



Go To Meeting
Date: 4/28/20
Time: 1pm – 2:30pm

Workforce Group Meeting Minutes

Attendees: Kirsten Vincent, Cheryl Krouse, Gail McKee, Michelle, Jane, Lindsey Richard, Megan Dumpleton

- Kirsten- Cheryl will delete the meeting series and I will resend them on my account
 - Cheryl-meeting series deleted and list of upcoming meetings, forwarded to Kirsten: 4/28
- Kirsten- The project we have been excited about- D' Youville College Speakers- series has been postponed at this time
- Jane- just had a meeting with my grants committee and we were discussing if we should try and do it online
 - Not sure for CUE purposes
 - Could still go forward and I'd like to encourage you all to still participate
 - May look different than we anticipated but could still be very good
- Kirsten- I recently spoke at an online conference for NYAPRS (Albany)
 - 250 attendees
 - CUE's were given for all breakout sessions- link provided afterward to apply for CEU's
 - There was an opening panel of speakers, and it was recorded and loaded to the website
 - So there is definitely a possibility to offer an online speaker series with a large crowd
- Jane- they will have to do something because we paid them the grant
 - So we may have to tweak the format, give it some extra thought
 - Online will be easy to record, share screens, etc.
 - Can't pause forever, maybe plan it for July: online or onsite live
 - D' Youville will evolve as things continue to change, and I think they will be relieved to already have speakers planned
 - I'll talk to them and then email this group
 - Who would be the point person from the group? Kirsten
 - Or perhaps it could be scheduled out to August/ September to account for everyone's current workload? Let the group decide
- Kirsten- Who wants to present what?
 - Each take a topic (based on the survey results)

- Save for the next meeting, talk about it then
 - Action step for next meeting:
 - 2-3 possibilities from the power point for each person
 - Kirsten to send out the power point again
- Jane- how long of a session?
 - 2-3 hours, maybe 4- 5 topics?
- Kirsten
 - 4-5 topics and Q & A for a solid 2-3 hours for sure (30 minutes per topic)
- Next Meeting is scheduled: June 23rd @ 9- 10:30am
 - Let's leave that on the books for now but also schedule a meeting in May so we can get prepared for the speaking series
- Lindsey- Check with D' Youville, CEU's might only be for live webinars? We only got approval for the live webinar attendance, not recordings
- Kirsten- same for my recent webinar, credit only given for attending the live webinars not the recording of it
- Kirsten- waiting on clarification from Albany, but looking to repeat the survey we had done with the graduates, with other staff members in the field. More set to target direct care staff members, care coordinators- to get a different picture of what people are struggling with. Asking supervisors- a much shorter version of the survey about what their expectations were of individuals coming into the field.
- We have it almost ready to send out. We don't want, with everybody working from home, to bombard them with more. And we weren't sure of the level of feedback if we sent it out now- or should we wait? My feeling is to wait until June, moving more toward normal by then.
 - Input form group?
 - Questions on Telehealth be added?
 - Lindsey- We've had such good outcomes from this, I don't think we can go back to not having the option at all. Some clients are more open to telehealth than in-person.
 - Kirsten- I agree, we've connected with lots more than before, saved time, and increased our numbers with telehealth as more are willing to engage. I'm hoping for a hybrid model. Long term how it will play out but we opened our phones lines 24/7 and our numbers skyrocketed. My operators are on phone all night long, and I'm hoping there is flexibility in funding to continue it. They are not calling to talk about COVID, but because it's open now.
- Michelle- funding was only for X number of hours?
- Lindsey- regulations and funding as the operating certificate was set to only specific hours but with COVID, we asked OMH if we could vary the hours and be open 24/7 to talk or do an assessment immediately. OMH said yes.
- Kirsten- funding for us, the budget is tight. The numbers in our respite and renewal center went down because people didn't want potential for exposure but when we opened our lines then the numbers went up. We would need additional funding to keep it up 24/7.

- Jane- I thought clinic hours are set, then redirected elsewhere? I didn't know it was set to an operating license.
- Kirsten- now we have the data to show that we can do more via telehealth and do something positive with it. I agree we need to add these telehealth questions. The better question is when should we send it out?
 - Jane- right now everyone is home, and we may not get more responses later. Right now I'm more likely to read now due to downtime, distraction is less.
 - Lindsey- we have seen an increase in trainings. The survey results can help lead topics to talk about.
 - Kirsten- we would have to do it soon for July presentation
 - Cheryl- western region can roll the survey out when they feel it is ready. Feedback from the survey can then fuel topics for D'Youville speaker series as well as the learning collaborative should you choose to go in that direction sometime in the future
 - Kirsten- Kelly wants me to build out the framework for the learning collaborative, but knows I need the 2nd survey results back first. I think she's open to getting that out. We can add 4- 5 questions on telehealth and then we can push it out in the next couple weeks.
 - Jane- who would it go to?
 - Kirsten- it would go to all the providers in the western region: CBO's, Health Homes, hospitals, any agency in area providing services using the same master list as before. I believe it's ready to go, let's double check with everyone and merge into a central list if needed.
- Jane- will we need to change questions to refresh to the present audience?
 - Kirsten- a question in the beginning of the survey of how long they have been in field. Will send it to supervisors, and ask them to disseminate down to who they see fit. We'll send 2 versions of the survey : one to supervisors (5 question survey), other version to individuals in some in field- some brand new, some more seasoned
- Lindsey- tease out form a job role standpoint? Peer manager, CM, etc.
- Kirsten- yes so we can see what demographic we are pulling from
- Jane- can we all look at survey again, and email suggestions?
- Action item- all look at it, telehealth questions to add, specific questions to ask, and provide feedback. Then we can discuss from there
- **2 Action Items:**
 - **What topics to cover for D'Youville speaker event?**
 - **Survey? With added questions on telehealth**
- Kirsten
 - End of May- check in quick meeting to go over survey & D'Youville topics
 - Confirm: May 26th @ 2pm