

**Breaking Isolation & Brokering
Opportunities The Unfolding Dimensions
of the Cuyahoga County Tapestry
Systems of Care- Neighborhood
Community Programming**

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Key Developmental Steps in the Emerging Cuyahoga Tapestry System of Care

<u>Early Development</u>	<u>Late 1980's</u>	<u>Early 1990's</u>	<u>2003</u>	<u>2005</u>	<u>2007</u>
1900 - now	Connections at PEP developed as a deep-end resource for Youth and Families at risk of placement	DCFS and Settlement Organizations Partner in Casey Family to Family Initiative	Tapestry developed through Federal SAMHSA Grant	DCFS Family to Family Neighborhood System of Care Contracts	Care Coordination Partnerships
Settlement Houses			Integrates SCY, JJ, DCFS, Mental Health, AOD and BOCC	Builds on 1 year FCFC Wraparound Contract	Joining Neighborhood, Child Welfare, Mental Health, Community MA Providers
Child Welfare	Implemented Early Wraparound	Create Neighborhood-based Collaboratives for family focused care	Located PEP staff in Neighborhood Collaboratives	Further embraces F2F and Wraparound approaches	
Children's Mental Health	Robert Wood Johnson Grant and Support	Annie E. Casey Foundation link and support	Included Parent Partners	Expands Community-based Wraparound Capacity	Using Hi Fi WA as a common service process
System Growth, Diversification, and Expansion					4 Contracts to 4 Partnerships 2 DCFS Contracts for 24 youth



What difference does having a system of care mean to a family in Cuyahoga County with mental health and other needs?

- Parents will be at the center of the wraparound team that meets to develop the plan to address the needs of their family.
- Every wraparound plan that is developed will be unique to that family.
- The wraparound planning process will occur in the neighborhood where the family lives.
- The funding for that wraparound plan will be drawn from several sources and blended together.
- The goal of the plan will be to keep the family together or reunify the family.
- The services that the family receives will be from their own neighborhood as well as from established agencies.




Goals of the System of Care Initiatives

1. **Increased capacity** of the systems to work with children, youth and their families;
2. **Increased access** of systems to provide effective services for children, youth and their families;
3. **Improved child and family outcomes** such as improvements in child wellbeing, increased stability in living arrangements, and increased school attendance;

