



# Cuyahoga Tapestry System of Care (Cleveland, Ohio)

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# Primary Areas of Focus:

- Background: Cleveland, Ohio & the Cuyahoga Tapestry System of Care
- Neighborhood Collaboratives
- Parent Advocates
  - The Parent Advocate Activity Form (PAAF)
  - Data and Results
  - Fidelity & Outcomes version (new concept)
  - Collaboration
  - Challenges
  - Summary
- Growth and Sustainability
  - Expanding family supports with Parent Coaches

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# Cleveland Overview: Poverty

- In 2005, Cleveland, the county's largest city had the highest poverty rate among America's big cities with nearly a third of its people (32.4%) living in poverty, including 47.6% of children under eighteen and 53.3% of children under age five. (U.S. Census Bureau, 2006).

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# Tapestry Overview: Poverty

- Nearly 80% of the families enrolled in Tapestry are at or below poverty level being among the most economically challenged families in the most economically depressed city in the country.

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# Cuyahoga Tapestry System of Care

- Tapestry uses a wraparound process to blend formal Medicaid billable mental health services with informal supports facilitated by Parent Advocates via a collaborative network of public and private agencies that are called “neighborhood collaboratives.”

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# What is a Neighborhood Collaborative?

- Association of organizations that develop and promote resources for families. Each is unique, but in combination they are a collection of faith-based groups, health care providers, schools, recreation facilities (e.g., YMCA), block clubs, mental health and substance abuse providers, social service providers, settlement houses, non-profits, etc.

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## Collaboratives Support Families and Strengthen Communities with Services...

- Budgeting classes, respite care, meal planning, prenatal infant care, religious & spiritual services, senior citizen's programming, kinship care and foster care, day care, recreation, summer camp, food, shelter/housing, after school tutoring & programs, employment assistance, parenting and fathering programs, alcoholics anonymous, legal aid, health clinic services, rent and utility assistance, clothing, donations, etc.

# Parent Advocates Are in Partnership with Care Managers

- Assisting in engaging families into Wraparound
- Assisting teams to hear family perspectives clearly
- Participating in generating effective Wraparound solutions to family needs
- Providing help and support as a part of the plan

-Adapted from Neil Brown's Parent Advocate Training, August 29,2005

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# Parent Advocates Have First Hand Experience...

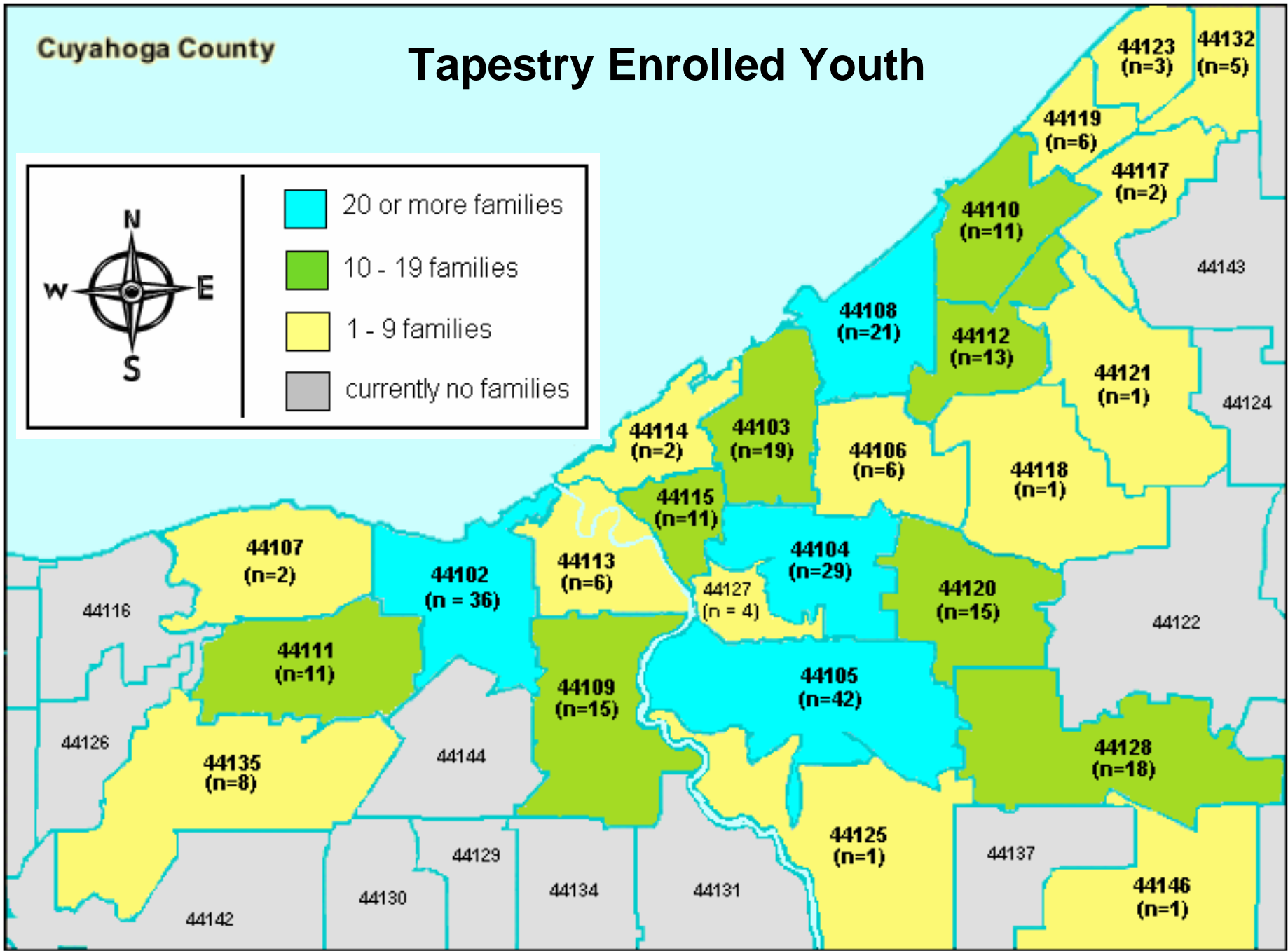
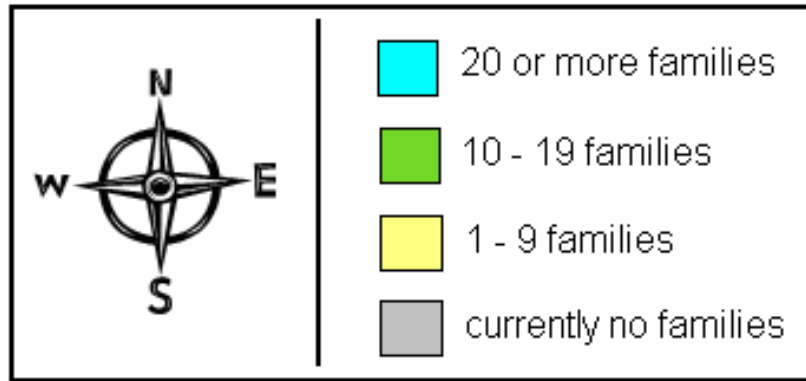
- Parent advocates are a parent, grandparent, or caregiver of a child with a severe emotional disturbance and has experience navigating the mental health services.
- They know the community because they live there and are active, day to day, in the community and aware of available resources, organizations and supports.
- Parent Advocates engage with families early and build trust.

