

**BELKNAP COUNTY SYSTEMS INTEGRATION INITIATIVE**  
*A major countywide initiative facilitated by the  
Belknap County Citizens Council on Children and Families*

**Resource, Inventory and Assessment Committee**

**MEETING SUMMARY**

**DATE:** Monday, Feb 9, 2009

**TIME BEGAN:** 2:30pm

**TIME ENDED:** 4:00pm

**FACILITATEDBY:** Lisa Morris, Co Chair

**SUMMARY BY:** Judy Buswell

**PRESENT:** Leonard Campbell, Pam Kuczkowski, Jack Terrill, Ron Cohen, Lisa Morris, Ralph Morin, Sue Cagle, Ryan Marsh, Ron Garnett, Alan Robichaud, Judy Buswell

**NEXT MEETING:** Monday, March 9<sup>th</sup> at 2:30pm

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1. **Initiative Overview and Role of this Committee** – *Alan Robichaud* This major systems change initiative, led by the Citizens Council, involves many people including those at the state, county, and local level. This Resource Committee is one of five current SII committees, each focused on specific tasks. This Systems Integration Initiative is built around an hypothesis that will look at the population of 10-16 year old youth in Belknap County who are, or have been involved in both the DCYF and DJJS systems with the goal of improving the response from both systems in a coordinated manner most appropriate to the resources and situations. A secondary goal is to prevent youth from entering either system in the first place and/or from moving from one system to the other because their home, family, and/or personal situations have deteriorated. The end result would be greater cost efficiencies, better use of resources, and better outcomes for children and families.

This Resource, Inventory, and Assessment Committee will inventory those resources in Belknap County that assist children and families, beginning with the two major systems: juvenile justice and child protection. This committee will also identify specific assessments currently being used. “Who is doing what and when?” This committee will compile and analyze this information as part of identifying what facets of both systems might be better coordinated.

A preliminary Work Plan was distributed, identifying goals and time lines for each SII committee. Child Welfare League of America (CWLA) consultant, John Tuell, will be in Laconia for the next meeting of the Leadership Executive Committee on March 19<sup>th</sup>.

2. **Work Plan** Lisa distributed copies of the overall SII work plan calling attention to the goals and tasks of this Resource Committee. The first task, Process Mapping (Goal 4:1), is already underway.
3. **Process Mapping** Pam Kuczkowski, a member of the Citizens Council who has professional experience in this type of mapping, has interviewed three representatives, one each from DCYF, DJJS, and Genesis. The goal is to clarify and better understand what happens to clients when they enter the system, where key decision points are, and how outcomes are evaluated. Pam prepared draft “maps” from these interviews for review by this committee, reminding committee members that these draft process maps **should not be released until they are finalized** by the interviewees, a task she is now in the process of completing. .

The committee agreed that it would be equally informative to also interview “clinicians” and other front line staff to gain their perspective, which in many cases could differ from a manager’s point of view. Three additional “sectors” had been previously identified for similar process mapping interviews: The Laconia District Family Court, an LEA, and Law Enforcement.

The committee discussed strategies for completing these process mapping interviews. It was felt that a general introduction by Alan emailed to those being interviewed will facilitate this process. The committee will finish these interviews once this electronic communication from Alan to prospective interviewees has been sent. The questions that Pam used in her interviews will be shared with those doing these next interviews.

The overall next steps in the Process Mapping were discussed: (1) To interview “front line workers” as well as managers in all six sectors (2) To complete the next three interviews stated in Work Plan (3) to return the completed process maps to the interviewees to review for errors or omissions and (4) review together the collection of completed process maps for similar touch points and any overlaps.

While results from some of these interviews (law enforcement and schools) may differ throughout the county, it was decided to start with Laconia schools and Laconia Police. Further interviews in smaller communities in Belknap County may be necessary later.

The committee spent some time discussing what other information should also be asked in this interview. While it is important to keep the focus on the process mapping, other items can be requested when the process map is complete.

- What Assessment tools are they using?
- What, if any, evidence-based practices are being used?
- What types of referrals and to whom are made, both frequently and infrequently?
- What type of system is used to enter data?

**ACTION STEPS: The next steps for Process Interviews include:**

1. **ALAN will write a short introduction to the SII and this process mapping task and email it to all prospective interviewees by Friday, February 13<sup>th</sup>. (completed 2/10/09)**
2. **PAM will send a list of questions she used in her interviews to all who are doing additional interviews, as listed below.**
3. **SUE CAGLE will ask Christa Clapp (DCYF) to identify a CPSW that Sue could interview.**
4. **PAM will ask Dan French for a JPPO to interview, preferably one who works with juveniles from Sanbornton and Tilton.**
5. **LISA will interview Laura DesChenes from Genesis. LISA will first ask permission of Laura’s supervisor to do this interview.**
6. **LEONARD will interview Wanda Loanes and Judge Sadler. He will get permission first from Judge Sadler before talking with Wanda.**
7. **RALPH will interview Laconia Police Chief Michael Moyer and Juvenile Officer, Tom Swett, securing permission first from Chief Moyer to talk with Tom Swett.**
8. **RYAN and PAM will interview Lori Krueger and Deb Guyer, securing appropriate permission from their supervisors.**
9. **All interviewers will email their interview notes to Pam who will create the process maps.**
10. **ALL interviews will be completed by March 2<sup>nd</sup>.**

