EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE

OCTOBER 3-5, 2018
CHICAGO, ILLINOIS – THE DRAKE HOTEL
TCOM INVITES YOU TO USE THE ENCORE-CUMULUS APP.

Your invitation is in this URL: http://cumulusapp.com
EVENT KEY: TCOM

Navigate to a browser window on your mobile device and enter the URL above. Enter TCOM for the event key and JOIN! Create your own username and password. Once you have entered the web-based app, click on the “share” icon at the bottom of your browser to save the site on your home page.

The Cumulus App includes information about your speakers, sponsors, hotel, presentation files, and more! Visit the registration desk for help getting set up.
Welcome to the 14th annual TCOM Conference in the great city of Chicago. We hope that you will find the next few days interesting and inspiring. This is the annual meeting of the collaboration of a large number of good people all committed to the common cause of improving the lives of others. The theme this year is person-centered care—making the people we serve full partners in the process of care—the fundamental principle behind the "C" in TCOM.

Thanks to all of you who make the conference possible from sponsoring, to organizing and managing, to presenting. This is your conference; we hope it builds on your strengths and addresses your needs. A special thanks to Casey Family Programs whose dedication to improving the lives of children and families shows through in their commitment to supporting this meeting of our collaborative and to eINSIGHT for their generosity in supporting this collaborative. Thanks to all the sponsors for making the 14th meeting memorable.

This year we set a new record for the number of proposals and the number of accepted presentations. Review of the agenda demonstrates the continued advance of the practice in our collective work across the collaborative and the energy and innovation which has been dedicated to these efforts. It is an impressive group of contributions by some great people.

Next year’s meeting will be in sunny Palm Springs. We will enjoy the 15th annual TCOM Conference under the desert sky.

Enjoy the meeting. We hope you make new friends and colleagues and take away from our time together the spirit of collaboration. Together we can do amazing things.

With warm regards,

John S. Lyons, Ph.D.
Senior Policy Fellow, Chapin Hall at the University of Chicago
Founder, The Praed Foundation

April D. Fernando, Ph.D.
Policy Fellow, Chapin Hall at the University of Chicago
Lead, The Praed Foundation
Transformational Collaborative Outcomes Management

TCOM is an approach grounded in the philosophy of a shared vision to help people achieve wellness goals as they navigate healthcare, child welfare, juvenile justice, behavioral health, education, and other complex systems around the world.

The primary work of the Foundation is in support of a mass collaboration of individuals who seek to use evidence-based assessments as an approach to working together to maintain the focus of human service enterprises on the people they serve.

As such, the Praed Foundation maintains the copyrights on the Child and Adolescent Needs and Strengths, the Adult Needs and Strengths Assessment, the Family Advocacy and Support Tool, the Safe Systems Improvement Tool, etc. to ensure that they remain free for anyone to use who shares this commitment.

FOUNDATION BOARD

Founder—Dr. John S. Lyons
Lise Bisnaire, April Fernando, Trevor Lyons

The John Praed Foundation
550 N. Kingsbury Ave. Suite 101
Chicago, IL 60654
www.praedfoundation.org
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LATEST STATISTICS:

160K USERS  17 COUNTRIES  9800 AGENCIES  180+ COURSES

www.TCOMTraining.com  e: support@TCOMTraining.com
GROWING A FIELD

A YEAR OF TCOM CONVERSATIONS

Share your voice! The TCOM conversations continues year round.

In 2018, front-line practitioners, researchers, and family advocates contributed to the blog. Their work reached 140+ readers daily across 100+ nations worldwide.

>2K FOLLOWERS | 50% CONTRIBUTOR-WRITTEN

WWW.TCOMCONVERSATIONS.ORG
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Conference Engagement Contest

Stop by the registration table each day to see how to win! Follow The Praed Foundation on social media and use #TCOM2018. Prizes donated by,

adidas

The Drake
Connecting Research to Action

Working to create solutions that improve the lives of children, families and communities.

Learn more about our research and projects at www.chapinhall.org

Follow us on social media

Chapin Hall provides national leadership in evidence-based practice in child welfare systems, community-based organizations, and efforts to end youth homelessness. Learn with us.
EVIDENCE AND TRANSFORMATION

Taking Person-Centered Care to Scale

Person-centered care is a central tenant of the TCOM philosophy—keeping the child/youth, adult, and family at the CENTER of everything we do. If the person is an equal partner in the use of the TCOM tools and the care process, then it is possible to go to scale with the vision of people as equal partners.

Tips for Navigating the Conference!

CONFERENCE APP: Be sure to create an account and save the Cumulus App to your mobile device. Navigate the conference, view materials, learn about your presenters and sponsors, and more.

PROGRAM MATERIALS: Presentations and this conference program can be found in the conference app. You will also receive a separate email at the end of the conference with the full folder of materials.

SOCIAL MEDIA: Use our conference hashtag on social media to engage with others and make the most of the conference.

#TCOM2018

We will be giving away Afternoon Tea vouchers and Chicago t-shirts throughout the conference. Be sure to check the registration desk and follow us on social media to find out how you can win!
Safe Children
Strong Families
Supportive Communities

Hope is within reach for more children to grow up in safe, stable and permanent families.

Casey Family Programs is proud to support the 14th annual Transformational Collaborative Outcomes Management Conference and its focus on person-centered care. We believe everyone has a role to play in building Communities of Hope.

To see how communities are using a collaborative approach to build hope, read our signature report at casey.org/Hope2018.
Thank you to our Sponsors and Individual Donors

The Praed Foundation would like to thank the following sponsors and individual donors for their generous support in promoting professional learning and providing the best level of care to children, youth, adults, and families all over the world.

Partner Sponsorship

CHAPIN HALL
AT THE UNIVERSITY OF CHICAGO

casey family programs
eINSIGHT

Redwood Level

SENeca
FAMILY OF AGENCIES | UNCONDITIONAL CARE

Birch Level

CENTENE Corporation

Maple Level

okay to say
Fidelity EHR
Magellan HEALTHCARE

Exhibitors

community data roundtable
California Alliance
TenEleven GROUP
Objective Arts

Individual Donors

Steve Lyons
In loving memory of Joan Praed Lyons

Robert Shearer
In memory of the 72,000 Americans who died from drug overdose in 2017
eINSIGHT is the gold standard for CANS data entry, individualized client treatment plans, and population outcome reports

KEY BENEFITS

- Automated scoring + Treatment Planning Wizard
- Automated state reporting (California)
- Works on any web-enabled device (computer, iPad, Smartphone)
- Exceeds HIPAA compliance, providing ‘Safe Harbour’ data breach protection from liability
- $$$ savings – at a fraction of the cost of other technology solutions providers
- EHR secure integration available (HIE, Web-services, SFTP automation)

For more information or to book a demo, stop by our booth during the conference or contact Dr. Steve Weatherbee
steve@ecenterresearch.com / 604.910.3948
## 14th Annual TCOM Conference - Agenda Overview

### Wednesday, 3 October 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am</td>
<td>Registration Begins</td>
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<tr>
<td></td>
<td>Light Breakfast</td>
</tr>
<tr>
<td>9:00-12:00pm</td>
<td>Pre-Conference Sessions (C1–C3)*</td>
</tr>
<tr>
<td></td>
<td>Lunch on your own</td>
</tr>
<tr>
<td>1:00–4:00pm</td>
<td>Topical Interest Sessions (T1–T6)</td>
</tr>
<tr>
<td>4:00–5:00pm</td>
<td>Exhibitors and Posters Networking Session (PI–3)</td>
</tr>
</tbody>
</table>

Conférence staff will be present at the registration table through the duration of the conference and at each of the breakout sessions to support conference presenters and answer any questions.

*C1-TCOM Trainer Booster Session: This session requires pre-registration. All attendees to this session have already received their certified trainer certificate.

