

Workgroup:
Family
Engagement

COORDINATED SYSTEM OF CARE
WORK GROUP ACTION PLAN

CSoC Project Manager:
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Project Summary:

The Louisiana Department of Social Services, the Department of Health and Hospitals, the Office of Juvenile Justice and the Department of Education are working in collaboration to develop a Coordinated System of Care that will achieve reduction in the current number and future admissions of children and youth with significant behavioral health challenges or co-occurring disorders in defined out of home placements.

Key Milestones as identified in workplan

| Title | Original planned completion date | Current forecast completion date | Actual completion date |
|---|----------------------------------|----------------------------------|---------------------------|
| Establish common vision and goal for system of care | 1/29/10 | 1/29/10 | 1/29/10 |
| Establish Planning Infrastructure | 1/29/10 | 2/11/10 | 2/11/10 |
| Produce concept report for legislature | 2/26/10 | 2/26/10 | 3/5/10 |
| Mapping of current system strengths, opportunities and weaknesses relevant to population of focus | 3/15/10 | 3/15/10 | 3/15/10 w ongoing updates |
| Determine recommended system design | 5/31/10 | 5/31/10 | |
| Identify needed infrastructure for system | 7/1/10 | 7/1/10 | |
| Conduct cross-system analysis of service utilization, expenditures and financing related to target population | 8/1/10 | 8/1/10 | |
| Analyze, determine final system design and financing strategies | 8/31/10 | 8/31/10 | |
| Conduct legislative and public input process | 10/31/10 | 10/31/10 | |
| Submit needed state plan amendments, waivers, other applications, BA-7s | 11/15/10 | 11/15/10 | |
| Development implementation plan | 12/30/10 | 12/30/10 | |

KEY MILESTONE: Solicitation of family input both written and in person at various stages throughout the initiative and into implementation.

WorkGroup: Family Engagement

Work group Charge :

The workgroup is charged initially with soliciting family input into the mapping process and also developing an ongoing strategy for family engagement throughout the project. This group aims to initially collect input that may inform the process of identifying strengths, weaknesses and opportunities of existing systems/programs. Subsequently, the group will seek input on processes in development or pending implementation that may impact SoC implementation. The group will first focus on parent engagement but will develop a plan involving youth as well.

| Action Steps | Responsible Party | Target Completion Date | Resources Needed | Performance Indicator |
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| Initial meeting to discuss purpose and objective of work group and formulate general plan | <ul style="list-style-type: none"> Karen Stubbs | <ul style="list-style-type: none"> 2.8.10 | <ul style="list-style-type: none"> No additional needed | <ul style="list-style-type: none"> |
| Meeting to discuss survey and announcement letter to parents | <ul style="list-style-type: none"> Karen Stubbs | <ul style="list-style-type: none"> 3.10.10 | <ul style="list-style-type: none"> No additional needed | <ul style="list-style-type: none"> |
| Presentation of announcement letter and survey to planning group for approval | <ul style="list-style-type: none"> Nell Hahn | <ul style="list-style-type: none"> 3.11.10 | <ul style="list-style-type: none"> Revisions to letter and survey Approval of group | <ul style="list-style-type: none"> |
| Meeting to discuss survey distribution | <ul style="list-style-type: none"> Karen Stubbs | <ul style="list-style-type: none"> 2.23.10 | <ul style="list-style-type: none"> No additional needed | <ul style="list-style-type: none"> Distribution plan |
| Presentation to stakeholder meeting and distribution of survey/announcement | <ul style="list-style-type: none"> Karen Stubbs | <ul style="list-style-type: none"> 2.25.10 | <ul style="list-style-type: none"> No additional needed | <ul style="list-style-type: none"> Distribution of final announcement and survey to stakeholders |
| | <ul style="list-style-type: none"> Karen Stubbs | <ul style="list-style-type: none"> ongoing | <ul style="list-style-type: none"> contacts to | <ul style="list-style-type: none"> survey |

