MRS Conference Call Notes
January 2011

Counties Participating 1/12: Harnett, Perquimans, Person, Scotland, Wilson.

Counties Participating 1/13: Davidson, Forsyth, Gates, Macon, Nash, Northampton.

Counties Participating 1/28: Chatham, Edgecombe, Gaston, Hoke, McDowell, New Hanover, Onslow, Rockingham, Union, Washington.

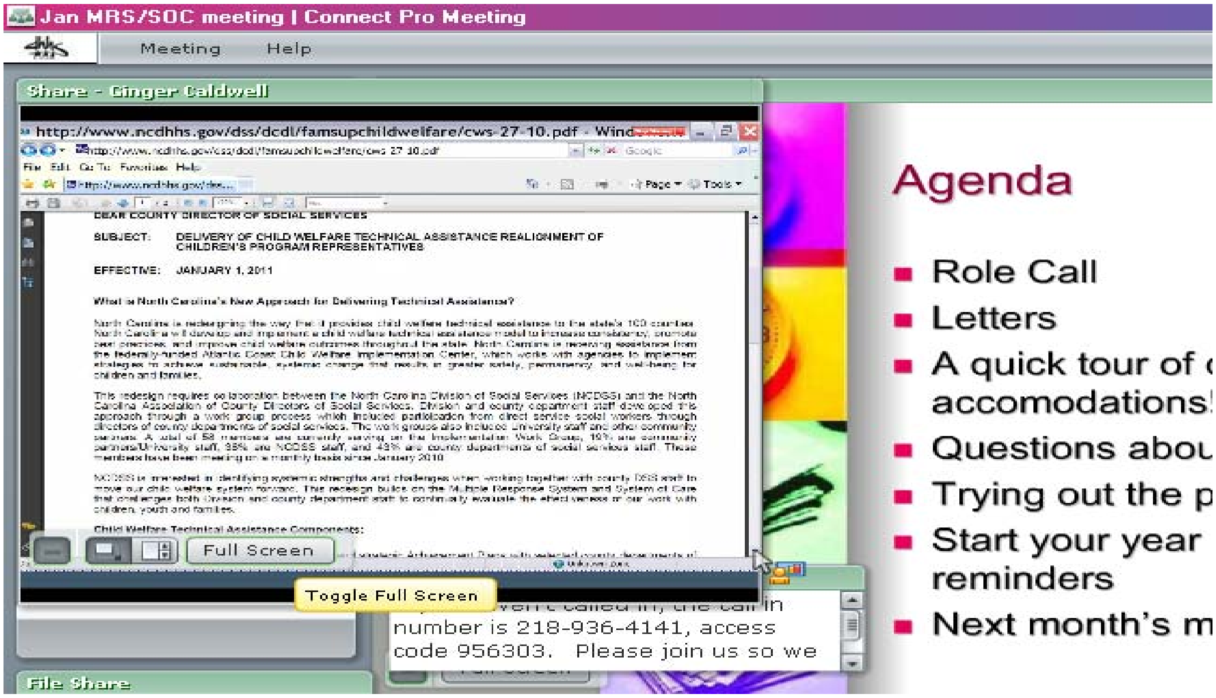
Agenda
Announcements from Raleigh
Tour of Connect Pro
Questions about Connect Pro
Training Reminders
Next Months Meetings

Note that the link to access Connect Pro will be the same each month, so you can bookmark it. (Will also be included in monthly emails.) https://dss.ncgovconnect.com/mrs/

News from Raleigh
Letters: These are shown in the *File share box* – you can upload them during the call if you have not seen them yet. (To look at them yourself, click on the letter to highlight it, then click the button "Save To My Computer").

- Two change notices: One about confidential intermediaries, One regarding Interstate
- Foster Home Licensing Webinar
- Staffing Survey
- IVE Review – Upcoming review
- REAP (Reaching Excellence and Accountability in Practice) – a new way of delivering technical assistance to counties
    - Attachment: Realignment of Children's Program Representatives (CPRs)

In addition to being able to download letters to your own computer, the administrator can show the letter in the room – it will come up small like this – if you wish to make it larger, click the “Toggle Full Screen” Button which will display the letter full screen (toggle button again to return to the Main Room.)



