



A COMMUNITY
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NEWSLETTER

Get Connected!

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Code Redevelopment Project

In efforts to clarify mentoring and counseling service code definitions, Community Connections of New York (CCNY) began to research the extent to which practice in particular services “blended” together with other services. Thirty (30) percent of progress notes were randomly selected for each agency within each code. We drew a sampling frame from the CareManager database of progress notes within these services for vendor agencies with days of service between 1/1/09 and 8/16/09.

For both service codes, it was important to see the difference between the primary code (mentoring or counseling) and similar codes (respite, skill building, DCW mentoring or SD mentoring in the case of the mentoring code; and individual therapy, and in-home community

behavioral services in the case of counseling). In order to do this, CCNY created an automated survey that analyzed the final sample of notes. Volunteers from vendor agencies and four staff from CCNY coded each note on a series of indicators using the survey. Survey raters were blind to the association

“...mentoring and counseling codes were delivered to clients in a way that would be indistinguishable from similar codes.”

between the active elements and service, and the actual service being provided to the youth (unless the worker specified the service in the progress note text). They were asked to read the progress note and place a check next to the indicators that the worker included in the progress note. The ability to

check all indicators was available for all progress notes.

The findings showed that the mentoring and counseling codes were delivered to clients in a way that would be indistinguishable from similar codes. For example, skill building was delivered (based on the progress note) to a client in a manner that look very similar to mentoring.

Based on these results, workgroups which consisted of volunteers from both the Vendor Network and Care Coordination Agencies met throughout December, 2009 to revise both codes to match their

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CCNY's LINKS Program is

Open for Business

[Community Connections of New York](http://links-ccny.org) is proud to unveil a web-based resource map of Erie County. We call it [L.I.N.K.S.](http://links-ccny.org) (Local Information and Neighborhood Knowledge Source). <http://links-ccny.org> This resource map is for youth, families, and service providers who live or work in Erie County.

It currently contains almost 600 individual resource locations, but is still growing. We have provided it to help you find existing programs and assist you in your community. **The site will allow you to search for resources by keyword, center the map on a location, get car and bus**

directions, and add or modify the information on the site based on the changes in your neighborhood. You may also view a [video tutorial](#) on the many features available to you.

So please do a few things for us:

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Get Free Clinical Supervision for FVN Workers

CCNY is reopening access to online clinical supervision. Denise Krause, Clinical Associate professor and Associate Dean for Community Engagement at the University at Buffalo, began the process of providing clinical supervision to per diem and part-time clinical workers to the vendor workers in July. Since then, she has been offering monthly meetings where workers reflect on: what works for them and what they need; how to build on their strengths; identifying growth areas; and anchoring their work within the interaction. Because most workers in the

vendor network have full-time jobs in addition to their vendor work, the sessions have been held in the evenings online using online conferencing technology.

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.

If you are interested in getting access to supervision for your clinical work, contact Amy Hecht (ahecht@comconnectionsny.org). Denise will contact you with details on the way and process of receiving this important service.

Free, Low Cost Resources

At a recent vendor supervisor meeting, supervisors mentioned that they were looking for more free and low-cost resources to assist families, and vendor workers. This was consistent with comments made by care coordinators and vendor workers. In addition to searching on L.I.N.K.S. for resources that are free, we want to find activities that would not typically be placed on that map.

We asked those who followed us on [Facebook](#) to give us some ideas. We were overwhelmed with the response. We have more resources than we could fit in this newsletter. So, we made [a post to our latest news section of our website](#). You can go there for a list of numerous activities for the month of February and some that recur throughout the year. We have not edited their responses.

In addition to the post, please try:

<http://fun4kidsinbuffalo.blogspot.com/2009/09/free.html>

<http://gocitykids.parentsconnect.com/category/buffalo-ny-usa/places-to-go/indoors>

<http://gocitykids.parentsconnect.com/category/buffalo-ny-usa/places-to-go/outdoors>

L.I.N.K.S. (Cont.)

