



## **SOC Expansion Advisory Team Meeting Minutes**

**October 30, 2018**

Meeting start time: 2:11p.m.

### **Participants**

Pam Fisher  
Bernnadette Knight  
Kathleen Owens  
Amanda Long  
Glencora Gudger  
Laura May  
Brandi Tinsley  
Erica Mann  
Patrice Beard  
Julie McAdam  
Robin Church  
Em Parente  
Michael Gregory  
Kim Curtis  
Tanisha Johnson  
Danielle (Boose) McDowell  
Karen Grabowski  
Susan Barry

### **Introductions and celebrations**

### **Review of Minutes**

- There was a brief overview of previous minutes by the group. Pam asked members to submit any revisions to Bernnadette for corrections.

### **Updates**

- High Fidelity Wraparound (HFW) Conference (September 2018 at DoubleTree Hotel; Charlottesville, VA)
  - There was good turnout for the event (236 attendees)
  - Preconference session was held night before conference with family/youth members, System of Care (SOC) stakeholders and HFW workforce. The purpose of the event was to gather family and youth input into how they perceive family driven care and audiences were messages should be targeted in terms of promoting family driven care.
  - The statewide SOC logo was unveiled at the conference; youth who were involved in the contribution to the final design of the logo were recognized at the conference.
- Site visit
  - The original date was September but it has been rescheduled for February 11-13 2019.



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- The visit will occur in Richmond and feature SOC localities MPNN and UMFS.
- Fundraising
  - Pam is participating in a “kiss the pig” fundraiser for NAMI Virginia to raise money for NAMIWalks Virginia. She recently sent her fundraising page to the group if members are interested in making donations.
- Grant/budgetary issues
  - In recent months there has been reorganization at the state level in terms of staffing and locality allocation based on funding allocations from SAMHSA.
    - The State Task and Family Lead were laid off from the SOC grant
  - After talks to clarify actual award amount, it was found the SOC grant will operate with full allocation in FFY 19. As a result of changes made prior to this discussion, the State SOC team (DBHDS) decided to strategize how to best reallocate the money to improve data collection, outcomes and ensure sustainability after grant funding ends.
    - Proposed strategies
      - Rehiring of State Family Lead. Decision has not been finalized as to where this position will “live” (VFN vs. DBHDS).
      - Increased focus on data collection to show fidelity to the Wraparound process and outcomes. Currently, we have baseline data but are working on collecting more reassessment data. Grants will be given funding to either hire a part-time person or use the funding for other capacity building projects in their localities (i.e. CLC, social marketing). Other use of funds are ok with the state team as long as they show increase in their reassessment rates. The state SOC team will need to know if localities would like to receive this funding by mid-November.
      - The state SOC team will be working with the Wraparound Evaluation and Research Team (WERT) at the University of Washington to develop an analysis and quality assurance/improvement plan to maximize data outcomes and reporting for the grant. (see <https://depts.washington.edu/wrapeval/content/home> for more information on WERT)
      - Money will be available for OpenTable implementation across localities to assist families develop and/or enhance natural support systems. The deadline for sites to express interest in funding to DBHDS is mid-November. (see [www.theopentable.org](http://www.theopentable.org) for more information on this program)
      - An RFA will be disseminated in early 2019 (March) soliciting care management entities to submit ideas for an accountability framework in Virginia to promote fidelity and sustainability to HFW. May also help with training once grant funding ends.

## Consensus Building

- There was a review of minutes from last meeting on how to proceed with consensus based decision making. An article was also sent to the group (and discussed at the meeting) which gave an overview of this process.
  - Source: The Basics of Consensus Decision-Making by Tim Hartnett : <http://www.groupfacilitation.net/Articles%20for%20Facilitators/The%20Basics%20of%20Consensus%20Decision%20Making.pdf>
- There was a group vote taken to determine the decision rule structure (i.e. Unanimous agreement , Unanimity minus one vote, Unanimity minus two votes, Super majority thresholds (90%,80%, 75%, 60% and 66%), Simple majority, Executive committee decides, Person-in-charge decides)
  - The group voted to have a super majority threshold (7 out of 12 votes; 58%) with a stipulation that 75% of present membership would be needed to establish consensus.



- To practice the consensus making process, Pam introduced the proposal of Robin Church and Patrice Beard facilitating future meetings as a way to have increased family leadership, engagement and representation. All present members were in agreement of this proposal. Robin and Patrice will facilitate future advisory meetings. This role will be a 1 year commitment and rotated throughout the group.

**Goal Development**

- There was a review of pre-conference session notes from the HFW conference to assist with group goal work around family engagement. Broad take aways from the notes are as follows:
  - Using language for family driven care as defined by families to assist with developing a common language
  - Identify target audiences and stakeholders based on direct family input.

**Focus areas for SOC Advisory Expansion Team:**

- Developing a common language regarding SOC/family engagement
- Empowering families to be an active participant in all parts of the process (care, spreading the word, and policy/guidelines development)
- Collaboration (agency, family organizations, etc.)

