

Virginia Interagency ADR Council Pilot Presentations

CCCA

DMHMRSAS

June 29, 2005

Pilot Overview

■ Goals

- Assist CCCA in achieving its mission of serving adolescents in need of psychiatric, diagnostic, evaluation and treatment services through:
 - » Enhanced leadership skills of management team
 - » Enhanced capacity for achieving important, long-term policy goals and highest quality service delivery
 - » Enhanced internal staff communication
 - » Enhanced cohesiveness of management team

■ Participants

- CCCA Executive & Senior Management Team
- CO Support
- VADRA facilitators (John Settle & Jim Pope)

Steps Taken

- Buy-in from CCCA Management
- Develop strategy for informing participants
- On-site one-on-one confidential interviews with CCCA management staff
- Analyze results of interviews to identify common themes and needs
- Report back to management team (de-personalized)
- Develop strategy for future action
- Response by management team
- Follow-up items

Supporting Conditions & Challenges

■ Supporting Conditions

- No blame
- Forward focus
- Management team receptive to process

■ Challenges & Solutions

- Recent restructuring
- Silo operations
- Changing client base

Implementing the New ADR Process

■ How It Works

- Positive team building
- Coach reinforcement
- Enable open discussion of issues
- Gain commitment to support identified outcomes

■ Roll Out to Stakeholders

- Initial communication to participants from F.D.
- One-on-one confidential opportunity to provide input
- Reporting back (feedback and updates)

Results Produced

- Positive Steps taken
 - Staff realignment
 - Enhanced communications
 - Staff recognition in the form of compensation for contributions to facility programs
 - Enhanced project management skills
 - Planned action steps for further improvements
- Still have work to do
 - Doesn't happen overnight

Lessons Learned

- More focus on data driven outcomes
- Management must ensure on-going horizontal communication
- Management must be open to options to traditional training delivery
- Management must demonstrate commitment