



## MeckCARES Strategic Plan 2008-2010

Logic Model Outcomes	Specific Objectives	Person or Team Responsible	Projected Completion Date (Calendar Qtr, Year)	Applicable Community Practice Standards
(1) SOC principles are put into practice community-wide	<i>Training</i>			
	1.1 Provide training to Community Collaborative members on how to infuse SOC principles into their work with other groups in the community.	Kimm Campbell	2 <sup>nd</sup> Quarter 2008	CCPA 1.4
	1.2 Offer and target training to community support, YFS workers, faith community, attorneys, CMS principals, and other child and family team member groups to ensure that they all have a basic understanding of SOC principles and practices.	Training Institute	Complete by 2010, 1 <sup>st</sup> Quarter 2008 for principals	CCPA 2.8, HRET 1.6, HRET 3.1, HRET 3.3
	1.3 Develop, through a partnership with Training Institute and partner agency leaders, a plan for encouraged and mandatory training guidelines at each agency.	Training Institute, Grayce Crockett, Paul Risk, Laura McFern, <b>Kimm Campbell</b>	2010	CCPA 2.8, HRET 1.6, HRET 3.1, HRET 3.3
	1.4 Recruit Training Institute trainers from all partner agencies	Training Institute	Ongoing	
	<i>Collaboration</i>			
1.5 Link system of care efforts with the United Agenda/Funders' Collaborative design team in order to support sustainability and avoid duplication of efforts.	Community Collaborative	Ongoing with annual updates	CCPA 1.4	

	<p>1.6 Explore and develop partnership between ParentVOICE to (a) CMS parent advocates and YFS, and (b) faith-based parent initiatives in order to coordinate efforts and increase parent participation. Formalize an ongoing role for ParentVOICE in schools.</p>	<p>ParentVOICE, (a) <b>Barb Pellin,</b> <b>Karen Butler,</b> (b) <b>Cory Bradley</b></p>	<p>(a) 3rd Quarter 2008 (b) 4<sup>th</sup> Quarter 2008</p>	<p>HRET 2.2</p>
	<p>1.7 In order to further develop partnerships with DSS/YFS and to encourage community-wide implementation of system of care practices, ensure that new leadership supports and adheres to the philosophy.</p>	<p>Community Collaborative, Paul Risk, Grayce Crockett, <b>Lou Trosch</b></p>		<p>CCPA 1.4</p>
	<p>1.8 In order to address the needs of youth who are multi-agency involved, assure frequent, intentional communication between DJJ, YFS, and AMH.</p> <ul style="list-style-type: none"> <li>• Hot Sheet to DJJ</li> <li>• Quarterly info session including changes/updates</li> <li>• Combined bimonthly management team meetings</li> <li>• Combined quarterly supervisor meetings</li> <li>• Notifications of all other relevant parties (front-line staff) when CFT meetings are scheduled</li> </ul> <p>In order to aid in this goal's implementation, rosters of managers and supervisors to be maintained by administrative staff at all agencies.</p>	<p><b>Grayce Crockett,</b> Paul Risk, Laura McFern, Will Sims,</p>	<p>Ongoing</p>	<p>CCPA 2.5, CCPA 2.6, CCPA 2.7</p>
	<p>1.9 Establish relationships with DD service providers in order to better meet the needs of dually diagnosed clients.</p>	<p>Service Gaps Team</p>	<p>2009</p>	<p>FSPA 2.2, FSPA 2.3</p>
	<p>1.10 (a) Find ways to support PBIS and intervention team implementation in the schools to strengthen the partnership between MeckCARES and CMS.  (b) Clarify roles and expectations for SOC resources and key leaders in partner schools.</p>	<p>School Partnership Team</p>	<p>(a) Ongoing (b) 2<sup>nd</sup> Quarter 2008</p>	