The table below outlines objectives, goals and key performance indicators (KPIs) to measure achievement.

Strategic Objectives	Initiatives/Short Term Goals	KPIs	Champions
<b>Strategic Objective 1:</b> Empowering families to be an active participant in all parts of the process (care, spreading the word, and policy/guidelines development).	<ul style="list-style-type: none"> <li>Increase of family and youth participation- Long term goal of 50%</li> <li>Add family engagement policy and guidelines to DBHDS and possible future SOC website</li> <li>Assess strengths and needs in each grant site around family engagement</li> </ul>	<ul style="list-style-type: none"> <li>Increase parent representation on SOC expansion team</li> <li>Increase family voice and choice</li> <li>Surveys and feedback from families and youth via web/calls on initiatives &amp; decisions</li> <li>Peer to peer work w/ different rotating community members</li> <li>Diverse Representation</li> </ul>	



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Strategic Objectives	Initiatives/Short Term Goals	KPIs	Champions
<p><b>Strategic Objective 2:</b> Collaboration (agency, family organizations, etc.)</p>	<ul style="list-style-type: none"> <li>○ Cross-agency workforce development &amp; education</li> <li>○ Helping workforce across systems understand what ICC is and how it can be practiced to fidelity</li> <li>○ More ongoing training opportunities for ICC workforce and stakeholders to create a more unified positive experience across regions</li> <li>○ Providers identifying positive system and services changes</li> <li>○ Inventory family engagement policies/initiatives across agencies</li> </ul>	<ul style="list-style-type: none"> <li>- Increased Referrals</li> <li>- New champions</li> <li>- Appropriate utilization of ICC</li> <li>- Better ICC outcomes</li> <li>- Family &amp; agencies provide feedback around needs towards improving family engagement</li> <li>- 500+ participants on listserv</li> <li>- Increase in agencies making ICC referrals</li> </ul>	
<p><b>Strategic Objective 3:</b> Developing a common language regarding SOC/family engagement</p>	<ul style="list-style-type: none"> <li>○ Could include intro to family driven care presentation w/ multiple agency resources/referrals: at state level and local level; need to share resources with everyone so we are sharing the same message; develop a SOC /Family Driven Care elevator speech presentation for use at state and local level:</li> <li>○ Synthesize different sources for common languages; can be used to generate our language               <ul style="list-style-type: none"> <li>○ Ex: Develop elevator speech</li> <li>○ Develop workgroup to assist in developing common language</li> <li>○ Potential review of Children’s Practice Model for background info on common language</li> </ul> </li> <li>○ Present at statewide conferences about SOC and family engagement to increase reach (i.e. CSA, HeadStart)</li> <li>○ Materials for multiple sources which</li> </ul>	<ul style="list-style-type: none"> <li>- Concrete, accessible information on family driven care</li> <li>- Platform for quick resources utilized by all members</li> </ul>	<ul style="list-style-type: none"> <li>- SOC Grant Team/ ICC Workforce</li> <li>- Parents</li> <li>- Legislator</li> <li>- SOC Expansion Team</li> <li>-Wrap-around COE</li> </ul>



Strategic Objectives	Initiatives/Short Term Goals	KPIs	Champions
	promote/educate SOC <ul style="list-style-type: none"> <li>○ Communication Plan/Campaign               <ul style="list-style-type: none"> <li>▪ celebrates successes</li> <li>▪ highlights costs savings</li> <li>▪ data/outcomes, demonstration of value r/t social marketing products</li> <li>▪ includes parents &amp; youth speaking about experiences</li> <li>▪ One pager/educational presentation</li> </ul> </li> </ul>		
	<ul style="list-style-type: none"> <li>○ Educate local FAPTs (Wraparound COE e-learning, VFN)</li> </ul>	- E-learning, SOC website up and running	-SOC Grant Team -Wrap-around COE -VFN

- Pam reviewed the above table with the group and invited discussion regarding its contents. She emphasized to the group that it is important for us to prioritize one goal we want to work on and begin working on action steps.
  - There was discussion from the group as to whether the focus area of common language could be imbedded the all the strategies to ensure we are conveying the same message moving forward with any goals and actions steps.
  - As a result of this discussion, the idea of creating two workgroups was formed
    - Workgroup 1: Review existing materials for community and develop common language for SOC, family engagement and any other important associated terms/concepts. This group will use information already in circulation at SOC localities, and the Children’s Practice Model.
    - Workgroup 2: Development of an infographic which succinctly promotes SOC and its benefits for youth and families.

**Action Steps**

Bernadette

- Develop and send out list of workgroups to the expansion advisory team for sign-up
- Make request to SOC localities regarding language used to explain and promote SOC/Family driven care when interacting with stakeholders.
- Gather materials from DSS regarding the Children’s Practice Model and associated materials for review by workgroup to develop common language

Pam and Bernadette

- Work with Patrice and Robin to plan next expansion team meeting and any associated activities
- Future outreach to Glencora at DBHDS regarding presentation of cultural competency as we move forward with our work.

Meeting end time: 5:00p.m.

Next meeting date: TBD