**Round Table**

**October 14, 2022**

**Attendance:** *Ginger Napier (FCC – Braddock/Rankin), Adrienne Roberts (FOR - McKees Rocks), Val Chavis (Urban League), Paulette Davis (Wilkinsburg FSC – Primary Care), Casey Rich (SHIM – South Hills), Brooke Generett Ware (Family Resources), Doreen Glover (Family Resources – Hill District), Dennis Robinson (Urban League – Duquesne), Cara Ciminillo (Trying Together), Rosamaria Cristello (LCC), Kelly Cavanaugh (FCC – Hilltop), Toni Beasely (Trying Together – Homewood), Isaac Kivuva (FCC – Penn Hills), Gladys Montanez-Nohr (LCC – Latino), Lori MacQueen (Providence), Elaine Jans (FCC – Lawrenceville), Lynette Drawn-Williamson (Kingsley – East Liberty), Phylicia Tarpley (Wilkinsburg FSC – Primary Care), Charlotte Byrd (FCC), Debbie Gallagher (COTRAIC), Diona Jones (FOR), Victoria Goins (Urban League), Brinda Webster (Urban League – Northview), Margaret Watts (COTRAIC – Hazelwood), Alexander Thomas (NLSA), Katie Kohlmiller (Trying Together), Rhonda Hall (OCD), Linda Vincent (OCD), Melissia Blakey (DHS), Dionne Forney (DHS), Donna Grzandziel (DHS), Susan Bertonaschi (DHS), Emily Bengel (DHS), Claire Wever (DHS), Amy Malen (DHS)*

**10/17/22 AIU Makeup Date** – *Jawanna Walker (Clairton), Michael Smith (Sto-Rox), Anna Alshanaq (Carnegie), Nikisha Cunningham (Lincoln Park), Lori Vollman (AIU), Martha Sherlock (Family & Immigrant Connections), Medina Goudelock (Wilkinsburg & Duquesne), Laura Bosnak Thompson (McKeesport), Melissa Rider (East Allegheny), Jeannie Dennis (Highlands), Holly Cherpak (Steel Valley)*

1. **Partner Updates**
   1. *NLSA*

NLSA has hired Alex to support DHS and Family Center cases. He has been visiting center to meet with staff and schedule informational meetings with parents.

If you have questions directly for Alex, you can email him at [thomasa@nlsa.us](mailto:thomasa@nlsa.us) . If you need to make a referral, please continue to use the [dhs@nlsa.us](mailto:dhs@nlsa.us) email address.

* 1. *Coats*

The Network is assisting with the CAO coat distribution again this year. Unlike last year, all coats are available on a first come, first served basis. Please see flyer and slides for more information.

* 1. *Goodwill*

We have a limited amount of Goodwill gift cards available for families. They are in increments of $25 and can be distributed one per person per family (up to 4 total). If you have families that are in need of items like clothes or furniture, please reach out to Emily or Claire to request a gift card.

* 1. *Website*

Please visit <https://familycenters.alleghenycounty.us/members/> (password: familycenters2022) to access our new document archive. For more info on how to access the portal, watch the video in the last staff newsletter (sent on October 7th).

* 1. *Basic Needs* 
     1. *Footbridge/Basic Needs*

As a result of the Basic Needs fund last Spring, we’re contracting with Footbridge to continue supporting families with similar requests. There will be a slow rollout process, as they’re hiring additional staff to be able to support all centers in the Network.

Families can receive up to about $2,000 per request. This should be used to avoid crisis situations. Requests will not cover gift cards or month-to-month rent payments.

Some centers already had access to Footbridge through other funding streams – you can continue to make these requests.

* Are there restrictions on which families can access the grant?
  + No, the DHS funding has no restrictions or eligibility requirements (other Footbridge funding streams may have)

Continue to use RHRT until Footbridge is rolled out. Some centers have leftover RHRT if needed

* SHIM and Homewood both have RHRT money left
  + 1. pack n plays, car seats

1. **Training**
   1. *Pre-service*

DHS is now coordinating pre-service and onboarding trainings so that it’s tailored to fit the needs of our new model and varying staff roles. OCD will host specialized trainings open to all staff on an ongoing basis.

Please refer to the Pre-Service Catalog as new staff are hired. Many trainings are/will be linked in the catalog for viewing on-demand.

The DHS Training Team is also developing a Family Support Network Onboarding which will include more interactive trainings like trauma informed care, mental health 101, etc. These will be cohort based and will run quarterly.

Please use the 2022-2023 Training and Meeting calendar to keep track of upcoming trainings. This will be updated regularly and sent out in the staff newsletter.

* 1. *Human Services 101*

Thank you all for attending the first session of Human Services 101! These trainings are necessary for all FC and HV staff, as they provide a basic overview of human service items that might be updated or change over time. Please let us know if you have suggestions for topics!

Our next Human Services 101 is scheduled for March 29, 2023!

