

**ATTENDANCE:**

Catherine Lester, CTSOC  
 Dabney Conwell, East Cleveland Neighborhood Center  
 Dave Lundeen, Cleveland Christian Home  
 Dawn Kolograf, West Side Community House  
 Jacqui Fletcher, CTSOC  
 Jeannet Wright, CTSOC  
 Jillian Driscoll, Council of Neighborhood Leaders

Karen Stormann, CTSOC  
 Kevin Hodges, St. Martin de Porres  
 Mario Tonti, Beech Brook  
 Melanie Falls, Applewood Centers, Inc.  
 Tony Cook, Juvenile Court  
 Zulma Zabala, East End Neighborhood House

**MINUTES:**

Agenda Item	Discussion	Next Steps
Welcome; Review of Agenda & Minutes	<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.
Updates	<ul style="list-style-type: none"> <li>• Enrollments                             <ul style="list-style-type: none"> <li>- To date there have been 150 new families enrolled</li> <li>- Referrals from DCFS continue to be low; anticipate course correction mid-year</li> <li>- Success percentage for 1<sup>st</sup> quarter 2011 is 43% lower than 1<sup>st</sup> quarter 2010</li> </ul> </li> <li>• Provider Services Network:                             <ul style="list-style-type: none"> <li>- Overall utilization of the PSN is down 59% in 1<sup>st</sup> quarter 2011 from 1<sup>st</sup> quarter 2010</li> <li>- Ongoing messaging challenges (i.e. care coordinators stating that there is not money in the PSN)</li> <li>- Reports and other tools have been developed and given to agency staff to use in managing PSN</li> <li>- Additional flexibility will be provided for summer (i.e. camp)</li> </ul> </li> <li>• Youth &amp; Family Community Partnership (YFCP)                             <ul style="list-style-type: none"> <li>- A total of 210 youth and caregivers participated in evaluation during enrollment period (11/2008 through 12/2010)</li> </ul> </li> </ul>	None noted.

CTSOC Executive Director Meeting

May 11, 2011

	<ul style="list-style-type: none"> <li>• Synthesis customization             <ul style="list-style-type: none"> <li>- Recent customization activities including enhancements for greater access to CQI data, and changes in invoicing</li> </ul> </li> <li>• SAMHSA grant             <ul style="list-style-type: none"> <li>- ODMH plans to submit an application for the recently release SAMHSA grant- focus will be transition aged youth</li> <li>- The grant is due 6/2/11; additional details, including the role of CTSOC, will be shared if awarded</li> </ul> </li> </ul>	
<p>Recommendation: Engagement Ad Hoc Workgroup</p>	<ul style="list-style-type: none"> <li>• As a follow up from the February meeting, a small work group was convened to look at ways to improve efficiency when engagement is an issue.</li> <li>• The ad hoc workgroup consisted of: Larissa Turner (Catholic Charities), Valerie Dowery &amp; Tom Royer (Beech Brook), Zulma Zabala (EENH), Marcia Johnson (SMDP), Mike Haggerty (TVN), and Jillian Driscoll (Council for Neighborhood Leaders).</li> <li>• Based on the discussion and review of additional data, the group recommends the following:             <ul style="list-style-type: none"> <li>- Maintain the current face-to-face benchmark of 7-days from data of enrollment (this is supported by additional data review)</li> <li>- Develop &amp; implement a disenrollment process/checklist to standardize when disenrollment would occur, especially when engagement is an issue</li> <li>- Incorporate any compensation adjustments as part of the next RFP</li> </ul> </li> </ul>	<p>Next steps:</p> <ol style="list-style-type: none"> <li>1. Work with the Program Director/Supervisor team on the roll out of the disenrollment checklist &amp; process.</li> <li>2. Continued focus on achieving 7-day face-to-face contact.</li> <li>3. A differential compensation structure will be included in the next RFP.</li> </ol>
<p>Investments in Quality</p>	<ul style="list-style-type: none"> <li>• Catherine introduced a dialogue about quality, and strategies for ensuring high quality services are delivered to families who are enrolled in CTSOC.</li> <li>• Recent observations and concerns with services being provided through CTSOC have prompted the ASO to consider what additional steps are needed to ensure service question.</li> <li>• Some red flags include reports that families are not receiving</li> </ul>	<p>Next steps:</p> <ol style="list-style-type: none"> <li>1. Providers should ensure certification of their staff by 10/1/11 (to date only 30% are certified).</li> <li>2. ASO will roll out the updated certification process by fall 2011; will include skill verification for Family Advocates as well as requirement for direct observation.</li> </ol>

	<p>services, or not receiving them in a manner consistent with high fidelity wraparound.</p> <ul style="list-style-type: none"> <li>• Catherine reviewed the three core elements of the ASO's strategy for investing in quality:</li> </ul> <p>1) Continuous Quality Improvement (CQI)</p> <ul style="list-style-type: none"> <li>- Current efforts focus on compliance by monitoring fidelity measures on a quarterly basis</li> <li>- CQI tool and process was developed with providers, and have evolved to meet current needs</li> <li>- Areas for future focus include...</li> </ul> <p>2) Wraparound Certification:</p> <ul style="list-style-type: none"> <li>- Training infrastructure developed under SAMHSA grant</li> <li>- Certification process involves four criteria: 3-day wrap training, booster trainings, Learning Communities and skill verification (only 30% certified to date)</li> <li>- Upcoming amendments to the certification process will include developing a skill verification for Family Advocates, and requiring field observation for the skill verification</li> </ul> <p>3) Field Fidelity (<i>new</i>)</p> <ul style="list-style-type: none"> <li>- Prompted from concerns about fidelity of the practice</li> <li>- Will involve independent observation in the field of practitioners, as well as children &amp; families</li> </ul>	<p>3. ASO will be working with KSU and others to develop a field fidelity tool and process.</p> <p>4. The quality components (i.e. CQI, certification &amp; field fidelity) will be considered in making future decisions on contracts.</p>
<p>Roundtable Sharing &amp; Updates</p>	<ul style="list-style-type: none"> <li>• Group invited to share other updates; none noted.</li> <li>• Catherine acknowledged that this would be her last ED meeting due to her leaving the county because of relocation. She thanked the group for their work together around system of care. Interim and long-term plans for CTSOC will be shared with partners over the next couple of weeks.</li> <li>• The next Executive Directors meeting will take place on <u>August 10, 2011 from 8:30 to 10 a.m.</u> at the CTSOC office. Agenda will follow closer to that time.</li> </ul>	<p>None noted.</p>