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| Widespread distribution of announcement and survey | | | distribute and assist families complete survey if needed | distributed statewide responses received and compiled |
| Research of free online survey options and creation of online survey | <ul style="list-style-type: none"> • Karen Stubbs | <ul style="list-style-type: none"> • March 19, 2010 | <ul style="list-style-type: none"> • No additional needed | <ul style="list-style-type: none"> • Survey link posted • Ongoing responses received and compiled |
| Meeting to discuss statewide in person feedback groups | <ul style="list-style-type: none"> • Karen Stubbs | <ul style="list-style-type: none"> • March 3, 2010 | <ul style="list-style-type: none"> • No additional needed | <ul style="list-style-type: none"> • Plan in place for meetings |
| In person discussion groups | <ul style="list-style-type: none"> • Family Engagement work group • Karen Stubbs • local organizers • DSS staff for regional assistance | <ul style="list-style-type: none"> • April 6-10 | <ul style="list-style-type: none"> • Locations • Volunteers • Parent stipend | <ul style="list-style-type: none"> • Narrative feedback from parents |
| Compilation of initial survey responses and submission to planning group/leadership team | <ul style="list-style-type: none"> • Karen Stubbs | <ul style="list-style-type: none"> • March 17, 2010 | <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • Responses analyzed into useful information report |
| Compilation of in person feedback and submission to planning group/leadership team | <ul style="list-style-type: none"> • Karen Stubbs | <ul style="list-style-type: none"> • April 16 | <ul style="list-style-type: none"> • Facilitators to record discussions in consistent way | <ul style="list-style-type: none"> • report |
| Compilation of all survey's received and submitted to planning group and other committees | <ul style="list-style-type: none"> • Karen Stubbs | <ul style="list-style-type: none"> • April 20 | <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • |
| Planning and implementation of Youth in person discussion groups | <ul style="list-style-type: none"> • Karen Stubbs and workgroup | <ul style="list-style-type: none"> • Late April through May | <ul style="list-style-type: none"> • Youth contacts • Facilitators with youth experience • locations | <ul style="list-style-type: none"> • |
| Planning of next phase of family engagement around key points in initiative. The family engagement workgroup will function around | <ul style="list-style-type: none"> • Workgroup upon request of | <ul style="list-style-type: none"> • Ongoing throughout | <ul style="list-style-type: none"> • Discussion of possible | <ul style="list-style-type: none"> • |

the needs and milestones of the other committees. Upon request and their identification of a need to solicit input, this workgroup will be called to action.

other committee

the entire initiative

engagement of facilitator

- a. Obtain feedback from families on draft Ideal Services and Supports list
- b. Partner with Administrative Design Workgroup to develop FSO recommendation

- 5/21
- Ongoing due 5/31

1 Issues, Risks and Potential Road Blocks

Issues

Priority Criteria

- 1 – High-priority/critical-path issue; requires immediate follow-up and resolution
- 2 – Medium-priority issue; requires follow-up before completion of next project milestone
- 3 – Low-priority issue; to be resolved prior to project completion
- 4 – Closed issue

| # | Date | Priority | Owner | Description | Status & Resolution |
|---|---------|----------|-----------------------------|---|---|
| 1 | Ongoing | 1 | Family Engagement workgroup | Involving families and youth in all aspects and levels of CSOC initiative | This group’s sole purpose is to consistently address this issue. The workgroup will remain ongoing throughout the initiative to reach out to families for input and education. This workgroup will also be a constant reminder to the initiative players about the importance of the family voice. Family representatives on all levels will help to address this issue. This has |

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| | | | | | already been done. There are family reps in this work group as well as on the planning group and leadership team levels. |
| 2 | 3.2.10 | 4 | Family Engagement workgroup | Specific to this workgroup – transportation for local in person discussion groups | Central locations on public transportation routes will be chosen. Public Libraries and recreational facilities will be utilized. Stipend will be given to assist parent in costs associated with participating |
| 3 | Prior to March 19 when invitations will start going out. | 2 | Family Engagement workgroup | Specific to this workgroup – parent stipends for participation in in-person discussions | To be decided by CSOC leadership team |
| 3 | After April in person discussion groups | 2 | Family Engagement workgroup | Specific to this workgroup – facilitators | The workgroup would prefer professional facilitators able to steer discussion groups in a structured way to gather consistent, useful feedback. |
| 3 | Late April | 3 | Family Engagement workgroup | Specific to this workgroup - youth involvement | The workgroup would like to begin a similar plan but for youth in the target population. We have briefly discussed issues relating to transportation, parental approval, any legal issues association with using youth in focus groups, youth friendly questioning and contacting enough youth to populate the discussion groups since most organized associations are geared toward parents. |

