Building Strong and Effective IM4Q/AE/SC Working Relationships

Allegheny County
Importance of creating and maintaining positive working relationships

- Supports coordinators, local programs, other AE's and providers are a team!
- Ensure that the IM4Q program year transitions smoothly
- The program is implemented efficiently
- Ensure that the health and safety needs of the individuals are met
Importance of creating and maintaining positive working relationships

- Communicating with partners regularly to maintain virtuous relationships
- Giving feedback to our partners throughout the IM4Q year to understand how the project year is progressing
- Provide status updates
- Provide training and technical assistance to ensure that there is a level of understanding about the process of IM4Q
Suggestions on how to create a working relationship

- Find ways to come together!
- Attend regular meetings with updates
- Conduct trainings and presentations for each party on a regular basis.
- Join in community events with other entities.
Suggestions on how to create a working relationship

• Constant dialogue
• Consider feedback as a positive tool to improve
• Understanding the other person’s job duties, capacities, perspective and limitations
• Be willing to change!
• Turn negatives into positives
• The system is large! Learn from one another to increase knowledge
• Realize we are all working towards a common goal!
Suggestions on how to create a working relationship

- Implement quality control measures
- Implement methods that allow for feedback from SC, AE, IM4Q Provider, Consumer Monitors

- Listen to the information provided!
FamilyLinks Internal IM4Q Process
Our Loop

- Compliance Team (Jim) Receives Considerations

- Forms are reviewed for accuracy, entered into spreadsheet, and scanned to email.

- Jim processes the considerations then emails considerations to staff with due date attached.

- Once staff completes considerations, staff scans the consideration with service note back to Jim.

- Jim then scans/emails considerations to county and IM4Q team.
## Keeping Track

<table>
<thead>
<tr>
<th>Consumer</th>
<th>Code</th>
<th>Staff</th>
<th>PM</th>
<th>Date Received by Familylinks</th>
<th>Due Date to IM4Q</th>
<th>Date Sent to IM4Q</th>
<th>Days until due</th>
<th>SC turn around time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith</td>
<td>1000</td>
<td>Vok</td>
<td>Jeffers</td>
<td>1/1/2011</td>
<td>2/13/11</td>
<td>2/1/11</td>
<td>31</td>
<td>Sent to IM4Q</td>
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SC Program Managers Role

- Review with staff in supervision session if any IM4Q’s have been received and document this in supervision notes.
- Answer any questions about the considerations themselves or the consideration form.
- Track progress of completion of IM4Q’s and that they are turned in on time.
Data helps everyone!

- Themes are tracked

- How considerations are helpful to AE, IM4Q, SC’s, Provider Agencies and more importantly the consumer!

- Use of other data collected
An SC’s Story

Being Part of the Team
# Contact Information

## Allegheny County Presenters

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Organization</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kelli Powers</td>
<td>IM4Q Program</td>
<td>Chatham University</td>
<td>412-967-9703</td>
<td><a href="mailto:Kpowers1@chatham.edu">Kpowers1@chatham.edu</a></td>
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<tr>
<td>Juane Tyler</td>
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</tr>
<tr>
<td>Tracy Jeffers</td>
<td>Program Manager</td>
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</tr>
<tr>
<td>Monica Vok</td>
<td>Supports Coordinator</td>
<td>Family Links</td>
<td></td>
<td><a href="mailto:mvok@familylinks.org">mvok@familylinks.org</a></td>
</tr>
</tbody>
</table>
Westmoreland County BH/DS: Michele Jones
SCO;WCSI: Jamie Overman
IM4Q Coordinator; MHA; Mary Ellen Tiberio
IM4Q Team Relationships

Building and Maintaining Relationships with the AE/County (Westmoreland County), Local Program (MHA) and the Supports Coordination Organization (WCSI)

2004 – Present  Local Meeting

• Meetings are held every 6 weeks between the AE/Local Program/SCO
• Tighten the process within our county
• Timeframes
• Keep us on track
• Problem solve
• Positive feedback
• Most importantly open communication
IM4Q Team Relationships (cont.)

