



**SPECIAL
POINTS OF
INTEREST:**

- **Wrap Vendor Development Training Deadline Set for December 31st**
- **CCNY to offer Organizational Infrastructure Development Trainings**
- **New CCNY WrapAround Contracts Ready**
- **Professional Development Training Coming Soon...**

**INSIDE
THIS ISSUE:**

Family First to Pilot Use in September	2
Organizational Support Available	2
CLC Training Available Sept. 19	2
Profile: Director of QI	3
Sr. Accountant Joins Team	3
CCNY Mission & Core Values	4
CCNY Staff Contact Info	4

Vendors to be Trained by December 31st

CCNY has been charged with the responsibility to ensure that our FVN System of Care have all vendors active within Care Manager complete the 3-day Vendor Development Training by December 31st, 2008. This is a crucial part of the corrective action plan the system is mandated to undertake. An additional memo outlining this action will be sent out in the near future directly from the offices of Phil Endress, Commissioner of Mental Health, and Marie Morilus-Black, FVN Project Director.

Although the Care Management Coalition (CMC) will still be conducting their monthly 3-day VDT sessions according to schedule, CCNY will coordinate and deliver supplementary 3-day training options as noted in the action plan developed. VA staff can attend either the CMC or the CCNY option as the curriculum and the standards are the same.

Due to the system needs identified by various agencies, CCNY has also integrated some weekend training days, in an effort to provide vendors maximum flexibility. Therefore, it is important that vendor agency supervisors pay close attention to the actual dates provided.

Moving forward, it is critical that each vendor agency plan to send all staff not yet trained. Any staff not trained to standard will be deactivated in CareManager and therefore be unable to work as of the first business day of January 2009.

There are also limited grant-funded dollars available to assist agencies that need a stipend to help facilitate staff attendance. Vendor Agencies are required to meet certain criteria regarding eligibility, and are encouraged to contact Heidi Milch directly to determine their eligibility, at hmilch@comconnectionsny.org

Attendance for the CMC trainings will still go through Larry Congdon, as per their existing process. While new or existing staff can register for either CMC or CCNY offerings, please note that CCNY will be responsible for its own training dates, and registration can be accomplished by contacting Maureen Ronan via email at: mronan@comconnectionsny.org, or calling her directly at 430-3395. Please cc all emailed requests to: dbethel@comconnectionsny.org A confirmation e-mail will be forwarded following registration, along with any other pertinent information.

As of the date of this newsletter, registration is open for all dates.

Session size is limited to 30, due to the higher than expected number of untrained staff.

CCNY strongly recommends that vendor agencies start the registration process as soon as possible.

All sessions will begin at 9:15am, and end at 4:30pm.

AUGUST 27th, 28th, & 30th
Gateway-Longview Inc.
6350 Main Street
Williamsville, N.Y.
Lynde School Cafeteria

SEPTEMBER 9th, 10th, & 12th
Hispanics United of Buffalo
254 Virginia Street
Buffalo, NY 14201

OCTOBER 7th, 8th, & 11th
Heritage Centers
2643 Main Street
Buffalo, NY 14214

NOVEMBER 4th, 5th, & 6th
Location TBA

DECEMBER 4th, 5th, & 6th
Location TBA

Note: Those staff still requiring Professional Development Training should continue to look for future training notices, or contact Duncan Bethel for more information.

Family First Software to Pilot in September



“...it will enable Care Coordinators and their assigned families to identify, locate, and hire any service provider fitting the selected criteria.”

At last month’s Vendor Meeting hosted by People, Inc., CCNY provided all agencies present the first briefing on the newly developed search software, Family First.

While some VA supervisors were concerned about the way such a system would potentially impact the way business is currently conducted, most agreed it would provide for increased family voice and choice, and recognized that it would eliminate

much of the wait time normally associated with the current process.

It was further reinforced that data entered for this software came directly from CCNY’s new Schedule 3.1 (Vendor Demographic Data Form), and that it will enable Care Coordinators and their assigned families to identify, locate, and hire any service provider fitting the selected criteria.

With a targeted pilot date of

Sept. 1st, Family First will be tested internally with CCNY team members (late August), then later field tested with the Gateway-Longview Care Coordination Team and the whole vendor network.

Due to data entry demands, the Family First trainings were re-scheduled to August 22nd or 23rd for all Vendor Agencies, and August 26th for the Care Coordination Department of Gateway-Longview. Please contact Eric Maldonado for registration at 430-3362.

CLC Training for September 19th Slots Available

CLC Training: Sept. 19th
American Red Cross
786 Delaware Avenue
Registration start: 8:30am
Start: 9am End: 4pm

This one-day training will provide participants with a basic conceptual framework for thinking about and understanding “individual” Cultural and Linguistic Competence. A principal objective for this training is to assess one’s own sense of culture and the culture of others in society. The interactive exercises will enable participants to assess their own levels of diversity, increase awareness

of their own ethnic and cultural differences, and identify potential areas of conflict. Participants will also gain insights to achieving positive resolutions that will facilitate the integration of these concepts into one’s work with the intent of achieving positive outcomes for families, especially the underserved and underrepresented in our system of care. This training has been

developed by the FVN/ CLC in conjunction with the consultants from CCSI and will be delivered by the same.