RIL Reminder

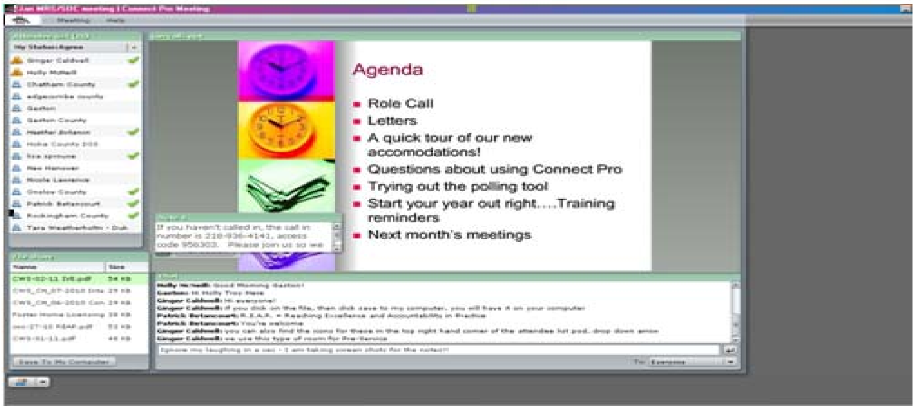
- The new Responsible Individual’s List has been up and running since August, however it is not automated yet.
- When a county sends in a 5104a to place someone on the list, this must include the supporting documentation to show why this person is being placed on the list. (i.e. a copy of the signed court order if the placement is the result of a petition or review, copy of case decision letter…)

<u>Tour of Connect Pro</u>

Connect Pro, along with the conference call, will allow us to have much more interactive meetings.

- It does not matter how many people from your county sign on at individual computers (or you may gather in one office and use one PC and speakerphone).
- There are lots of features that we can use on Connect Pro.
- We will continue to use the conference call in conjunction because if we use the headsets for audio over the Internet, it limits participants (everyone must have a headset) and when Holly has used them in staff meetings, they spend about 20 minutes confirming everyone’s set is working and eliminating feedback.

The main screen when you sign in looks like this:

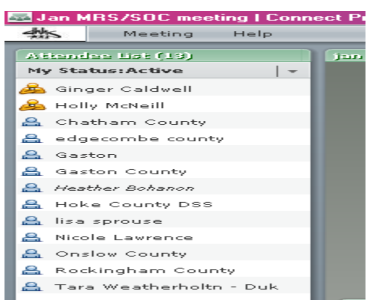


Share Pod (main window)

- This is the main section of the screen, the presenter can share information (such as the agenda, or when we have a presentation, the powerpoint).

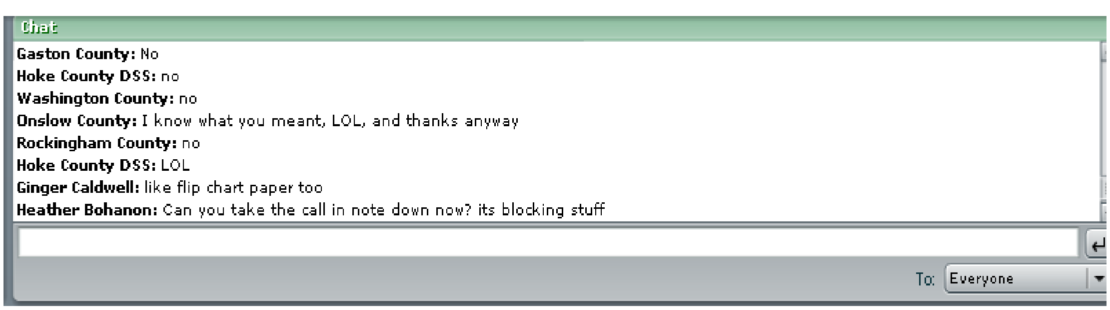
Attendee Box: (upper left corner)

- Shows who is on the line
- Discussed the best way to sign in – as your county or your name?
    - One option to sign in with county and first name "Wake – Heather"
    - Be thinking of what you think would work best and allow people to have the best idea of who is on the call.