### Thursday, 4 October 2018

<table>
<thead>
<tr>
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<td>Registration Continues</td>
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<tr>
<td></td>
<td>Continental Breakfast</td>
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<tr>
<td>9:00-11:00am</td>
<td>Opening Plenary (C4a–c)</td>
</tr>
<tr>
<td>11:00-12:15pm</td>
<td>Awards Luncheon for all attendees</td>
</tr>
<tr>
<td>12:30–1:30pm</td>
<td>Breakout Session (S1–8)</td>
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<tr>
<td>1:40–2:40pm</td>
<td>Breakout Session (S9–16)</td>
</tr>
<tr>
<td>2:50–3:50pm</td>
<td>Breakout Session (S17–24)</td>
</tr>
<tr>
<td>4:00–5:30pm</td>
<td>Workshop Session (S25–31)</td>
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</table>

### Friday, 5 October 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30am</td>
<td>Registration Continues</td>
</tr>
<tr>
<td></td>
<td>Light Breakfast</td>
</tr>
<tr>
<td>8:30–10:00am</td>
<td>Closing Plenary (C5a–b)</td>
</tr>
<tr>
<td>10:10–11:10am</td>
<td>Breakout Session (S32–39)</td>
</tr>
<tr>
<td>11:20–12:20pm</td>
<td>Breakout Session (S40–46)</td>
</tr>
<tr>
<td></td>
<td>Conference End</td>
</tr>
</tbody>
</table>

Conference staff will be present at the registration table through the duration of the conference and at each of the breakout sessions to support conference presenters and answer any questions.
## Day 1 - at a glance

### Wednesday, 10/3

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 am</td>
<td>Registration &amp; Light Breakfast</td>
</tr>
<tr>
<td><strong>9:00 - 12:00 pm</strong></td>
<td>Pre-Conference Sessions</td>
</tr>
<tr>
<td>TCOM Trainer Booster</td>
<td>M. Lardner</td>
</tr>
<tr>
<td>Supporting Collaborative Assessment with the TCOM Tools</td>
<td>C. Schelmety, A. Fernando, S. Button</td>
</tr>
<tr>
<td>Making Meaningful Use of CANS Data</td>
<td>K. Cordell</td>
</tr>
<tr>
<td>12:00 - 1:00 pm</td>
<td>Lunch on your own</td>
</tr>
<tr>
<td><strong>1:00 - 4:00 pm</strong></td>
<td>Topical Interest Sessions</td>
</tr>
<tr>
<td>Action Planning with the CANS</td>
<td>M. Lardner, N. Mallon</td>
</tr>
<tr>
<td>Principles of TCOM Supervision</td>
<td>D. Warner, A. Fernando</td>
</tr>
<tr>
<td>Team-based Tools for Improving TCOM Practice</td>
<td>M. Cull</td>
</tr>
<tr>
<td>Predictive Modeling Using the CANS in Wraparound; Precision Analytics</td>
<td>W. Bowlin; S. Shimshock</td>
</tr>
<tr>
<td>When All You Can Trust is the Story; Building Change</td>
<td>J. Griffis; M. McMullen</td>
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<tr>
<td><strong>4:00 - 5:00 pm</strong></td>
<td>Exhibitors and Posters Networking Session</td>
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</tbody>
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**Magellan Healthcare**

Supporting children, youth and their families to reach their potential through:

- **Strengths**
- **Innovations**
- **Skills**

*We are proud to support the 14th Annual TCOM Conference*

[MAGELLANHEALTHCARE.COM/MEDICAID](http://MAGELLANHEALTHCARE.COM/MEDICAID)

---

**Talk Openly About Mental Illness**

Join thousands around the country who are standing up and making it Okay to Say. Help change the conversation to the hope and recovery of treatable mental illness.

Show your support. Add your voice. [okaytosay.org #okaytosay](http://okaytosay.org #okaytosay)
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>8:00 am</td>
<td><strong>REGISTRATION</strong></td>
<td>The Drake Room</td>
</tr>
<tr>
<td>8:00 - 9:00 am</td>
<td><strong>LIGHT BREAKFAST</strong></td>
<td>The Drake Room</td>
</tr>
<tr>
<td>9:00 - 12:00 pm</td>
<td><strong>PRE-CONFERENCE SESSIONS</strong></td>
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<tr>
<td>Parkside</td>
<td><strong>TCOM TRAINER BOOSTER</strong></td>
<td>C1</td>
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<tr>
<td></td>
<td><em>Mark Lardner</em></td>
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<td></td>
<td>This presentation is a refresher course for individuals who are already certified in the TCOM Tools and who are current trainers for their agency. This session will review the TCOM overall framework key concepts, and how to supervise and support new clinicians getting certified in the tools. Individuals will go through a self-assessment and refresh introductions and key principles.</td>
<td></td>
</tr>
<tr>
<td>Venetian</td>
<td><strong>SUPPORTING COLLABORATIVE ASSESSMENT WITH THE TCOM TOOLS: TRAINING FOR SUPERVISORS</strong></td>
<td>C2</td>
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<tr>
<td></td>
<td><em>Cynthia Schelmety, April Fernando, Suzanne Button</em></td>
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<td></td>
<td>Implementation of TCOM at the organizational level involves the management of numerous, at times hundreds, of competing visions. There is a challenge that parallels systems-level implementations, whereby the process of utilizing the TCOM tools begins usually in the ‘form’ stage, one in which the tools are perceived to be ‘for’ the larger system of care and not for consumers. Implementation progression from ‘form’ to ‘tool’ to ‘practice framework’ does not generally occur in an uninterrupted fashion, but rather requires those who are responsible for implementation to attend to the barriers that surface at each stage. This presentation serves to highlight a process from WestCoast Children’s Clinic in the context of the TCOM framework and to explore strategies for managing stagnation in implementation of the CANS and ANSA-T.</td>
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<tr>
<td>Georgian</td>
<td><strong>MAKING MEANINGFUL USE OF CANS DATA: Examples of how to use your existing CANS data to engage, inform and transform</strong></td>
<td>C3</td>
</tr>
<tr>
<td></td>
<td><em>Kate Cordell</em></td>
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<td>This presentation will review examples and methods to apply the CANS/ANSA assessment data toward improving service planning and service quality. The presentation will explore ways to use CANS/ANSA assessment data at the individual level (level of care / placement determination, treatment planning, setting goals, recognizing risks for early intervention and prevention, establishing baseline and tracking individual progress), at the staff level (staff caseload management, identifying caseworker/clinician strengths and needs) and at the program/agency level (identifying service population patterns of strengths and needs, setting program goals, improving quality of service, adjusting processes for placements/services, and identifying what works for whom).</td>
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<tr>
<td>12:00 - 1:00 pm</td>
<td><strong>Lunch on your own</strong></td>
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<tr>
<td>1:00 - 4:00 pm</td>
<td><strong>TOPICAL INTEREST SESSIONS</strong></td>
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<tr>
<td>Parkside</td>
<td><strong>ACTION PLANNING WITH THE CANS</strong></td>
<td>T1</td>
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<td></td>
<td><em>Mark Lardner, Neil Mallon</em></td>
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<td></td>
<td>One of the primary applications for which TCOM tools are designed is the development of collaborative action plans. This presentation will review a recommended approach for transitioning from a completed assessment to a comprehensive action plan. Special attention will be given to developing action plans as part of a collaborative, consensus based process within multidisciplinary teams. Participants will develop action planning skills through team based practice exercises.</td>
<td></td>
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<tr>
<td>Venetian</td>
<td><strong>PRINCIPLES OF TCOM SUPERVISION: From program level, to clinician level (and back again!)</strong></td>
<td>T2</td>
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<tr>
<td></td>
<td><em>Dan Warner, April Fernando</em></td>
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<td>The TCOM model brings together two groups historically felt to be irreconcilable: “hard-nosed” data types, and supposedly “soft-skilled” clinicians. This workshop highlights the role of clinical supervisors at all TCOM levels: from individual clinicians, up through system administrators. Though each level has its own unique needs and dynamics, fundamental TCOM principles permeate throughout. These principles include a focus on action, collaborative data review and consensus building, the isometric relationship between good scoring and good clinical work, interlinked feedback loops up and down a system, and critical reflection and culturally responsive care. At the session’s end, the shared relevance of both clinical and data knowledge for effective TCOM implementation will be highlighted.</td>
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</table>
**Wednesday, October 3, 2018**