* 1. *COACH & RELATE*

The COACH and RELATE trainings are being hosted by Camden Coalition. These trainings provide a helpful framework for meaningful strategies to engage families and difficult situations. Once the training is complete, a monthly ongoing support call is included as part of the model.

Next COACH cohort is in November/December It is recommended that supervisors first attend COACH prior to attending RELATE.

* 1. *OCD Update*
* We’ve Moved! No more Lexington - we will be residing in Posvar Hall in Oakland on Pitt’s campus until their new building is built in Hazelwood.
* The Real Help Real Time application for the 2023 funding cycle is now available. In order to receive next year’s funding, you must have spent your previous funds and submitted documentation. If you have any questions or would like to apply, please reach out to Heidi.
* Turkey Distribution with United Way- OCD has reached out for more info but hasn’t heard back yet. We will send an update as it becomes available.
* Motivational Interviewing training - November 16th at the Homewood CEC. Registration information will be in the staff newsletter – 20 slots are available.
* Partner Spotlights – these will start in January 2023 and feature a partner to talk about their organization and programs/services.
* PACs - Linda is contacting centers to do center visits and PAC observations. OCD is continuing to support with PAC development and will reach out to programs who have requested assistance or have a PAC service profile goal.
  + PAC Communities of Practice will kickoff in January to provide peer support for PACs and align with the National network guidelines.
  + Mini grants are still available to assist with PAC development and funding. If you have any questions regarding mini grants or the application process, please contact Rhonda.
* Center newsletters – please send to Linda ([lmv48@pitt.edu](mailto:lmv48@pitt.edu)) instead of Heidi. Soon OCD will resurrect the family/provider network newsletter.

1. **Monitoring**

Some elements of monitoring may change slightly depending on programs’ status as home visiting, family center, or hybrid.

* 1. Reminders
* OCS is working to provide greater support to programs receiving a “red” status at their yearly visit. Please incorporate any red statuses into your yearly service profile goals if needed.
* Please reschedule visits 24 hours in advance if needed
* Please alert your program monitor of any site closures or staff changes ASAP.
  1. *Family Satisfaction Survey & Discussion*

In August/September, DHS had an opportunity to introduce a client satisfaction survey with our Client Experience Team. This will allow us to gather more parent/client voice and implement best practices for quality improvement. So far feedback has been overwhelmingly positive! (please see slides for more details).

Discussion – how can these be used? How should results be shared? What kind of follow up is needed?

* If the response is below a certain rating, can this be shared with the site director?
* Negative reviews might require immediate follow up
* Can a text field be added for narrative comments? Or a question asking if they would like someone to follow up with them?
* Can they get a report regularly? Can it note whether the contact is a drop-in or enrolled family?
* Is it available in the home language?

1. **Hello Baby** 
   1. *Referral process*

All referral information is now auto-generated into a contact note- they are no longer coming in via the HV portal button.

It’s important to note that once a case appears in Synergy, this family has already been contacted and expressed interest in accessing your center! To ensure that families remain engaged, please assign and contact the family within 2 business days. Please see slides for additional details and expectations.

Discussion:

* The date that the referral is sent in Synergy is the same date that Year of Cheer referrals are sent to Beverly’s Birthdays.
* Healthy Start staff were accidentally added to FC staff. This has been corrected and the staff have been removed.
* Is the ELRC is sending referrals to the center that they can’t get in touch with?
* Is the ELRC communicating to families that they’re sharing information?
  + DHS will clarify procedures with ELRC navigators.
* Now that staff are seeing pending cases, it’s causing some staff to step on toes.
  + We feel this new view is necessary to avoid a backlog and improve efficiency. Please adjust your processes and guidance with your own staff as needed

DHS may continue to reach out regarding Pending cases. Pending is not a negative indicator as long as outreach is happening. Please continue to keep families in pending as it makes sense, and aim to change their status after approx. 1 month.

We are loosely monitoring pending Hello Baby cases to ensure that families have been contacted. Pending is not necessarily a bad thing- we view pending as the opportunity to build a relationship with the family.

Please see slides for additional information.

1. **Early Literacy initiative**

Katie Kohlmiller with Trying Together is working to advance early literacy initiatives throughout the Network. We are trying to brainstorm how we can develop early literacy programming to supplement your current programs (I.e. Buzz Word programming- similar to the activity kits provided last year by the Children’s Museum)

Kaite may have visited your centers to show you a Buzz Box. Unfortunately, we do not have the funding to provide these resources to each family at every center, so we want your feedback on what portions of these boxes would be beneficial (I.e. the books, materials, etc.)

In the meantime, you can utilize the website [www.buzzwordpgh.org](http://www.buzzwordpgh.org) to access free Buzz Word materials!

1. **Upcoming Synergy updates**

The Dashboard view will soon show “most recent contact date”

The Family Interest screen will change at some point soon to align more closely with the Network’s new structure. With this in place, we won’t have to map things out as much- it will be much cleaner and simplified!

1. **Closing**

Upcoming meeting dates: 1/13/23, 4/14/23, 7/14/23