

The Agony and the Ecstasy of Regional Collaboration

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Acknowledgment & Disclaimer

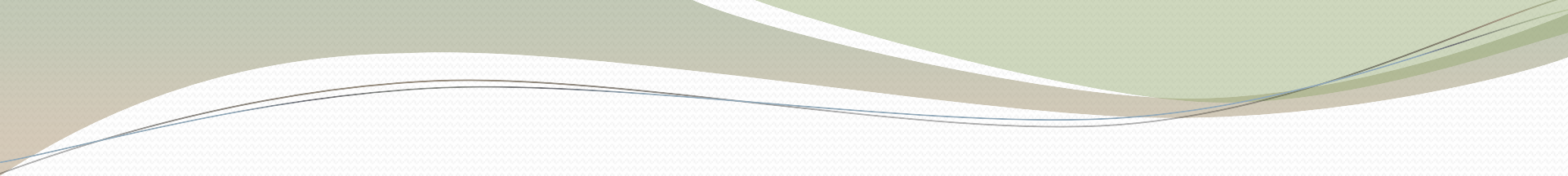
- We recognize that CSA operations differ from locality to locality, and region to region. We are speaking solely from our experiences in our own localities within our primary region.
- It is also important to mention that regions can be identified in various ways. This may include LDSS regions, CSB catchment areas, judicial districts, or even proximity and convenience.

Learning Objectives

1. Participants will gain understanding of potential challenges and benefits of functioning as a region.
2. Participants will explore the opportunities for Regional CPMT's to act as liaisons to the OCS, SLAT, and the SEC.

Learning Objectives (continued)

3. Participants will be challenged to consider the benefit of setting forth regional expectations to vendors so that families are provided with effective and consistent services.
4. Participants will be encouraged to use colleagues as resources and support in order to complement the work of one another within the System of Care.

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- What have your experiences been with regional collaboration? Examples?
 - Do any of you have a self-defined region?

Who are we?

- CSB catchment area
- This includes: Amherst County, Appomattox County, Bedford County, Campbell County & City of Lynchburg
- Participants in regional collaborative efforts include: CSA Coordinators, CPMT and FAPT members, Intensive Care Coordinators, and vendors

Quick Overview (FY13)

	Total Population	% under 18	Youth Served by CSA	CSA \$
Amherst Co.	32,193	20.1%	27	\$810,723
Appomattox Co.	15,230	21.9%	71	\$805,328
Bedford Co.	75,740	20.9%	95	\$1,262,345
Campbell Co.	54,851	20.5%	172	\$2,026,574
Lynchburg	78,014	19.6%	295	\$4,626,670

www.census.gov

www.csa.virginia.gov



Why are we here?

Trendy and Timely

2013 Top Trends in State & Local Government

1. COLLABORATION with other agencies and with citizens.
2. Citizen and customer service
3. Mobility and Bring Your Own Device (BYOD)

How can each of these trends fit into CSA?

(www.govdelivery.com)

Positive Features

- Cut/share costs
- Deliver more effective services with improved outcomes
- Great when a bottom-up approach is needed
- Accountability

(Benton, 2013)

Purpose areas of Regional CPMT

- Identify needs and gaps in services
- Identify vendor issues
- Identify service needs
- Legislative advocacy
- Share concerns, ideas, best practices and resources
- Act as a liaison to OCS, SEC, SLAT
- **BREAK DOWN THE SILOS**

Projects of the Regional CPMT

- Vendor fairs/vendor trainings
- Regional contracting
- Parent satisfaction survey
- Grants
- Therapeutic Mentoring & Parent Coaching Guidelines
- Vendor evaluation process
- Compilation of regional statistics
- Letters to legislators and public comment to SEC

Special skills are needed for collaboration to work:

- Establish a common vision and goals
- Foster trust
- Provide value for everyone
- Communicate
- Recognize power and conflict
- Create structure and administrative support
- Provide a medium for leadership

(Williams, 2013)

Considering the effectiveness of all the extra work...

- Underrepresentation of parents and certain agencies
- Each local government operates differently
- Staff turnover
- Differing degrees of Family Engagement between localities
- Collective and unified voices potentially have greater impact

Effectiveness (continued)

- May require a formal process in some situations; an informal process may work fine with another
- Entities involved will likely have differing missions, but some overlapping goals
- Support system for CSA Coordinators



A couple of scenarios...

Problem-Solving Scenario

- It is brought to the attention of Locality A that Vendor ABC is charging different rates for the same services to Locality B, a neighbor. Locality A continues to explore this and finds that there are differences in the quality of reports received, as well.
- How could this situation be dealt with regionally?

Project-Planning Scenario

- Summer and John are CSA Coordinators in two different localities. One day a discussion began about how they have been approached recently by FAPT members questioning case managers' CANS assessment responses. While Summer works with her FAPT to understand the modules, John works with his case managers as they complete the assessments.
- How can Summer and John work together?

Just remember...

- No cookie-cutter - Collaboration will vary between regions just as much as CSA operations vary between CPMT's
- Limitless opportunities – Just because it does not work on one project does not mean it may not work on another (Don't give up!)



Questions?

Comments?

THANK YOU!!!

References

- Benton, J. (2013). Local government collaboration: considerations, issues, and prospects. *State and Local Government Review*, 45(4), 220-223.
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- Williams, M. (2013). Inconvenient truths about collaboration: this dynamic process requires a special skill set. *Public Management*, (8), 28.