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## Parent Advocates Continued...

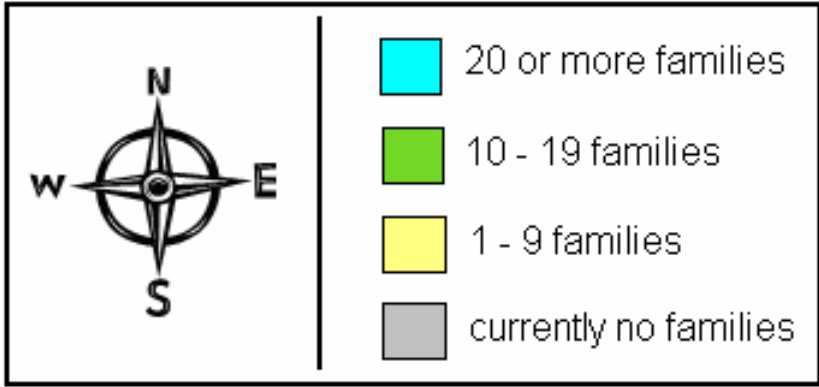
- Parent Advocates are first in and last out. Their work is really never over, they continue to support the family after formal service providers have completed services.
- Parent Advocates provide tangible support to families. They make sure the family's voice is heard and their participation in school and court meetings have prevented suspensions, expulsions and detentions.

# Tapestry Enrolled Youth



Cuyahoga County

# Neighborhood Collaborative Agencies



★ YMCA  
Euclid  
Family  
Branch

★ St. Martin De  
Porres

★ UMADAOP

★

★

★ Friendly Inn

★ East Cleveland  
Neighborhood Ctr.

