



**WAKE COUNTY
LOCAL INTER-AGENCY COORDINATING COUNCIL**

**December 8, 2009 LICC Meeting Minutes
Project Enlightenment
10:00-12:00**

Welcome, Introductions, Announcements

In Attendance, Members:

Nell Barnes, Learning Together
Patti Beardsley, WCHS DD
Lin Causey, Governor Morehead Preschool
Cynthia Chamblee, Project Enlightenment
Kathi Gillaspay, Community Partnerships, Inc.
Doreen Clark, Speech Connection
Janet Godbold, WCPS
Beth Griffin, Cheshire Center
Jennifer Pfaltzgraff, Parent/Arc of Wake County
Cindy Redd, parent, HHIP
Andi Phillips, Maxim Health Care

Juliellen Simpson-Vos, Telability
Susan Schiewe, Wake County Child Health Clinic
Laurie Finn, WCHS CSC
Terrie Wilson, WCPS
Val Wilson, Project Enlightenment

Guests:

Donellia Chives, Telemon Head Start
Janice Genova, Cary Fuquay Apex Pediatrics
Stacey Barbee, Raleigh CDSA
Tracy Furr, Cheshire Center

- New staff, vacant positions, new programs/projects, upcoming meetings, training events
 - Project Enlightenment: The book drive is underway – contact Ann Sherman at asherman@wcpss.net to request books. The Demonstration Preschool is also accepting applications until January 25, 2010 for the 2010 – 2011 school year. The program is part day, and transportation is not provided. Slots are available for both children with special needs and children who are typically developing. Scholarships for tuition are available.
 - Learning Together is searching for a BK licensed teacher.
 - CDSA: Anna Hussey started as a new EISC on 12/8/09 and one more EISC position has posted.
 - The Arc of Wake County: cards with information about the second annual No Hassle Valentine's Ball are available with ticket information. A pair of tickets is \$170. The ball will be at the Cardinal Club.
 - Telability: Most of the holiday events for families are posted on the Telability website. In January, Telability will start a three part series on autism through videoconference. The first session will be on 1/15/10 and will be a case study presentation. Contact Juliellen to register. The second session will be a book review of "Eating with Autism" and the third will be a video presentation on diagnosis of autism. A discussion of the contents of the video will be facilitated by Nora Roehm of Capitol City Speech.
- Next Steering Committee Meeting: Wednesday December 16 at 12:30 at the Oxford.
 - The Steering Committee developed a survey for LICC members to gather input on the format, timing and usefulness of LICC meetings. The survey indicated that the 10-12 time for meetings works for the people who responded, but it appears that mostly current members responded to the survey. It was recommended that the provider forums in planning be held from 12:30 – 2:00 and attendance assessed to see if a change in time might be indicated to boost attendance.
- Next LICC Meeting: Tuesday, January 12th from 10-12 @ Project Enlightenment

Agency Updates:

Raleigh CDSA: No updates.

Wake County Public Schools: No updates.

Smart Start, Anna Troutman was not available to provide the update today; WCSS is having their monitoring visit with NCPD today. Doniella Chives from the Telemon Corporation provided an update on Early Head Start and the Head Start Expansion Grant. They have begun to serve children under the expansion – there are 34 children at Kids First Academy and 118 home based children in the Cary, Knightdale and Raleigh areas. They have also received the Early Head Start grant to serve a total





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of 198 children. Some will be served with child care partners, some at the Knightdale center when renovations are completed, and some will be served through the home based option.

Child Service Coordination: No updates.

Developmental Disabilities, Patti Beardsley: no updates from WCHS. Patti did inform the group that Sarah Sabournie has resigned as the coordinator of the Young Child Mental Health collaborative. The group will be doing some strategic planning in January and then will be looking for a coordinator. Anyone interested can contact Patti or Sarah. It is a very part time position, but the group is looking for additional funds to provide more hours for the position. Patti also reported that the collaborative got the go-ahead from the legislative oversight committee to start a study to look at young children's mental health services across the state and the systems that we have to serve children with mental health needs. The study will also include a needs assessment of areas such as training and service capacity. There is no funding for this initiative yet, but the process can get started. This is a very exciting opportunity for this group and our community.

