

**System of Care Expansion Advisory Team
Meeting Minutes
Virginia Tech Richmond Center
May 30, 2018**

Meeting start time: 2:21pm

Participants

Pam Fisher
Rich Firth
Malcolm King
Ashaki McNeil
Bernnadette Knight
Monique Tinsley
Amanda Long
Erica Mann
Anna Antell
Robin Church
Patrice Beard
Kim Curtis
Karen Grabowski
Michael Gregory
Dawn Hudgins
Anthony Davis
Sherry Confer
Cornel Hubbard
Em Parente
Zipporah Levi Shackelford
Tanisha Johnson
Mahlet Mekonnen
Tiffany Jones

The meeting began with introduction and celebrations

Updates to SOC Expansion team

- The group is currently in a developmental process of refining the focus of the group as it moves forward.
- The State Systems of Care (SOC) team met with their new Technical Assistance Consultant, Liz Manley to help determine the focus of the group. There was discussion regarding how the group should function to best expand and promote family driven care either through function as a governance board or an advisory team.
- From the discussion with Liz, it was determined we are more suited as an advisory group. We would make recommendations through appropriate agencies/channels as it relates to initiatives we are trying to achieve around family engagement/driven care.
- As a result of this change, the group will be known as the Systems of Care Advisory Committee from this point forward. The purpose of the group is to impact policy and family driven care by making recommendations to make this happen.
- DBHDS State SOC team will continue to have monthly calls with Liz for future guidance related to this group and other grant related items.

Finalizing Vision, Mission and Values Statements and Group Structure

- A ballot was developed by the Systems of Care Evaluation and Data Coordinator to vote on meeting structure, as well as the overall mission, vision and values of the SOC Advisory Committee.
- The group voted to finalize these items that were either developed at our last meeting (vision, mission and values statements) or sent out for review/comments via email (meeting structure) by the State Systems of Care Task Lead. The vote today would be only to pick the process we would be using moving forward.
- **Action item:** Based on results from the final vote, the state SOC team will bring back to the group bring back information on how to further develop these items.
- Explanation of items on ballot
 - Quorum: number of families represented at meeting for us to actually make decisions on items the group works on
 - Structure:
 - Roberts rule would be more formal process the group would follow even if modified for family /agency mix. Consensus building might be a less formalized process but a way to come to decisions on items.
- Voting results:
 - For meeting structure and quorum, bolded items indicate majority vote by the group
 - Meeting structure:
 - Robert's rule of order (modified for family/organization makeup or team): 3 votes
 - **Consensus building: 11 votes**
 - Percentage of family members present needed for quorum:
 - **50%: 7 votes**
 - 25%: 3 votes
 - 33%: 5 votes
 - The vision, mission and values were also voted on during this meeting and are listed below. Each item received a unanimous "yes" vote.

Vision, Mission and Values of the Systems of Care Advisory Committee are as follows:

Vision: A Virginia that supports family driven care where families of children and youth have shared responsibility with equal partnership and support systems towards achieving and sustaining their full potential

Mission: Our team seeks to promote the provision of an array of services that are community based, strengths focused, effective, culturally competent, family driven, youth guided, and individualized across Virginia.

Values Statement: Our team seeks to promote family driven care across systems of care in Virginia guided by the following values:

Embracing Family and Youth Voice & Choice:

- We recognize that all families and youth have strengths and expertise and their input is critical for improving policy & practice

Encouraging and Respecting Cultural Influences

- We promote cultural sensitivity, diverse representation, and perspectives that are essential to effective outcomes

Focusing on Outcome-based Work

- We focus on solution-focused work that demonstrates sustainable realistic outcomes towards system change

Fostering Collaboration

- We promote collaboration by breaking down silos, encouraging creativity, and supporting transparency

Strategic planning

- The purpose of the strategic planning exercise was to assist the advisory committee in determining what they wanted to work on in the next year moving forward. An exercise was created consisted on 3 questions to assist in strategic planning.
 - Question 1: What will success look like? (Facilitated by State SOC Family Lead with attendees via Adobe Connect and Project Director in separate groups)
 - Question 2: How will we know we have Family Driven Care? (Facilitated by SOC Family Lead)
 - Question 3: How will we know when we make progress? (Facilitated by State SOC Evaluation and Data Coordinator)
- Members at the meeting broke into three groups (one group per questions).
- Each group was tasked with brainstorming goals and objectives on what we want to do in the next year moving forward.

Below are Brainstorming Responses for each group question:

Question 1: What will success look like?

