

DHS PIT Team #1 Meeting Notes

Wednesday, February 1, 2006

- I. Welcome
 - P.B. welcomed all in attendance and called the meeting to order
- II. Target Groups
 - J.B. distributed copies of a survey for review
 - Which groups do we wish to obtain feedback from for the integration
 1. Courts (includes judges, police)
 2. Contracted Providers (JPO, MH/MR and OCYS systems)
 3. Referring agents (hospitals, schools, community, non-contracted providers)
 4. Consumer (parent, child)
 5. Staff
- III. Develop Tools
 - We need to develop
 1. instructions and tools for target groups
 2. surveys
 3. brown paper
 4. letter of explanation
 - Presentation of Brown Paper to Staff
 1. use open-ended questions
 2. will not take more than a half an hour
 3. will send a short explanation of the process and information so that they may think about it and provide feedback on post-it notes
 4. could break into smaller groups to get feedback
 5. draft document to forward to committee members' feedback and finalize at February 15 meeting (looking for strengths/weaknesses)
 6. final document will be sent to all staff by March
 - Presentation to other groups
 1. finish these groups in April/May so that we may develop recommendation in June
 2. use core questions for all groups
 3. ask questions related to barriers to services, i.e., transportation, communication, etc.
 4. determine open-ended and yes/no questions
 - Final plan due to the State by August
 - Look at other samples of survey tools, i.e., Northeastern Pennsylvania service and needs survey, I&R survey, etc.
 - Have as few tools as possible and use generic tools
 - Will have interns present survey during face-to-face visits with consumers (clients 14 and older and their family) utilizing multi-systems (600+ cases)
 - Consumer survey (voluntary)

1. face-to-face visit providing a brief explanation as to why we are doing this
2. indicate whether it was client, juvenile or parent interviewed and system involvement
3. how easy or accessible was it for you to find services; how could we assist others in a similar situation
4. what was first point of contact
5. barriers preventing them from obtaining services
6. timeliness of response, services, return calls, etc., staff courteous
7. agencies involved with – likes/dislikes, strengths/weaknesses
8. did they participate in service plan goals
9. did multi systems work together and have joint meetings
10. did you feel like part of the team
11. how do you feel it all worked together
12. what could they have offered/provided differently
13. how was the experience
14. what could be done to improve coordination among departments or to increase effectiveness of the offices
15. what could be done to prevent you from returning to these programs
16. Revisit one year later to follow-up and see how we are doing

IV. Next Meeting

- Will forward a draft survey for each group to member feedback
- Will forward a letter to staff and consumer for member feedback

Tuesday, February 15, 2006

2:30 p.m.

Room 123

Lehigh County Government Center

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