Small Group Discussion – Reports back from small groups

Finance and Business Practice:

- **Topic areas recommended (consider all from legal, practical and ethical perspective)**
 - How do you respond to the unexpected changes in rates of reimbursement and/or service delivery guidelines that impact contracts held with staff or salaried staff?
 - How is what you did going in your business or organization now? What is the first wave impact? What is the second wave expected to look like?
 - Did you make changes in anticipation of the impact of the economy and service system changes? When and what were these changes? How effective have they been?
 - Share your insights into the effect of billing and reimbursement on your business.
 - What are practical business solutions, technology and/or software and resources to expedite business aspects – fiscal management – billing, etc.
 - What are the prospects for the future of small non- profits or for-profit agencies with increasing demand and requirements that increase overhead and administrative expenses?
- **People for panel:** Marty Martin (attorney), Kristin Hoyle (CPA), Mark Langford (CFO at United Way of Greater Triangle), Lu Dickenson (Practice Manager at PTA), Kim Pappa (POMCS), Laura Benson (LFS Triangle ED).
- **Logistics:** One hour for each topic area/question, as a full group (rather than break out). Give questions to the panelists ahead of time. Build on the first forum to once a quarter of the LICC schedule. Time: 12 – 3 p.m. People should have already had lunch or feel free to bring lunch with them. Schedule: Let program folks know that they can come for 1 hour or all three. No introductions of the group to save time – honor the time for direct service providers. Use possible 3-4 p.m. time for networking. Food: LICC provide snacks, drinks for session and networking. Other strategies: Use forum as a “teaser” to get folks interested in LICC for discussion. Use Telability for every moth dialogue on forum questions or pressing issues.

Providing Quality Services to Children and Families:

- **Topic areas recommended**
 - How do we prepare all providers to look at the whole child and family?
 - How do we keep cultural diversity at the forefront?
 - With Building Blocks (communication is primary; relationships with families; consistency; and trust), what are you doing? How have you been successful in using these?





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- What supports are you receiving and how is the system working for you?
- What makes you most successful in providing quality services?
- **People for panel:** Val, Linda
- **Logistics:** Orient the questions to parents and to providers.

Communicating with and Supporting Staff:

Topic areas recommended

- What are directors/staff doing to advocate for changes at the state level? What advocacy agencies are you partnering with to accomplish this?
- Are you losing staff? How are you managing turn over and cuts in positions? What strategies are you using? What impact does that have on remaining staff and how are they managing?
- What morale issues are you facing and how do we support people when they are being asked to do more for less? What non-monetary ways are people showing support and appreciation?
- How do you communicate with staff issues at the community level so that information is clear and accurate and doesn't incite panic? How do you keep a culture of trust?
- How do you involve staff in decision making and at what level do you involve them?
- How so you get information out so that everyone gets is and hears the same thing? What hasn't worked?
- How and what do you communicate with staff? What goes on to the family in a way that doesn't damage the relationship between the family and the other agencies? How do you facilitate those relationships?
- **People for panel:** Nicole Caldwell (SFS), Charlie Kronberg, Laurie Finn and CSC team leaders.
- **Logistics:** Invite a variety of agencies, including nursing/home health, Telemon, CAP-C, More at Four, representatives from CDSA provider network, Support Brokerage providers, SmartStart partners, Interact, Raleigh Rescue Mission, and Salvation Army, in addition to programs on the LICC membership list.

As a result of the discussion, the group decided to use the January meeting to work out the logistics of the forum, and to start in February. Because of the volume of topics to discuss, it was recommended that each area be a separate forum and that a series of three be conducted rather than one.

LICC Steering Committee Members

Juliellen Simpson-Vos, Professional Co-Chair
Jennifer Pfaltzgraff, Parent Co-Chair
Val Wilson, Goal Area I
Patti Beardsley, Goal Area II
Anna Troutman, Goal Area II
Nell Barnes, Goal Area III
Gerry Highsmith, Goal Area III
Kathi Gillaspay, Treasurer
Marcia Mandel
Janet Godbold
Laurie Finn

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