**OTHER ACTION STEPS:** (1) **JACK** will begin research around other models around the country also working on systems coordination and integration. (2) **JUDY** will email Committee Contact List and copy of introductory email from Alan to all committee members, along with these minutes. (See pgs 3 & 4)

**NEXT MEETING**

**WHEN: Monday, March 9<sup>th</sup> at 2:30pm**  
**WHERE: Lakes Region United Way, Water Street, Laconia**

## RESOURCE, ASSESSMENT, AND INVENTORY COMMITTEE

<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>AGENCY</u>	<u>TELEPHONE</u>	<u>EMAIL</u>
Blais	Jessica	LRPPH	528-2145	<a href="mailto:jblais@lrpph.org">jblais@lrpph.org</a>
Cagle	Sue	BC Cooperative Ext	527-5475	<a href="mailto:sue.cagle@unh.edu">sue.cagle@unh.edu</a>
Campbell	Len	NH Catholic Charities	528-3035	<a href="mailto:lcampbell@nh-cc.org">lcampbell@nh-cc.org</a>
Cohen	Ron	CFS/NH		<a href="mailto:cohenr@cfsnh.org">cohenr@cfsnh.org</a>
Fox	John	Consumer: MH Lutheran Church/Boys & Girls Club of LR	630-5272	<a href="mailto:fox.johnfox@gmail.com">fox.johnfox@gmail.com</a>
Garnett	Ron		393-7143	<a href="mailto:lgarnett@metrocast.net">lgarnett@metrocast.net</a>
Kuczkowski	Pam		527-3906	<a href="mailto:kuczkowski@laconiasavings.com">kuczkowski@laconiasavings.com</a>
Marsh	Ryan	Woodland Heights Elem Sch Ass't Prin	524-8733	<a href="mailto:rmarsh@laconia.k12.nh.us">rmarsh@laconia.k12.nh.us</a>
Morin	Ralph	Guardian Ad Litem	536-3366	<a href="mailto:ralphmorin22@roadrunner.com">ralphmorin22@roadrunner.com</a>
Morris (CoChair)	Lisa	LRPPH Comm Dev Spec	528-2145	<a href="mailto:lmorris@lrpph.org">lmorris@lrpph.org</a>
O'Hannon	Rob	DHHS	271-4726	<a href="mailto:rob_o'hannon@dhhs.state.nh.us">rob_o'hannon@dhhs.state.nh.us</a>
Terrill (Co-Chair)	Jack	United Way	524-6864 w 279-5305	<a href="mailto:jack@lruw.org">jack@lruw.org</a>
Vincent	Jena	Dir: CoRe Coalition Casey Family Services	C 630-0496	<a href="mailto:jvincent@interlakes.org">jvincent@interlakes.org</a>
Wheeler	Meme		224-8909	<a href="mailto:mwheeler@caseyfamilyservices.org">mwheeler@caseyfamilyservices.org</a>
Robichaud	Alan	Citizens Council	527-3432	<a href="mailto:ajrobich@bccj.org">ajrobich@bccj.org</a>

SENT VIA EMAIL BY ALAN

Template for Interview Notification

Dear \_\_\_\_\_

As you are aware, the Belknap County Citizens Council is facilitating a major service integration initiative among programs and services addressing the needs of children in the juvenile justice and child welfare systems. We are hopeful that the tremendous efforts being put forward by so many of our colleagues will yield improved coordination across all aspects of the service delivery system.

To that end, I am writing to ask your participation in an interview by members of our Inventory and Assessment Committee. The purpose of this interview is to understand how that part of the system, in which you are expert, functions in terms of its processes and assessments used at various decision points, as an individual enters and progresses through your services. This structured interview should take about an hour to complete.

From the interview, a Process Map (flow diagram) will be designed from your responses. This map will be delivered back to you so that you can review and refine the interpretation of the interviewer before the map is disseminated among broader initiative partners. Your participation in this process is critical to our understanding how the multi-systems impact children and to future recommendations for improving coordination among them. We hope to have completed these interviews no later than March 2, 2009.

Please help us to perform this important task in time to keep this initiative moving forward at the aggressive pace we have set.

If you have any questions about this request or the initiative itself, please do not hesitate to contact me at 527-2432.

Thanking you in advance for your generous consideration, I remain

Respectfully yours,

*Alan Robichaud*