★ West Side  
Community  
House

★

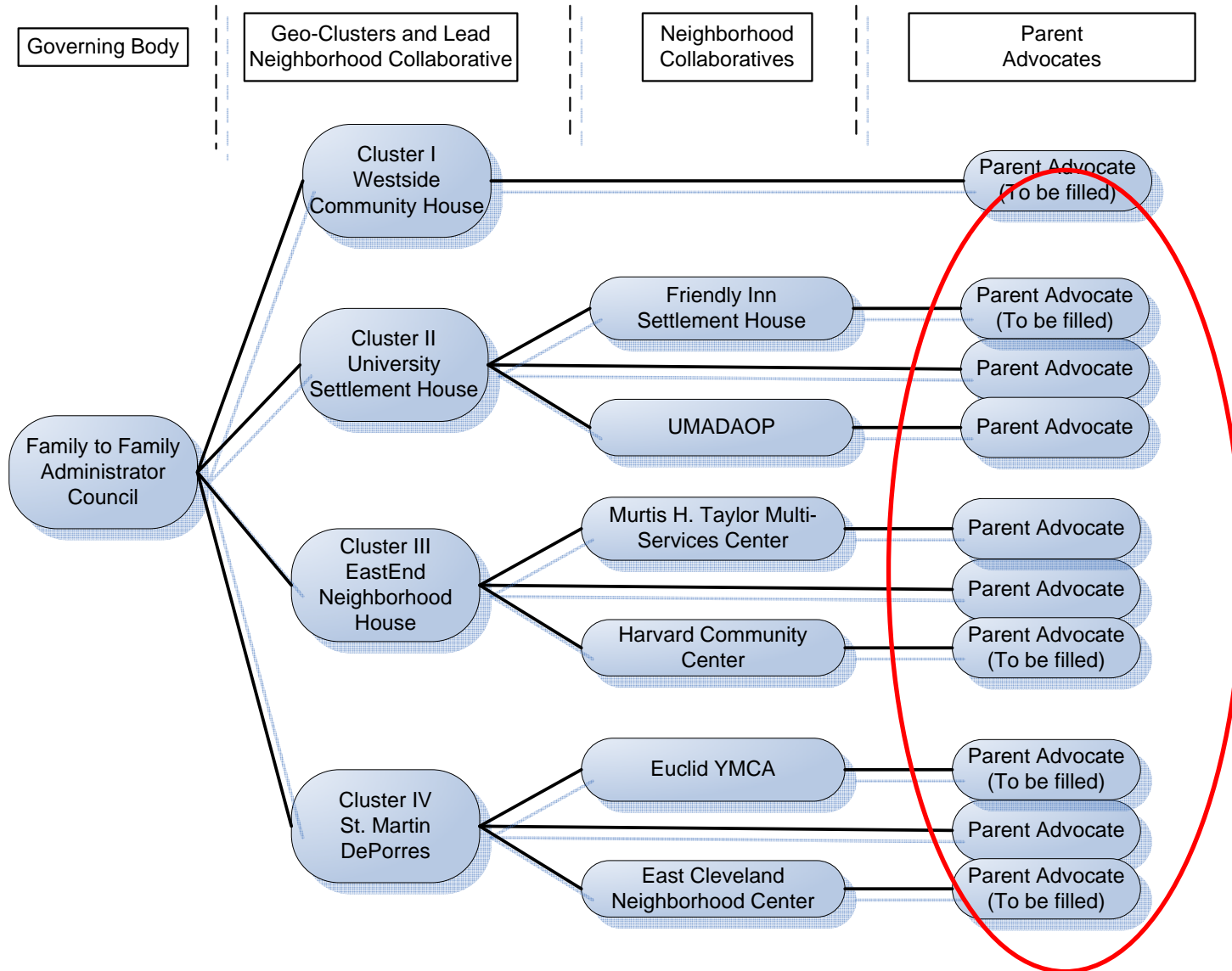
★ East End  
Neighborhood House

★ University  
Settlement  
House

★ Murtis H. Taylor  
Family Center

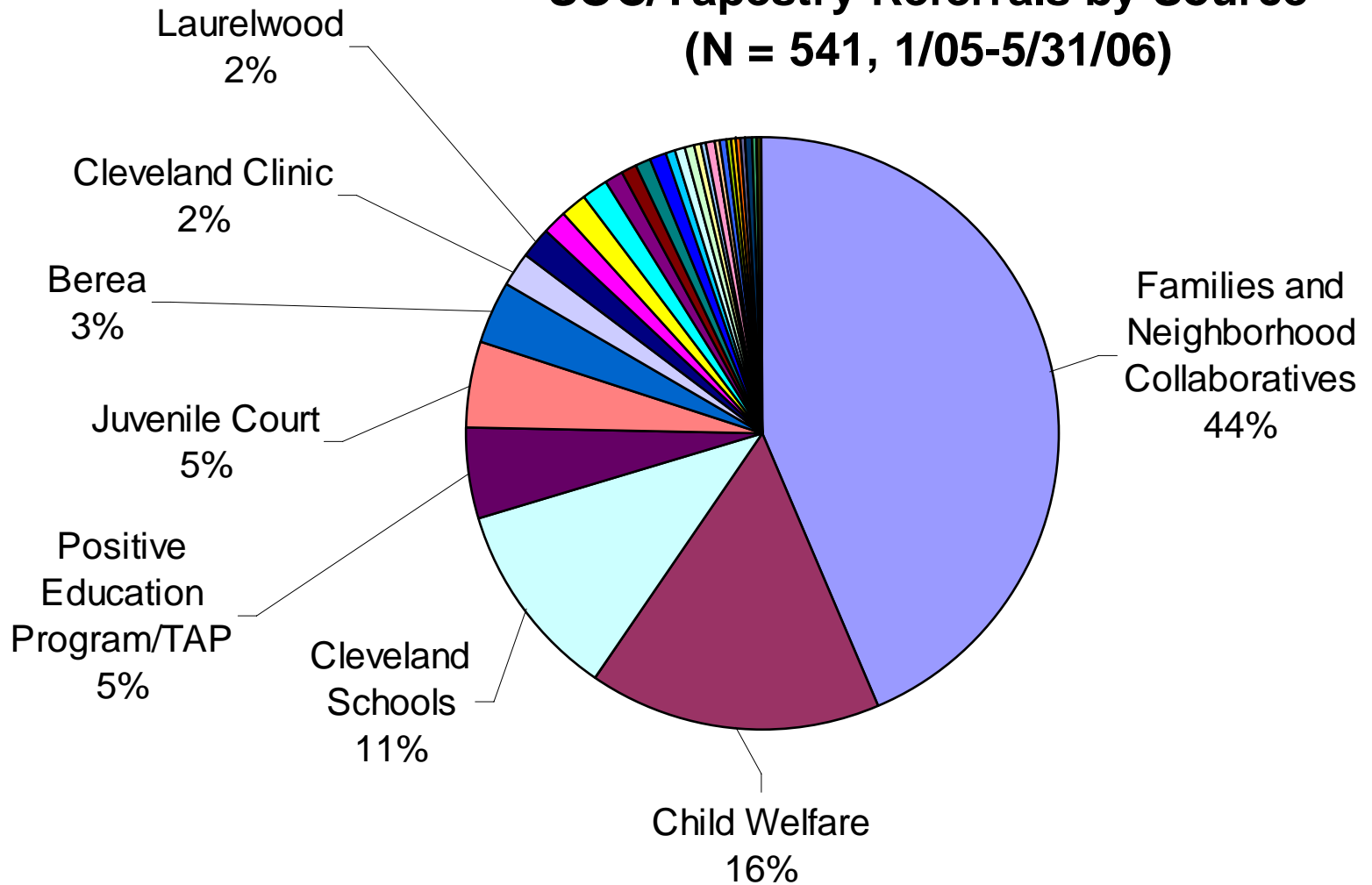
★ Harvard  
Community Center

# Parent Advocate and Neighborhood Collaborative Structure



# Referrals by Source

**SOC/Tapestry Referrals by Source**  
**(N = 541, 1/05-5/31/06)**



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# Parent Advocate Monthly Activity Form (PAAF):