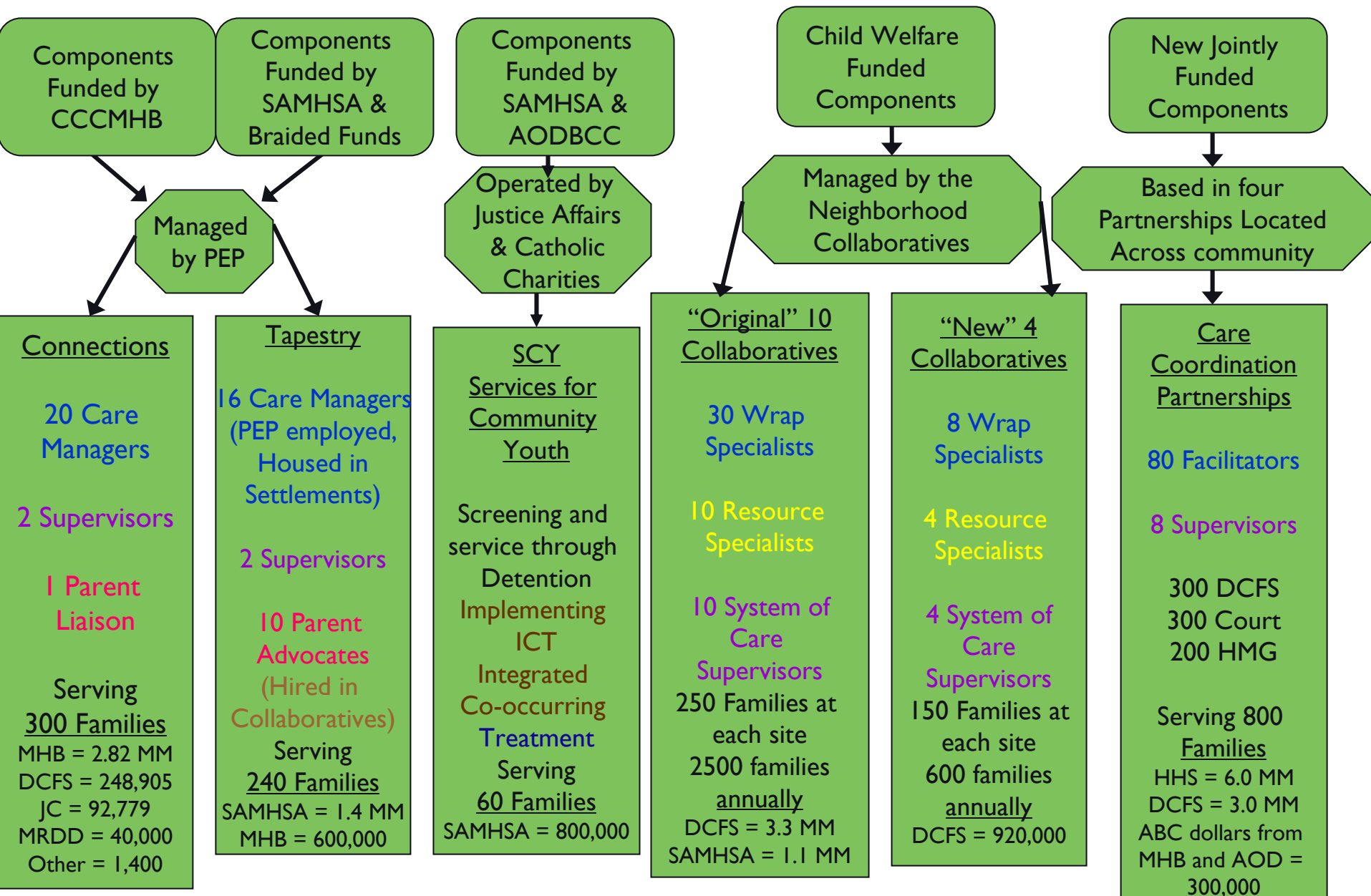
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Goals of the System of Care Initiatives continued


4. **Develop a new business model** together for county funders, provider agencies, and neighborhood collaboratives with families. Performance outcomes will be clear in this partnership;
 5. **Maximize county and state resources** as a critical component of the plan;
 6. **Develop a collaborative workforce and improve our clinical technology** in working with families in their neighborhoods.
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Cuyahoga Tapestry System of Care





Cuyahoga Tapestry System of Care

- Network of community based services
 - A partnership with families, community and multiple public systems
 - Strengthens families to function better at home, in school, in the community and throughout life
- 



Cuyahoga Tapestry System of Care


How is Tapestry different?

- ❖ It is based on the strengths of the family.
- ❖ It is something that the family “does,” It is not something that you are “given.”
- ❖ It is a team effort, with your child, family, professionals, community and neighborhood supports working together.
- ❖ It is a process where every team member decides to “never give up,” and provides the care and commitment necessary.
- ❖ It is a process that respects who you are. It is sensitive and responsive to the families culture and language.
- ❖ It values the importance of social networks, “natural” supports and the neighborhood where the family lives.






The Role of the Parent Advocate

- To ensure the family voice is heard
 - To eliminate isolation
 - To serve as an inspiration to families
 - To identify the culture of each family
 - To determine the best way to ensure professionals hear families and families hear professionals
- 




How Parent Advocates Support our Families....

