

DHS PIT Team #1 Meeting Notes Tuesday, January 17, 2006

- I. Welcome and Introductions
 - P.B. called the meeting to order and welcomed all in attendance
 - Introductions followed.
- II. Follow-up from January 4, 2006
 - J.B. distributed an outline of follow-up from our last meeting
 1. 53 active OCYS/Mental Health cases and working to obtain more statistics
 2. P.B. distributed (will email) copies of a letter to place on your letterhead and forward to representatives regarding House Bill 2239
 3. A.D. will review agreements and suggest what to keep/edit
- III. Finalize Design of Tool
 - D.Z. shared forms used by the Department of Aging
 - We need to
 - 1) Understand each agency's procedure for working through a case
 - 2) Develop the process after a release is signed
 - Present the flow chart to each department/group for their feedback and request they share their experiences in working with each office on the flow chart
 - Ensure the brown paper presentation presented to staff is clear and consistent
 - When presenting to staff, should we break the categories on the brown paper into smaller categories or view the whole system?
 - DHS Director should provide the presentation to all those reviewing the brown paper
 - Will use results of survey and brown paper to identify knowledge gaps/training needs across DHS and JPO.
 - Recommend on-going group training every two years
 - Recommend the County web page be kept updated or provide an interactive map of services
 - Develop protocols for integration, education new people, etc. after we receive input from staff, clients, vendors, etc.
- IV. How to Get Input from Consumers and Vendors
 - Decide if we will use the same or different presentation
 - Where are the problems in accessing services
 - What don't they know
 - Develop a plan to improve the system
 - Develop a survey
 - 1) Same questions for each audience but written out differently (begin with provider and expand to others, i.e., hospitals, schools, etc.)
 - 2) Ask for positive/negative in trying to get into the DHS system

- V. Letter of Explanation on Integrated Children's Service Plan Process/Overall Plan/Purpose to all Participants
- Invite vendors across DHS/JPO, etc. to an open forum, if they don't come, follow up with a survey or invite them to an open forum with the survey attached for their input
 - Will provide instructions to vendors to solicit feedback from line staff either prior to attending the forum or as part of completing the survey
 - Send a letter on behalf of PIT Team to vendor agencies
- VI. Assignment
- Get list of vendor agencies to S.R.
 - S.M. will bring questions from her office
 - J.B. will bring questions from a past I&R survey
 - Each committee member should bring at least five draft survey questions to the next meeting
 - Discussed percentage of consumers that should be surveyed. 10% suggested.
 - Decided to survey consumers that are involved with multiple systems.
 - Review the MST satisfaction survey for additional questions (A.D. will check into the possibility and bring them to the next meeting)
 - For each agency worked with - ask about experiences with multi agencies, name all agencies worked with, pick one they liked, something about each of these offices, etc.
 - Fine tune the instructions for those working with brown paper (questions need to be the same as on the survey)
 - P.B. will draft a letter of explanation similar to the letter used to form the committee. The letter will be provided to all survey / brown paper participants.
- VII. Next Meeting
- Finalize questions
 - Set up brown paper meetings
 - Email questions to S.R. for coordinating by Friday, January 27
 - S.R. will forward them to members by Monday, January 30 with notes
 - Allegheny County ICSP on-line at www.county.allegheny.pa.us

Tuesday, February 1, 2006

2:30 p.m.

Room 516

Lehigh County Government Center

Kindly notify S.R. 610.782.3303 in the event you are unable to attend a meeting