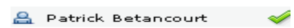


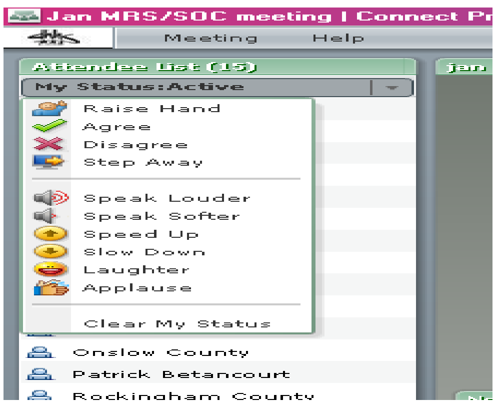
Chatbox: (bottom of screen)

- There is a chat box at the bottom of the screen. You can type questions/comments there while the meeting is going on.
- You can send comments that the entire group can see, or private ones to another participant, however, note that Holly (admistrator) can see all chats – even private ones.
    - To send a private message, in the bottom left, click the dropdown arrow next to where it currently says "Everyone" and a list of participants will show. You may select the one you wish to chat with.



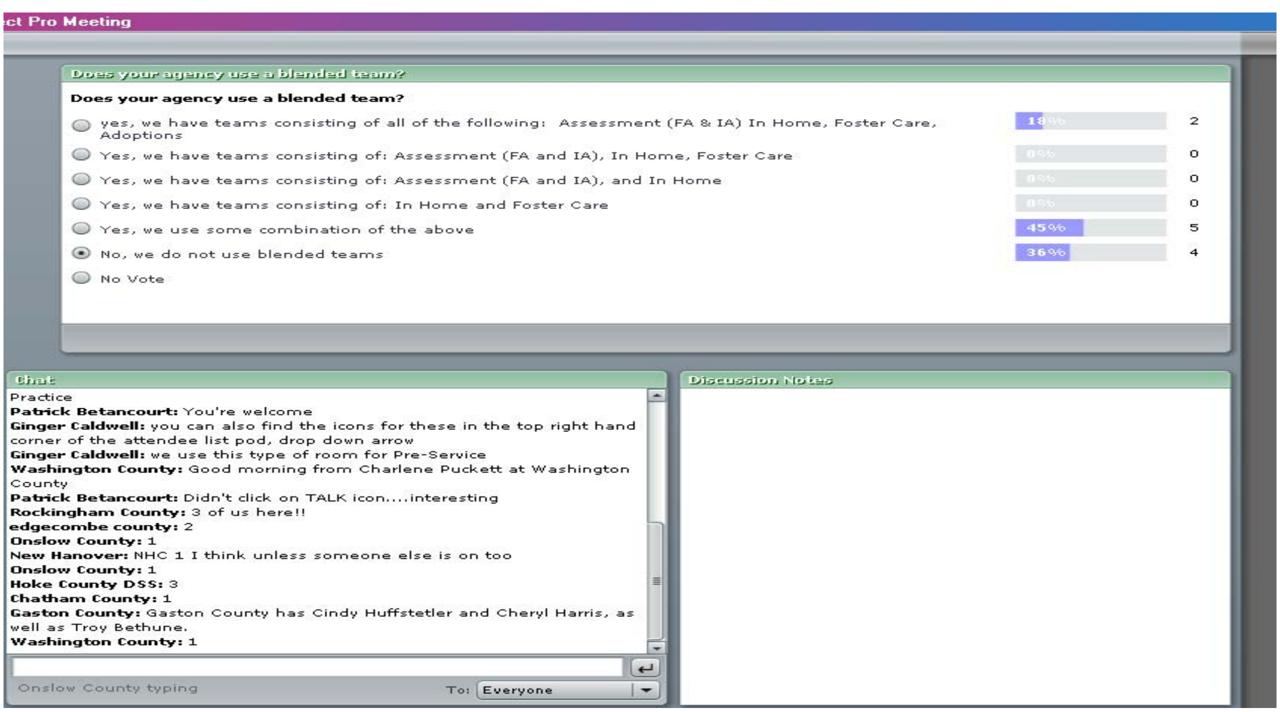
Status Indicators: (may be accessed from the dropdown "My Status" bar directly underneath the green "Attendee List" heading in the Attendee Box or by clicking the arrow next to the icon in the blue shirt waving at the bottom of the screen under the "File Share Box"