1.11 Assure that all Community Collaborative members involved in community initiatives (such as Children's Alliance and United Agenda for Children) champion and explicitly reference or connect to SOC principles.	Community Collaborative	Ongoing; check in 2 <sup>nd</sup> Quarter 2008 and every 6 months thereafter	CCPA 1.4
<i>Accountability</i>			
1.12 Ensure that supervisors at AMH, YFS, DJJ track accountability with regard to staff responsibilities to other agencies (AMH court report completion, e.g.)	Raquel Cox-Tennal	Ongoing; check in 3 <sup>rd</sup> Quarter 2008 and every 6 months thereafter	HRET 1.9
1.13 Through RFP process, select mental health providers that meet SOC standards to work in CMS schools.	<b>Barb Pellin,</b> Grayce Crockett	2 <sup>nd</sup> Quarter 2008	ACCT .9, CCPA 1.4
1.14 (a) Determine level of commitment to and develop a strategy for ensuring accountability on the part of partner agencies (those represented on the Collaborative and others, as appropriate), outlining specific, enforceable actions.  (b) Create star rating system for providers of child mental health and community support services in order to encourage fidelity to SOC practices and to provide families with useful, easy to understand information to help them make informed choices.	(a) Community Collaborative  (b) Narell Joyner	3 <sup>rd</sup> Quarter 2008	FPSA 1.8, FPSA 1.6
<i>Awareness and Marketing</i>			
1.15 Create awareness with service providers (including new & prospective partners) re: SOC through regular, targeted social marketing efforts.	Social Marketing Team	SM team present plan to Collaborative 3 <sup>rd</sup> Quarter 2008	CCPA 2.8
1.16 Develop an implementation plan for the Speakers' Bureau	Social Marketing Team	2 <sup>nd</sup> Quarter 2008	CCPA 2.8

Logic Model Outcomes	Specific Objectives (Verbs!)	Person or Team Responsible (Calendar Qtr, Year)	Projected Completion Date	Applicable Community Practice Standards
<b>(2) Community supports (faith, business &amp; other non-traditional partners) are fully engaged in plans, teams &amp; services</b>	<i>Training</i>			
	2.1 Reach out to non-traditional child and family team members to encourage their participation in training institute offerings to enhance their effectiveness as CFT members.	<b>Training Team, Social Marketing Team</b>	2010	DRPC 3.4, CCPA 2.8, HRET 3.1, HRET 3.3, DRPC 1.7
	<i>Champions and Leaders</i>			
	2.2 Recruit individuals from private, faith, and other sectors in order to provide resources, expertise, and awareness; and support sustainability.	Cory Bradley, <b>Dion RocQuemore</b> , Charmaine Carter	Ongoing; check in 4th Quarter 2008 and every 6 months thereafter	CCPA 1.2
	2.3 Leverage grant dollars to develop new non-traditional providers to provide non-traditional services (mentoring, tutoring, respite, etc.)	Dion RocQuemore, Charmaine Carter, <b>Service Gaps Team</b>	Ongoing with initial opportunities identified by 2 <sup>nd</sup> Quarter 2008	
	<i>Accountability</i>			
	2.4 Establish, and track adherence to, a standard that every child and family team has at least one natural/informal support involved.	Outcomes and Evaluation Team	4 <sup>th</sup> Quarter 2008	DRPC 3.4, DRPC 1.7
	2.5 Incorporate SOC implementation into monitoring performance reviews of provider agencies.	<b>Grayce Crockett</b> , LME Service Analysts, Angie Jackson	Ongoing; check in 1st Quarter 2009 and every 6 months thereafter	HRET 1.1, HRET 1.9
<i>Awareness and Marketing</i>				

	2.6 Develop an appropriate list of questions and appropriate responses for SOC implementation for use by the judicial system (judges) as a checklist for judges to know what to expect of service providers and SOC implementation.	Latonya Moore	2 <sup>nd</sup> Quarter 2008	
	2.7 Develop a written “road map” (fact sheet/road map) as well as a MeckCARES video to explain the mental health, juvenile justice, child welfare systems to parents/guardians.	Training Team, Social Marketing Team	2010	HRET 3.5

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(3) Child & family teams operate in accordance with community standards	<i>Champions and Leaders</i>			
	3.1 Strategize creative ways to financially support evidence-based best practice in wraparound services (MST, Intensive in-home, etc.)	Finance Team Service Gaps/Best Practice Team	2 <sup>nd</sup> Quarter 2009	FSPA 2.2, FPSA 1.8
	<i>Accountability</i>			
	3.2 (a) Implement the Practice Improvement tool for review of child and family team performance and fidelity to the Wraparound process, beginning with MeckCARES enrollees. (b) Identify process for using the data to improve performance of child and family teams.	(a) <b>Latonya Moore, Jim Cunningham</b>  (b) Outcomes/Eval Team	June 2008	CCPA 2.8, ACCT .7
3.3 (a) Create and distribute policy and procedure template that reflects SOC standards. (b) Align policies and procedures, including employee work plans, of AMH - LME & PSO, DJJDP, YFS & providers represented on the Collaborative with template, and articulate what each agency is doing to implement the community practice standards. (c) Provide consultant support for partner agencies to develop plans to implement the community practice standards.	(a) Kimm Campbell  (b) Community Collaborative  (c) <b>Kimm Campbell, Wendy Tonker</b>	(a) 2 <sup>nd</sup> Quarter 2008  (b) Endorsement by Collaborative 3 <sup>rd</sup> Quarter 2008  (c) 2010	CCPA 2.4, CCPA 2.9	