1:00 - 4:00 pm **TOPICAL INTEREST SESSIONS** CONTINUED

### Georgian

**TEAM-BASED TOOLS FOR IMPROVING TCOM PRACTICE: Mindful organizing and psychological safety**

_Michael Cull_

Much of the work of human services systems is complex and safety critical. TCOM and the use of a communimetric assessment framework gives professionals and teams a philosophy, a strategy and a set of tactics to support transformation and manage complexity. However, professionals and teams may need additional tools to deal with the numerous systems influences that impact their work and affect reliability. An approach that has been used in other safety critical settings uses mindful organizing and psychological safety to mitigate systems influences. Psychological safety is the state of feeling accepted, respected, part of team, and free to take interpersonal risks. Mindful organizing is a set of observable habits that improve professionals’ ability to anticipate, detect, and respond to unexpected events. This session will provide concrete tools for improving TCOM practice with an approach to supporting the learning system and advancing a culture of safety.

### Superior

**PREDICTIVE MODELING USING THE CANS IN WRAPAROUND;**
**PRECISION ANALYTICS: Delivering precise and personalized practice**

_Wendy Bowlin; Stephen Shimshock_

In 2012, Magellan Health in Louisiana partnered with Louisiana’s Department of Health to implement the Coordinated System of Care (CSoC) based on the Wraparound framework for youth and families with the most complex behavioral health needs. This presentation will look at the development of Louisiana’s CSoC program with a focus on how the CANS has been utilized to advance waiver compliance and outcomes monitoring. We will explore efforts to advance the role of CANS data in process improvement activities, training and coaching initiatives and care management processes. Qualitative and quantitative analyses will be utilized to investigate CSoC outcomes. We will also evaluate whether CANS data can be used to develop a predictive model on the likelihood that a member will successfully complete the program and identify which factors have significant correlation with adverse outcomes that might be impactable by Magellan staff or by providers.

Precision Analytics is a machine learning framework that learns from an organization’s data. Specifically it analyzes closed cases in three key areas (Intake, Services, and Exit data). The framework will find the natural segments in the population and provide evaluation on what’s working (or not) for each segment. Once the model learns the population segments it can then analyze current active cases and ‘predict’ their segment. This information can be used by frontline staff for planning and ideas on how best to tailor services for a specific client within a given segment. The tool itself is not intended to ‘make’ decisions, but rather to serve as another source of information to aid front line staff in the decision making process.

### Huron

**TCOM PROVIDER COLLABORATIVES: Coaching for success**

_Nelita Wallingford, Josh Nellist, Jen Cardenas, Brandon Howlett, Mary Nichols, Cynthia Schelmyet, Jennifer Lockwood, Suzanne Button, Angela Pollard, Mercedes Busby_

TCOM Provider Collaboratives have been developed in three jurisdictions (Alameda, CA, Washington State and New York State) and are a new model for TCOM implementation support. These collaboratives use TCOM practices at a system level to inform implementation activities, sustain progress, coach stakeholders and create a targeted portfolio of tools to create transition from CANS/ANSA as a form to TCOM as a practice model. The collaboratives will present information on the function and purpose of Provider Collaboratives, integration with TCOM principles and the stages of development of a learning collaborative. The collaboratives will guide a discussion highlighting strategies to engage stakeholders, build competency, improve organizational structures and motivate leadership.

### Erie

**WHEN ALL YOU CAN TRUST IS THE STORY: A parent’s perspective on the CANS;**
**BUILDING CHANGE: How to use tools of persuasion to make positive change for families**

_Jennifer Griffis; Marrianne McMullen_

Parenting children with emotional and behavioral challenges is a difficult journey that requires interacting with multiple systems, programs, and professionals. During this journey parents often lose trust in the system. They begin to fear that professionals aren’t listening. They worry that decisions will be made that aren’t in the best interest of their family or their child. This session, presented from a parent perspective, will shed light on these challenges. It will also share how the right tools, like the CANS, can help parents trust their story to speak when they aren’t feeling heard. And finally, participants will learn how one system is providing opportunities for stories from families to positively impact their systems, programs, and processes while also empowering parents to participate in larger system change.

This workshop will help those in a position of managing change to thoughtfully strategize about how to best communicate with, and persuade, their target audience. Participants will learn the theoretical basis for persuasion, and develop practical skills to help others adopt new, productive behaviors.
Join us in The Drake Room to view the following posters and meet the presenters.

**UTILIZING THE CANS IN THE WRAPAROUND PLANNING PROCESS**  
*Danielle Phillips, Rebecca Strachan*  

**IMPACT OF WORKER TURNOVER ON YOUTH IN STATE CUSTODY**  
*Karisa Smith*  

**TRAUMA AND INCREASED RISK FOR YOUTH IN WRAPAROUND**  
*Barbara Ann Dunn, Sharon Weber*
# Day 2 - At a Glance

**Thursday, 10/4**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:00 am</td>
<td>Registration continues &amp; Continental Breakfast</td>
<td>The Drake Room</td>
</tr>
<tr>
<td>9:00 - 11:00 am</td>
<td>Opening Plenary</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>11:00 - 12:15 pm</td>
<td>Awards Luncheon</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>12:30 - 1:30 pm</td>
<td>Breakout Session One</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>1:40 - 2:40 pm</td>
<td>Breakout Session Two</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>2:50 - 3:50 pm</td>
<td>Breakout Session Three</td>
<td>Gold Coast Ballroom</td>
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## Breakout Session One

<table>
<thead>
<tr>
<th>Topic</th>
<th>Speaker(s)</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>Value Based Purchasing Models Using the CANS</td>
<td>B.A. Dunn</td>
<td>Parkside</td>
</tr>
<tr>
<td>Person-Centered Management and Translational Research, Part 2</td>
<td>B. Walton, G. Doyle, W. Harrold</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>Successes and Lessons Learned of an Agency-wide Implementation of the CANS</td>
<td>K. Tsai, R. McClements, T. Tran</td>
<td>Venetian</td>
</tr>
<tr>
<td>The Integration of TCOM and Data Analytics to Improve Service Delivery and Screening for Victims of Human Trafficking</td>
<td>N. Mallon, W. Jin, H. Alvarez</td>
<td>Georgian</td>
</tr>
<tr>
<td>TCOM Principles at the Organizational Level</td>
<td>C. Chin Herrera, E. Rosenblatt</td>
<td>Superior</td>
</tr>
<tr>
<td>Spreading TCOM through ‘Spaced Education’</td>
<td>T. Goodpasture, D. Lomascolo, R. Epstein</td>
<td>Huron</td>
</tr>
<tr>
<td>Promoting a Safe Therapeutic Environment with the Effective Use of Sanctuary Model Tools</td>
<td>E. Angert</td>
<td>Erie</td>
</tr>
<tr>
<td>Fostering Radical Collaboration</td>
<td>J. Leland, J. Cardenas</td>
<td>Michigan</td>
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## Breakout Session Two