- We listen
 - We live where we work
 - We are a part of a multi-service community-based agency
 - We serve all families
 - We have an open door
 - We historically have been the trusted agency in our neighborhood
 - We have personal experience
- 



How Parent Advocates Empower our Families

- Identify a list of options and a way to decide which one is best
 - Clarify and communicate their decision to others
 - We make families aware of consequences as well as choices
 - Build partnerships with others including professionals who are involved in the care of our families
 - We encourage families to become involved in decision making such as policies, levy's etc..
 - We understand we have a collective destiny
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MY P.E.P. – TAPESTRY JOURNEY




FAMILY PORTRAITS






CRITICAL LIFE EVENTS

- INJURY ON THE JOB
 - JOB LOSS
 - PARENT'S ILLNESS/DEATH
 - YOUNGEST CHILD'S TURMOIL
 - INHERITANCE OF NEICES AND NEPHEW AGES 10, 12, 13, 14
- 




SYSTEM'S INVOLVEMENTS

“The Breakdown”

- Case fell through the cracks during mother's illness
 - Social Security benefits expired
 - Ineligible for food stamps and cash assistance
 - Unawares of the kinship licensure process and other area resources
 - P.E.P. Tapestry enters my life via the Department of Children and Family Services.
- 



P.E.P. TAPESTRY

- Enrolled kids in camp
 - Reconnected utilities
 - Navigated the social security administration system
 - Engaged me in family activities and support
 - Received in-home counseling
 - Enrolled in job search/skills programming
- 

WHAT THIS HAS MEANT FOR ME AND MY FAMILY

- Help, hope, happiness and hard work
- Advocating for self and others who are Grandparents & Kinship Caregivers
- Breaking financial, political and generational barriers





W.A.V.S.E.

Wrap Around Volunteer
Service Exchange






Breaking Isolation: Brokering Opportunities

W.A.V. S. E Presentation

In Cuyahoga County Tapestry Systems of Care, neighborhood based Managers, partner DCFS social workers and area residents have had a number of opportunities to co-create homegrown services and activities. The Wrap Around Volunteer Services Exchange Program (W.A.V.S.E) is one activity aimed at “breaking the isolation of individual families and brokering new opportunities for change, growth and community participation.”






W.A.V.S.E. PHILOSOPHY

- Families and neighbors must partner to serve as agents of change in assuring a better quality of life for the community.






PROGRAM RATIONALE

- Support Self-Sufficiency
 - Forge dignity and exchange in the services delivery process
 - Deepen area families' connections to the community
 - Bolster the level of resource supports available to families
- 







PROGRAM RATIONALE cont.

- Spur active involvements and interdependence in community life
 - Make stronger community where everyone participates
 - Build an ongoing base of neighbor-to-neighbor community supports; and
 - Give more voice and choice about the quality of neighborhood life
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POPULATION


W.A.V.S.E is uniquely tailored to meet the needs of families with minor children seeking:

-  Emergency Assistance
 -  Prevention Services
 -  Wrap Around Services
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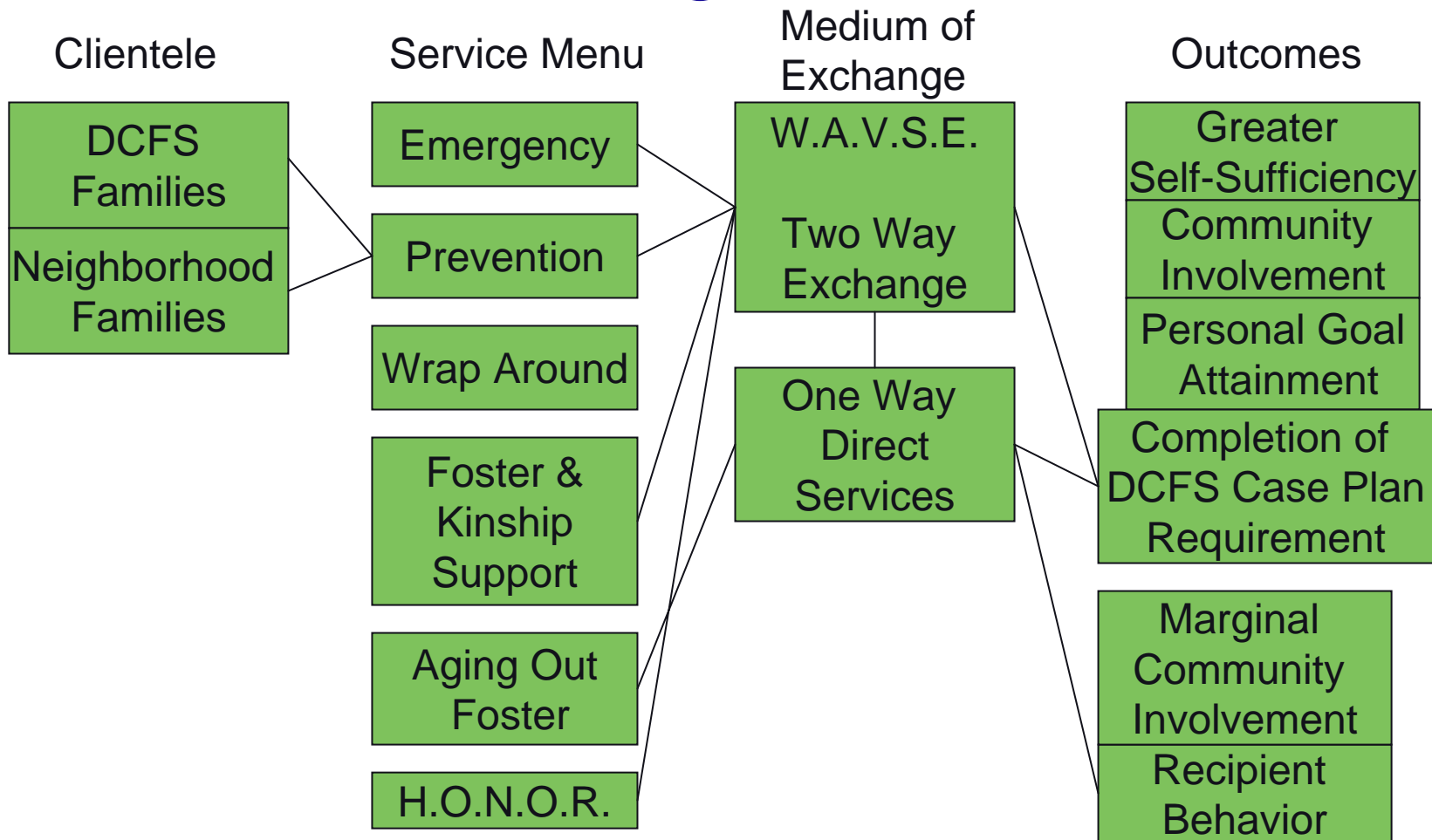


PROGRAM AIMS

W.A.V.S.E. is a voluntary program that encourages neighborhood parents to:

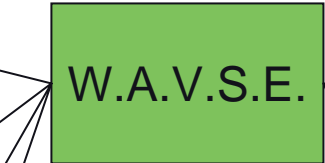
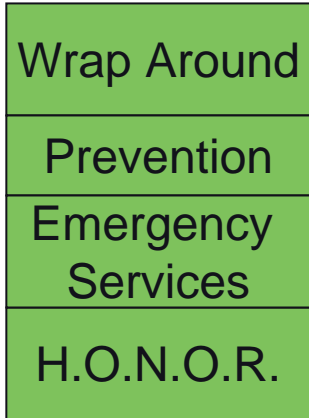
- Exchange time, talent and energy with the community.
 - Design a Personal Development plan to enroll in mental health, chemical dependency treatment, GED, vocational or higher education programming as a means of enriching family and community life;
 - Reduce feelings of shame associated with asking for and receiving help.
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THE FAMILY- 2- FAMILY SERVICE MODEL



W.A.V.S.E. MODEL

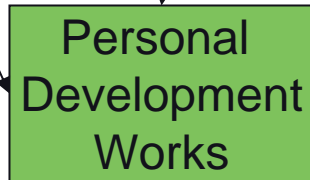
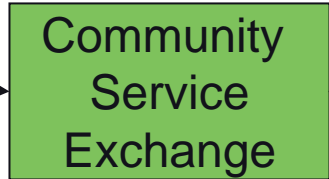
Family 2 Family Services



