



A COMMUNITY CONNECTIONS OF NEW YORK NEWSLETTER

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# Get Connected!

VOLUME 2, ISSUE 3

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## Online Clinical Supervision

In an effort to provide consistent, quality services to the families served in Erie County, we have implemented an innovative solution to clinical supervision for the vendor network. There are a number of per diem and part-time clinical workers in the vendor network that may not have enough supervisory support in terms of clinical work. Their supervisors either do not have clinical training or have such a large staff that they are unable to support their clinical staff needs. Clinical supervision, the process of analyzing, reflecting, guiding and questioning the social worker's interaction with clients, is essential in social work practice for several reasons:

- workers receive feedback on their work;
- workers learn how to be proactive vs. reactive;
- the use of good supervision

models is isomorphic to good practice (an in vivo experience);

- workers can deconstruct their interventions in a safe environment to make improvements on practice;
- it ensures quality;
- it works against isolation and burnout;
- social work is tough and supervision acknowledges this, builds on resources and offers support.

brainstorming ways to provide assistance to the system.

We sought the assistance of [Denise Krause](#), Clinical Associate Professor and Associate Dean for Community Engagement at the University at Buffalo, to provide the supervision because of her approach to the supervisory process: asking the worker(s) what works for them and what they need; building on

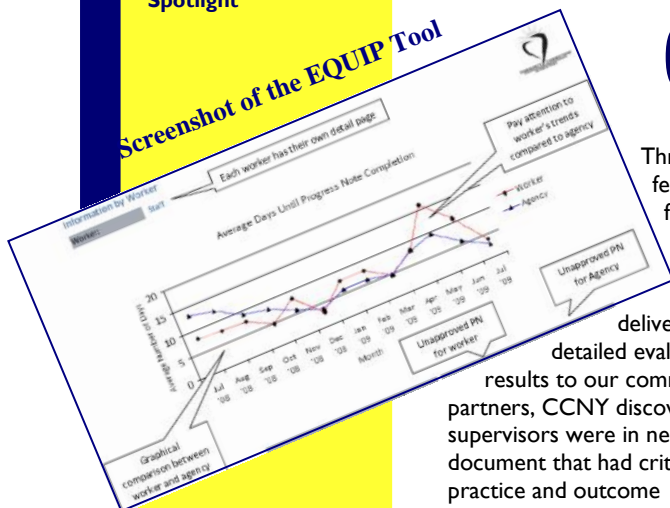
**“We know that most clinical workers in the vendor network have full-time jobs in addition to their vendor work.”**

Because of the importance of the therapeutic guidance these workers provide families in extreme risk, the potential benefits of providing quality developmental opportunities, and the need to maintain best practices for clinical workers, CCNY began

their strengths; identifying growth areas; and anchoring the work in the interaction—both between the client and worker, and between her and the

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## CCNY Creates Supervision Tool



Through feedback from a year of

delivering detailed evaluation results to our community partners, CCNY discovered that supervisors were in need of a document that had critical practice and outcome information all in one place by program and worker, and could

be easily incorporated in supervision.

The Evaluation and Quality Improvement Process (EQUIP) tools were created from the "ground up" through conversations with care coordination and vendor agency supervisors. The EQUIP Tool allows a supervisor to see a snapshot of their program compared to the larger system in a variety of indicators. Flip the page and selected indicators are

displayed by worker compared to the agency.

The EQUIP Tool for Care Coordination Supervisors includes, on the front page, demographics of open cases such as the average age, frequency of youth by gender and race, percent of cases with total CAFAS improvement and objectives met at discharge. The worker report displays process and outcome information for each assigned case so supervision can

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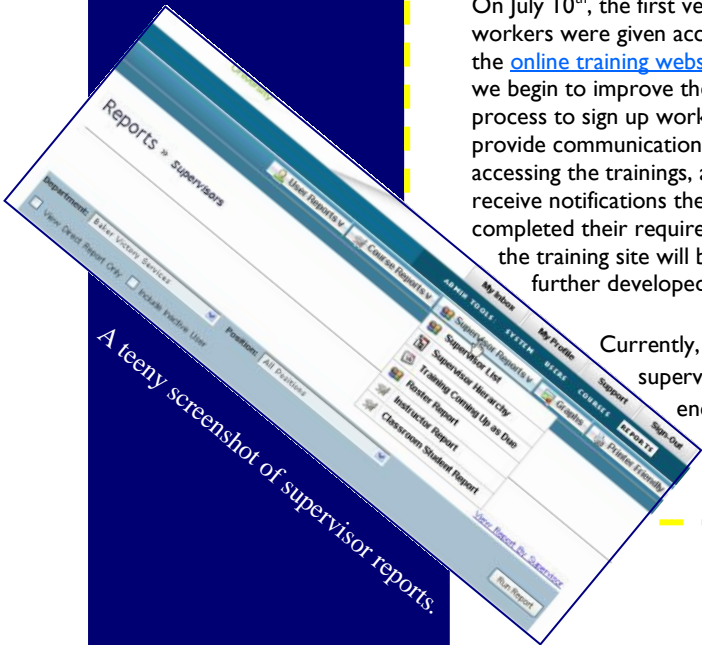
## CCNY launches Online Training Website