<table>
<thead>
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<th>Topic</th>
<th>Speaker(s)</th>
<th>Location</th>
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<tbody>
<tr>
<td>Implementation to Sustainability and Everything in-between</td>
<td>E. Ting, I. Mendez</td>
<td>Gold Coast Ballroom</td>
</tr>
<tr>
<td>The Consultative Role of Nursing in Fostering Safe Reliable Care to Children within Public Child Welfare</td>
<td>B. Lowe</td>
<td>Parkside</td>
</tr>
<tr>
<td>Texas TCOM Implementation</td>
<td>M. Catalano, M. Acosta, C. Tribble, J. Lafont-Garcia</td>
<td>Venetian</td>
</tr>
<tr>
<td>Trust and Transition of Care</td>
<td>H. Nelson, A. Umubera, M. Vargas</td>
<td>Georgian</td>
</tr>
<tr>
<td>Using the CANS to Reduce Truancy &amp; Absenteeism</td>
<td>E. Kinyo, S. Monroe, C. Balingit</td>
<td>Superior</td>
</tr>
<tr>
<td>From the Ground Up: Building a foundation for the CANS in Vermont</td>
<td>C. Bilodeau, A. Krompf, B. Bessette</td>
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<td>Implementation, Progress, and Person-Centered Care: Kentucky’s Experience</td>
<td>L. Minton, D. Hickerson</td>
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<td>What a Mayan Community can Teach us about Health Care and Education</td>
<td>M. Kintner</td>
<td>Michigan</td>
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## Breakout Session Three

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<td>Integrated Case Management</td>
<td>R. Andrew</td>
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<td>Fostering Employee Learning on a Budget</td>
<td>A. Shaffer, K. Gracey</td>
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<td>Using Creativity, Innovation, and Collaboration to Improve Out-of-Home-Care in KY</td>
<td>N. Lubold, L. Minton</td>
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<td>New Partners in an Existing TCOM Implementation</td>
<td>D. Warner, B.A. Dunn</td>
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<td>Building Response Flexibility</td>
<td>T. Kuhn, J. Ebert</td>
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<td>Creating a Shared Vision in a Therapeutic Day School Setting</td>
<td>E. Shapiro, M. Villegas</td>
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<td>Establishing a Safety Culture through Assessment Integration</td>
<td>M. Law, J. Rotella</td>
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<td>Statewide Implementation of CANS with the Support of eCANS</td>
<td>L. Kromrei, F. Wulczyn, L. Steiner</td>
<td>Michigan</td>
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### Day 2 - At a Glance

**Thursday, 10/4**

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<th>4:00 - 5:30 pm</th>
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<tr>
<td><strong>Measuring Well-Being with the CANS</strong></td>
<td>M. Lardner, N. Mallon, W. Jin</td>
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<td><strong>Communimetric Supervision</strong></td>
<td>D. Channer</td>
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<td><strong>Child Welfare Practices for the Well-Being of LGBTQ and Gender Expansive Children and Youth</strong></td>
<td>V. Khavar</td>
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<td><strong>Beyond Compliance</strong></td>
<td>M. Cyperski, M. Adams, T. Kuhn, J. Ebert</td>
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<td><strong>Transformation through Skills Building: Connecting relationships &amp; emotions</strong></td>
<td>K. McGill</td>
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<tr>
<td><strong>CAN We Talk? Collaborative sharing between CW/JJ agencies considering TCOM</strong></td>
<td>K. Clark, T. Albornoz</td>
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**Fidelity EHR**

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- A highly customizable and configurable CANS Assessment Builder that meets the specific needs of your organization
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Please stop by our Exhibit to learn more! [www.fidelityehr.com](http://www.fidelityehr.com)
Thursday, October 4, 2018

8:00 am  REGISTRATION  The Drake Room
8:00 - 9:00 am  CONTINENTAL BREAKFAST  The Drake Room

9:00 - 11:00 am  OPENING PLENARY  Gold Coast Ballroom

OPENING REMARKS
Bryan Samuels - Executive Director, Chapin Hall at the University of Chicago

AM I REALLY NEEDED HERE? A parent perspective on transforming a state system of care  C4a
Janet Hoeke

PERSON-CENTERED MANAGEMENT AND TRANSLATIONAL RESEARCH  C4b
Betty Walton, Wendy Harrold, Gina Doyle

PERSON-CENTERED CARE AND THE EXPERIENCE ECONOMY: Setting the stage for transformation  C4c
John S. Lyons

11:00 - 12:20 pm  AWARDS LUNCHEON  GOLD COAST BALLROOM
Join us for lunch in the Gold Coast Ballroom as we announce this year’s TCOM Awards recipients.

12:30 - 1:30 pm  BREAKOUT SESSION ONE

Parkside
VALUE BASED PURCHASING MODELS USING THE CANS  S1
Barbara Ann Dunn

The CANS positions you with a powerful tool for value-based purchasing, if planned well. This workshop will evaluate various models of value-based purchasing for suitability with the CANS and Medicaid funding. Quality processes to further a value based program will be identified at the family and youth, program, and system levels of the TCOM grid. Strategies such as change management, rapid process improvement, and results based accountability will be proposed to build from performance metrics to outcomes for system redesign. Examples of live value-based contracting arrangements from three very different states will be discussed.

Gold Coast Ballroom
PERSON-CENTERED MANAGEMENT AND TRANSLATIONAL RESEARCH, pt. 2  S2
Betty Walton, Gina Doyle, Wendy Harrold

Join us to learn more about strategies to support implementation of outcome management tools and specific examples of person-centered management and translational research. Through examples of strategies and activities that use person-centered information to manage services and develop policy, participants will explore taking TCOM to scale. Examples include outcome report enhancements, improving assessment of substance use disorders and level of service recommendations, and using outcome management reports to identify effective services and outcome disparities by age, gender, race/ethnicity, and geography. We will wrap up with implications from a recent ANSA study for engagement, assessment, and supporting recovery.

Venetian
SUCCESSES AND LESSONS LEARNED OF AN AGENCY-WIDE IMPLEMENTATION OF THE CANS  S3
Katherine Tsai, Rachel McClements, Tiffani Tran

This presentation will share how Five Acres shifted the culture and associated workflow processes to achieve an agency-wide level implementation of the CANS. We will discuss initial efforts to monitor the utilization of the CANS and how we have raised our agency compliance rate from 19% to 75%. We will also share the metrics we developed to gauge whether each program is meeting our agency’s mission of achieving permanency, safety, and well-being for clients. Lastly, we will showcase a dashboard that is being developed to help staff interpret and apply the CANS data to their day to day clinical decision-making.
### Georgian
**The Integration of TCOM and Data Analytics to Improve Service Delivery and Screening for Victims of Human Trafficking**  
*Neil Mallon, Wana Jin, Heidi Alvarez*

Federal legislation has required state child welfare systems to implement screening measures to assess for risk of human trafficking for youth in foster care. This presentation will highlight the use of CANS data analytics to improve screening for youth in Maryland's child welfare system. CANS items that reflect known risk factors for human trafficking were selected to create criteria for identifying youth at risk for trafficking. The presentation will also discuss the development and integration of the Adult Needs and Strengths Assessments for Survivors of Human Trafficking (ANSA-HT) within the University of Maryland SAFE Center. The ANSA-HT is an adaption of the Standard ANSA and the CANS for Victims of Commercial Sexual Exploitation (CANS-CSE). The SAFE Center implemented the ANSA-HT to guide service planning for case management services and track client level outcomes to evaluate program effectiveness.

### Superior
**TCOM Principles at the Organizational Level**  
*Cynthia Chin Herrera, Erin Rosenblatt*

Implementation of TCOM at the organizational level involves the management of numerous, at times hundreds, of competing visions. There is a challenge that parallels systems-level implementations, whereby the process of utilizing the TCOM tools begins usually in the 'form' stage, one in which the tools are perceived to be 'for' the larger system of care and not for consumers. Implementation progression from stage to stage, that is from 'form' to 'tool' to 'practice framework,' does not generally occur in an uninterrupted fashion, but rather requires those who are responsible for implementation to attend to the barriers that surface at each stage. This presentation serves to highlight a process from WestCoast Children's Clinic in the context of the TCOM framework, to explore strategies for managing stagnation in implementation of the CANS and ANSA-T.

