits to complete tasks assigned by the team.
- Identify traditional and non-traditional services that can help meet the needs of youth according to the wraparound plan and team meetings.
- Facilitate monthly support groups for youth.
- Plan and implement activities for youth.

## What is my role on the child and family child team?

You are a critical part of the child and family team process. Some of the things that you will be asked to do are:

- Develop a team of individuals in your life who are supportive and want you to succeed.
- Identify your family's strengths and needs.
- Consider using the services of the parent and youth advocate and attending support groups.
- Invite friends and family members to participate on your family team meetings scheduled at times that meet your needs.
- Develop child and family wraparound and crisis plans with your team and, if enrolled in Tapestry, develop a mental health service plan with your care coordinator, family advocate and members of your team.
- Complete the action steps you agree to during team meetings.
- Evaluate the effectiveness of your child and family wraparound plan and mental health service plan with your team.
- Become more knowledgeable about your child's emotional and/or behavioral needs and approaches for assisting him or her in meeting those needs.
- Ask questions if something is not clear.

*"What else could I do? I needed something else – and Tapestry was that something else. I see a difference in my daughter."*



## What is my child's role?

Depending on your child's age, he or she will be asked to:

- Share his or her goals.
- Share his or her strengths, including skills, talents, interests and people he or she finds to be supportive.
- Participate in team meetings and the development of wraparound, crisis and, mental health service plans.
- Be honest with team members and express his or her limits.
- Complete the action steps he or she agrees to during team meetings.
- Ask for help when he or she needs it.
- Ask questions if something is not clear.

## Who will work with my family, and what will we do together?

Possible team members might include the following: the care coordinator, a family advocate, a youth advocate, families members, and anyone else that you identify. The team that you and your care coordinator develop will work together to create a wraparound plan, also known as a plan of care. This plan is specifically designed to meet the needs of your child and family's needs. The team will meet regularly to make sure that the plan is working, and share information about completed tasks on the plan of care. The plan of care should include things like:

- Your child and family's goals for the future (vision) and what your team will be working on together (team mission).
- Strategies to meet your family's needs and that match your family's strengths.
- Action steps to implement those strategies.
- Assignment of tasks to members of the team who will take responsibility for specific actions.
- Services and supports provided as close to home as possible.
- Services and supports that match your family's lifestyle and culture.

## Will Tapestry respect my opinion, culture and values?

You are the expert. You know your child and family best. You can agree or disagree with your care coordinator, family advocate, or other service providers. You can also ask for a second opinion or reject a service provider's advice. Your family's language, spiritual beliefs, and cultural values must be considered and respected when choosing services and providers. You should have the opportunity to speak up, be listened to with respect, and not be judged. Some other ideas to remember are:

- Most service providers should talk to you and your child in a clear, courteous, respectful, and sensitive manner in the language you use at home. If members of your team do not speak the language you use, ask for an interpreter – do not let your children translate for you.
- Service providers who work with your child may have a different view of your child and family from yours. Carefully consider the evidence for what they say before reacting. Most service providers are just as eager to see progress as you are.
- Insist that service providers meet when and where your child and family feel comfortable.
- Service providers may ask for your feedback and suggestions. Be honest when you reply.
- Most service providers will help you advocate for the services and supports that will help your child and family achieve goals that you set.
- You may be asked to sign that you agree to the service plan and are accepting the services offered. You can refuse to sign if you do not agree with the plan. Ask for a copy of the service plan if it is not given to you.

## What questions can I ask a care coordinator when I start working with my team?

You can ask anything at any time. Some good questions to start with are:

- How will the services and supports in the plan help my child and family?
- What are the service provider's qualifications? Does he or she have special training, and a track record of working with children and families like mine?
- Can I call service providers at any time of the day or night if there is a crisis?
- How do I change services or providers if things aren't working out as planned?
- How will I find sustainable supports that won't just go away?