On July 10<sup>th</sup>, the first vendor workers were given access to the [online training website](#). As we begin to improve the process to sign up workers, provide communication on accessing the trainings, and to receive notifications they have completed their requirements, the training site will be further developed.

staff to access the NetSmart library of over 100 trainings for health and human services work. This is offered for free to all vendor supervisors, workers, care coordination supervisors, and care coordinators. On July 9<sup>th</sup>, every care coordination and vendor supervisor who filled out a profile submission form had all the individuals on that form added to the training website and given a login and password. If you login, you can choose

electives, which will allow you to begin taking the free NetSmart classes in the system. If you can't find your login and password, check your junk mail or spam folder because often these first few emails are captured there. If you still can't find it, please email David Monroe ([dmonroe@comconnectionsny.org](mailto:dmonroe@comconnectionsny.org)) your full name, email, and your supervisor's name (if you aren't a supervisor) and he will enter your data onto the site.

Currently, vendor supervisors can encourage their current



A tiny screenshot of supervisor reports.

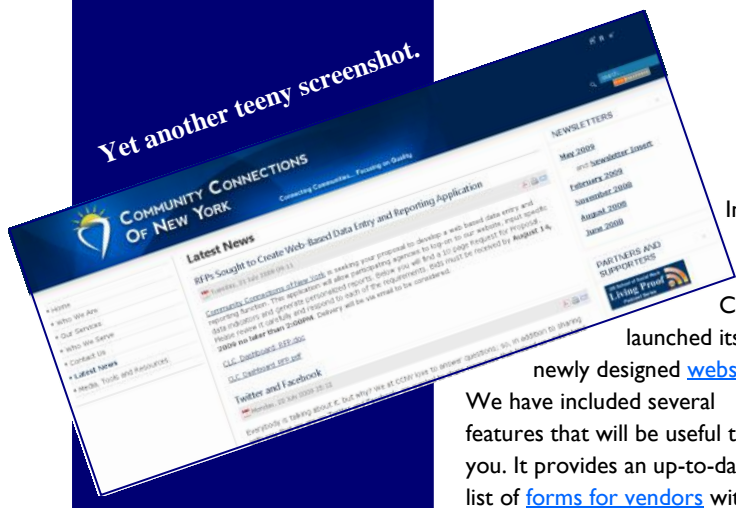
## Online Supervision (Cont.)

(Continued from page 1) worker. This opportunity posed a new problem. When to hold it? We know that most clinical workers in the vendor network have full-time jobs in addition to their vendor work. Also, we had to avoid yet another demand for their time between 9 – 5. We decided to look for an online solution and we found that a robust, online conferencing technology to support their

needs.

The first group began on Tuesday, July 14<sup>th</sup>. They were introduced to Denise, the technology to facilitate supervision, the model for supervision, and created guidelines for the process. In addition to synchronous group interaction, the group mentioned a need to provide asynchronous interactions such as discussion threads, file

sharing, and access to the conference recordings; so, CCNY is piloting another solution online, which will provide the functionality they require. Ten people attended the first group, but because demand has increased, we are gathering names for more clinical supervision groups. If you are interested, please call or email Amy Hecht (430-3316 or [ahecht@comconnectionsny.org](mailto:ahecht@comconnectionsny.org)).



Yet another teeny screenshot.

## Features on the New CCNY Website

In May,

CCNY

launched its newly designed [website](#).

We have included several features that will be useful to you. It provides an up-to-date list of [forms for vendors](#) with **existing contracts** in the wrap around system of care. In

addition, there is a [vendor directory map](#), which provides mapped locations of each vendor, a listing of the vendors to select, a search function, directions to each vendor's location, and print functionality. Finally, our [latest news](#) section provides the most up-to-date information on trainings, free resources, instructional videos, job opportunities, links to

download our newsletters, and RFPs sought by CCNY. It also provides links to our [Facebook](#) and [Twitter](#) groups – we posted an article (<http://www.comconnectionsny.org/latest-news/20-news/64-twitter-and-facebook.html>) on why it's important to join (the answer isn't just because we think it's cool). In the future, we plan to provide short

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# Human Resource Audit Coming Soon

The wraparound network here in Erie County is continually evolving toward the goal of becoming a nationally-ranked system of care. This goal is one that includes all facets of service provision, beginning with the front-end importance of identifying and hiring quality staff. With this crucial first step in mind, CCNY is planning to assist local providers in the area of human resources this fall. A CCNY team will begin the process of auditing employee records, to ensure all educational credentials are documented, all background checks are evident, and all necessary trainings for the services being provided are complete.