### Huron
**Spreading TCOM Through 'Spaced Education'**  
*Tiffany Goodpasture, David Lomascolo, Richard Epstein*

Public child welfare agencies must establish processes to rapidly facilitate learning. Other safety-critical industries have effectively distributed learning to their workforce through the use of spaced educational curricula. Spaced education is structured as a series of concise, complex reasoning questions designed to quickly inform participants on learning objectives with questions ‘spaced’ from several hours to several days apart and take only a few minutes to complete. Participants will learn how TCOM values and the FAST, CANS, and ANSA can be taught through the creation of Spaced Education. This presentation will also highlight how Tennessee currently uses Spaced Education in FAST training, and how the SSIT can be used to develop curriculum for spaced education.

### Erie
**Promoting a Safe Therapeutic Environment with the Effective Use of Sanctuary Model Tools**  
*Erica Angert*

Children’s Crisis Treatment Center (CCTC) uses tools adopted from the Sanctuary Model in order to help create a space that feels safe and supports children and families as they heal from traumatic events. CCTC’s Sanctuary Implementation Committee oversees the organization’s fidelity to the model in order to see if these tools are effective. This presentation will briefly review the Sanctuary Model® tools that are designed to promote safety among children and staff. We will then focus on how CCTC assesses the success of these tools through fidelity measures, family satisfaction surveys, and the CANS outcomes instrument.

### Michigan
**Fostering Radical Collaboration: Regional Reflections on CANS Implementations**  
*Jen Leland, Jen Cardenas*

California’s new CANS mandate is widely accepted as an opportunity for a unified strategy to communicate, address and monitor the individual needs of children, youth and families. This presentation will focus on these opportunities through discussion of a regional convening of providers that explored the challenges and promise of implementing the CANS with the proper supports and regional vision. A summary of the challenges and strategies shared during that day, as well as highlights of local best practices, will be shared. Example Tip Sheets and resource links will be provided to attendees for use in their own organizations.
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<th>Time</th>
<th>Session Title</th>
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<tr>
<td>1:40 - 2:40 pm</td>
<td>IMPLEMENTATION TO SUSTAINABILITY AND EVERYTHING IN BETWEEN</td>
<td>Gold Coast Ballroom</td>
<td>Esther Ting, Ina Mendez</td>
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<td>NYCs Administration for Children's Services launched two initiatives—Strong Families NYC and Child Success NYC—through the Title IV-E Waiver across 22 voluntary foster care agencies (VFCAs). Each initiative implemented two evidenced based models, a caseload and supervisory reduction, and the CANS-NY tool. We will discuss how the implementation science approach was used to navigate each stage of implementation. From the fit and feasibility analysis to kickoff meetings, cross divisional work groups, on site visits, data reporting, CANS quality check reviews, strengths and gaps analysis, communication feedback loops, collaboratives, trainings, sustainability workshops and more, we will walk through all of our successes, challenges, and innovative practices.</td>
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<td>Parkside</td>
<td>THE CONSULTATIVE ROLE OF NURSING IN FOSTERING SAFE RELIABLE CARE TO CHILDREN WITHIN PUBLIC CHILD WELFARE</td>
<td>Betsy Lowe</td>
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<td>The Tennessee Department of Children's Services (TN DCS) has developed a system to allow registered nurses to team with the case manager, child and family throughout all areas of engagement. Participants will learn how TN DCS Safety Nurses engage with the child and family team to best ensure that safe reliable medical and mental health care is being obtained. Participants will also learn how TN DCS Safety Nurses assist the Child and Family Team to safely prevent unnecessary entries of children into custody and/or coordinate medical services upon entry to custody. This presentation aims to raise awareness of nurses' consultative roles in fostering Safety Culture.</td>
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<td>Venetian</td>
<td>TEXAS TCOM IMPLEMENTATION</td>
<td>Mark Catalano, Marisol Acosta, Chera Tribble, Jondell LaFont-Garcia</td>
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<td>With more counties than any other state in the United States, TX has had the unique challenge of implementing the TCOM model on a statewide scale. We will discuss the challenges and successes Texas has experienced in taking person-centered care throughout the state. By exploring the connection between the TCOM model and the Texas Health and Human Services Commission's statewide strategic plan, a narrative will be woven to together to examine the state's complex system; the need for intersecting models, how data drives our decisions at the state level, and what we hope to accomplish in the near future.</td>
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<td>Georgian</td>
<td>TRUST AND TRANSITION OF CARE: A care management approach to decreasing emergency room use amongst high risk populations</td>
<td>Haileigh Nelson, Ada Umubera, Martha Vargas</td>
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<td>Frequent Emergency Room use has proven to be high in cost and ineffective in addressing overall health concerns. Care Management interventions within a Federally Qualified Health Center (FQHC) were introduced to improve transition of care workflow to reduce over-utilization. Despite these interventions, no significant systematic decrease in ER use was observed. The purpose of this project is to identify the remaining gaps in care that contribute to high ER use, and develop a more effective intervention to address this public health concern. As a result of analysis of a subset of patients with high ER use receiving care at an FQHC, additional programmatic changes were introduced. These changes will be reviewed in this presentation.</td>
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<td>Superior</td>
<td>USING THE CANS TO REDUCE TRUANCY &amp; ABSENTEEISM</td>
<td>Ellen Kinoy, Steve Monroe, Carmen Balingit</td>
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<td>Lincoln is piloting the clinical case management component of our truancy prevention program called the School Engagement Program (SEP) utilizing CANS items as the predominant assessment tool. The CANS scores directly inform the targeted case management treatment plan for students participating in the School Attendance Review Board process and are at high risk for referral to Truancy Court. This presentation will discuss the decision to utilize the CANS; the process for creating the treatment plan and interventions; an evaluation of the efficacy of this program based on CANS treatment data and client data; and the potential impact of program level data.</td>
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<td>Cheryle Bilodeau, Alison Krompf, Belinda Bessette</td>
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<td>This workshop will cover Vermont’s implementation of the CANS. We will discuss how we achieved buy-in through embedding the CANS in Electronic Health Records, designing easily understandable reports, connecting CANS to treatment planning, creating local interagency teams and partnering with other entities including child protection, educational systems and the local training partnership. We will also address building sustainability of knowledge through trainings and engaging diverse partners in leadership. Finally, we will tie in how the CANS implementation in Vermont fits into payment reform efforts in both mental health and physical health care.</td>
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1:40 - 2:40 pm  BREAKOUT SESSION TWO  CONTINUED

**Erie**  
**IMPLEMENTATION, PROGRESS, AND PERSON-CENTERED CARE: Kentucky’s experience**  
*Lizzie Minton, Dorothy Hickerson*

Project SAFESPACE, Kentucky’s initiative designed to bring standardized assessment to children in foster care, uses the CANS as its standardized assessment tool. SAFESPACE progressed toward this through various stages. The latest stage is application of CANS results in care planning. Using the CANS allows service providers to demonstrate collaborative care planning that focuses on the client and family. This serves in contrast with the previous system of planning that fits only one agency’s need and often was not client driven. This shift to person-centered planning moves our state to a system that incorporates youth and family voice in services provided.

**Michigan**  
**WHAT A MAYAN COMMUNITY CAN TEACH US ABOUT HEALTH CARE AND EDUCATION: Understanding person-centered care from a Guatemalan perspective**  
*Max Kintner*

This presentation examines the results of using TCOM tools with families living in the rural Mayan community of Chichicastenango, Guatemala, specifically for engaging them in a dialogue about self-perceptions of their health and educational needs. The assessments were done under the auspices of a Guatemalan non-governmental organization—the Asociación Centromaya para Educación, el Bienestar, y la Asistencia Rural (ACEBAR)—whose mission is to promote positive social, political, and economic change. Information gleaned from the assessment process is being used to improve ACEBAR’s educational and public health support services. The presentation offers perspectives of an ‘on the ground’ use of TCOM tools in Hispanic and Indigenous American cultures.