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<b>(4) Child-serving providers are competent Wraparound practitioners &amp; collaborate for “one child, one plan, one team”</b>	<i>Training</i>			
	4.1 Provide SOC training on an ongoing, affordable, and efficient basis across child serving systems to include direct service staff, administration and staff from LME, YFS, DJJ, and private providers	Training Team	Begin January 2008	CCPA 2.8, HRET 1.6, HRET 3.1, HRET 3.5
	<i>Collaboration</i>			
	4.2 Establish partnership with state collaborative to remove barriers and align state policy to support SOC implementation at SOC level  (NOTE: First action step could include a review/crosswalk of existing state policies and procedures.)	<b>Narell Joyner</b> Craig Bass,	June 2010	CCPA 2.13
	4.3 Identify liaisons from AMH, DJJ, YFS and CMS who are tasked with meeting monthly as a team and discussing inter-agency collaboration issues. Front line staff who encounter barriers with a partner agency are to use these liaisons to overcome them.	<b>Raquel Cox-Tennal</b> , Barb Pellin, Laura McFern, Paul Risk, Grayce Crockett, to identify liaisons	1 <sup>st</sup> Quarter 2008	CCPA 2.13
	<i>Accountability</i>			
	4.4 Integrate specific expectations for adherence to SOC principles and Wraparound practice, and participation and involvement with SOC development into contracts between the LME and providers. Track performance using MeckCARES performance improvement protocol.	<b>Kimm Campbell</b> , Dennis Knasel, MeckCARES Staff	2 <sup>nd</sup> Quarter 2008	CCPA 2.13, CCPA 2.7
<i>Awareness and Marketing</i>				



	4.5 Assure that all YFS, DJJ, and PSO front-line staff and supervisors utilize the one child one plan form through training in addition to regular Training Institute offerings.	<b>Kimm Campbell,</b> Donna Johnson, Angie Mendl- Walker	2 <sup>nd</sup> Quarter 2008	CCPA 2.8, HRET 3.1, CCPA 2.12
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<b>(5) Flexible &amp; blended funding sustains our system of care</b>	<i>Collaboration</i>			
	5.1 Develop a strategy to obtain Federal Court Improvement Project funds for Mecklenburg County	Lou Trosch	Ongoing; check in 3rd Quarter 2008 and every 6 months thereafter	FPSA 1.2
	5.2 Develop Independent Living Resource Center through a partnership with community funders, providers, and the County.	Independent Living Team	2009	FPSA 1.2
	<i>Champions and Leaders</i>			
	5.3 (a) Implement a comprehensive funding/sustainability plan for ParentVOICE (e.g. through service contracts), including generation of local matching funds (b) Identify matching YFS and CMS funds for ParentVOICE, e.g., through service contracts	(a) <b>Sheila Wall-Hill</b> , ParentVOICE (b) <b>Barb Pellin</b> , <b>Karen Butler</b> , Paul Risk	2009: generate some local match 2010	FPSA 1.2
	5.4 (a) Determine what priorities to sustain/match and develop creative ideas for funding streams. (b) Create a written sustainability plan. Study potential blended funding initiatives; identify child-serving dollars in the community.	(a) Community Collaborative (b) Finance team	(a) 3 <sup>rd</sup> Quarter 2008 (b) 1 <sup>st</sup> Quarter 2009	FPSA 1.13, FPSA 1.2
	<i>Accountability</i>			
	5.5 Expedite distribution of flex funds: create a standard of distribution within 3-5 days	Dion RocQuemore	1 <sup>st</sup> Quarter 2008	FPSA 1.7, FPSA 1.9, FPSA 1.10

