



Monthly Provider Meeting – Minutes

May 20, 2014

- I. Welcome and Introduction – Gary Buff; COO - Our Community Our Kids
  - Dr. Buff Introduced Jeff Wilson, Director of Finance
  - Patricia Correa introduced Samantha Hernandez and Melissa Christenson in the Quality and Contracts department
- II. Technology Timeline – Sean Allen; Chief Analytics Officer – ACH Child & Family Services
  - Dr. Allen presented a PowerPoint on the timeline for data collection and management (available on the OCOK website: [www.oc-ok.org](http://www.oc-ok.org))
  - In an effort to be as sensitive and responsive as possible regarding the provider resource requirements for data entry/sharing, feedback from providers has been taken into consideration in developing the technology plan:
    1. OCOK will share data requirements with Providence (Region2-9 Contract)
    2. Automate uploading data into your agency's software
    3. June 1 – Deadline to declare method of data collection/sharing
      - a. Provider Activity: ECAP Training & begin data entry OR
      - b. Prepare for Provider Information Exchange (PIX)
    4. July 1 – Legacy transfer (kids from the legacy system will begin transferring into the new system, starting with ACH)
    5. August – Most providers will do their training to prepare for new referrals beginning Sept. 1
    6. All agencies will want to get EVOLV training to be able to check accuracy of their own information
    7. Provider Information Exchange website coming this Friday, May 23<sup>rd</sup>: [pixtexas.com](http://pixtexas.com) for technical information on how to interface with our system.
    8. Review of Acronyms: ECAP- placement matching software that maintains updated home profiles and openings EVOLV is the client clinical database

Questions from Providers:

- **If our current system is not going to be ready in time, can we do manual entry until that happens?** SA: Yes, “our goal is to make it as easy as possible”

- **Will we have access to the home files? Where will this info be added?** SA: You will be responsible for adding information to the system; you are the primary holder of the child's record, we are not trying to take that over, we are just asking for information required to be able to match the child.

- GB: We have not had a great record in the past with information being updated regularly in the system. Going forward, we will be relying on the information you put in ECAP so we know you have openings. If you don't have it in there, you will not get a referral because we won't know you have openings.

**So if there are no discharges or openings in the home from day to day or over a week's time, do we have to provide updates?** - SA: As to daily updating, your info doesn't get eliminated. If nothing changes you don't have to do anything.

- AS: Updates needed include not just openings, but also dynamics in the home that have changed, which might impact matching decisions. An example of this would be the return home of a foster parent's own child

- GB: CANS training will be in August, we are working with University of Wisconsin to create web based training. Our plan is still that this will be at no cost to the agencies. More information to come.

### III. Foster Family Recruitment – Gary Buff

- Dr. Buff led a discussion on how the network providers saw balancing working to build the capacity in Region 3b and the providers' need to continue to coordinate recruitment in Region 3a.
- Provider Questions/Comments:
  - **Our agency would like to have better internet capability for those who are searching. How could we do this as a network?**
  - **What about a specific time e.g., a "recruitment month" where all agencies are involved?**
    - Dr. Buff: Our intention is to have every contracted provider, their logo and a link to their agency on our website. We have had conversations about how to direct "traffic" from the website. Such as "if you live in this area...call this number", but we have to have a way to triage these calls. If folks are going to be driven from the CPS website to our website, we don't want them to have to just click a link. We want them to be able to have some human contact. So how do we set it up?
  - **Has there been consideration to driving the inquiries to provider meetings?** GB: Yes and no. It could be "here are your options of providers" or "here is a meeting you can attend" but we would still like there to be interaction.
  - –GB: JIM meetings will not be organized by CPS anymore, so we need to determine how that will be set up in the future.