## What should I think about when developing my team?

It is important that you are an active part of your child and family team, and that you pick your team members carefully. Remember to choose people who:

- Respect and trust you.
- Know your child and family and have been supportive.
- Have a track record of success dealing with the kinds of challenges you are facing.
- Know about services in the community.

Share the future you envision for your child and explain how others can help achieve that vision. Let service providers know your child and family's strengths, needs, wants, and expectations, and tell them about your family's preferences and priorities. You could talk with someone you trust before the meeting so you are confident about what you say.

## What rights do I have as a parent, grandparent or caregiver?

In a system of care, your child and family have specific rights and responsibilities. Other families as well as advocates and providers can tell you about these rights and responsibilities, and help you understand how and when to use them. Here are some things that are important to know as you become a stronger advocate for your child and family:

- Discrimination in the provision of services on the basis of race, religion, ethnicity, gender, religion, age, or disability is illegal.
- If your child is being evaluated for special education, you have special rights and responsibilities. Ask the school to tell you about these and get a copy of these in writing.
- You can choose service providers that respect and value your language, culture, and spiritual beliefs.
- Services and supports need to be provided in your community so that your child and family can be involved with others from your neighborhood.
- You can refuse any service offered to you without being penalized. Get help from family advocates if you are penalized for making a legitimate complaint or refusing services that could harm your child or family.
- Responsible providers will notify you before they change or stop providing any service. Ask for a written notice and explanation of the change if you are not given one.
- You are also entitled to review your child's and family's records, have your privacy protected, and file a complaint if the situation warrants it.

## What can I do to protect my rights?

- Get to know and understand your rights and all the terms or conditions that apply to the services your child and family are using.
- Read everything carefully. Be sure that you understand and really do agree with anything that you are given before you sign it.
- Remember that although you may be under a lot of stress, you are your child's best advocate. Clearly, you should listen to the advice of others on your service planning team who know something about your child's need. Ultimately, you must decide what help is needed, where you want to go for it, and when and how often you need to have a service.
- Take control of the flow of information about your child and family. Carefully consider what reports go to which person, agency, school, and so forth. Think about this before you sign permission for information to be collected or given out.
- Resolve disputes promptly. If you disagree with a decision, speak first to the person most immediately involved. If that doesn't solve the problem, speak to your service coordinator or the provider's supervisor before you file a complaint.
- Request help from advocates who know the rules, understand the system of care, and have experience with the providers who are working with you and your family.

## What are neighborhood collaboratives?

Neighborhood collaboratives are groups of social service agencies, settlement houses, children service agencies, schools and neighborhood leaders who provide an array of formal and informal services and supports. These services and supports for children and families include such things as: after-school programs, daycare, recreation, mental health services, tutoring, etc. The family advocates that we talked about early in this booklet are connected to the neighborhood collaboratives, and can help connect your family with neighborhood – based services and supports.

## What support is there within Cuyahoga Tapestry System of Care for parents, grandparents, caregivers and youth?

### Family Orientation Workshop

At enrollment you will receive a welcome packet. In the welcome packet will be an invitation to a family orientation. The family orientation is available to all parents and caregivers to educate them about what to expect once enrolled in Tapestry. By sharing information on the phases of wraparound and the role of each team member, families will learn about how they can make an informed choice on how to best help their child and family, and the commitment needed for success. Additionally the family orientation will:

- Help families identify the four stages of wraparound.
- Help families understand what a crisis plan is and why its important to have one.
- Help families understand what the strengths, needs, and culture discovery document is and why its important to share accurate information.
- Help families understand the importance of inviting family members and friends to be a part of their family team.
- Help families understand the role of each team member.

### Support Groups

In addition to the services and supports provided through your team, several groups exist to support the health and wellbeing of your family, including support groups that are offered through the neighborhood collaboratives. These support groups meet in various community locations and at various times to accommodate your schedule. A schedule of the support groups is available on the Tapestry website at [www.cuyahogatapestry.org](http://www.cuyahogatapestry.org). Some of the benefits of the support groups are:

- Offers an opportunity for parents and youth who are new to Tapestry to meet other families and youth affected by mental health concerns within their neighborhoods.
- Offers an introduction to the concept of peer support, and allows for family and youth advocates to share how they provide support from their own unique perspective.
- Offers educational opportunities regarding children's mental health concerns.
- Offers the chance to connect families to informal supports within their own community.

