

Quarterly Provider Meeting Notes

*Mayme Frederick Building
1440 Dr. Martin Luther King Jr Blvd, West Palm Beach, FL 33404
Monday, January 11th, 2016
1:00PM – 3:00PM*

1. Welcome –

Channell Wilkins welcomed everyone to the first quarterly provider meeting and gave a quick introduction into the main focus of these meetings, which is to spark a conversation/discussion amongst the providers and the funders.

2. Introductions –

Funders in attendance: Channell Wilkins (CSD), David Rafaidus (CSD), Mary Woodward (CSD), Randy Paul (CSD), Amalia Hernandez (CSD), Thomas Eaton (CSD), Sonja Holbrook (CSD), Stessy Cocerez (CSD), Vivian Blackmon-Taylor (CSD), Roger Nielson (CSD), Becky Walker (SEFBHN)

Providers in attendance: Andres Torrens (CFS), Melissa Moore (CFS), Leslie Bartick Souhil (Housing Partnership), Tracy Speranza (Housing Partnership), Jan Bogie (MHA), Julie Dolan (Community Partners), Latoya Davenport (Boystown), Jared Greene (Boystown), Nancy Osbourne (Boystown), Myriam Glemaud (For The Children, Inc), Donna Harris (Jerome Golden), Holly Horvath (Jerome Golden), Alton Taylor (DAF), Claudia Roberts (Jeff Industries), Carol Fiddis (DATA), Jay Flicker (DATA), Steven Schauder (Gratitude House), Shalonda Warren (Sickle Cell Foundation PBC)

3. Planning & Evaluation Updates (Sonja Holbrook) –

Sonja Holbrook gave a few highlights and an introduction to the planning and evaluation piece of the meeting:

- She discussed the RFP process for this upcoming year and briefly went over what the timeline will look like (*see attached RFP document*).
- All providers were reminded that the outcome evaluation component is a work in progress.
- The Community Services Department is looking to align our outcomes with State outcomes for those agencies entering their performance measures into Concordia (most Behavioral Health agencies).
- CSD is analyzing what's currently being collected and evaluating logic models at all agencies in the meantime.

Sonja then asked if anyone had any questions, comments, or concerns.

- Alton Taylor from DAF asked if providers will be able to see framework of Concordia outcome reporting before they get evaluated; Vivian Blackmon-Taylor responded and informed the room that the answer is yes but if the required FAA outcome cannot be taken out of Concordia through a report or through analyzing the data from the reports, then CSD might change the desired outcomes, if applicable.
- Channell asked the crowd if agencies have some sort of distinction between "FAA clients" and "non-FAA clients"; most agencies responded with no and said their funding is allocated across the board after the clients are serviced but Boystown said that they actually were distinguishing their clients.

4. Contract/Monitoring Updates (Amalia Hernandez) –

- Amalia Hernandez reminded the room that 2014's RFP asked providers to do the following: 1. Use Wraparound services and coordinate with other agencies and 2. Receive training on Wraparound services if not already certified (See attached Wraparound Training Powerpoint).
- Training for Wraparound services includes a Wraparound Introduction, Wraparound 101, and Wraparound for Clinicians.
- Amalia Hernandez asked the room if anyone had received the Wraparound training and the following agencies responded in the affirmative: Boystown, For the Children, Inc, Jerome Golden (for the Glades), Gratitude House, Community Partners/Housing Partnership.
- If an agency has not received training yet, they need to do so ASAP. The next Wraparound 101 training will be held on February 1st and 2nd, 2016 and anyone interested in attending should contact Jill Sorrenson at SEFBHN.
- Amalia Hernandez and Channell Wilkins informed the providers that they expect all behavioral health agencies to receive certification and maintain it.
- Amalia Hernandez told the agencies that she wanted all of them to be sure of whom their care coordinators are and these individuals should have their training done within six (6) months of the hire date.
- The question of how effective the Wraparound training has been and the results that have followed was directed at Boystown and any other agencies who wanted to share their views; Boystown said they've been doing Wraparound training since the beginning and they have taken it as a method to further enhance their current service plan. They also mentioned that they have seen a positive change in children and families that have benefited from the Wraparound services; these services have empowered families through support and through the process of teaching them self-sufficiency.
- There is an upcoming Provider discussion on Wraparound services to talk about what's working and what's not; this will be held at ChildNet on January 14th, 2016 from 2:00PM-4:00PM (see attached PDF newsletter).

Amalia then asked if anyone had any questions, comments, or concerns.

- Andres Torrens at Center for Family Services asked when the last Clinician training was; Becky Walker of SEFBHN believed the last clinician training was done about a year ago.
- Latoya Davenport from Boystown asked what the next step to the Wraparound training would be and if there would be additional training; Becky Walker told her that as of right now, there is not additional training but the managing entities are working to develop a follow-up and continuation.

Amalia ended her portion of the meeting by encouraging the providers to be more open during these meeting discussions and to let us know what it is they would like to discuss.

5. Fiscal Updates (Thomas Eaton) –

- Thomas Eaton asked that all the providers submit their most updated budgets, if they haven't already done so AND whenever any changes have been made; failure to do so will result in a finding.
- Agencies can use our budget template or their own; a new budget template is currently being developed and will be available soon.

Thomas then asked if anyone had any questions, comments, or concerns.

- Alton Taylor from DAF asked if there was another program category, other than 'Administrative', in which certain budget items could be placed instead; Thomas said there was and also warned that if any issues or uncertainties arise, it would be better to contact him and inform him early on in order to avoid any complications further down the road.

- Melissa Moore from CFS asked about the possibility of having reimbursements done through ACH; Thomas let her know that this is somewhat in the works and has been explored with other smaller departments but because the Community Service Department is so large, it would lead him to believe that it will be the last department to adopt that method.

6. Good News / Questions –

- There will be an amendment to the contracts for 2016/2017 to include Wraparound verbiage and guidelines on the use of the Palm Beach County logo – this will get added once it is approved by Public Affairs.
- Sonja Holbrook asked Alton Taylor from DAF about any updates on the issue that he brought up at a previous BCC meeting regarding out-of-state individuals showing up to detox on their agency's doorstep. He said he has data that he can bring to the next provider meeting. Alton said their agency has discussed re-evaluating current agency reporting methods.
- Alton Taylor also informed everyone of the new DAF facility that will be opening off of 45th Street. It should be open by mid to end of January 2016.
- Shalonda Warren from Sickle Cell Foundation enlightened everyone with a story about a 13-year-old girl that had been nominated for the Seasons to Share Campaign (The Palm Beach Post) and selected; Sickle Cell Foundation received funds, as a result of this, to provide services for them that were outside their contract. They were able to do some home improvements that helped enhance the family's quality of life and this resulted in reduced sickle cell related crises for the young girl. She is now a candidate for life-saving bone marrow transplant surgery that will enable her to no longer experience crises from her disease. Shalonda said that if the young lady had not been a part of their agency's FAA program, she may never have had that relationship with her and helped to change her life (*see attached article for more info*).

7. Announcements / Closing Statements –

- Amalia Hernandez added that these are the kinds of good news items and articles that we would like to be brought to our attention at these meetings.
- Sonja Holbrook then thanked everyone for attending and reminded them that we would see them again in April, if not sooner.