

# Harris County Systems Change Workgroup



**MINUTES**

AUGUST 26, 2008 3:00-5:00 PM

YOUTH SERVICE CENTER  
6300 Chimney Rock  
Houston, TX 77063

<b>MEETING CALLED BY</b>	Pam Schaffer
<b>TYPE OF MEETING</b>	Systems Change Workgroup
<b>FACILITATOR</b>	Pam Schaffer
<b>NOTE TAKER</b>	Nicole Christoph
<b>ATTENDEES</b>	Eileene Chappelle, Nichole Christoph, Deborah Colby, Belinda Price, Camellia Richardson, Pam Schaffer, Barbara Sewell, Pat Sibley, James Whitehead, Steven Williams

The meeting was called to order at 3:15 pm. The minutes were reviewed.

<b>DISCUSSION</b>	<b>Welcome and Introductions</b>
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<b>DISCUSSION</b>	<b>Program Update</b>				
<p>Ms. Schaffer presented the following enrollment statistics for the month of July and presented program statistics.</p> <table style="margin-left: 40px;"> <tr> <td>Youth enrolled</td> <td>106</td> </tr> <tr> <td>Families enrolled</td> <td>91</td> </tr> </table>		Youth enrolled	106	Families enrolled	91
Youth enrolled	106				
Families enrolled	91				

Ms. Sewell asked for information about why cases are closed. Ms. Schaffer reported various reasons for case closure and will add that information to future reports. The program is now fully staffed with two new care coordinators that are bi-lingual. A request for an updated map including locations and teams was made.

<b>DISCUSSION</b>	<b>Provider Network Development</b>
<p>Ms. Schaffer is attempting to work with the county purchasing department on this effort. There has been difficulty in making contact with her. Currently, the workgroup is looking for list of providers that offer any type of therapy services. Mr. Williams made a suggestion that the group look into “buying capacity” into another program as possible expansion. Mr. Whitehead suggested looking at the current contract database for a provider list also. Ms. Schaffer’s goal is to have contracts at a higher level that all county departments can draw from. Mr. Williams also suggested looking at service provider network that could be managed by SOH or another agency that may have a network in place. Various components of a provider network were discussed.</p>	

<b>CONCLUSIONS</b>	Ms. Schaffer will contact Clyde Leuchtag regarding the contract database. Attempts to contact the purchasing department will continue. Ms. Sibley will look at the Austin Travis County program.
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<b>DISCUSSION</b>	<b>Family to Family Mentor Program</b>
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Ms. Chappelle handed out information regarding the family-to-family mentor program. This program could be mirrored for mental health issues and might help ward off crisis. Ms. Sewell stated she would like to see a crisis stabilization program developed similar to New Jersey and Washington states. Ms. Sewell reported that the Technical Assistance Partnership had information on Crisis Intervention and Stabilization.

<b>CONCLUSIONS</b>	Information from the TA Partnership will be requested.
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<b>DISCUSSION</b>	<b>How do we work together for transformation?</b>
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Mr. Williams recently meet with Dr. Schnee and Mr. Hetzel to get a sense of where the program is. An issue with youth receiving medications after a residential placement was discussed as they are difficult to get upon release. Ms. Sibley stated that MHA is working on solutions to address this issue.

Mr. Williams suggested listing barriers to service in a “parking lot style” and who is responsible for keeping list to gather information on steps to problem solve. SW suggests look at continuous of service, which ties into provider. The group discussed the following possibilities:

- Look at things that come up from barriers identified by families in process
- Categorize and address barriers one at a time to avoid getting overwhelmed
- Look at handling issues at the appropriate levels
- Look at CQI and evaluation trends prioritized issues and who deals with them
- Develop a centralized log of issues.