



July 27, 2018

Good afternoon Claire,

The NYS Council appreciates the opportunity to weigh in regarding the comprehensive Children's Transformation training plan. We also appreciate your flexibility and willingness to allow us a bit more time to share our comments.

First, we wish to express how much we appreciate the efforts of you and all of the staff working on the Children's Transition. We understand the time constraints you are under and we have a sense for how challenging it must be to keep the train moving forward with all of the complications you've already endured.

The most important point NYS Council children's providers wish to make is that, as the transition moves forward some stakeholders have gotten lost in the details as they attempt to digest the changes ahead. Given their experience on the ground, many are confused and can no longer see how all of the pieces will come together. As such it would be useful for the state to reinforce the state's vision and objectives for the children's system of the future by providing regular opportunities for providers to hear it time and again. It would also be helpful if the state could provide a visual as to how all the pieces will fit. Providers can see problems and complications that are expressed during trainings but sometimes go unanswered. A focus on articulation of the overlay between the various components of the new system of care would be helpful. Any effort to re-articulate how these components will work together to provide high quality care that feels seamless for the children and families seeking/receiving care will be greatly appreciated.

In terms of the training process, we again urge the state to utilize virtual learning opportunities whenever and wherever possible. Individual learning styles and time constraints must be taken into account when training our workforce. Their ability to actively listen and learn will be directly impacted by the pressures they typically feel when they are away from the agency where work piles up and the provision of critical services to the individuals they serve is delayed.

Again, we appreciate the opportunity to share our thoughts on this matter. We look forward to working together going forward to ensure the needs of all system stakeholders are addressed.

Lauri Cole, Executive Director, NYS Council for Community Behavioral Healthcare
(on behalf of the 25 member agency representatives of the NYS Council Children's Committee)