- The need for information about Parent Advocate activity...
- How it was created...
- Handout: PAAF
- Handout: Meeting Definitions

# Parent Advocate Data – All Clusters, April 2007

<b>Cluster</b>	<b>No. Families</b>	<b>%</b>
Cluster IV	42	24%
Cluster III	39	23%
Cluster II	38	22%
Cluster I	53	31%
<b>Total Families:</b>	<b>172</b>	<b>100%</b>

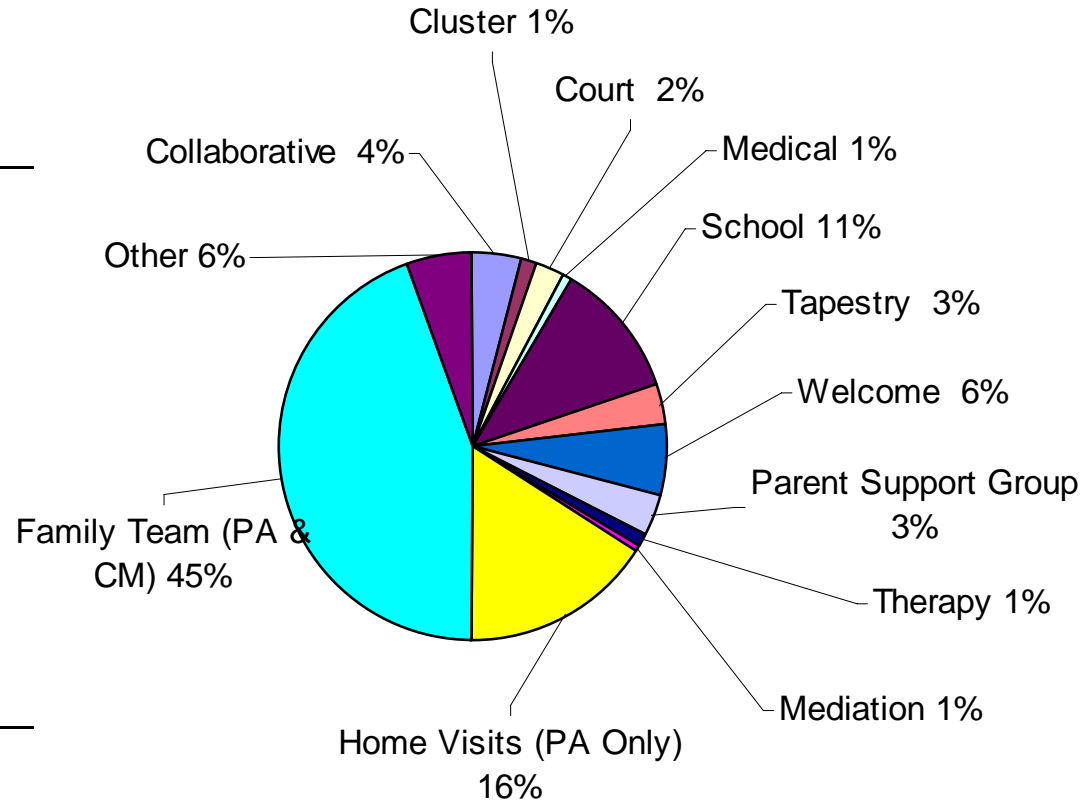
## Family Data

New Families Opened this Month
# Families closed this month
<b>Total Open Families this month (current caseload)</b>
Total # Families Seen this Month
Number of all F2F Family
%Families Seen this Month
Total # Phone Calls to Families