- **What about having a recruitment work group? Have a smaller setting to work on as in a committee and bring back to the larger group?**
- **How do we know that the referral information is being fairly shared?** GB: we have to give you a report on how many inquiries there were and...how were they referred.
- **Do we use the JIM grid that we currently have?** GB: we have to have some guidance from you as to what candidates would be a good match for your agencies.
- **Some agencies have been around a long time, if someone walks into an agency and says “We want to work with your agency...how do we handle that?** GB: you do what you would do today. We don’t want to get in the way. We just want to find a way to enhance it.
- Dr. Buff suggested a smaller group to develop a “collective plan.” “We will formulate a work group that will come back to this group with some suggestions and plans for the immediate future to include our marketing staff to help develop strategy.”
- Dr. Carson: “Just to clarify, we would like to consider billboards and radio spots...and we have to have one place for them to go, but we want to make sure the information about agencies is being distributed fairly and that’s why we want your input.”

IV. ECAP and Adoptions – Dr. Buff

- We will build a mechanism into ECAP so that you can add your families even though they don’t have a facility ID. Why this is important: we will know as soon as a child is available for adoption. We want to be able to quickly search in ECAP for a match. We will have that capability if you put your families into ECAP. It’s important that you speak with your families and get their information into the database.

V. CPS Foster Families – Dr. Buff

- CPS has notified their families that they will no longer be placing children with them. They will get a letter from us with instructions on what to do next. We want to make sure that anyone who wants to be is included, but we have to have a contract with them. If there are questions let us know, we want to help resolve the issues. We can only advertise those agencies that have a signed contract.

VI. QPI – Quality Parenting Initiative - Carol Shauffer, Youth Law Center

- `Brief review of “What is QPI?”  
“Basically we are talking about, ‘What is good parenting?’ (It is) when we can say, ‘Every child, every day...we do great parenting,’ How? We have to recruit, train, and support the best possible parents in sufficient numbers. We need more families. Why don’t we have enough?”

“It’s not that we aren’t working hard enough, or paying enough -- other volunteer agencies are able to recruit. It’s not that it’s not satisfying-- it’s the concept of the brand, which is very powerful. What do people think of when you say foster care? It’s not a positive “brand” ...and people think you have to be a ‘saint’ to be a foster parent or ‘crazy.’”

“We need to show who foster parents really are. The “brand” we want is of something people want to be a part of, that is respected. It’s really hard to run like an institution and care like a parent. This needs everybody, not just the people in this room.”

“First, we are spending the next two days listening to your concerns, interests. We will then get together again on June 19<sup>th</sup> to bring these ideas together... How can we systematically move against the barriers to great parenting in foster care? In the end, we will have more people and more people doing things the way we would want them to do it. By getting consensus, we can create a culture of great parenting.”

VII. PAL – Dr. Buff

- We will be continuing the contract with TRAC
- Conversations regarding ways to improve the delivery of those PAL services are underway.

VIII. Report on Clinical Committee – Kris Naylor, Director of Care Management – Our Community Our Kids.

- Ms. Naylor thanked those attending the May 1<sup>st</sup> meeting and mentioned that minutes have been posted to the OCOK website.

IX. Closing Remarks – Dr. Carson

- We have received a lot of calls and comments from foster parents asking “What’s going on?” We hope you are currently talking with or are planning to talk with your families.
- On Friday, we will have FAQ’s from foster parents posted on the OCOK website. Let us know if you have specific questions from your families so that we may include them.
- We are glad to come to a meeting with your families if you want. We just ask that you are there with us. We can talk about our plan only; it will also be how your agency will be responding.
- We have been putting out a lot of information. We really want this to be done in a partnership fashion. If you have specific concerns, please call us, we want to meet with you. We want to do this in the spirit of partnership.
- In past meetings we have discussed the book, *To the End of June*. Our question in response has been, “What can we do better?” One story in the book is about a teenage foster child who was visiting her mother without telling anyone. She did not have permission to see her mom but the relationship was very important to her. Maintaining this contact helped her be successful in foster care. In Redesign, we can look for ways to do a better job keeping children in contact with those important to them.

The next Monthly Provider Meeting will be Tuesday, June 17 at 1:30 pm in the Belltower Chapel.