



A COMMUNITY CONNECTIONS OF NEW YORK NEWSLETTER

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Online Training Contest

In order to encourage usage of the online trainings that we are offering to care coordinators, vendors, and others associated with the Erie County’s system of care, we are sponsoring a contest that allows all participants to be eligible to win a \$50 gift card.

Here’s how you enter:

- Each month, we will pick a featured training from the Netsmart Online Catalog.
- We will make it an elective to everyone registered to the Netsmart training site.
- In order to be eligible, each participant must complete the training by the second Friday each month. In this case, it

would be by December 11th.

- We will run a report on who has finished the featured training on the Monday after the completion date.
- During the FVN Training Committee meeting, which is the third

Community Connections of New York employees are not eligible to win.

- Although supervisors are not eligible, they should take the course in order to be aware of what their workers are learning.

This month, the online training you’ll need to take is

“...we are sponsoring a contest that allows all participants to be eligible to win a \$50 gift card.”

Wednesday of every month, we will gather the names of the participants in the training contest and pull one winning name.

- That winner will receive a \$50 gift card.
- Supervisors and

Adolescence Part A. Go to [Netsmart](#) to login with your username and password. If you have forgotten your password, go to the [Netsmart](#) site and click “[Forgot your password?](#)” It will send the

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New CCNY Branch Office

Opened and Swiftly Closed

Due to an increased need for scary hallways, deadly entrances, and infectious bathrooms, Community Connections of New York opened the [Creepy Catacombs of New York](#) branch office to the public on

October 29th at 2 pm. During the open house, local stakeholders were treated to a candy buffet of immense proportions. Once they were filled with a sugary center – um, I mean, once they had their fill of candy, they were “entertained” by the Creepy Catacomb that featured several ghouls, a magical

strobe lit skull, and culminated in the cinematic presentation of “Army of Darkness”.

Sadly, despite the larger than expected attendance, no one was eaten, maimed, or harmed during the afternoon’s open house.

Although considered a success by *(Continued on page 3)*



Staff Joyously Awaiting Their Doom

U.B. School of Social Work Intern Begins His Service

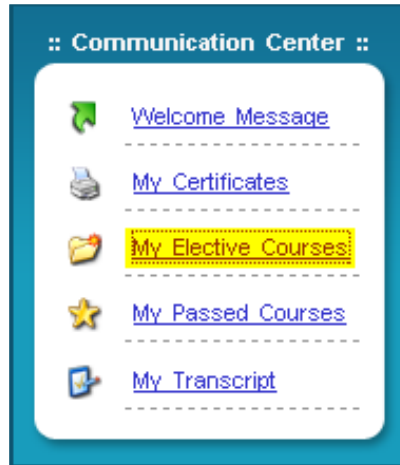
CCNY welcomes intern Michael Lynch who is in the final year of his MSW from the University at Buffalo's [School of Social Work](#). He comes with a diverse array of experience that will help him be a valuable contributor to the CCNY team. Before CCNY, he facilitated parenting workshops with at risk parents at EPIC and he was also an intern at People Inc's Elmwood Day Program.

Michael will use the

interpersonal skills developed through his previous work experience combined with the wealth of knowledge instilled by the MSW program to aid in a variety of projects at CCNY. Specifically, Michael is working to help organize and develop a local Sudanese refugee group that aims to provide needed services to its community. He will also use his research and communication skills to aid the quality improvement

team on a variety of new projects.

Currently Michael is at CCNY Tuesdays and Thursdays and can be reached by e mailing him at MLynch@comconnectionsny.org.



Online Supervision (Cont.)

password to the email we have on file. Once you're logged in, you need to click on "My Electives" and choose the featured course.

CCNY Hires Evaluator for Adult Mental Health

CCNY welcomes Matt Wagener, to the Adult Services Team as an Evaluator.

Matt is currently finishing up his M.S. Applied Psychology, with an emphasis in Program Evaluation and Industrial Organizational Psychology, from the University of Wisconsin-Stout. His evaluation experience includes working with non-profit organizations focusing on jail populations, youth programs, and higher education. This

experience has allowed Matt to develop his skills in program evaluation, descriptive/inferential statistics, qualitative interviewing techniques, focus group facilitation, qualitative/quantitative data analysis, survey/instrument design, and data collection/coding.

