

DHS PIT Team #1 Meeting Notes
Wednesday, January 17, 2007

- I. Welcome and Introductions
- II. Tasks/Updates/Suggestions
 - Multi-system consumer surveys
 - Each member provided list of consumers. Consumers were randomly selected and highlighted. It was advised to send letters to more consumers than required for survey to ensure enough responses/completed surveys. Survey count is per household.
 - Survey introduction letter – to be sent on individual office letterhead. Start sending letters on January 18th & 19th. One and one-half weeks later will start the phone survey. Parents and children 14 years old and above will be surveyed. If they participate, they will receive a \$10 Wal-Mart gift card. One gift card per family, no matter how many family members are surveyed. Surveys are to be completed by the next PIT team meeting on February 21st.
 - If consumer is Spanish speaking, each department is to use their office's bilingual resource.
 - Update: Lehigh County website will contain all IFSP information – including PIT team info.
 - Calendar
 - Schedule
 - Meeting Minutes, etc.
 - Reviewed responses from DHS and Probation brown paper sessions. Put responses into categories and then began to formulate recommendations for the executive committee. Also discussed how to share info with DHS and Probation.
 - Categories
 - Education/training/information
 - Integration
 - Technology
 - Confidentiality
 - Language Issues
 - Good ideas
 - Office specific/Operational
 - Discussion and initial recommendations will be made based on the survey answers. Team will provide at least 3 recommendations for each category.

- Initial discussion / ideas for Education/Training
 - Person from department will attend other department's staff meeting to explain services / responsibility and have question and answer period
 - People will attend a periodic training for each department
 - Provide handout with contact name and phone number, eligibility requirements, referral process, services provided, fees, etc for each office
 - Put information on intranet/internet
 - Run an "office fair" where people can walk around and get information from different departments and do the same with providers
 1. Assure there is uniformity with type of information being provided
 - Have small group lunches with different offices / departments to provide name/face recognition.
 - Ethics training, office etiquette
 - On-line resources with links to provider sites, etc.
 - On-line descriptions of various items
 - MR Waiver
 - MH Services
 - HIPPA
 - Magellan
- Discussion concerning surveying Judges and Masters
 - E.E. to will speak with Judge Black to discuss best means for getting feedback from legal system
 - Decide whether to involve all judges or just those that would be involved most often.
 - To included OCYS team attorneys, DA, custody office?
- L.K. is to be updated on progress

III. Next Meeting

- Review survey responses
- Continue working on recommendations

Wednesday, February 21, 2007

1:30 PM

Room 524

Lehigh County Government Center

Kindly notify S.D., 610-782-3171, in the event you are unable to attend a meeting.