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Resource
Sharing on
BufWiki
- Webinar
Coming Soon:
VDT
- Identifying
Providers:
Family First
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Purchasing
Plan

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Shared Information To Impact Asset Map

As recently as the last Vendor Network meeting of January 22nd, providers and coordinators alike were curious to know what unknown resources were currently available to them for use with their Wraparound clients, and how they could continuously access and share such caches of information. The answer from CCNY comes in two forms: a collaborative website known to growing numbers of web-surfers as "BufWiki", and a community asset map that is still being developed internally.

<http://buffalo.wikispot.org>

In just two short months since coming on board, CCNY's Community Development Specialist, David Monroe, has made significant strides in developing both of these internet functions.

Bufwiki, for example, is a storehouse of information on Buffalo that is developed and maintained by the public. Much like Wikipedia, people have the ability to log



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on and submit information on many kinds of activities, places of interest, hot spots, and then modify it—or leave it to others to modify.

For example, under the category of activities, one person submit-

ted a few words on the Rotary Rink, the ice skating rink in the Key Fountain Plaza of downtown Buffalo. Before long, a local photographer submitted the color photo on the left, and another modified its size to compliment the summarized text.

Users will quickly appreciate the usefulness of this information sharing website, which is also one of the tools used in the process of gathering resources for the Community Asset Map. Although it is being developed internally at the moment, anyone interested can submit an asset by going to the CCNY website and entering all the basic information on the resource in a template called "Community Asset Map Submission" found under the "Current Projects" tab.

CCNY To Present At SOC Conference

CCNY is proud to announce that they have been selected from among their peers to present two papers at the Systems of Care Research Conference this year, to be held in Tampa, FL. in early March. Done in concert with various key staff from the University of Buffalo, both papers represent quality improvement efforts and findings relevant to the Erie

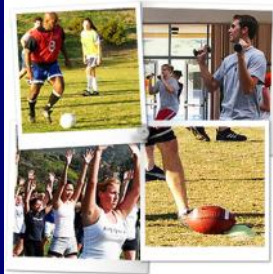
County System of Care known as Family Voices Network.

The first paper, to be presented by Brian Pagkos (Evaluator, CCNY), Heidi Milch (Ex. Dir, CCNY), and Mansoor Kazi (Professor, Dept. of Social Work), covers a countywide evaluation of wraparound services within Erie County, using a blended

paradigm approach of Real-Time Evaluation and Utilization Focused Evaluation, and further discusses its implications for quality improvement.

The second paper, to be presented by Joan Kernan (Research Associate, Dept. of Family Medicine), and Brian Pagkos, will discuss the findings of the Wraparound Fidelity Index used in Erie County. The

New Provider: Edison St. Baptist Church



Edison St. Baptist offers a variety of activities for 14215.

Care Coordinators with clients in the 14215 zip code will be pleased to know they now have another formal resource available to them, as the Edison St. Baptist Church joins the vendor network. Established by Paula Feaster, this Vendor Agency has been developed under the auspices of a faith-based organization, and has

ensured that all its providers have been through the required Vendor Development Training.

In addition, Paula has recruited providers with previous experience in Wraparound, particularly in the areas of Skill Building (4656), Intensive In-Home (4657), DCW Crisis Respite (5203), Parent Aide

(5205), Mentoring (5206), Recreation (5207), and Tutoring (5523).

Anyone interested in contracting their services should contact Paula at 563-7108, or by email at esbc05@yahoo.com.



System Requirements for

Family First Software:

- Windows XP with SP3 or Windows Vista
 - Internet Explorer 6 or later
 - Broadband Access
- Recommended (but not required)



Providers can expect to log on and complete the training at times convenient to them.

Family First Clears Final Hurdle

Although not on its originally scheduled release date, the Family First Vendor Search System will make its debut in early February. The software's development was first impeded by changes CCNY and system partners wanted to include, then later implementation was challenged by synchronization issues, as well as security concerns. As of January 30th, however, these concerns were resolved.

The software will be used first by the Care Coordinators of Gateway-Longview in a month long pilot phase designed to control for any other programming variables that may arise prior to its county-wide release. All Vendor Agency supervisors and Independent Providers are reminded to monitor their emails closely, as all new contracts for providers from this pilot group will be

made through the program, via email. Each email has a 16 business hour time frame in which that request can be accepted or declined, with a default of "declined" built in where no response is recorded within the 16 hours. CCNY will monitor the use of the software during this pilot phase, preparing for its county-wide implementation in middle to late March.