In his role at CCNY, Matt will be part of the Adult Services Team, focusing on adult mental health. As an evaluator, his primary goal will be to fully

understand a program's purpose, structure, and processes. He will then use current research and statistical analysis to help facilitate the quality improvement process. Specifically, using any data collected to answer stakeholder questions, present areas for enhancement, and provide them with a model for continuous improvement within their program. Acting as an evaluator, Matt will work collaboratively with QI Specialist and various stakeholders to ensure

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CCNY presenting at the AEA 2009 Conference

The [American Evaluation Association](#) has accepted the presentation proposal from CCNY staff Brian Pagkos, Heidi Milch, and Christa Foschio-Bebak. They will present on their findings regarding the use of evaluation data to drive quality improvement planning. The presentation titled, "Looking at the Big Picture While Reading the Fine Print: Transforming Evaluation Data into Agency and Larger System Improvement" was accepted for the [2009 Conference in November](#). It is our goal to share our efforts in order to support family-serving agencies.

Presentation Description:

"It is not enough to have evaluation results and data readily available as the use

of said data is what transforms practice and ultimately the outcomes for those served. Every quarter, Community Connections of New York (CCNY) evaluates the effectiveness of all six care coordination agencies providing wraparound for Erie County, NY. Evaluation data, stakeholder input and current literature inform the development of program QI plans. When completed, these plans are reviewed for unique (agency specific) and mutual goals

"It is not enough to have evaluation results and data readily available as the use of said data is what transforms practice and ultimately the outcomes for those served."

across multiple agencies. CCNY responds with a two-pronged approach: continue providing ongoing support for each agency as well as advocating for system development to affect all care coordination agencies. The presentation will discuss this process in three care coordination agencies, describing how evaluation and improvement efforts can be used to value individual agency needs as well as address gaps within the overarching system of wraparound in Erie County."

Registering Workers for the Trainings

There have been questions as to what a vendor supervisor should do to register their workers for training. Here is a tip sheet that follows the guidelines Duncan addressed in [his memo to vendor supervisors in July](#).

1. Check to see if training registration is open by going to CCNY's website and clicking "[Training Calendar](#)."
2. If registration is open, email Amy Hecht ahecht@comconnectionsny.org all of the following information:
 - Staff name (first , last)
 - Immediate supervisor name
 - Staff person's e-mail address
 - Note if paraprofessional OR clinical code vendor
3. Within two business days, you will be Carbon Copied on an email to your worker indicating that they need to begin taking the [online](#) portion of the training.
4. Once Duncan has emailed vendor supervisors with the location, remind your workers that they need to complete the online portion of the training and participate in the live training during the dates given on the [Training Calendar](#).



A soldier, a platypus detective, and a nun were available in case of injury.

Creepy Catacombs (Cont.)

(Continued from page 1)
 both its parent office and by those who participated in the open house, CCNY was requested to close its new branch office after a bathroom filled with bloody knives was found by the County Health Inspector. Creepy Catacombs of New York's doors were closed at 4 pm; yet, some have rumored that it may return from its early grave sometime next October.

The staff of both CCNY offices hopes you all had a Happy Halloween.

New Hire (Cont.)

(Continued from page 2)
 that each step of the evaluation process is done with only the program's (and more importantly the individuals relying on the program) best interests in mind.

Vendor Spotlight



Upgrade Academics, Inc. has announced its newest service: Upgrade On Call (UOC). UOC offers a variety of high quality services for wraparound agencies. The UOC staff is comprised of a diverse pool of tutors, teacher aides, and community interpreters.

Tutoring (5523) generally takes place in the home or a mutually agreed upon location, such as a library. Teacher aides (5204) accompany students to

classes to provide additional supervision and assistance. Community interpreters (5538) assist families in utilizing programs necessary for daily living. UOC will have interpreters available for the following languages: Spanish, Arabic, Karen, Burmese, and Somali.

Upgrade Academics, Inc. was established in 2004 by Nancy Berger, Ed. M., M.S., and became a respected providers of tutoring and test preparation in the area. Upgrade Academics, Inc. has a vested interest in making positive contributions to the community through its diverse, well trained staff. With previous success in providing academic programs for underserved communities, they are excited to share their services with the Family Voices Network.

For more information or to request our services, please contact Kim Nguyen at (716)632-9900 or kim@upgradeacademics.org.

Upgrade Academics offers the following vendor code:

5204 - Teacher Aide
5523 - Tutoring
5538 - Community Interpreter

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