2:50 - 3:50 pm  BREAKOUT SESSION THREE

**Gold Coast Ballroom**  
**INTEGRATED CASE MANAGEMENT: Value-based assistance for complex medical and behavioral health patients**  
*Rachel Andrew*

This presentation provides participants with an overview of Value-Based Integrated Case Management (VB-ICM) utilizing the INTERMED Complexity Assessment Grid outcome tool. VB-ICM model begins by listening, meeting patients where they are at and delivering value as determine by the patient. VB-ICM managers are cross-disciplinary trained, providing patients with a single-point-of-contact for all their health care needs. VB-ICM’s patient-centric approach focuses on removing patient’s barriers and support patients to make the behavioral changes and healthcare decisions that align with their values. Measuring and reporting the patient’s clinical and functional, as well as program effectiveness goals, is the core of this model.

**Parkside**  
**FOSTERING EMPLOYEE LEARNING ON A BUDGET: Analytics Academy case study**  
*April Shaffer, Kathy Gracey*

In this presentation, we will discuss how we engaged CANS consultants across Tennessee with a home-grown learning collaborative course, the Analytics Academy. The Academy taught participants basic analytic and functional skills using available tools and data. This approach brought previously centralized analytic skills closer to the youth and families, which should enrich our system’s ability to identify and act on trends in person-level needs and strengths at a regional level. Emphasis will be placed on the development and execution of a home-grown education course that empowers staff at different levels of a system to be engaged collaborators with the youth and families they serve.

**Erie**  
**USING CREATIVITY, INNOVATION, AND COLLABORATION TO IMPROVE OUT-OF-HOME-CARE IN KENTUCKY**  
*Nathan Lubold, Lizzie Minton*

The Kentucky CANS has been implemented among all behavioral health providers across the state. Kentucky has created a workflow that allows social workers to see CANS scores and treatment recommendations in real-time. Kentucky’s Department for Community Based Services now has access to data from the time a child enters out-of-home-care until they achieve permanency. Child welfare workers are able to make more informed placement decisions, increase collaboration with community partners, and use the data in meaningful ways. This presentation will highlight methods used for requirement gathering, implementation, collaboration and how data is being used on a large scale to influence person-centered care.
NEW PARTNERS IN AN EXISTING TCOM IMPLEMENTATION  
Dan Warner, Barbara Ann Dunn

In 2017, three years into a rural county implementation of the CANS, the Community Data Roundtable (CDR) partnered with Magellan of PA. Start-up and first year issues tackled data exchange, insuring quality, county collaboration, and evidence based practices in a rural area. This workshop will look at the back-story on how CDR and the county set up the CANS contract for success, the nuts and bolts of how CDR and Magellan integrated CANS into practice, and the partnership roles with the county. Lessons learned on bringing person-centered CANS use to scale and plans looking ahead will be shared.

BUILDING RESPONSE FLEXIBILITY: Tools for navigating conflict and creating safety  
Tarah Kuhn, Jon Ebert

Systems tasked with collaborative assessment often operate under high stress due to managing the dysregulation of individuals experiencing adversity or due to aspects of the system itself. Shanfelt and colleagues (2015) emphasize the need for systemic interventions to address the drivers of team distress. Assessment practices can reduce bias and dysregulation by providing a standard platform for communication and teaming. This presentation aims to increase understanding of the impact of conflict and emotion dysregulation on organizational morale, psychological safety, patient satisfaction, and compliance. Finally, participants will learn strategies for individual and team regulation that build response flexibility, system safety and resilience.

CREATING A SHARED VISION IN A THERAPEUTIC DAY SCHOOL SETTING  
Emily Shapiro, Melissa Villegas

During this session we will share a version of the CANS that combines social-emotional and academic domains implemented in a therapeutic day school setting. The CANS was implemented based on staff recommendation to address the limitations of other data sources. We will describe how the CANS supports implementation of Collaborative Problem Solving—an approach to resolve behavioral problems in a mutually satisfactory manner. This presentation will provide insights for how to use the CANS in conjunction with other school related data sources. Preliminary data analysis from year 1 of CANS implementation in a therapeutic day school setting will be shared.

ESTABLISHING A SAFETY CULTURE THROUGH ASSESSMENT INTEGRATION  
Michelle Law, Julie Rotella

Over a decade ago, the TN Department of Children’s Services (DCS) and the Vanderbilt Center of Excellence (COE) implemented standardized assessment into the child-welfare system. Due to overlapping assessments, disconnected processes, low engagement by staff, and performance pressures a compliance driven redundant system emerged. The DCS Commissioner requested change to efficiently and effectively ingrain assessments in the system. The Assessment Integration Project has been the response to that request. The presenters will focus on TN DCS’ implementation of Assessment Integration and how it is finding that by utilizing standardized assessments and the principles of TCOM, a culture of safety is emerging.

STATEWIDE IMPLEMENTATION OF CANS WITH THE SUPPORT OF ECANS  
Liz Kromrei, Fred Wulczyn, Lynn Steiner

The Texas Department of Family and Protective Services (DFPS) implemented the CANS Texas 2.0 assessment across the state in September 2016. Since that date, CANS assessments are required for all children entering the Texas child welfare system. DFPS partnered with Chapin Hall who created the eCANS database. The eCANS System is a web-based application designed for users to enter CANS assessments on children and to generate reports from these assessments. The reports suite in eCANS enables DFPS to capture — on many different levels — children’s needs and strengths when they come into care, and how they progress while in care. Texas continues to implement practice changes and incorporate new information learned through this system.
Gold Coast Ballroom  
**MEASURING WELL-BEING WITH THE CANS**

*Mark Lardner, Neil Mallon, Wana Jin*

The CANS is used to measure change over time as an outcome. It can also be used as the lens though which traditional outcomes (e.g. discharge status) can be understood. In response to the need to more effectively define and measure well-being, strategies are being developed to use CANS data as a measure of well-being outcomes. The Well-Being Metric is an index (presented as a percentage) for all the children and/or caregivers who have achieved or maintained well-being. This workshop will review the development of a Well-being metric for use in child welfare contexts.

Parkside  
**COMMUNIMETRIC SUPERVISION: A person and results centered framework**

*David Channer*

TCOM implementation can be disrupted when people misunderstand the framework’s principles, purpose, methodology and ‘spirit.’ The 6 Characteristics of Communimetrics provide a valuable scaffolding to keep us on course. This workshop describes our use of Communimetrics and TCOM principles to create an intentional parallel process in supervision. We will teach participants a methodology to identify, clarify and monitor the ‘Domains’ and ‘Items’ that define the supervisory purview. Implementation concerns for supervisors and staff using this methodology are addressed and resolved in a manner that generates a ‘felt sense’ of the benefits of collaboration, transparency, and accountability in supervision.

Venetian  
**UNDERSTANDING TRAUMA-RELATED NEEDS ACROSS THE DEVELOPMENTAL SPECTRUM**

*Cassandra Kisiel, Tawny Spinelli, Alexandra Morford, Lindsey Weil, Tracy Fehrenbach, Tracey Riley, Nicole St. Jean*

**a. Understanding and Assessing Early Childhood Trauma: Improving Engagement & Assessment Techniques with Caregivers**

Early childhood trauma has enduring effects on child development and the family environment. Effectively addressing the needs for young children involved in child welfare requires the engagement of caregivers in the assessment and intervention process. In this presentation, we will share data from a sample of children and caregivers involved in the Illinois child welfare system. We will incorporate these findings into a discussion of challenges related to EC trauma assessment. We will present a novel approach to using the CANS as part of an interview process with caregivers. Participants will discuss interview strategies and materials designed to meaningfully engage caregivers in the assessment process.