## ACRONYMS

At Tapestry, every effort to is made to avoid using confusing acronyms during meetings and other gatherings. Occasionally you will hear people using acronyms, also what we call practicing their “alphabet soup”. Never hesitate to stop the speaker and ask them to explain the acronym. But when that is not possible, you can use the following list to help understand some of the acronyms that you might hear.

Academy of Certified Social Workers	ACSW
Access to Better Care	ABC
Administrative Services Organization	ASO
Adult Care Facility	ACF
Aged, Blind, & Disabled	ABD
Aid to Families with Dependent Children	ADC
Alcohol Drug Addiction and Mental Health Services Board	ADAMHS
Alcohol or Other Drug	AOD
American Federation of State, County, & Municipal Employees	AFSCME
American Psychiatric Association	APA
Applewood Centers, Inc.	Applw
Assertive Community Treatment	ACT
Attention-Deficit Hyperactivity Disorder	ADHD
Beech Brook	BB
Calendar Year	CY
Care Coordination Partnership	CCP
Catholic Charities Services	CCS
Center for Mental Health Services	CMHS
Centers for Medicare & Medicaid Services	CMS
Chief Clinical Officer	CCO
Chief Executive Officer	CEO
Chief Financial Officer	CFO
Child & Family Team	CFT
Child, Adolescent and Family Branch, Center for Mental Health Services	CAFb
Child Support Enforcement Agency	CSEA
Children’s Ohio Eligibility Determination Instrument	COEDI
The Cleveland Christian Home, Inc.	CCH
Cleveland Metropolitan School District	CMSD
Clinical Nurse Manager	CNM
Code of Federal Regulations	CFR

Community Psychiatric Supportive Treatment	CPST
Consolidated Omnibus Budget & Reconciliation Act	COBRA
Consumer Operated Business	COB
Consumer Operated Service	COS
Co-Occurring mental illness and mental retardation/development disabilities	MI-MR/DD
Co-Occurring Substance Abuse/Mental Illness	SA/MI
Coordinating Center of Excellence	CCOE
Council on Accreditation for Children & Family Services	COA
Crisis Intervention Training	CIT
Cultural and Linguistic Competence	CLC
Cuyahoga County Department of Children and Family Services	CCDCFS/DCFS
Cuyahoga Tapestry System of Care	CTSOC
Deaf/Hard of Hearing	D/HOH
Department of Children and Family Services	DCFS
Department of Education	DOE
Developmental Disability	DD
Diagnostic & Statistical Manual of Mental Disorders-4th Edition	DSM-IV
Early & Periodic Screening, Diagnostic & Treatment	EPSDT
Early Intervention & Early Identification	EI
Employment and Family Services	EFS
Evidence-Based Practice	EBP
Family Advocate	FA
Family & System Team Dollars	FAST
Family & Children First Council	FCFC
Family-to-Family Initiative	F2F
Fiscal Year	FY
Frequently Asked Questions	FAQ
Full Time Equivalent	FTE
General Educational Development	GED
General Revenue Funds	GRF
Global Appraisal Individual Need	GAIN
Health Insurance Portability & Accountability Act	HIPAA
Health Maintenance Organization	HMO
Health and Human Services	HHS
Help Me Grow	HMG
Housing Assistance Program	HAP
Individualized Education Plan	IEP
Individualized Family Service Plan	IFSP
Individualized Service Plan	ISP
Individuals with Disabilities Education Act	IDEA