Vendor Development Training Goes To Internet

As of April 1, 2009, CCNY will assume responsibility for the ongoing training needs of FVN's new incoming providers. As part of a cost-savings measure, CCNY put out request for proposals to develop a hybrid internet-based training model, and is currently evaluating responses received from both local and national online training providers. Once implemented,

wraparound providers can expect the ability to log on at their convenience, sit through a pre-determined amount of web-based instruction, complete some skills acquisition testing, and save their work.

While this new approach will allow for increased flexibility, it will not totally elimi-

nate the need for instructor-led training. For example, some elements of Community Safety training will still need to be completed in a traditional classroom environment. The training goal is to decrease the amount of classroom time while simultaneously increasing the availability and volume of on-going staff development opportunities.

CCNY Hires QI Specialist for Adult Mental Health

CCNY welcomes Christine Rine, LMSW, PhD to the team as their new Quality Improvement Specialist for Adult Mental Health.

Christine comes to CCNY from various independent consulting ventures and Adjunct Professor appointments. Her consulting experience includes grant writing, evaluation, and development projects for local and regional schools and non-profit organizations. Christine's Adjunct roles previously included instruction for the Social Work De-

partment at Buffalo State College and currently include instruction in the University at Buffalo's School of Social Work MSW Program.

In her current role as Quality Improvement Specialist for CCNY, Christine will provide consultation, support, and development with quality improvement initiatives within the adult mental health system. Serving as the primary liaison between the adult mental health system and CCNY, she will coach and mentor community and clinic based agency representatives on the use of

data in quality improvement and program development, act as liaison to the QI Panel, community organizations and other agencies in outcome and evaluation capacity building activities. She will also assist the system in the identification of barriers and develop/monitor quality improvement plans, participate in and guide the data collection and analysis needed to develop accurate quality improvement plans, and monitor its progress in achieving the strategic plan and contract objectives.

People Inc. offers The Incredible Years program



Parents attend this FREE training program and learn to:

- Foster a positive relationship with your child
- Improve your child's compliance and cooperation
- Decrease negative behaviors at home
- Develop your child's social skills



The Incredible Years Program offers research-based, proven effective programs for reducing children's aggression and behavior problems and increasing social competence at home and at school.

The Incredible Years Program will teach you how to cope with the stresses of parenthood, avoid power struggles, determine appropriate consequences, and develop creative and imaginative play with your child.

Because these should be incredible years for your child.

*"The improvements in our child's behavior is just remarkable."
- JS*

*"This class is making an exceptional difference in my life. The quality of my relationship with my son has improved and I am a better parent."
- TK*

Training begins soon!

For more information or to register, call JoAnne Fall at 874.4500, ext. 212 or Sue Olexenko at 880.3767

This free training is made possible through a grant from The Peter and Elizabeth C. Tower Foundation, the Fatta Foundation and the Children's Foundation.



SOC Conference (cont'd)

team will discuss their findings from the 2007 index, the system's response to those undesired transitional CAFAS scores, and the results garnered in the 2008 index afterwards.

The team will wrap up their discussion with possible quality improvement strategies that could be implemented to further improve upon Erie County's current scores.



Training Opportunities

VDT (3 day) February 9-11, 8:30am - 4:30pm

VDT (3 day) March 16-18, 8:30am - 4:30pm

Place: EPIC, 1000 Main St. Buffalo, NY 14201

PDT (1 day) Feb. 28 or Mar. 31, 9:30 - 4:30pm

Place: D'Youville College Blue Lounge

All Registrations: Larry Congdon, 335-7502 or email at larryc@cmcwny.org



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 Community Development Specialist
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Creating Communities...Focused on Quality

Group Purchasing Plans Available For All

In January, all supervisors were notified by email that CCNY had successfully negotiated two group purchasing plans for FVN Vendor Agencies, as well as individual vendors within the system. These plans were put together in conjunction with two local companies, Buffalo Office Supply and Lake Effect Distribution. Buffalo Office Supply is a local vendor for all office supplies, while Lake Effect Distribution sells computer equipment and electronics.

Both have agreed to offer their products at significantly discounted rates, with no requirement to sign any long-term contract.

For example, in order to meet future training needs (i.e. Casey Life Skills), CCNY purchased six ASUS Eee PC 900HA laptops for \$360 each.

As a licensed re-seller of brand name electronics, LED is also able to offer



Lake Effect Distribution offers all brand names in technology, and will guarantee matched/lower prices.

Employee Discount Programs and full manufacturer's warranties on all equipment sold.

If agency supervisors and/or staff are interested in participating in this opportunity, representatives from both companies will be on hand at CCNY to present information on their products and answer any questions on Wednesday, February 18th at 10am.

RSVP with Heidi Milch directly at hmilch@comconnectionsny.org

If interested, browse their websites:
 Buffalo Office Supply
www.buffaloofficesupplycorp.com
 Lake Effect Distribution
www.ledistribution.com