**b. Nothing About Us Without Us: Understanding the Trauma Needs of Transition Age Youth in Illinois**

One goal of our NCTSN Center for Child Trauma Assessment, Services and Interventions at Northwestern University is to develop and adapt trauma-focused interventions to meet the unique needs of marginalized and under-served populations—particularly Transition Age Youth (TAY). To better understand the trauma-focused needs that exist for this population, we conducted a needs assessment with TAY and TAY providers in Illinois. This session will focus on the purpose, process and results of the needs assessment. We will integrate these findings with CANS data collected on TAY and application of these findings in practice. Finally, we will discuss how these findings may impact resource and training adaptation and development.

Georgian  
**CHILD WELFARE PRACTICES FOR THE WELL-BEING OF LGBTQ AND GENDER EXPANSIVE CHILDREN AND YOUTH**

*Vida Khavar*

22.8% of children in out-of-home care in the United States identify as LGBTQ. Child welfare reforms throughout the country are mandating that all children be affirmed and respected and their families supported. This presentation will address how to transform your organization in becoming affirming and develop programs that will address the needs, well-being and permanency of LGBTQ and gender non-conforming children and their families. This plenary will also discuss the intersection between race, culture, ethnicity and SOGIE, and the necessity to address every aspect of each child.

Superior  
**BEYOND COMPLIANCE: Building response flexibility in the Juvenile Justice System**

*Melissa Cyperski, Megan Adams, Tarah Kuhn, Jon Ebert*

Assessment and intervention practices are important tools to collect information, monitor progress, and pursue change. However, their effectiveness can be negatively influenced by bias and dysregulation. ‘Response Flexibility’ utilizes strategies from ‘Counter Response’ (McConnell & Taglione, 2012) to assist individuals/teams regulate emotions, manage conflict, and collaborate more effectively. This presentation will describe efforts to embed ‘Response Flexibility’ and ‘Counter Response’ into the juvenile justice system. We will review the methodology, successes, challenges, and perceived outcomes from this implementation. We will also highlight the strategies disseminated through this initiative. Such strategies can be used to generate an understanding of youths’ needs/strengths and identify new ways of interacting that will facilitate future success.
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<tr>
<td></td>
<td><strong>Kenneth McGill</strong></td>
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<td>RE-Work or Relational Emotive Work with Children/Youth &amp; Families Utilizing Systemic Therapeutic Interventions (REST) is an interactive framework based on Social Emotional Learning (SEL) processes while being connected with systemic cognitive behavioral theories. RE-Work aims to capture baseline work-targeting both behaviors and emotions, connect behaviors with emotions within social contexts, and increase positive behavioral supports. In this presentation, participants will develop a working knowledge of Communimetrics and SEL and how they can enhance each other in development of sustainable changes. We will connect the CANS with specific skills building and measurable outcomes utilizing SEL processes.</td>
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<th>Erie</th>
<th>CAN WE TALK? COLLABORATIVE SHARING BETWEEN CHILD WELFARE/JUVENILE JUSTICE AGENCIES CONSIDERING TCOM IMPLEMENTATION</th>
<th>S31</th>
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<td><strong>Kyla Clark, Tanya Albornoz</strong></td>
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<td>This session focuses on Utah’s journey to UFACET. We will discuss the process used to create the CANS and FAST hybrid (UFACET). The implementation of UFACET occurred statewide in Utah’s child welfare system. We will offer time for question and answer related to what it would take for other state considering UFACET to implement and share lessons learned. We will discuss the expansion of UFACET to other agencies in Utah’s Department of Human Services as well as Utah’s work to replace the Casey Life Skills assessment with a Transition to Adult Living module in UFACET. This is intended to be an information sharing and support workshop.</td>
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## Day 3 - At a Glance

**Friday, 10/5**

### 7:30 am
Registration continues & Light Breakfast  
The Drake Room

### 8:30 - 10:00 am
Closing Plenary  
Gold Coast Ballroom

### 10:10 - 11:10 am
Breakout Session Five

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<td>Dynamic and Interactive Administrative Reporting</td>
<td>D. Schlueter, R. Jarrett, R. Epstein, M. Cull, R. Chandrasekhar, K. Gracey</td>
<td>Gold Coast Ballroom</td>
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<tr>
<td>All Metrics are not Created Equal: A Closer Look at Measuring Severity of Need and Well-Being</td>
<td>J. Harbaugh, S. Accomazzo, L. Galyean</td>
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<td>Decision-Making using the CANS</td>
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Breakout Session Six

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<td>R. Rubio, F. Farahmand, K. Epstein, T. Bleecker</td>
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<td>Youth TimeBanking Increases Youth Participation &amp; Transition/Community Planning</td>
<td>J. Scriptunas, A. Thompson</td>
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<td>D. Dubovsky</td>
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<td>7:30 - 8:30 am</td>
<td>LIGHT BREAKFAST</td>
<td>The Drake Room</td>
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<td>8:30 - 10:00 am</td>
<td>CLOSING PLENARY</td>
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<td>BUILDING A SHARED VISION IN A RESIDENTIAL TREATMENT CARE SETTING: The Italian experimentation</td>
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<td>Antonella Di Troia, Anna Didoni</td>
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<td>PERSONS, CENTERED, CARING: ZEN PRINCIPLES IN TCOM</td>
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<td>Dan Warner</td>
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<td>10:10 - 11:30 am</td>
<td>BREAKOUT SESSION FIVE</td>
<td>Gold Coast Ballroom</td>
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<td>Gold Coast Ballroom</td>
<td>DYNAMIC AND INTERACTIVE ADMINISTRATIVE REPORTING</td>
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<td>David Schlueter, Ryan Jarrett, Richard Epstein, Michael Cull, Rameela Chandrasekhar, Kathy Gracey</td>
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<td>Administrative analyses require the exploration and interpretation of multiple datasets. With recent developments in open source computing, examination of datasets can be better facilitated by browser-based, server-hosted applications. We will present two applications developed with the R package Shiny for the Vanderbilt University Center for Excellence in collaboration with the Department of Biostatistics and Chapin Hall. The first application contains a dynamic version of a quarterly administrative report that describes CANS implementations and population characteristics using table and heat-map generation. The second application presents an in-depth statistical analysis using CANS and psychotropic prescription data to identify potentially problematic prescribing practices. Practical considerations of such applications will be discussed.</td>
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<tr>
<td>Parkside</td>
<td>ALL METRICS ARE NOT CREATED EQUAL: A Closer Look at Measuring Severity of Need and Well-Being</td>
<td>S33</td>
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<td></td>
<td>Jesh Harbaugh, Sarah Accomazzo, Leticia Galyean</td>
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<td>‘Severity of need’ and well-being scores are widely used in CANS data analyses. However, different severity of need metrics may identify the same youth as having different levels of need. This presentation will share the results of an analysis of different severity of need and well-being measures and discuss the findings. Six different severity of need metrics and two well-being metrics were applied to a sample of over 2,200 CANS assessments. We will discuss the extent to which the different measures sorted clients into similar levels of need and well-being and explore associations between measures of need and well-being.</td>
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<tr>
<td>Venetian</td>
<td>TRAINING BEYOND CANS 101</td>
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<td>Alexandra Bastien, Isaura Rodriguez</td>
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<td>This presentation will demonstrate how listening to user feedback through evaluations, implementation meetings and data reports can lead to training development for specific CANS modules. NYC ACS identified a need for training in trauma for CANS users. Methods of data collection that were used to identify the need and inform training development will be discussed using excerpts from the CANS Trauma and Behavioral Health Modules training developed by NYC Administration for Children Services.</td>
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<tr>
<td>Superior</td>
<td>LEVERAGING POWER BI TO FOCUS ON CANS DATA IN WORK WITH YOUTH/FAMILIES</td>
<td>S35</td>
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<td>Amanda Thompson, Jerome Scriptunas</td>
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<td>Power BI is a self-service Business Intelligence platform used to create visualizations that help care managers focus on strengths and needs in their work with youth and families. This presentation will cover how CMOs in New Jersey have leveraged Power BI in their work, and this presentation will cover its use with CANS data. Discussion will focus on an overview of Power BI, costs and other factors to consider, the sources of data that can be used in Power BI and working with data and visualizations. We will discuss how Power BI is being used to see how Youth TimeBanking drives Wraparound Fidelity, which influences CANS ratings.</td>
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10:10 - 11:10 am  BREAKOUT SESSION FIVE  