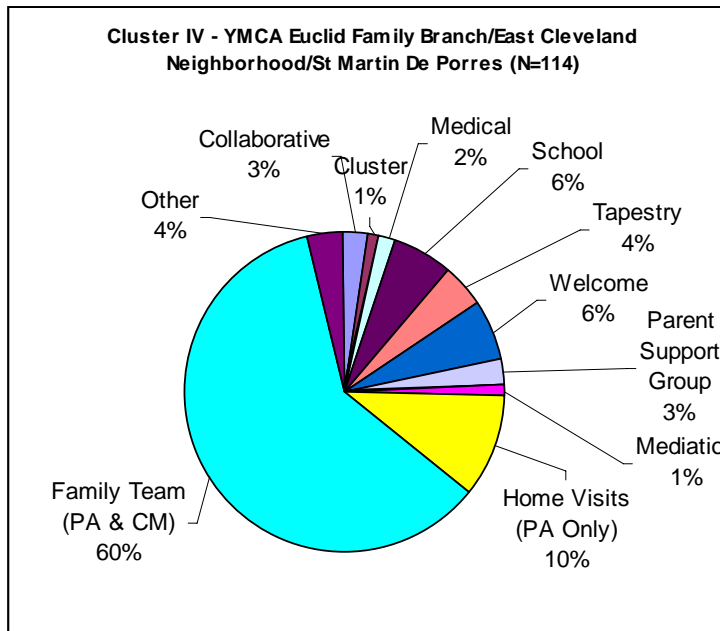
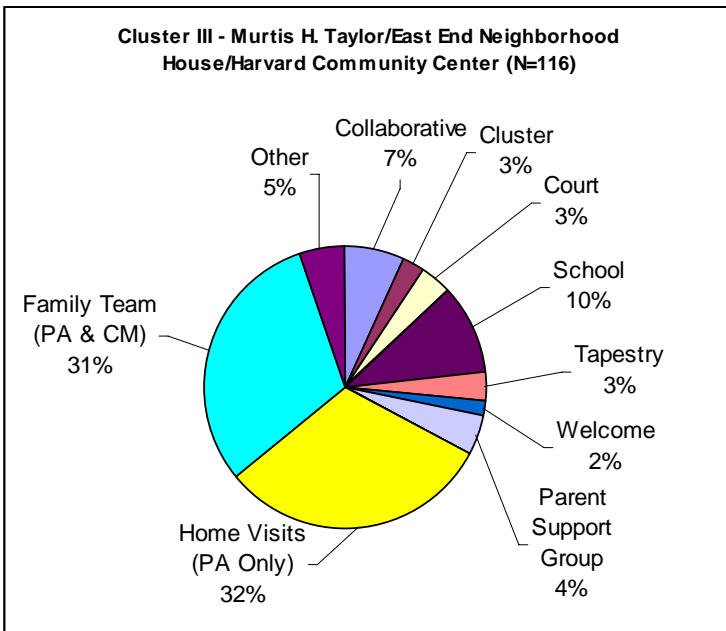
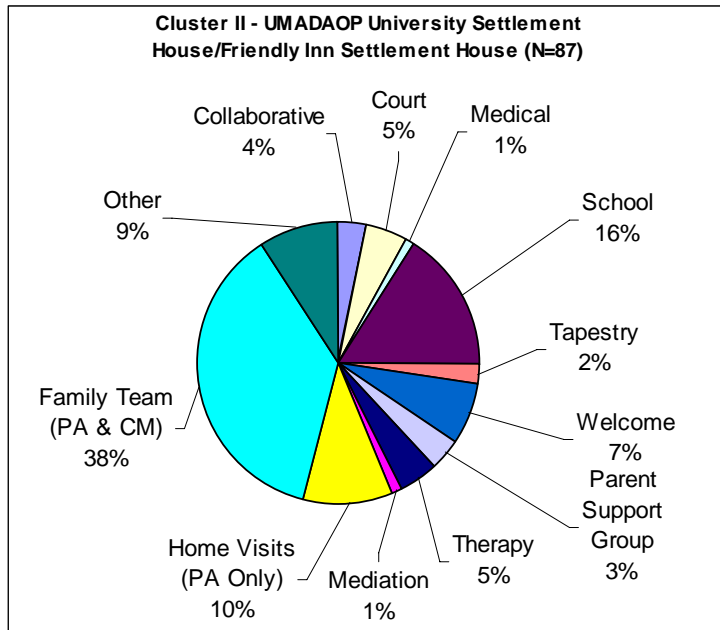
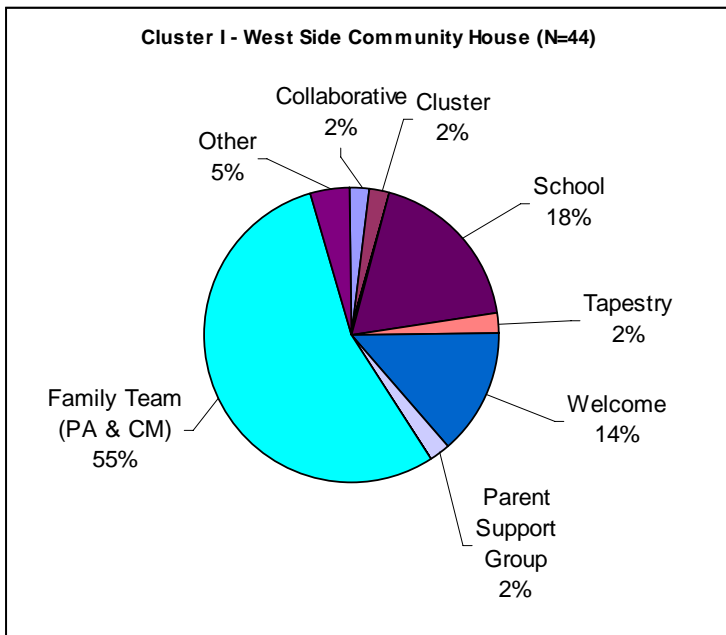
Dec'06*	Jan'07*	Feb'07*	Mar'07	Apr'07
5	7	5	14	19
3	3	6	8	11
125	131	129	148	172
58	73	60	91	113
84	135	104	147	211
46.40%	55.73%	46.51%	61.49%	65.70%
138	195	196	214	221

# Parent Advocate Meeting Attendance April 2007 (N=361)

Type of Meeting	N	%
Collaborative	15	4%
Cluster	5	1%
Court	8	2%
Medical	3	1%
School	41	11%
Tapestry	12	3%
Welcome	21	6%
Parent Support Group	12	3%
Therapy	4	1%
Mediation	2	1%
Home Visits (PA Only)	57	16%
Family Team (PA & CM)	161	45%
Other	20	6%
<b>Total</b>	<b>361</b>	<b>100%</b>



# Parent Advocate Meeting Attendance by Cluster – April 2007



# Parent Advocate Monthly Activity: Highlights and Discussion

- By adding “other” category we learned that mediation was occurring and can add training
- By adding identify of care managers with Parent Advocates at team meetings we can look at collaboration
- By separating and clearly defining meeting types we can get a clear picture of the activities unique across parent advocates for training and coaching
- By adding face to face category we can monitor the push towards high fidelity wraparound model
- Next Step is systematically linking individual Parent Advocates activities to individual families outcomes.

