

Otter Tail Family Services Collaborative

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*Working Together...
Serving Families
...Improving Lives*

Service Coordination/CTIC

Meeting Minutes

2:30– 4 PM, April 13, 2009

Dead Lake Room - Government Services Center

Present: Desta Lutzwick (OTC Probation-5); Sandy Kitzman (Fergus Falls Area Special Education Cooperative-5); Karyn Sportel (Freshwater Education District- 130); Joyce Wolter (Freedom Resource Center-4); Bob Johnson (Productive Alternatives-1); Denise Colburn (Wilkin County Social Services-50); and Jane Patrick (Collaborative Coordinator).

1. Jane Patrick welcomed the group. Sandy Kitzman and Karyn Sportel agreed to co-chair the group for the day.
2. Sandy called for a review of the minutes of the February meeting. Two clarifications were made including adding Desta to the list of attendees and clarifications on the April 16th Individual Plan training. Jane will make these corrections and repost to the website. The minutes will be reviewed and approved at the June meeting. Joyce requested that an addition be made to the agenda to include an update on the Windmill Retreat.
3. Jane shared an overview of the work group budget. A total of \$542 has been expended so far this year with a balance remaining of \$858. Jane reported that she has not yet received an invoice from the Windmill Project but will pay the \$500 contribution once she receives an invoice.
4. Joyce shared a summary of the evaluations from the Windmill Retreat. Preliminary numbers indicated that five evaluations were returned from Otter Tail County. Some clarifications need to be made to the evaluation. Jane will request an overview from Gail Kulp to share with the group at their next meeting. Joyce noted that attendance by Otter Tail County parents at the retreat was down considerably since last year.
5. The group discussed the final details of the April 16th Individual Plan training. 16 Otter Tail County registrations include: (3) – OTC Human Service; (1) Wilkin Co. Social Service; (5) school/special ed staff from four districts; (2) Public Health; (1) Probation; (1) Rehab services; and (1) community provider. Clay County is also filling their slots with a nice variety of agency representation. The group reviewed an evaluation form which Jane drafted in response to the group's request at the last meeting. Joyce will check with the state to see if they have their own evaluation form and make sure that the questions are not overlapping. Jane will check with Clay County to see if they are interested in collecting the same information and we will plan to hand the evaluations out to everyone attending at the start of the day so they can respond to the questions throughout the day. The group will review the results of the survey at the time of their next meeting.

6. Sandy Kitzman shared information with the group about a process for tracking the number of students that receive interagency service coordination. Sandy developed a PowerPoint and a guideline which she used with 39 special education case managers from five Otter Tail County school districts. As part of the presentation Sandy shared several examples of what service coordination would like and what activities would not necessarily be considered multi-agency service coordination. The formula Sandy used asked participants for the total number of students for whom they served as the dedicated service coordinator. It also asked for the total number of students for whom the case managers felt they were providing service coordination given the definition and information Sandy had provided. The smaller number was then divided into the larger and the results from the five OTC districts indicated that 43% of students were receiving service coordination. The group felt this was a major breakthrough in their efforts to identify one consistent method for tracking service coordination rates. The group decided to use this method to try and develop baseline data from all the OTC districts on the number of students receiving service coordination. The group also identified the following potential adjustments that could be made to the process:
- Ideally it would be best to have case managers only report the total number of students that are receiving services from more than one service provider since these children are the only ones eligible for dedicated service coordination.
 - This same information could be adjusted and then presented to parents to collect feedback and data on the number of parents that felt they were receiving service coordination. The two numbers from providers and parents could be compared to see if the results are similar.

Sandy agreed to send the PowerPoint to Karyn Sportel and both will use the presentation next fall at their special education case manager meetings. Sandy and Karyn will also use the presentation at their parent advisory meetings to gather feedback from families. The group also discussed using the information at the Transition Tool Box events next fall.

7. The group developed their FY10 Work Plan which will focus on components from the state mandates for service coordination and CTIC. The four areas of focus will include:
- Offering of service coordination to all families eligible to receive it;
 - Access to service coordination for eligible families that choose it;
 - Education and awareness for both service coordination and transition services;
 - Plan and coordinate transition service delivery.

The full details of the work plan are included below for reference.

8. Partner sharing:
- Karyn reported that schools are again participating in the post secondary survey and the results of the survey should be available in June. Karyn will bring the results to the June meeting of the group.
 - Joyce shared information on training that will be coming to Wilkin County which will be open to the entire region. Joyce will disburse the details of the training once they become available.
 - Jane reminded the group of the upcoming Collaborative Annual dinner meeting which will be held on Tuesday, June 9th at 6PM at the Otter Tail County Operations Building in Ottertail City. All work group and Collaborative partners are encouraged and welcome to attend.

9. The meeting was adjourned by consensus. The next meeting will be held on Monday, June 8th from 2:30 – 4 PM in the Dead Lake Room at Government Services Center in Fergus.

Proposed FY10 Work Plan for: CTIC/Service Coordination Work Group				
S	M	A	R	T
<i>What is the <u>Specific</u> task that we want to accomplish?</i>	<i>How will we <u>Measure</u> whether or not we are successful in completing the task?</i>	<i>Is this task truly <u>Attainable</u> with the resources that we have available?</i>	<i>Who will be <u>Responsible</u> for each of the steps necessary to complete the task?</i>	<i>What is the <u>Timeline</u> for completing the task?</i>
Task #1: Identify and recruit parents of children with special needs to attend meetings of the group.	A minimum of two parents will attend at least 3 meetings during the year.	The group will recruit at least one parent of a child age B-13; and one parent of a child age 14-21.	The coordinator will work with the partners to identify eligible parents. Bob also offered to help identify a parent of a transition age youth.	Sept 2009
Task #2: Assess access to service coordination process for families.	At least two assessments will be completed throughout the year. One assessment will survey service providers and a second will survey parents.	The FFASEC has developed a process by which a standard survey can be completed. This resource will be shared with FED and other service providers to measure consistent data.	Sandy and Karyn will be responsible for administering the survey to school staff and parents attending PACC meetings. Other wg members can assist with surveying their staff and families with whom they work.	The initial provider assessment will be completed in Aug/Sept. This will give the group base-line data to review. Parent assessments will be completed at: Transition Tool Box and at PACC meetings as they occur.
Task #3: Promote service coordination for all eligible families.	At least one training on service coordination will be held for service providers; Transition Tool Box sessions in three districts will be held for parents and youth.	Information has been developed for the Transition Tool Box sessions; special ed coordinators will arrange and oversee training for special ed case managers; a Wii Game system has been purchased to assist with generating student involvement.	Sandy and Karyn will be responsible for training spec ed staff; Voc Rehab and Freedom Resource will arrange Transition Tool Box events; the coordinator and work group will assist as necessary	All trainings to be complete by April 2010
Task #4: Plan and coordinate transition services for youth with multiple agencies.	Grant opportunities for work-based learning experiences will be explored.	The collaborative has designed coordination time to assist with grant organization. Other staff time will be needed from the wg.	The Collaborative Coordinator will work with Productive Alt & Freedom Resource to identify viable opportunities.	June 2010

FY10 Meeting Schedule: Aug. 10, Oct. 12, Nov. 9, Jan. 11, and Mar. 8th

FY10 Budget Request: \$1,500 for parent stipends, conferences/workshops and minimal printing.