

CTSOC Program Director/Supervisors Workgroup Meeting

March 23, 2011

ATTENDANCE:

Barbara Heard, East End Neighborhood
 Belinda Harris, University Settlement
 Carolyn Welker, Applewood Centers, Inc.
 Debi Clemens, Applewood Centers, Inc.
 George Pelletier, Cleveland Christian Home
 Jacqui Fletcher, CTSOC
 Jeannet Wright, CTSOC
 Jillian Driscoll, F2F Administrators Council
 Jose Delgado, CTOSC

Kimberley Foster, West Side Community House
 Larissa Turner, Catholic Charities Services
 Lisa Santoriella, Catholic Charities Services
 Marcia Johnson, St. Martin de Porres
 Rachelle Milner, West Side Community House
 Teresa King, CTSOC
 Valerie Dowery, Beech Brook
 Yulanda Wiley, CTSOC

MINUTES:

Agenda Item	Discussion	Next Steps
Welcome and Review of Agenda	<ul style="list-style-type: none"> • The group was welcomed and the agenda was reviewed 	General follow up and next steps:
Enrollment Update	<ul style="list-style-type: none"> • 2011 Y-T-D enrollment census and projections were reviewed <ul style="list-style-type: none"> ○ Discussion around strategies to improve referral submittal timelines for both System Partners DCFS & Court as well as the Collaborative. The ASO is currently tracking referral and enrollment timelines and will begin including this data in the monthly referral and enrollment reports. Reviewed the Process Flow for Referral/Enrollment/Engagement and the group agreed to continue to examine opportunities to help support and educate system partners around CTSOC services. ○ Weekly/Monthly referral and enrollment reports are being disseminated to referents in effort to track enrollment projections and monitor issues as they arise. 	None noted
Updates/Changes	<ul style="list-style-type: none"> • In an effort to address the volume and consistency of referrals, CTSOC has implemented several strategies: <ul style="list-style-type: none"> ○ Developed a universal referral form to streamline and standardize referral paperwork (<i>implemented 12/2010</i>) ○ Established monthly projections for each referent; weekly system referral notification to flag and address any issues 	General follow up and next steps: <ol style="list-style-type: none"> 1. Any questions regarding Updates/Changes please contact Jacqui Fletcher at (216) 443-6116 or jfletcher@cuyahogacounty.us

	<p><i>(implemented 1/2011)</i></p> <ul style="list-style-type: none"> ○ Established 24-48 hour benchmark for ASO to complete enrollments <i>(implemented 12/2010)</i> ○ Working with both DCFS and JC to address timeliness between point of referral and actual enrollment <i>(implemented 1/2011)</i> ○ Daily pick up of submitted referrals <i>(implemented 1/2011)</i> ● In an effort to address issues with family engagement, CTSOC has implemented several strategies: <ul style="list-style-type: none"> ○ Welcome phone calls for newly enrolled families with a notification to contact the Enrollment Specialist if no contact w/in 7 days of enrollment <i>(implemented 3/2011)</i> ○ Mailing welcome packets to enrolled families <i>(implemented 3/2011)</i> ○ Developed Family Orientation curriculum/plan to introduce every newly enrolled family to CTSOC and wraparound including modeling expectation of Care Coordination and Family Advocacy as a package <i>(implementation 2/2011-4/2011)</i> ○ Mailing graduation letter & certificate <i>(implementation 4/2011)</i> ○ Increased focus on families /youth currently enrolled with CTSOC at monthly support groups <i>(implementation 2/2011-4/2011)</i> ○ To reduce any barriers that have been experienced by Cluster staff being able to bill for Welcome Meetings, the ASO has proposed entering an initial Welcome Meeting Service Authorization Request (SAR) at the point of enrollment. As a reminder SAR's are tied to a month and not a date, therefore the initial Welcome Meeting SAR entered by the ASO will cover the 1st calendar month of enrollment. If the meeting does not occur within that month, the Cluster provider must coordinate with the Care Coordination partner on scheduling the meeting and entering the SAR <i>(implementation 4/2011)</i> 	
<p>4. Community Referrals</p>	<ul style="list-style-type: none"> ● Reviewed current referral/enrollment counts ● Reviewed Community Referrals Process Flow 	<p>General follow up and next steps:</p>

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	<ul style="list-style-type: none"> ○ Updates to the document includes a streamlined referral/enrollment process (<i>implemented 3/2011</i>) ● Providers requested an updated Collaborative contact list to include the primary and secondary contact for each Collaborative/Cluster. Draft provided by Jillian Driscoll 	<ol style="list-style-type: none"> 1. Yulanda Wiley will compile the Collaborative contact list and send to the group for review by April 01, 2011
<p>Family-centered practice</p>	<ul style="list-style-type: none"> ● Discussion around fidelity of family-centered practice within deficit models (i.e. juvenile court & child welfare) and wraparound expectations in Cuyahoga County; discussion topics included: <ul style="list-style-type: none"> ○ Structuring enrollment in CTSOC around “families” instead of individuals. ○ Questions around customizing Synthesis and the Plans of Care to show all of the family work that’s being done; using Synthesis as a vehicle to demonstrate the work that the family advocates are doing as well. ○ Managing the PSN changes including the cap per kid per month and building in more community-based sustainable supports for families. Care Coordination PSN authorization reports were disseminated and briefly discussed. A question was raised by the regarding the need for some technical assistance to plan for PSN related services and the Average Daily Census (ADC). 	<p>General follow up and next steps:</p> <ol style="list-style-type: none"> 1. Care Coordination agencies have access to a variety of management reports within Synthesis, including the “Dollars Authorized and Requested by CCP and CC” report to assist with PSN planning 2. Recommendation to use the Wraparound Fidelity Taskforce as a vehicle to help define and identify strategies to address improvements in Family-centered practice in CTSOC 3. Reminder to send success stories to Jose Delgado at idelgado@cuyahogacounty.us
<p>Agenda Setting for Future Meetings</p>	<ul style="list-style-type: none"> ● Referral/enrollment data ● System partner updates and cross-training opportunities ● Length of service protocol ● Informal/formal supports 	<p>Next meeting: 4/27/2011</p> <p>PD/Sup (Large Group) at Applewood Centers 9:00 AM – 11:00 AM</p> <p>Upcoming Trainings/Meetings:</p>

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		<ul style="list-style-type: none">• 04/04/2011 3-Day Hi-Fidelity Wraparound Training• 04/07/2011 PSN One Day Wraparound Training• 04/11/2011 3-Day Hi-Fidelity Wraparound Training (Day 2)• 04/18/2011 3-Day Hi-Fidelity Wraparound Training (Day 3)• 04/22/2011 Coaches Meeting• 04/22/2011 WAFT• Registration for trainings should be completed online at the CTSOC website (www.cuyahogatapestry.org)
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