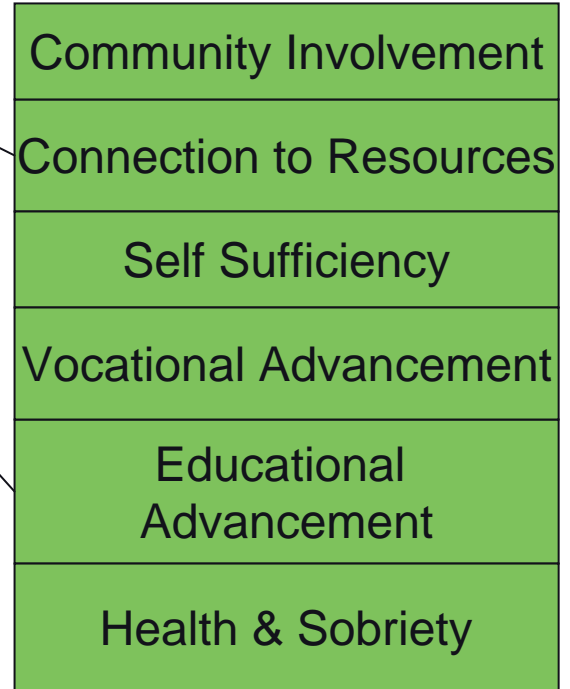
Community Donors



Service Exchange Options




Outcomes






W.A.V.S.E. Elements

- W.A.V.S.E. is a voluntary program for families seeking emergency assistance, prevention services and Wrap Around services.
 - Every family's W.A.V.S.E. Plan is unique and based on available time, talents, growth needs and interests.
 - The program is supported by the:
 - Neighborhood Collaborative who provides: volunteer service sites
 - Donors who contribute new or lightly used items
 - W.A.V.S.E Graduates
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W.A.V.S.E. Elements cont.

- Participants may make an exchange of:
 - Time and talent; or
 - Engage in Personal Development work
 - Program honors requests for both hard and soft services
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Typical Requests

Hard/Basic Supports

- Rental Assistance
- Home Furnishings
- Appliances
- Car Repairs
- Clothing
- Layettes & Baby Items

Soft/Enrichment Supports

- Summer Camping Fees
 - Recreational Fees
 - Music Lessons
 - Training tuition fees,
 - Uniforms
- 




THE EXCHANGE RATE

- The Exchange for contributions of time/talent or personal development works completion is valued at \$10.00 per hour.

Service Exchange Example : Request for \$500.00 in rental assistance = 50 hrs x \$10.00 of W.A.V.S.E. Service Exchange


Personal Development Works Example: Request for a \$395 new stove = 39.5 hours. Verification of 39.5 hrs of GED Course time x \$10.00 an hour.

- Exchanges can be made across different program sites and activities until hours are complete.
 - The whole family can participate
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THE TWO WAY STREET OF EXCHANGE


PARTICIPANT EXCHANGE

- Tutor children
 - Coach recreational activities
 - Sit on a community task force or steering committee
 - Coordinate special events
 - Fund Raise
 - Serve on the child care or hospitality teams for various community events
 - Offer agency receptions and clerical supports
 - Man telephones
 - Package food at the food bank
 - Garden and landscape
- 




THE TWO WAY STREET OF EXCHANGE

PARTICIPANT EXCHANGE cont.

