



WAKE COUNTY LOCAL INTER-AGENCY COORDINATING COUNCIL

LICC Meeting/Discussion Agenda Minutes March 9, 2010 Project Enlightenment 12:00-2:30

Welcome, Introductions, Announcements (Please feel free to eat your lunch during this time)

- New staff, vacant positions, new programs/projects, upcoming meetings, training events
- Upcoming *WATCH* Sessions:
 - Autistic Like DVD Discussion**, Friday, March 12th from 12:30-2:30 (Raleigh CDSA, Tammy Lynn Center, Developmental Therapy Associates)
 - Erikson Institute Sessions: **Life of a Teenaged Parent**, Saturday, March 20th from 10-4 at the Raleigh CDSA (cost \$25.00 for 5 CEUs); **Social Emotional Development: Implications for School Readiness**, Friday, April 16th, from 10-4 at the Raleigh CDSA (cost \$25.00 for 5 CEUs)
- Recognition of Laurie Finn – THANK YOU LAURIE FOR MANY YEARS OF SERVICE! HAPPY RETIREMENT!
- Next Steering Committee Meeting: Tuesday 23rd, 12:00-1:30, Project Enlightenment (*note new date!*)
- Next LICC Meeting: Tuesday, April 12th 12:00-2:30, White Plains Children's Center (*note new time and location!*)

Agency Updates

Raleigh CDSA, Marcia Mandel: There is an update on CBRS in the March Medicaid bulletin. The Early Intervention Branch has also put three items on the www.ncei.org website for review and public comment. The first is the Part C Grant application that must go to the federal government each year. The other two are proposed policy changes for billing and reimbursement and records. The review period is currently open and goes through April 1; comment period opens on April 2 and goes through May 1.

Wake County Public Schools, Janet Godbold: Central Services is losing 83 positions that currently have people in them. The greatest concern for the early childhood community is what will happen to Project Enlightenment, as it is a part of Central Services. The Wake County School Board is meeting today and will make decisions through the coming month. Parents who have received services from Project have started a grass roots advocacy effort. Actual impact is still unknown at this time.

Smart Start, Anna Troutman: At our January meeting, Anna reported that under the direction of the WCSS Board of Directors, WCSS program planning committee examined the systemic issues which contributed to the downward trend in the saturation rate for children 3-5 years old who received an IEP. Committee and members of the community looked at possible reasons for the downward trend and developed a report. The next step is to include the broader community in looking at questions for further investigation. At the February meeting, Anna asked for volunteers who would be interested in serving on a task force to review the report and recommend strategies to the LICC. The meetings have been scheduled and Anna wanted to give the LICC one more opportunity to help look at this important issue. Meetings will be held Wednesday, March 10 and Friday, March 19. The Young Child Mental Health Collaborative is interviewing for the project coordinator position. Candidates interested in a part-time position (10-12 hours/week) with background in young child social-emotional development should send resume to Anna.

Ready to Learn/Child Service Coordination, Natasha Adwaters and Laurie Finn: Laurie and Natasha announced that Natasha will be taking over CSC as a part of her responsibilities. Planning for the transition given Laurie's impending retirement is underway.

Developmental Disabilities/YCMHC, Patti Beardsley: No updates.

Discussion Topic: Communicating With and Supporting Your Staff (Janet Godbold, facilitator) Brainstorming of Drivers (positive forces currently implemented that allows us to educate and respond to staff concerns about system issues):

- Openly sharing information with staff
- Joint brainstorming and problem solving
- Pulling small groups of staff to do problem solving
- Sharing information that is waiting to have response even if have no new news to share





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- Using email to announce that information is in a holding pattern
- Announce the issue at hand with as much of a proposed plan as possible
- Meet once a month for staff meeting and training
- Listen to staff's feelings and concerns about the issues at hand
- Address rumblings when they occur (sooner rather than later)
- Yearly staff survey used to gather information – it is brief and online; information used to adjust practice
- Breakfast meetings (food is always good)
- Allow people to bring work to meetings so that they can multitask
- Inform all levels of staff with the same information

Brainstorming of Restrainers (negative forces that inhibit ability to educate and respond to staff concerns about system issues):

- People feeling overwhelmed
- Isolation – out in the field; we don't see each other face to face frequently
- Teams working with fragmented information
- With so many changes, hard to pull out what should be told, what should not
- Information is coming from layers of bureaucracy - getting information accurately, in a timely way and from the right person is challenging
- Diminished reserves of people – they are taking on more work, so have reduced ability to listen, hear and process information
- Some information is not appropriate to communicate through email, and getting people together is hard
- Some people think it's ok to hide though email to share difficult information
- There are lots of unknowns
- Our relationships within this community are so tight, it makes it harder to respond to changes because it will affect people we love and respect
- Staff morale – lots of doom and gloom right now, with uncertainty and anxiety
- How quickly information changes – makes it hard to communicate.

Possible Solutions

Fragmented Information:

- Put things in writing so people can see the chronology of information and changes (books and memo boards mentioned as venues)
- Identify a person who can get the information quickly, reliably and accurately and get them to give it to us so we can do something about it. Figure out who (at state level, lobbyist, at community level) is closest to the information needed.
- Use the organization of the LICCC to strengthen our political power – create a systematic way of getting consistent information so that we can advocate
- Empower staff to ask questions of the keepers of the information and do follow up rather than feed the rumor mills
- Use these forums as a resource that filters the information and creates the resources to communicate and respond.