- Families/Parents would feel free to talk about Mental Health and make connections with others
- Families members would be leading the service providers and driving services
- Professionals are not having meetings with families present in the meetings
- Families will be excited about attending FAPT instead of dreading the experience
- Statistics from Virginia proving how important it is for families to be included in the process
- Good Evidence would prove that providers should focus on all aspects of helping families not just academic and medical needs.
- Providers would go on the extra mile to include social and general supports for everyday life. We want providers to look at the whole person
- Success would be when families would bring ideas to their meetings not only to help themselves but for other families
- We will have trainings available to all service providers on Family Driven Care and the importance of partnerships
- We will develop uniform policies and procedures which will be put into practice with providers who service families and youth
- Policies and procedures will supported be developing a unified language across service systems.
- A measurement tool to ensure service providers understand and are practicing Families Driven Care
- Service Providers not just walking the walk, but talking the talk about family driven care
- When families and feel accepted
- Families are expected to review services and make recommendations
- Families need to be in decision making positions.
 - Family and organizational rep as co-chairs on all committees
 - 50% Family reps and 50% organizational reps on all committees
- To get to the above, need to educate on “why the need for family driven care.”
- Are there lessons to be learned by ID/DD/physical disability world?
- Education and outreach that is relevant to who we are trying to reach (ex: DOE)
 - Work being done on MH in schools in England

- Help families/youth understand family driven care to increase voice and more “bodies” in the movement; can help educate organizational reps.
- Info at PTAs (kindergarten reg.) about SOC, family driven care, MH Services
- Use of social media
- Check with Fairfax about how they have engaged schools for children’s MH awareness
- List of Board of PTSA
 - VA based distribution
 - Way to get to families
- Make it mandatory that grants/applications include families.

Additional Questions:

- What are the current funding sources used to finance ICC and FSP services?
- What are all the other possible funding streams we could use to build financial capacity?
- What are some strategies for maintaining continuous referrals for ICC services? FSP services?
- What resources do we have to grow SOC, ICC/HFW and FSP services?
- What is the capacity within our agencies to grow the SOC and ICC/FSP services?

Question 2: *How will we know we have Family Driven Care?*

- When policies and procedure become a practice
- Family are present and involved in every decision concerning families
- When we understand and practice diversity
- Recommendation-Review the document from Family Involvement Criteria for Decision
- Virginia Department of Social Services has a Children’s Services Practice Model

Question 3: *How will we know when we make progress?*

- 50% of the group will be comprised of family members with lived experience within 6 months
- Determine points of impact
 - What does it take to move family engagement across systems?
 - How do we organize around what we want changed?
 - Identify 5 priority partnerships in X time period in areas such as education, access testimonials etc.
- Have accountability in regards to making changes to move toward family engagement among individual systems
- Measure the change in how people get information
 - Where are we currently in terms of driving this movement of information exchange?
 - Family/ youth take initiative instead of us “giving” information
- Assess where VA is on the spectrum of family engagement/driven care
- Collaborate with other groups advocating mental health initiatives on different levels (macro and/or micro)
- Development of a formalized structure for family/youth to speak at events/panels
- Encourage, and promote robust family/youth interaction and participation
 - How do we get family/youth “physically” here?
 - How do we achieve and sustain this?
 - Could potentially use Survey monkey as a way to have SOC localities get family perspective. Would have a more statewide perspective in regards to location and other socioeconomic factors.

- We want the time family/youth are involved to have meaning. Their experiences/stories can be highlighted in other meetings to stress importance of what we are doing.
 - Small stories to share in other areas/places to further our goals
 - How do we leverage time to increase involvement?
- How do we assess needs from a larger perspective to get information moving forward?
- Goal for year 2: What structures need to be developed now and exist after the grant to sustain efforts?
- How do we know we have achieved diversity
 - How do define and measure diversity?
 - How do we get everyone to the table?

Action Item: The State SOC Team will review answers, compile common themes and compare to existing task group work before next meeting. This information will be used to further refine the goals and objectives of the group moving forward.

Announcements

- Statewide High Fidelity Wraparound (September 12th) Conference in Charlottesville, VA (Doubletree Hotel)
 - Registration is going live next week, the advertisement for the conference will go over the list serve and members of this group to make sure they get it and can register
 - Keynote speaker will be Eric Bruns from University of Washington. He will be presenting on Evidence Based Practices that can be utilized to improve service delivery in Virginia
 - On September 11th there will be a youth and family engagement night.
 - Currently there are 40 slots available for this event.
 - Buffet dinner will be served
 - Advisory committee members are invited to the event.
 - The family and engagement night is currently being finalized, the group has any ideas and/or thoughts for program, they can be sent to Pam and/or Monique

SOC grant site visit with SAMSHA

- Location of upcoming site visit will most likely be Richmond. There is already space reserved for the visit in Richmond.
- Pam/State SOC team needs to get with the GPO, Elizabeth Sweet to determine the structure of the upcoming meeting. Pam/State SOC team will keep the committee updated of this process.

Upcoming meeting dates

- Meetings will be held at Virginia Tech Richmond unless otherwise noted.
- We will not have a meeting in June due to scheduling conflicts at DBHDS.
- Next meeting July 17th 1-4pm at Virginia Tech Richmond Center (exact room TBD)
- Future meetings will be the 3rd Tuesday of every month from 1-4 pm.

Meeting end time: 4:25pm