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1. go to the [site](#) and use it today;
2. add one or more resources to the map that you feel are useful for families, youth, and service providers;
3. make corrections or updates to the resources that are currently there;
4. and finally, tell your friends by clicking on the share button in the bottom left of the page and sharing this resource via email, [Facebook](#), [Twitter](#), or whatever other service you use.

Every resource added or changed on the site is vetted for quality. We know there are bad actors out there; so, there may be a delay before your additions or changes are reflected on the site.

CCNY Celebrates the Terrible 2s. You can too.



A lot of changes have happened this last year. We're growing – welcome Matt, Amy, Michael and Janice. We've finally stopped putting everything in our mouths. We're beginning to play well with others and share our [toys](#).

Yet, we still haven't gotten our first haircut (hint, hint Brian).

To celebrate, we invite you to eat from our [infamous candy buffet](#), beat our CCNY piñata, and bowl in our hallway. Please come to the [CCNY offices](#) (605 Niagara Street, Buffalo, NY 14201) on Thursday, February 11, 2010 from 2 – 4

pm. **Please bring a new or gently used toy, article of clothing, or other item appropriate for a 2 year-old.** We will donate all items to an area nonprofit voted on by you (one vote per attendee).

“...bring a new or gently used toy, article of clothing, or other item appropriate for a 2 year-old. We will donate all items to an area nonprofit voted on by you (one vote per attendee).”

To RSVP or for questions, email Amy Hecht (ahecht@comconnectionsny.org) with the number attending.

SAVE THE DATE

Community Connections of New York

Invites you to attend our quarterly

“Supervisor Roundtable Meeting”



WHEN: Thursday February 18, 2010
TIME: 11:30 a.m. – 1:00 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. “Mentoring” Service Code Framework
2. CLC Update
3. Feedback from MACRO Visit
4. Clinical Supervision – new regs?
5. *Agenda Suggestions – TBD (please e-mail suggested agenda items to Duncan or Christa by February 11th)*
6. Brainstorm Potential 2010 Roundtable Agenda items for upcoming meetings
7. Training Announcements
8. NEXT MEETING DATES: June 10th & November 18th from 11:30-1:00

RSVP: Email Amy Hecht at ahecht@comconnectionsny.org by February 11, 2010

Code Redevelopment

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intended purposes. Both workgroups researched best practices, created action plans, identified code criteria, brainstormed potential training implications and ensured plan of care goals were included in service code descriptions. The final outcomes from workgroups will be presented at the Supervisor Roundtable meeting on February 18, 2010.

Vendor Spotlight: Catholic Charities

In 1997, Catholic Charities chose to provide Multisystemic Therapy (MST) as we needed to do a better job in addressing the strong needs of delinquent youth and their families in our communities. MST was selected as the program of choice as it is an evidenced-based model that has proven results over 25 years. MST is highly supported by research organizations such as U.S Surgeon General, U.S Department of Justice and National Institute on Drug Abuse amongst many others. We are considered a Model Program under Blueprints for Violence Prevention.

Catholic Charities MST Wraparound Program is service code 5102:

- Services provided in the home, school, and community
- Meetings are 2-3 times weekly & emergency on call service is provided
- Strength based & systemic (family, peer, school, neighborhood/ community) assessment, intervention,

evaluation, and sustainability.

- Empowering caregiver(s) to address child/youth negative behaviors successfully
- Family interventions
- Peer interventions
- Promoting education/vocational success
- Individual oriented interventions when needed
- Building supports for families



Treating substance abuse

MST uses best practices and targets CAFAS subscales such as school/work; home; community; behavior towards others; moods/self harm; substance use; and caregiver resources. Goals for MST include

youth residing at home, educational/vocational involvement, and not being rearrested upon initial discharge, six month post discharge and 1 year post discharge.

For referral information for the MST Wraparound Program, please contact Laura Greene at 716-204-0555 ext. 306. For more information about MST, please contact Marie Andersen-Strait at 716-204-0555 ext. 330 or go to www.ccnny.org (navigate to services, then to children and families, and then to MST, or click [this link](#) to go directly to MST).

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