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| 3 | ongoing | 2 | Family Engagement workgroup or planning group | Timing of feedback solicitation | The workgroup or planning group needs to determine the key milestones in which feedback is appropriate. This needs to be determined in advance so the planning and timing are appropriate for a useful response. |
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Risks and Potential Road Blocks

| # | Risk Area | Likelihood | Risk Owner | Project Impact-Mitigation Plan |
|---|---------------------------------|------------|-----------------------------|--|
| 1 | Low response to family feedback | medium | Family Engagement workgroup | The workgroup is distributing a written survey to all areas of the state through numerous organizations asking for feedback. This outreach will be extensive and ongoing. Further, the in person discussion will be held in 5 areas of the state to get a variety of experiences. Local organizations will be called upon to solicit parents involved in the system. Using local organizations will ensure direct access to parents. |

2 Workgroup Members

| Name | Role / Title | Email | Phone Number |
|------|--------------|-------|--------------|
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| Karen Stubbs | Executive Director of the Children's Cabinet | Karen.Stubbs@LA.gov | 225-342-3327 |
| Pam Brown | Medicaid Behavioral Health Section Chief | Pamela.Brown@la.gov | 225-342-6255 |
| Nell Hahn | Director of Litigation and Systems Advocacy, Advocacy Center | nhann@advocacyla.org | 337-237-7380 x 11 |
| Girard Melancon | Assistant Secretary, Office of Juvenile Justice | Girard.Melancon@la.gov | 225-287-7900 |
| Njeri Camara | President, North La Chapter NABSW | njericamara@yahoo.com or hopefountain2010@yahoo.com | 318-208-5610 Cell |
| Sharon Dufrene | Parent representative | MyPIE@bellsouth.net | 225-362-4005 |
| Gilda Armstrong Butler | Director, Division of Child and Youth Best Practices DHH/OMH | Gilda.Armstrong-Butler@la.gov | 225-342-8706 |
| Dennis Dillon | Director, Boys Town | dillond@boystown.org | 504-949-9248 |
| Peggy Kirby | President, LA Foster and Adoptive Parent Association | Kirp50@juno.com | 318-396-6309 |
| Vee Boyd | Executive Director, Louisiana Federation of Families for Children's Mental Health | volboyd@laffcmh.org | 225-293-3508 |
| Celeste Skinner | Section Administrator-Youth in Transition and Independent Living | Celeste.Skinner@la.gov | 225-342-4447 |
| Nell Flanagan | OCS Family Services, Program Manager | nell.flanagan@la.gov | 225-342-0018 |
| Connie Bellone | Director of Health and Wellness Early Childhood & Family | cbellone@bellsouth.net | 504-650-1901 |

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| | Learning Foundation | | |
| Patricia Robinson | Grandparents Raising Grandchildren | Robinpat2004@yahoo.com | |
| John Lacour | Picard Center | john.lacour@louisiana.edu | |
| Gina Womack | Families and Friends of Louisiana Incarcerated Children | No contact as of 3.10.10 | |
| Patti DeMichele Liaison with the communications workgroup | Advocacy Center Board/PAIMI Council Member | pdemichele@mindspring.com | |
| Margaret "Maggy" Brolin | Department of Education | Margaret.Brolin@la.gov | (225) 342-3340 |
| Bill Blanchard | OAD Prevention Services Program Manager II | Bill.Blanchard@la.gov | (225) 342-5988 |
| Karen L. Grant | DSS/OCS Program Manager | karen.grant@la.gov | 225-342-3936 |