- **December 2006 - Present**  IM4Q Quality Management Sub-Council
- Meetings are held bi-annually between the AE/Local Program/SCO/Providers/HCQU
- Westmoreland County data
- Process barriers within the county
- Quality Management Goals
B. Closing the Loop – Process and Timeframes

1-10 days

IM4Q Coordinator reviews survey, develops consideration form & forwards to county.

1-10 days

IM4Q Coordinator reviews survey for completion – calls individual/family to ensure satisfaction. Returns to county if not satisfied.

1-10 days

WCSI IM4Q Point Person receives request to start tracking.

120 days from time SC receives it

WCSI IM4Q Point Person receives request to start tracking.

1-10 days

County Coordinator receives and reviews for completion, returns for clarification if necessary.

1-10 days

SC Supervisor receives request to complete request for a consideration form and forwards to WCSI IM4Q Point Person and County or returns to SC for clarification.

1-20 days

SC contacts individual and/or family to discuss considerations, map out plan for subsequent calls or meetings.

1-5 days

SC receives and reviews.

1-5 days

WCSI IM4Q Point Person starts tracking time frames.

1-10 days

SC Supervisor receives and reviews to provide necessary direction to SC.
SCO Role

WCSI’s IM4Q Point Person develops a tracking mechanism and tickler system to ensure IM4Q Considerations are started and completed within the agreed upon timeframes.

<table>
<thead>
<tr>
<th>COUNT</th>
<th>Last Name (Extensions in BLUE)</th>
<th>First Name</th>
<th>Date of Consideration</th>
<th>Date sent to SC’s</th>
<th>Initial Contact DUE (to Supervisor in 30 days)</th>
<th>Days Late for Initial (not a neg.)</th>
<th>Date of Initial Contact (30 days)</th>
<th>Completion Date DUE to County</th>
<th>Communications POST Survey Date sent to County</th>
<th>Original Date sent to County</th>
<th>Date Resubmitted to County</th>
<th># of Days OVER</th>
<th>Date Rtd from County for Follow-up</th>
<th>COMMENTS Pend/Closed</th>
<th>Orig. SC &amp;/or Sup/ Cov. Sup (*Ext. Date)</th>
</tr>
</thead>
</table>
The SUPPORTS COORDINATOR’S Role: The Supports Coordinator is the most vital part of the “Closing the Loop” Process. The SC is responsible to fully engage all members of the ISP team necessary to address each consideration.

The WCSI SC Supervisor Role: Reviewer of initial considerations, reviewer of SC follow up of consumer requests, and reviews extension requests as needed. Provides feedback to SC’s and promote completeness of considerations. Forward complete consideration to County Coordinator review.

The WCSI IM4Q Point Person reports on the status of each consideration every six weeks at our Local IM4Q Team Meetings.
IM4Q Coordinator Relationships

County Collaboration:

• Send written considerations
• Provide data on specific questions
• Provide data for QM Sub council
• Provide training with county point
Support Coordination Collaboration:
• Receive lists for surveys that have been determined to meet criteria
• Report any names whose status has changed
• Request additional names if necessary
• Meet every six weeks to compare closing the loop process, discuss any problems or potential problems, and inform on status of cycle including EAC meeting, trainings,
• Provide yearly training in IM4Q program and discuss consideration process
IM4Q Coordinator Relationships (Cont.)

Provider Collaboration:
• Verify Pre-survey information
• Schedule interviews
• Provide IM4Q training when needed
Westmoreland County IM4Q Team Partnership

Survey Monkey 09/10
- SC training reorganization
- Open discussion/questions
Contact Information

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SCO- IDD Program Manager  
Westmoreland Casemanagement and Supports  
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Mary Ellen Tiberio  
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MHA of Westmoreland County  
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