- Do chore and repair services for the ill elderly and shut-ins
 - Canvass and drop literature
 - Prepare the neighborhood newsletter
 - Other requested community services
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DONOR SOLICITATION

- Neighborhood Collaborative donates and solicits home goods for distribution
 - Staff engages friends and family to donate new and lightly used goods
 - Area vendors are solicited for donations
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W.A.V.S.E. ENROLLMENT & EXCHANGE ADMINISTRATION PROCESS

- W.A.V.S.E. is initially presented as a part of the agency's menu of services. The presentation includes:
 - 1) Intro and Marketing of W.A.V.S.E. in Session I & II
 - 2) Participant interest is registered in the case file
 - 3) Completion of W.A.V.S.E. application
 - 4) Discussion of available assignment possibilities, dates and times
 - 5) Wrap Specialists makes the arrangements
 - 6) Partner agencies complete the Sign in-sheet and monitoring report and logs hrs
 - 7) Wrap Specialist records and documents hours served through to completion
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PROGRAM EVALUATION

-  Participant Exit Interview
 -  Participant Evaluation Survey
 -  Staff Focus Group Discussion
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KEY FINDINGS

Year I & YEAR II

PROJECT TRIALS ENROLLMENT TO DATE

Years	Wrap Specialists #	Wrap Clients	W.A.V.S.E Clients
2005	1	18	11
2006	3	52	27





KEY FINDINGS cont.

W.A.V.S.E Transactions Year I & Year II

Program Yrs	Hard Services Requests	Soft Services Requests	Dollars Expended	Donated Goods Applied	Hrs Exchanged
2005	19	4	\$7,300	\$5,000	520 hrs
2006	22	3	10,400	8,016	1,240 hrs
Totals	41	7	\$17,700	\$13,016	1,760 hrs



KEY FINDINGS cont.

Community Donor Supports Year I & II			
Donor Type	Year I	Year II	Growth Rate
Area Merchant(s)	2	5	40%
DCFS Social Worker	7	11	64%
Neighborhood Residents	5	10	50%
Agency Friends	6	13	50%
Religious Organizations	3	7	46%
Partner Non-profits	10	20	50%
TOTAL/Average	33	66	50%



2005-2006

SERVICES RETURNED & EXCHANGED

W.A.V.S. E. Community Exchange

- Office Telephone Receptions (3)
- Typing & File Clerk Services (4)
 - Painting (2)
 - Cabinetry Repair (1)
 - Landscaping Services (3)
- Parenting Education Mentor/Class Aide (3)
 - Parenting Education Cook (2)
 - Donations Inventory Control (8)
 - Events Coordination Supports (5)
 - Home Repair Supports (2)

N=33





2005-2006

SERVICES RETURNED & EXCHANGED cont.

W.A.V.S.E PERSONAL DEVELOPMENT WORKS Exchanges

- AA/NA Programming (4)
- Chemical Dependency Treatment (3)
 - Mental Health Counseling (2)
 - GED Programming (5)
 - Skilled Trades Training (1)
- Nurses Aide/STNA Training (1)


N=16





Participant Focus Group Findings

Relative to Breaking Isolation

- “I did not know my neighbors or the neighborhood until I joined W.A.V.S.E.”
 - “I had always looked at asking for agency help as a last resort because it made me feel bad about myself. Having the chance to give back and not just receive made me feel good about myself.”
 - “Sometimes you think you are at your lowest but then to have someone say you still have something to give can literally pick you up off the ground.”
 - “After I hurt my back on the job, I did not go out a lot. Having the chance to come out and give back to W.A.V.S.E really got me back into the swing of dressing, being around people, and caring about what’s going on; and believing that I could start something new with my life.”
 - Since W.A.V.S.E. we are not new to the neighborhood anymore. Having the chance to help with events coordination got us into the habit of being out in the community. Without this experience we’d still be isolated.
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Participant Focus Group Findings cont.

Brokering Opportunities

- I am half way to finishing my GED and W.A.V.S.E. gave me the push I needed
 - At first I fought the decision to have a CD Assessment. It was the best exchange I could have ever made for myself and my family
 - I was lucky enough to go to a paid State Tested Nursing Assistant Training program and I got a job afterwards.
 - WRAP Around & W.A.V.S.E. got me to place my children in day care to prepare for kindergarten; and me to begin exploring new possibilities. --- I am now resuming my education at Cuyahoga Community College.
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