CCNY recognizes this is will be an ongoing process, due to differences in agency size, staff turnover, training schedules and

**“CCNY is planning to assist local providers in the area of human resources this fall.”**

availability, and other factors that may be out of the control of the agency. In order to be as accommodating as possible, the team will only review 25% of provider records for the larger agencies, and all records for agencies with 10 or less employees on staff.

At the end of each visit, CCNY will compile a “scorecard” for each agency (with a

maximum score of 100%), outlining for them where they should focus their attention in order to improve upon the requirements each worker should meet in order to best fulfill the responsibilities of their given service code(s). Where some agencies have natural strengths in the human resources area, CCNY hopes to provide additional support and infrastructure to the newer—or comparatively smaller—agencies in the system.

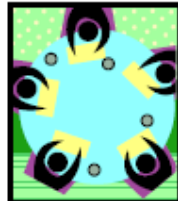
These audit reviews will be scheduled to occur semi-annually, although agencies scoring below an 80% can expect to be scheduled for follow up sooner.

## SAVE THE DATE

### Community Connections of New York

Invites you to attend our quarterly

### “Supervisor Roundtable Meeting”



**WHEN:** Thursday, August 20, 2009  
**TIME:** 11:30 a.m. – 1:30 p.m. (LUNCH will be provided!)  
**PLACE:** United Way of Buffalo & Erie County – 742 Delaware Ave.  
**WHO:** Care Coordinator Supervisors & Vendor Supervisors

**AGENDA TOPICS INCLUDE:**

1. Reviewing and revising vendor service code descriptions
2. Progress Notes/Planned Action time-frames (3-3-2 Standard)
3. Check in: Requesting and accepting hours for unplanned actions
4. “Family First”: Update/Check-in
5. Training Announcements
6. Other

**RSVP:** Email Amy Hecht at [ahcht@comconnectionsny.org](mailto:ahcht@comconnectionsny.org) by August 13, 2009



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## EQUIP (Cont.)

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focus not only on the strengths and professional development needs of the worker, but also the barriers to success within each case.

The EQUIP Tool for Vendor Agency Supervisors includes, by worker and month, the number of progress notes complete, the average number of days until progress note completion, the number of unaccepted progress notes and the total cost of the unaccepted notes. Again, this information can prime conversations around professional development and overall program performance.

CCNY is dedicated to providing our community partners with innovative resources to improve services to youth and families. Let us know if you have any ideas on how we can turn your data into something you can use!

## Website (Cont.)

*(Continued from page 2)*

video tips on how to use technology to better organize, use, and maintain data to create higher quality information and more time for managers of nonprofits.

# Vendor Spotlight

Since 1927, **Buffalo Urban League** has empowered African Americans, other minorities and disadvantaged individuals to secure economic self-reliance, parity, power and civil rights in the Buffalo area. Established by an inter-racial group of prominent citizens, Buffalo Urban League has grown to provide a variety of services

**Buffalo Urban League offers the following vendor code:**

**5160 - In-Home Community Behavioral Services.**

to pursue their mission, which are natural supports for families:

- family preservation and support services;
- housing;
- youth services;
- scholarships;
- employment search assistance;
- senior services;
- adoptive care;
- adult ex-offender programming;
- and technology training.

In addition to their community work, Buffalo Urban League has joined the Family Voices Network as a vendor. They can assist families with In-Home community behavioral services. If you are interested in more information or to schedule an appointment, please call Se'Vaughn Silver, MSW at 881-4622 ext. 208 or email [ssilver@buffalourbanleague.org](mailto:ssilver@buffalourbanleague.org).

Established in March 2005, **CitiCare Solutions**, Inc. is a private organization approved by the New York State Education Department and the New York State Department of Health to provide educational and therapeutic services to children with physical, educational, and developmental disabilities. In an effort to ensure consistent services, CitiCare has hired a new vendor supervisor and reorganized its communication processes.

In addition to their vendor work, they provide an Early Intervention Program for children under the age of three and have a developmental delay in one or more of the following developmental areas, including: physical, cognitive, communication, social-emotional, or adaptive. Early Intervention Services that are available to eligible children and their families can include:

- Occupational Therapy

- Physical Therapy
- Speech-Language Pathology
- Special Education Instruction
- Social Work Services
- Nutrition Services
- Other Related Services

These services are typically provided in the child's home or another location (i.e. child care facility) where the child usually spends his or her time.

If a family is in need of their services please call Rachel Martin, 881-5700 or email [rmartin@citihealthy.com](mailto:rmartin@citihealthy.com).

**CitiCare Solutions offers an array of programs and services under the following vendor codes:**

4653 - Respite Services – Hourly  
4656 - Skill Building;  
4659 - Crisis Response – Hourly;  
5203 Direct Care Worker - Crisis Respite;  
5204 - Direct Care Worker - Teachers Aide;  
5205 - Direct Care Worker - Parent Aide;  
5206 - Direct Care Worker – Mentoring;  
5207- Direct Care Worker – Recreation;  
5208 - Direct Care Worker - Supported Work;  
5523 – Tutoring;  
5531 - Rise & Shine;  
5570 - Transportation Services - Hourly

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