

Cuyahoga Tapestry System of Care (Cleveland, Ohio)

Background

Cuyahoga Tapestry System of Care (CTSC) began serving families in January 2005. Our aim is to improve the integration of systems of care for children with severe emotional disturbances. We help children from birth to 22 years though the youth must be under 18 at time of enrollment. Mean age is 11.6 & two-thirds are between ages 7-14, 77% are African American, 30% female and 79% of Tapestry families are at or below poverty. Most Tapestry youth are multi-system involved and are at risk for out of home placement at the time of enrollment.

Peer to Peer Parent Supports

CTSC follows the Wraparound Parent Partner training curriculum developed by Pat Miles and Gayle Heinly. In what is proving to be a unique Cuyahoga System of Care strategy, we are integrating our system-wide efforts with those of the Annie E. Casey funded Neighborhood Collaboratives through the county Department of Children and Family Services. This partnership is proving beneficial for families, as family and youth voice and choice are implemented on the ground in the very communities in which our children live. Parent Advocates are housed (though most of their time is spent in the community and homes of families) at the 10 Neighborhood Collaboratives (care managers are located there too) and have participated in training and coaching on a range of High Fidelity Wraparound principles and NAMI Hand-to-Hand programs. CTSC has recently received a supplement award from SAMHSA to pilot a Parent Coach model to compliment the Parent Advocates currently supporting families. Parent Coaches are similar to Parent Advocates but will be part-time vs. fulltime and will be matched with family teams vs care managers based on specific family needs and experiences. This expansion is necessary because our system of care will be serving 10 times the number of families in the next 2 years and it is critical to increase family supports at the same scale as enrollment growth.

Using Data to Support Collaboration and Growth

The focus of the Parent Advocate assessment has been around quantifying and capturing the activities performed by Parent Advocates across the different collaborative geo regions. This information helps with monitoring access, capacity, training, coaching and resources acquisition. Information has also been gathered using the PAAF (Parent Advocate Activity Form) to better understand the level of collaborative between care managers and parent advocates. Parent Advocate assessment began in January of 2006 and much has been learned from these data. Highlights include:

- Identifying that mediation was occurring and better supporting mediation needs.
- Increasing collaboration by collecting and reporting data on team meeting attendance.
- Implementing strengths based coaching and training with clearly defined meeting types and expectations
- Building a high fidelity wraparound model by monitoring timeliness of services and face to face meetings.
- Piloting the outcomes version of the PAAF (PAAF-O) that connects specific activities with individual families.

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