**Georgian**  
**IMPROVING OUR CULTURE: The use of the Safe Systems Improvement Tool (SSIT) and the Confidential Safety Reporting System (CSRS)**  
Melanie Simerly, Ramona Huggins, Tiffany Goodpasture

This presentation will provide an overview of the Confidential Safety Reporting System (CSRS), created by the Tennessee Department of Children’s Service (DCS). The CSRS is modeled after other high-risk industries’ reporting systems which promote Safety Culture. It provides employees an avenue to improve our child welfare system using real-time ‘risk detection’ by means of allowing employees to report any event which could affect the safety of the children served by the Department and its employees. The SSIT is completed at the conclusion of each of the report. We will discuss how the SSIT has supported organizational learning and communication within Tennessee’s DCS.

**Huron**  
**DEVELOPING AND MAINTAINING A POSITIVE FOCUSED SYSTEM OF CARE**  
Dan Dubovsky

This session presents an argument on how our negative based approaches affect those with an FASD, mental health issues, substance use issues, and developmental disabilities. Methods to shift to a positive focused system of care from a negative or reward and consequence approach are examined. Benefits and barriers to this approach and how it can be sustained in our systems of care are presented and examples of ways to modify policies are discussed. This presentation will highlight what a positive focused system entails and examine methods to modify policies and procedures to reflect a more positive approach.

**Erie**  
**KEEPING IT FRESH: 9 Years of ANSA implementation**  
Melissa Villegas, Emily Shapiro

This session will focus on the ANSA and 9 years of data analysis and implementation in the JDFS Counseling program. Participants will see an example of how one organization has adapted the ANSA to reflect the needs and strengths of the clients served and how the ANSA is used to communicate, assess, organize, and evaluate individual client progress over time. This session will share reflections on implementation and multi-year data analysis. Several key findings will be shared as well as how this information was integrated into our CQI process.

**Michigan**  
**DECISION MAKING USING THE CANS: Evidence from unaccompanied migrant minors, infants and adolescents in Italy**  
Antonella Di Troia, Anna Didoni

The Italian CANS experimentation involves a network of different agencies, services and professionals. After a brief introduction about the training to become a CANS user, we will discuss the decision making process in different clinical settings such as unaccompanied migrants minors, infants and adolescents in day care service. The use of CANS in different project areas will be shown and the data collected will be discussed.

11:20 - 12:20 am  BREAKOUT SESSION SIX  

**Gold Coast Ballroom**  
**USING SANDTRAYS AND STORY-TELLING FOR CANS AND ANSA DATA REFLECTION**  
Ritchie Rubio, Farahnaz Farahmand, Kenneth Epstein, Thomas Bleecker

‘To be data effective, one needs to be data reflective.’ This presentation will highlight the Data Reflection to Improve and Vitalize Effectiveness Initiative (DRIVE). To motivate an effective and meaningful use of CANS/ANSA data, clinical and data personnel have facilitated data reflection meetings using sand tray analogy as a way of approaching data. Summaries from these meetings were qualitatively analyzed using a grounded theory approach to highlight strengths and needs of clients, clinicians, and programs in the system. The use of data reflection instigated enthusiasm and a renewed interest among behavioral health providers to meaningfully use CANS/ANSA data.

**Superior**  
**YOUTH TIMEBANKING INCREASES YOUTH PARTICIPATION & TRANSITION/COMMUNITY PLANNING**  
Jerome Scriptunas, Amanda Thompson

Youth TimeBanking leverages the time and energy of youth to increase community awareness, help others, and build a community plan. YTB has two defining criteria: the youth acts in the role of giver rather than receiver of services. The youth tracks their giving-learning-experiencing activity as they earn YTB ‘credits’ toward rewards. Examples will be shared of how youth of different ages and stages of development are participating in YTB. Through active participation youth develop increased confidence, stronger coping skills, and find themselves doing meaningful things valued by others.
11:20 - 12:20  BREAKOUT SESSION SIX  CONTINUED

Venetian  BARRIERS TO IMPLEMENTING TCOM TOOLS  S42
Nicole Ross, Kim Leffler, Paul Brylske

This workshop will explore barriers that clinical treatment/state child welfare social workers, therapists and treatment foster parents experience when implementing TCOM tools, including the CANS, Pediatric Symptom Checklist -17 (PSC-17) and Attachment, Regulation and Competency Framework (ARC) Mapping. Feedback from focus groups regarding practical use of these tools, collaboration with treatment providers and sustainability of best practices will be discussed. Strategies to overcoming the barriers indicated by the focus groups will be highlighted.

Georgian  SAFETY SYSTEMS ANALYSIS WITH SPECIAL POPULATIONS IN CHILD WELFARE  S43
Ramona Huggins, Melandie Simerly, Tiffany Goodpasture

Safety Systems Analysis resists assumptions that harm to a child is caused by isolated failures of people or processes. Reviewing specific populations leads to better education and support of the frontline workforce in providing case management to these populations as well as to more systematically assess, serve, and track children with such unique needs. The SSIT structures the review by assessing familial, intrapersonal, organizational, and societal/community influences on problems and quantifying results for aggregate analysis. This presentation aims to discuss a qualitative review process to understand and improve outcomes by examining our systems of safety related to special populations in child welfare agencies.

Parkside  HOW TO DO A QUALITY CLIENT ASSESSMENT-TCOM STYLE  S44
Lynda Killoran, Deborah Thomas, Lynn Steiner

When using a TCOM tool for the first time, assessors sometimes struggle with how to incorporate it into their assessment process. They want to use it, but aren't sure how, and feel overwhelmed. This session focuses on the underlying principles of TCOM that are best practices for quality assessment, regardless of the assessment tool used. We will demonstrate an assessment process that includes these principles and the CANS as a concrete example of how to get the assessment process and the CANS -- or any TCOM tool -- to flow together.

Huron  THERAPEUTIC ALLIANCES: Building positive outcomes from a consumer and family perspective  S45
Dan Dubovsky

The essence of positive outcomes in treatment is forming therapeutic alliances. The essence of a therapeutic alliance is relationship. In our efforts to provide quality support and treatment within limited time frames, we sometimes lose sight of this fundamental notion. This presentation is a discussion of what has and has not been helpful from the point of view of a consumer of services and his family over a 20-year span of interactions with systems, programs and people. Methods of building therapeutic alliances within the constraints of current service provision, as well as methods to address the need for time to establish these alliances, are highlighted.

Erie  FEEDBACK-DRIVEN COLLABORATIVE PRACTICE IMPROVEMENT  S46
Eve Kintner, Suzanne Button

This workshop will describe strategies for evaluating collaborative practice using CANS data, and offer supervision and training strategies to build strengths and address practice gaps identified using evaluation of CANS data at different decision points in care. We will illustrate how a New York child welfare agency, Northern Rivers Family Services (NRFS), has ‘translated’ TCOM principles into a metrics based practice model that uses analytics to inform care treatment decisions. The presentation will demonstrate how CANS/FAST data is being used to inform clinical/service decisions and how the same data can be used to identify workforce training and supervisory needs, as well as monitor worker performance.

Conference Ends
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† Denotes TCOM team member
Thank you for attending the 14th Annual TCOM Conference. Please be sure to complete the follow-up surveys so we can continually work toward making this valuable to you and those you serve.

Join us next year in Palm Springs, California at the HYATT REGENCY

October 2-4, 2019