- There are multiple options. For example "Step Away" lets people know you have stepped away so no one will "call on you" or wait for a response from you.
  - Holly may ask questions that we can all indicate "agree" or "disagree".
- The ones in the top (Raise Hand, Agree, Disagree, Step Away) will remain as your status until you clear them.
- The ones at the bottom (Speak Louder, Speak Softer, Speed Up, Slow Down, Laughter, Applause) will disappear on their own in a minute or two.
- They will appear next to your name in the "Attendee Box" 



Discussion Room (another room Holly can take us to):

- Can poll counties on all three calls, compile results after the 3rd call for inclusion in the notes (*polling box on the top*)
- The presenters can post notes from the meeting in *Discussion Notes* (we will likely not use this as much since notes are already being taken on these calls.)



Whiteboard (takes the place of the Share Pod if the presenter chooses to do so)

- ➢ The presenter can type and draw on this, just as with a real whiteboard.

Breakout Rooms

- ➢ The tool has the capacity for Breakout Rooms where different participants are in different rooms and in there they can each write on their own Whiteboard.

Footprints Pad (just for fun)

- ➢ Shows the carbon footprints that we are saving using Connect Pro instead of travelling to a meeting.

<u>Training Reminders</u>

- Due to staffing shortages, the training schedule came out a bit later than usual.
- If there is a need for a training in your area, let the training team know. Can't promise that they can always come to you and provide one, but they will see what they can do.
- It is important if you find out a training is full, that you go ahead and get on the waiting list. When they plan trainings for the following year, the waiting lists are considered from the prior year.
- If you cannot attend a training, even if its an emergency and you don't find out until the day before, or even day of, let the trainers know so that they can notify someone from the waiting list and give them at chance to attend.
- Patrick announced that although the Kinston Training Center has closed, the two trainers that were based there are still with the Division and are now homebased and can "float" since there is not a center.
    - o Planning to roll out a new model for the east – looking at working with Directors in Eastern NC to find locations that will be conducive to training so that the training locations will rotate, so for those in the eastern part of the state, may actually get training closer to you than Kinston was!
    - o Will start with pre-service delivered this way, but working with the 2 trainers to learn other ones. May ask other trainers to come east and offer other curricula, but at least.
    - o Don't have a date yet, but shooting for March – however they recognize that counties will need a heads up so they can plan – and they will be sure to provide as much notice as possible.

- Common denominator among the chat discussion is that people cannot travel as far as where the training is offered. Some curricula is only offered once a year in each site, and you can't send 6 or 7 people from your county the one time it is offered.
- Asking how to let the training team know – don't want to get on a waiting list (to demonstrate the need for a training) if you know you wouldn't be able to attend due to distance.
    - Patrick's suggestion was to share this information with CPRs. Not just "we need more training near us" but be specific about which curricula you are talking about and how long it has been.
- Also must understand that the Division is under similar budget constraints as counties, and in the next few years this will only get worse.

Other Questions

When does the team CPR thing go into effect?

- Went into effect January 1, however understand that there will be a transition period, especially for counties who are moving into a region where their prior CPR is not one of their new team of CPRs.

Next Month's Meetings

- February's calls will feature Paul Savery from Mental Health on Resources for Substance Abusing Teens.
- Calls will be February 15, 17, 22.