Logic Model Outcomes	Specific Objectives (Verbs!)	Person or Team Responsible (Calendar Qtr, Year)	Projected Completion Date	Applicable Community Practice Standards
<b>(6) Children &amp; youth are cared for safely &amp; build skills to improve functioning at home, school &amp; in the community</b>	<i>Training</i>			
	6.1 Implement orientation to MeckCARES for families by ParentVOICE	<b>Sheila Wall-Hill,</b> ParentVOICE	1 <sup>st</sup> Quarter 2008	CCPA 2.11, HRET 2.3, HRET 3.5
	6.2 Provide training and make information available to parents and youth so that they may track and understand outcomes from the local MeckCARES evaluation for their child and family team and are encouraged to participate in the Training Institute.	<b>Outcomes/Eval Team,</b> Training Team	4th Quarter 2008 Target: 10 family members participate in training by 3 <sup>rd</sup> Quarter 2008	CCPA 2.10, HRET 3.5, ACCT .3, ACCT .8
	<i>Champions and Leaders</i>			
	6.3 Hire a project manager & establish a community board for Independent Living initiative	Independent Living Team	3 <sup>rd</sup> Quarter 2008	
	<i>Accountability</i>			
	6.4 (a) Train providers on Training Institute beginner series (1-5). (b) Encourage providers to incorporate independent living skills into Person Centered Plans and have UM monitor for appropriateness.	(a) Training Team (b) <b>Grayce Crockett,</b> LME Utilization Management	(a) 4 <sup>th</sup> Quarter 2008 (b) 2009	DRPC 3.5

	<p>6.5 Publicize the range of safe mechanisms for families to get additional help when they encounter barriers that impede their safety or improvement in functioning, or when services are inappropriate or delivered in a manner inconsistent with Wraparound. Ensure that parents/youth/families have information available so they can fully understand the grievance procedure. Use MeckCARES orientation for families as one tool.</p>	<p><b>Social Marketing Team, Community Forum, LME</b></p>	<p>4th Quarter 2008</p>	<p>CCPA 2.11, FSPA 2.3, ACCT .10</p>
	<p>6.6 Explore family driven respite care models via reissue of LME RFP in order to fill the gap in respite providers in the community.</p>	<p><b>Grayce Crockett, LME</b></p>	<p>3<sup>rd</sup> Quarter 2008</p>	<p>HRET 2.5</p>
	<p>6.7 Assure timely assessments for children in custody via identifying specific contracts to supplement assessment capability. AMH and YFS to collaborate in selection of agencies.</p>	<p><b>Raquel Cox-Tennal, Grayce Crockett</b></p>	<p>3<sup>rd</sup> Quarter 2008</p>	<p>FSPA 2.2</p>
	<p>6.8 Develop plan for increasing availability of services based on data from PSO in order to address existing gaps.</p>	<p>Service Gaps Team</p>	<p>Ongoing; check in 4th Quarter 2008 and every 6 months thereafter</p>	<p>HRET 2.5, FSPA 2.2</p>
	<p>6.10 Create a statewide committee, utilizing MeckCARES state liaison, to address placement issues for children who do not meet medical criteria or do not have in-state placement resources available.</p>	<p><b>Narell Joyner, Paul Risk, Grayce Crockett</b></p>	<p>Create committee 2<sup>nd</sup> Quarter</p>	<p>HRET 2.5, FSPA 2.2, FSPA 2.3</p>
	<p>6.11 Set and implement a communication protocol so that denials to placement by Value Options (when all documentation is complete and timelines have been followed appropriately) are communicated on a case by case basis to LME - Grayce Crockett, Debbie Dukes, or Jennifer Kuehn. This in order to track information community-wide regarding barriers presented by VO.</p>	<p><b>Grayce Crockett, Raquel Cox-Tennal, Paul Risk</b></p>	<p>2<sup>nd</sup> Quarter 2008</p>	<p>HRET 2.5, FSPA 2.3</p>

	<i>Awareness and Marketing</i>			
	6.12 Lobby State officials to align minimum state training standards with local SOC training offerings in order to reduce duplication and help encourage adherence to standards.	Narell Joyner	Ongoing; check in 4th Quarter 2008 and every 6 months thereafter	CCPA 2.8, HRET 1.6, HRET 3.1
	6.13 Develop culturally sensitive grassroots campaign to increase the numbers of consumers, especially underserved populations (i.e., Hispanic) being served in a system of care framework by the public mental health sector.	Social Marketing Team	2009	