Diminished Reserves of Staff:

- Distribute workloads evenly
- Prioritize and set reasonable goals – realize that some things may not get done or get done in the way they used to





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- Refocus on what the goal is (and what needs to be done to achieve that goal); focus on the frame of mind that helps us focus on goals – what is important, not urgent
- Be willing to make compromises
- Be aware of the demands on staff and help and encourage people to find balance
- Find opportunities to reduce unnecessary busy work – assess what is really needed
- Take time to say thank you for big and small things, recognize birthdays

Infrequent Face to Face Contact:

- Create regular, deliberate ways to get together
- Use technology (videoconferencing, Skype) to facilitate meetings
- Meet with staff in 1:1 supervision meetings in addition to staff meetings (outside of annual reviews)
- Present minutes – have a way to convey information to staff after meetings
- Split meetings if all staff are not able to come together
- Make meetings mandatory

Hard to discern what information to share/information keeps changing:

- At an organizational level, be honest about what you don't know
- Have structured regular meetings
- Give staff the ok to your supervisor when you don't know the answer
- Identify people on the system level who are close to the information and create a contact list (housed on Telability?)
- Voice your concerns; convey togetherness with your staff
- Provide context for the information, be honest and say "I don't know" if don't know.

Feeling Overwhelmed:

- Get feedback from staff about what they do that they feel is important
- Ask for specific suggestions from staff about what they would change if they could
- Even if can't change much, the process often leads to small changes that make a difference, and people feel heard
- Acknowledge that this is not going to get better
- Facilitate open communication and encourage creative strategies
- Supervisors stay calm and don't feed the rumor mill
- Supervisors strive to be good listeners
- Coach and support staff
- Share the positives – share successes
- Keep humor in meetings
- Use professional resources (EAP)

Close Knit EI community:

- Supervisors need to recognize their own feelings about the impact of what is happening
- Maintain appropriate boundaries with staff
- Use supervisor as help to process what is going on

The Anxiety of I Don't Know:

- Share what you know; qualify the reliability if needed
- Suggests ways and resources to get more information
- Communicate confidence that working on a plan or that have a plan
- Allow venting that leads to brainstorming – encourage staff to be a part of the solution
- Focus staff on your mission, encourage them to turn challenge into opportunity.
- Put positive spin on the changing times
- Give staff ownership over response to changes – decide as a group how problems will be solved





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- Follow up all information with face to face contact
- Stick to fact, not opinions
- Read over emails before they are sent; be mindful of email etiquette

Practical Solutions for Staff Morale: What are you doing to show your staff how much you appreciate them?

- Recognize birthdays (one agency has small animals that travel to people's desks, others have a monthly treat)
- Supervisor trivia – see how much you know about your boss
- Send notes; note characteristics of what makes the person unique and what they bring to the team
- Recognition awards – have several positive categories and vote for each other and present at staff meetings
- Internal newsletter; includes place to include personal updates – sent electronically
- Top caring award – if staff receive appreciation emails/notes they go into their files – certificates are given with stars on that match the number of notes they got
- Say thanks and tell people they are doing a good job
- Sunshine Committee – creates a raffle of second hand items that are donated by staff; the money is used to fund the committees efforts to recognize birthdays and anniversaries
- Posting birthday messages; circulate a list of staff birthdays to staff
- Offer continuing education opportunities in house; ask staff to be presenters on information that they are experts in or if they attended a training, ask them to share information from the training.
- Keep bowls of candy
- Split staff into two teams to talk about issues, ask them to come up with ideas on how to address them
- Years of service awards
- Stuffed animal with a notebook on the back – if see someone doing something good or want to encourage them, write in the notebook and leave for them. That person does the same for someone else and passes it on.
- Wellness Committee – (focused on emotional wellness) creates activities to do together around food – i.e. picnics, chocolate day
- Tell funny stories from the field
- Handwritten notes to staff (for birthdays, other occasions)
- Team building around lunchtime hour – give time to visit with their colleagues
- Applause board – a bulletin board with notes posted to each other
- Decorating for birthdays
- Do community projects together (i.e. collecting food for others around the holidays)
- Bring in baby pictures and try to determine who is who
- Enhance staff recognition by having someone they have supported come to the recognition event

What can LICC do to help?

- Coordinate the training needs of the community – assess need, provide the training
- Use the power of the LICC (expand the membership) to get more consistent information
- LICC can identify the people closest to the sources of information
- Include recognition of individuals in announcements
- Create the pocket resources with key numbers on it for staff to use with families





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Positive/Improve/plans for next meeting

Positive	Improvement for Next Time
Opportunity to talk with others from different agencies to get ideas and get connected	More chocolate
Increased number of CDSA staff present for the meeting	Post agenda (rather than email) so others who are not on the email list can participate.
Reconnecting with others to see the commitment of others and our investment in the system	More families in attendance
Focusing on the positive rather than the negative – it was recharging and helped us get back to what is important	Create a new flier for the next forum that focuses on families so that they might consider attending
More new participants in the meeting	Get parent input on the topics ahead of time
Time is better	Raffle off our treasures

Please return next month (or invite those who are interested) to join us in Part Three of this discussion Providing Quality Services to Children and Families. Tuesday, April 12th from 12:00-2:30 at White Plains Children’s Center

LICC Steering Committee Members

Juliellen Simpson-Vos, Professional Co-Chair
 Jennifer Pfaltzgraff, Parent Co-Chair
 Val Wilson, Goal Area I
 Allison Crumpler, 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

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