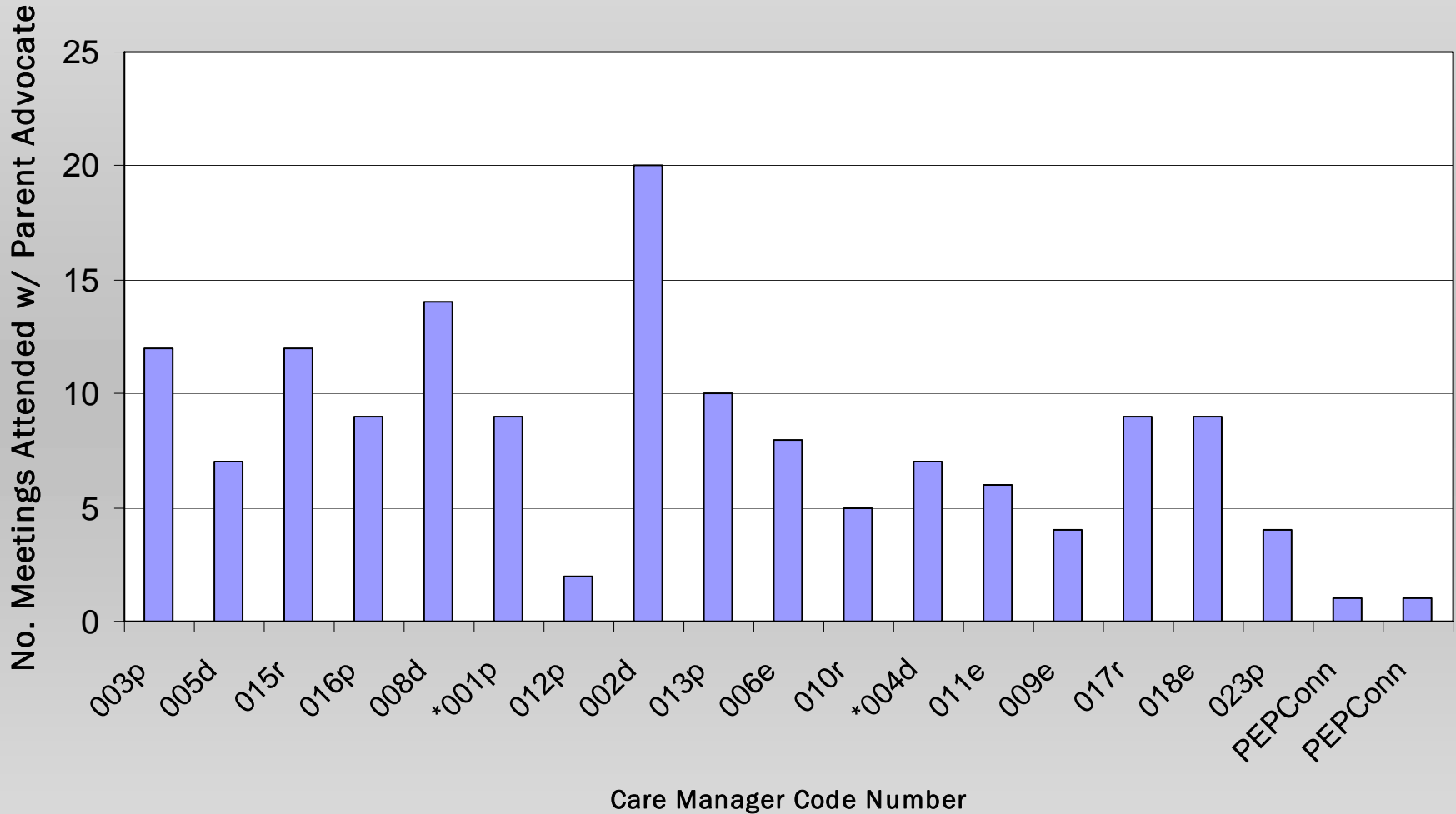
# PAAF – Fidelity & Outcomes Version (new)

- Concept is Similar to PAAF, however:
  - One page form per family per month
  - Includes dates open and closed
  - Additional fidelity indicators (e.g., strengths, needs, culture and discovery complete, wrap plan in place, team make up)
  - Meeting types plus inventory of services (e.g., check off boxes and description codes)
  - Fill in the blank template (insert wrap plan goals here)
  - Progress rating with open ended comments area
  - Administration of caregiver strain instrument at intake and satisfaction survey at 6 months and graduation
  - Working with the Federation of Families workgroup
  - Expected draft release and protocol for the PAAF-Outcomes Version at the New Orleans summer conference.

