

Business Model

of the

Care Management Coalition of Western New York, Inc.

The Coalition will engage the expertise and resources of its members, together with those in the communities we serve, to identify issues impacting families and children throughout the local, regional and state social services and mental health sectors and will advocate strategic solutions for them.

The Coalition will facilitate the means to improve each member's delivery of quality service, demonstrate better outcomes and grow in capacity.

The Coalition Will:

I. Be a Recognized Resource for Regional/State Governments

Convene a steering committee comprised of CMC Members; regional and state public officials/agencies; and other relevant service providers.

- Provide input on key issues/strategies
- Support region and state goals
- Focus on issues impacting Western New York
- Be a convener for other organizations' mutually-shared efforts

II. Convene County Outsourcing Opportunities

Collaborate with WNY Counties' offices of Social Services and Mental Health to provide leadership and help identify solutions.

- Inter-agency collaboration
- Regional/County systemic issues
- Data/outcomes management
- Research national models
- Coordinate best practices delivery and initiatives

III. Create Regional Forums on Children and Families' Issues

Convene a quarterly CMC-hosted forum concentrating on local, regional and statewide issues/solutions affecting families and children.

- Employment, childcare, foster care, refugees, education, transportation, trauma, guardianship, etc.
- Engage community resource experts as-needed
- Research and develop national best practices

Organize an annual event focused on specific issues, targeting:

- Block Clubs
- Community Centers
- Educational institutions
- Faith-based organizations
- Families
- Foster care volunteers
- Funders
- Law enforcement agencies
- Social services and mental health agencies

IV. Establish Foundation Collaboratives

Identify and support foundations supporting social services and mental health project development.

- Consult for research/focus groups for potential community initiative project funding
- Outcomes measurement and standardization
- Focusing/prioritizing regional issues
- Identifying/researching new and innovative solutions/best practices
- Supporting collaborative pilot projects

V. Improve and Expand Training Opportunities

Identify/Research/Grow members' needs and community opportunities.

- Research/develop staff retention/career path models
- Research/develop national best practices delivery models
- Community educational institutional partnerships (Regional Training Institute)
- Grow Community Safety and Supervisory trainings to a regional level

VI. Assist with Member Needs

Determine members' needs and identify collaborative resources available to meet these needs through other member agencies. Contract, when necessary, community experts to support members' delivery of quality of service and outcome measurements.

- Formalize member – member support relationships (needs/costs)
- Research/develop child welfare legal resources
- Research/develop child psychiatrist, psychologist
- Research/develop ongoing access for HR/Corporate Compliance consults
- Research/develop single registry for seamless background checks