In its continuing support of this permanent and integral initiative, CCNY has set aside limited grant monies to assist Vendor Agencies with attendance via financial assistance. In order to determine eligibility, please contact Heidi Milch directly.

“These sessions are available at no cost to any existing or pre-contracting VA supervisor and/or their designees.”

Organizational Support Available

As CCNY familiarizes itself with the vendor network, taking on additional duties, and evaluating the QI component, needed trainings will be developed and offered to all agencies.

The first offered this year will be HR/ Employee File Development & Maintenance, and New Hire Interviewing. These sessions are available at no cost to any existing or pre-contracting

VA supervisor and/or their designees.

This will be the first in what CCNY calls Vendor Supervisor Support & Development Sessions. Attendees can register by email at dbethel@comconnectionsny.org; or by phone at 430-3312.

Session 1 will be held from

1:00-3:30 on Tuesday, September 23rd, 2008.

Session 2 will be held from 10:00-12:30 on Wednesday, September 24th. Both sessions will be held at CCNY’s 605 Niagara Street location.

Registration is currently open. Please register no later than September 12th, 2008.

Director of Quality Improvement Starts in August

CCNY welcomes Christa Foscio-Bebak, JD/MSW, to the team as the Director of Quality Improvement.

Christa comes to CCNY directly from the Family Court system, where she worked as a Senior Court Analyst. In her previous role, Christa developed and monitored policies, protocols, and procedures to improve the handling of child welfare cases, collaborated with DSS, community agencies, treatment providers, and legal services on projects designed to implement best prac-

tices in child welfare, and convened collaborative meetings with key stakeholders, facilitating group consensus and positive outcomes on a range of sensitive items. All of the above tasks encompassed skill sets that were identified as crucial to the CCNY mission.

Chief among Christa's new duties will be to collaborate with the evaluator on data collection and analysis, to create quarterly evaluation and QI reports, to serve as liaison to the QI Panel, CBOs and others in outcome and evaluation capacity building activities, to coach

and mentor other System Of Care participants on use of data in QI and program development, to assist the QI Panel in the identification of barriers and develop/monitor action plans accordingly, to monitor progress on achievement of the strategic plan and contract objectives, to assist in the conceptualization, development and integration of a vendor report card ("dashboard"), and work with the QI Panel, evaluator and FVN Committees on identification of process and quality outcomes, including establishing benchmarks.



“Additional accounting areas where Maureen will be available for support include cost analysis, budgeting, financial reporting...”

CCNY Team Adds Senior Accountant

With its upcoming financial responsibilities to the wrap-around network, it was critical for CCNY to identify a skilled accountant to fill the void, and further complement the team.

After an exhaustive search, Maureen Ronan, who also earned her MBA from the University of Buffalo, was welcomed in late June, starting in

her role as the Senior Accountant. Maureen brings with her a wealth of experience from the private sector, and will be available not only for CCNY's day to day financial management needs, but also to support our vendor agencies with their various financial infrastructure needs, including basic accounting principles like general ledger, accounts payable, ac-

counts receivable, payroll, and account reconciliations.

Additional accounting areas where Maureen will be available for support include cost analysis, budgeting, financial reporting, policies & procedures, and documentation. Interested vendor agencies should contact Maureen directly by phone, 430-3395, or by email at mronan@comconnectionsny.org



CCNY Contract Changes for Wrap System Approved

Many vendors will be pleased to know that the contract changes necessary for CCNY to fully engage the Family Voices Network Wraparound system have been approved by their attorney, and are now ready for implementation.

Tracy Howland, Contracts and Project Support, will soon be contacting many Vendor Agen-

cies in order to set dates and times to finalize their contracts with CCNY, as well as to answer any relevant questions. Duncan Bethel, Director of Vendor Development, will also be available to meet with agencies as needed, in order to ensure a smooth and effective contracting process.

Simultaneously, new vendor

agencies from targeted zip codes in need are being identified, evaluated, and prepared for the contracting process as appropriate.

Inquiries related to the contracting process should be directed to Tracy Howland at 430-3316, or Duncan Bethel at 430-3312.



Vendor Agencies will find important new changes to the wraparound contracts.

Mission: CCNY, Inc. is responsible for supporting and encouraging the development of quality practices that result in positive outcomes for the community.

Core Purpose: To build capacity that supports strong and healthy communities.

Core Values:

Teamwork.

We act as a collective; embracing individual strengths, creativity, diversity and passion.

Integrity.

We are ethical in our interactions and practice; we act with honesty, equity, reliability, and respecting confidentiality.

Planning.

We make decisions based on sound data from multiple sources.

Networking.

We hold collaboration and the sharing of ideas as a central tenet to our model and work.

Guiding Principles:

Integrity in all relationships.

We believe in treating each other with dignity and respect. The same standards and expectations apply to all of us. We hold ourselves and each other accountable. We model and behave with cultural competence and respect for others.

Inclusion of all voices.

We believe in the inclusion of all community members as stakeholders in the development process...lending credence to all voices.

Learning is life-long.

We believe that learning is an open process, inclusive of multiple voices and viewpoints with diverse experiences and contributions.



Connecting Communities.....focused on quality.

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