# How is the Parent Advocate Activity Form data changing the SOC?

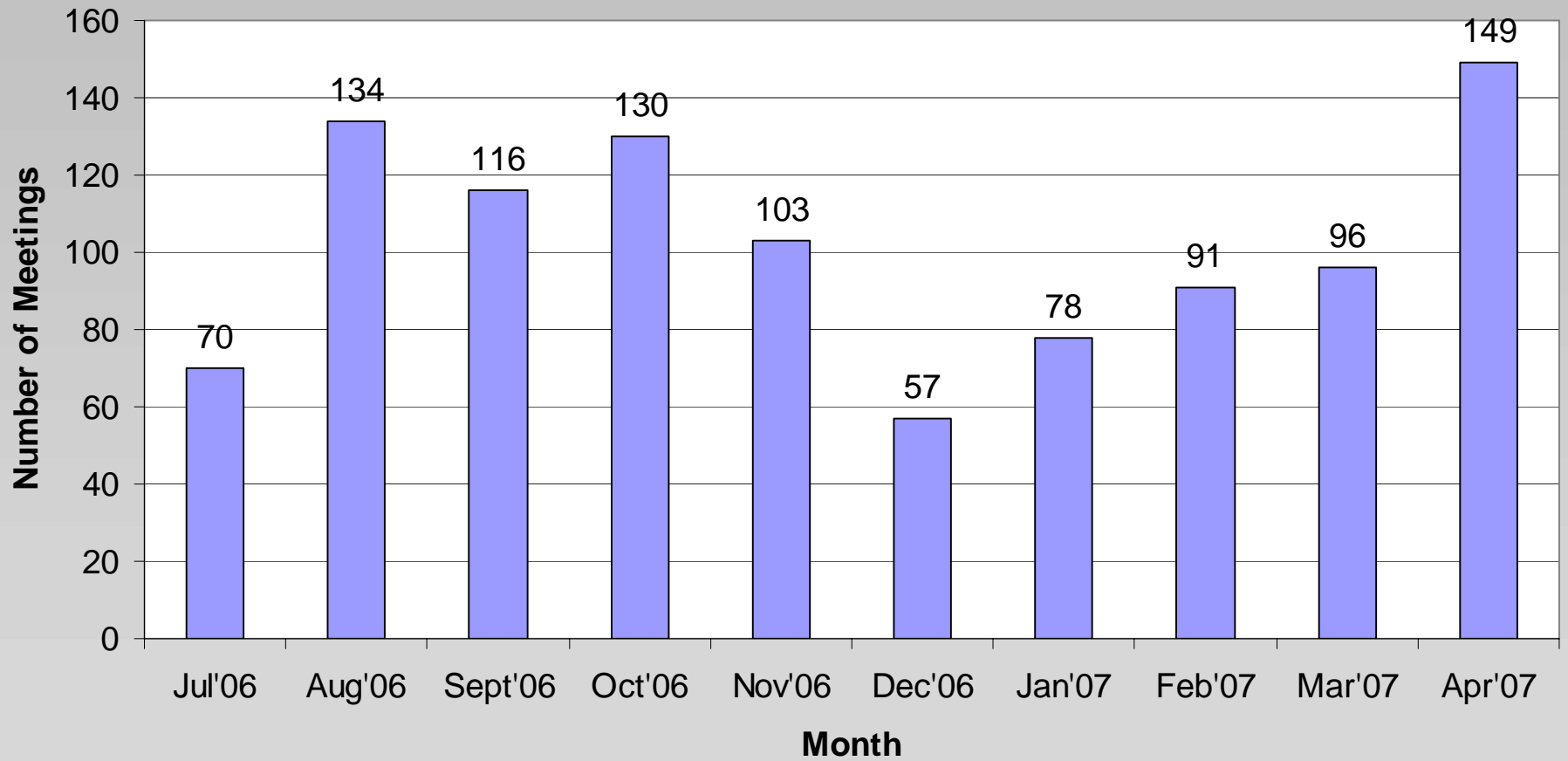
- Family Voice: We share data with different committees (Oversight, Family to Family Administrator's council, Evaluation, Cultural Competency, Neighborhood Collaborative workgroups ...)
- Use data to show the need for more Parent Advocates (from 4 to 10)
- Use data to pair Parent Advocates with Care Managers and increase their collaboration
- Use data for training, coaching and fidelity to the wraparound model
- Next Step is increasing collaboration

Care Manager Participation in Family Team Meetings with Parent Advocates  
Full-time Care Managers April 2007 (N=149)