Information Services Center	ISC
Information Technology	IT
Invest in Children	IIC
Juvenile Court	JC
Juvenile Detention Center	DC
Lead Parent Advocate	LPA
Lead Parent Advocate Form	LPAF
Least Restrictive Environment	LRE
Length of Stay	LOS
Management Information System	MIS
Memorandum of Agreement	MOA
Memorandum of Understanding	MOU
Mental Health Association	MHA
Mental Health Information System	MHIS
Multi-Agency Community Services Information System	MACSIS
Multi-Factored Evaluation	MFE
National Alliance on Mental Illness	NAMI
National Children's Mental Health Awareness Day	NCMHAD
National Federation of Families for Children's Mental Health	FFCMH
National Institute of Mental Health	NIMH
Obsessive Compulsive Disorder	OC
Office of Budget & Management	OBM
Ohio Advocates for Mental Health	OAMH
Ohio Association of County Behavioral Health	OACBHA
Ohio Department of Alcohol & Drug Addition Services	ODADAS
Ohio Department of Developmental Disabilities	DODD
Ohio Department of Education	ODE
Ohio Department of Jobs and Family Services	ODJFS
Ohio Department of Mental Health	ODMH
Ohio Department of Youth Services	ODYS
Ohio Eligibility Determination Instrument	OEDI
Ohio Federation For Children's Mental Health, Inc.	OFFCHMH
Ohio Hospital Association	OHA
Ohio Legal Rights Services	OLSR
Ohio Rehabilitation Services Commission	RSC
Ohio Revised Code	O.R.C.
Ohio State University Extension	OSUE
Parent Advisory Council	PAC
Parent Advocacy Connection	PAC
Parent Advocate	PA
Parent Advocate Activity Form	PAAF

Plan of Care	POC
Positive Education Program	PEP
Practice-Based Evidence	PBE
Preferred Provider Organization	PPO
Protected Health Information	PHI
Provider Services Network	PSN
Public Children Safety Advocacy Organization	PCSAO
Quality Assurance	QA
Quality Improvement	QI
Release of Information	ROI
Reportable Incident	RI
Request for Proposals	RFP
Request for Qualifications/Request for Quotes	RFQ
Robert Wood Johnson Foundation	RWJ
Safe Schools/Healthy Students	SS/HS
School Based Mental Health	SBMH
Services Coordination Team	SCT
Severe Emotional Disturbance	SED
Social Security Administration	SSA
Social Security Disability Insurance	SSDI
State Children's Health Insurance Plan	SCHIP
Structured Decision Making	SDM
Substance Abuse and Mental Health Services Administration	SAMHSA
Suicide Prevention Team	SPT
System Coordination Committee	SCC
System of Care	SOC
Specific Supplemental Nutrition Program for Women, Infants, and Children	WIC
Team Decision Making	TDM
Technical Assistance Partnership	TAP
Tele-dictation Device for the Deaf	TDD
Teletypewriter	TTY
Temporary Assistance for Needy Families	TANF
Treatment Alternative to Street Crimes	TASC
Unique Client Identifier	UCI
Wraparound	WA
Youth Advisory Council	YAC
Youth Advocate	YA
Youth Detention Center	YDC
Youth Motivating Others through Voices of Experience	Youth M.O.V.E.



# TAPESTRY

## WELCOME PACKET

### Tapestry Contract Partners

Clusters	Care Coordination	Parent Advocacy
Northeast	Catholic Charities	St. Martin de Porres (lead) <i>Partners: Euclid YMCA, East Cleveland Neighborhood Center, and Center for Families &amp; Children</i>
Southeast	Beech Brook	East End Neighborhood House (lead) <i>Partners: Murtis H. Taylor Multi-Service Center, Harvard Community Services Center, and Word of Righteousness Family Life Center</i>
Central	Applewood Centers, Inc.	University Settlement House (lead) <i>Partners: Friendly Inn Settlement House and Cleveland UMADAOP, Inc.</i>
Westside	The Cleveland Christian Home, Inc.	West Side Community House (lead) <i>Partners: Parma Area Collaborative Family Services and Lakewood Collaborative/City of Lakewood Division of Youth Services</i>



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