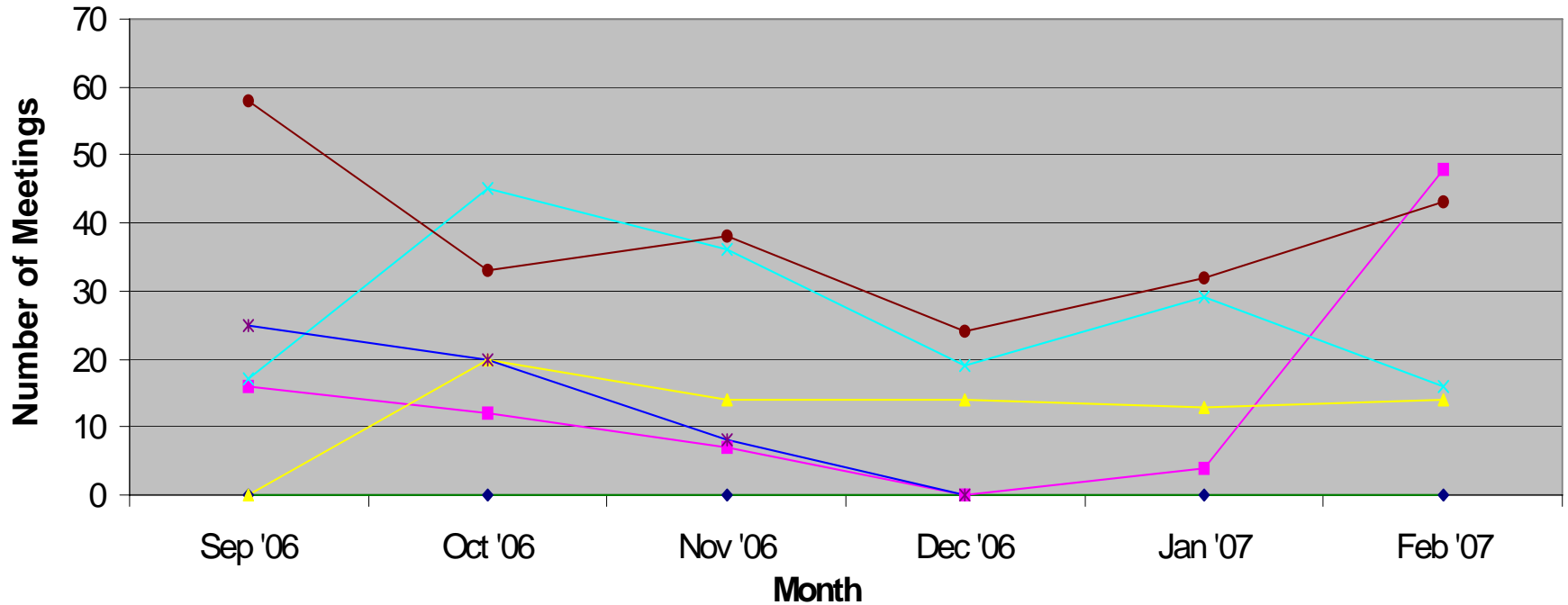


Care Manager Participation in Family Team Meetings with Parent Advocates

# Care Manager Participation in Family Team Meetings with Parent Advocate December 06 - April 07 (N=471)



## Family Team Meetings (PA & CM) - September 06 thru February 07



- ◆ Cluster I - West Side Community House
- Cluster II - UMADAOP Univ/Settlement House/Friendly Inn PA "A"
- ▲ Cluster II - UMADAOP/Univ Settlement House/Friendly Inn PA "B"
- × Cluster III - Murtis Taylor/East End NH/Harvard Comm Ctr PA "A"
- \* Cluster III - Murtis Taylor/East End NH/Harvard Comm Ctr PA "B"
- Cluster IV - YMCA Euclid Family Branch/East Cleveland Neighborhood/St Martin De Porres

# Comments on Collaboration...

- High care manager turnover (50% in first 12 months) and recent 2X increase in # of Parent Advocates creates challenges for collaboration.
- A trust-building retreat for parent advocates and care managers is planned for 2007.
- The Family Lead, Parent Advocate supervisors and Care Manager supervisors are now meeting monthly and using these data
- Neil Brown and Vroon VanDenBerg materials are being used to help train and coach Parent Advocates and Care Managers in high fidelity wraparound and increased collaboration.

# Comments on Collaboration (cont.)

- Focus group data are being collected regarding collaboration and plan is in place to shadow different Parent Advocate & Care Manager pairs.
- Parent Advocates and Care Managers are meeting weekly and supervisors attend these meetings once a month.
- Locate all Parent Advocate – Care Manager pairs under the same roof.
- A full time training and coaching supervisor has been hired at the provider agency.
- Care Manager floater positions are in place to cover for vacation and extended leave periods.
- Regular coordination of calendars in a systemic way...faxing them at the end of the week if a weekly meeting is missed.

# Distribution of Enrolled Tapestry Youth Among Communities and Associated Collaborative Agencies

Cluster Number	Community No. & Name	Neighborhood Collaborative	Number of Enrolled Tapestry Youth	
1	01 West Side Near/Far	West Side Community House	81	81
2	03 Glenville	St. Martin De Porres	50	76
2	04 East Cleveland	East Cleveland Neighborhood Center	15	
2	05 Euclid	YMCA Euclid Family Branch	11	
3	06 Central	Friendly Inn Settlement House	25	71
3	08 Hough	UMADAOP	12	
3	07 Broadway	University Settlement House	34	
4	10 Woodhill/Fairfax	East End Neighborhood House	8	61
4	09 Mt Pleasant	Murtis H Taylor Family Center	28	
4	11 Harvard/ Union/ Miles	Harvard Community Center	25	
<b>Total Youth Enrolled in Tapestry</b>			<b>289</b>	

Notes: Data as of October 31, 2006. For inclusion in this assessment, cases must be both formally Accepted into Tapestry Services and have a known Date of Entry.

# Increasing Family Supports in a Growing System of Care: Next Steps

- The Cuyahoga Tapestry System of Care is growing 4X its size in the next year and 10X in the same 24 month period when the SAMHSA grant ends.
- Handout: Figure 1. Parent Coach Logic Model
- A pool of part time Parent Coaches will be recruited from the system of care and matched with families based on specific needs.
- Parent Advocates are fulltime with active caseload of 30 families while Parent Coaches are part time serving 2-5 families and contracted for services
- Handout: Parent Coaches

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# Goals of the Parent Coach Initiative

- Goal 1: Improve the integration of family and community based supports within family teams by matching their identified need with experienced Parent Coaches.
  - Goal 2: Provide training to Parent Coaches using the Parent Advocacy Connection, the NAMI Hand to Hand program and the Wraparound Parent Partner Training Manual.
  - Goal 3: Increase access and capacity of the system of care to provide services for children and their families.
  - Goal 4: Improve outcomes for children with mental health problems and their families.
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# Goals Continued

- Goal 5: Provide a career ladder for caregivers in the system of care via parent coaching opportunities.
- Goal 6: Examine the efficacy of different recruitment and incentive strategies to find and maintain a pool of 50 parent coaches serving 200 families
- Goal 7: Identify the benefits Parent Coaches are getting out of their experience.
- Goal 8: Develop Spanish speaking versions/translations of material and develop a larger pool of support personnel fluent in Spanish.

# Questions and Contact Info

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