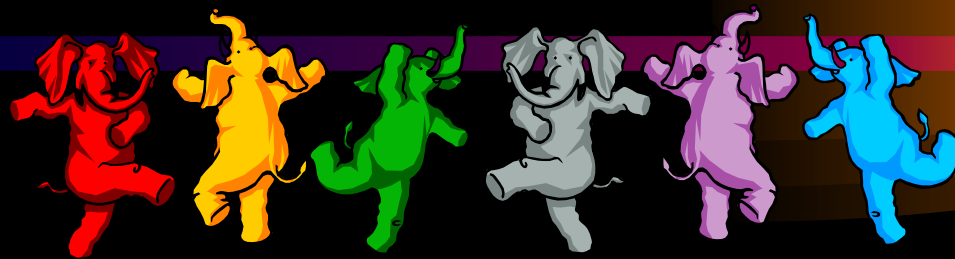


LCTS BEST PRACTICES

Getting the Elephants to Dance



Random Moment Administration
Ramsey County

General Practice



1. *GET HIGH LEVEL LEADERSHIP SUPPORT:*

Commissioners, Superintendents,
Department Heads, Division Managers.
Best strategy is to have people at the same
level communicate the advantages of
LCTS participation across agencies and
jurisdictions.

General Practice (cont.)

Even if things don't go well at first, *keep positive and future focused!*



General Practice (cont.)

2. BE ORGANIZED

Set up a system of oversight for every step of the process

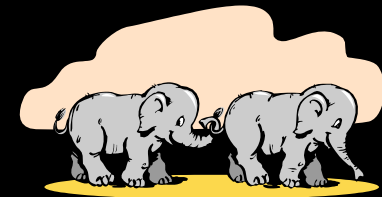
- a) Distribution of random moments
- b) Receipt of same
- c) Recording: Check every day!
- d) Collection
- e) “Quality Control”
- f) Timely return to DHS



General Practice (cont.)

3. COMMUNICATE REGULARLY/BUILD RAPPORT

- a) Random moment process: Communicate to supervisors and managers as well as line staff
- b) Benefits to participants: Where the funding goes
- c) Any changes in rules and regulations or process
- d) Recognition for accurate, on-time performance



General Practice (cont.)

4. BE FLEXIBLE AND ENCOURAGE LOCAL CONTROL



If it works, let them do it their way.

Example: Use of e-mail, phone, beepers, FAX.

Specific Practice: Fast, Focused and Flexible

1. **ONE PERSON IN CHARGE**

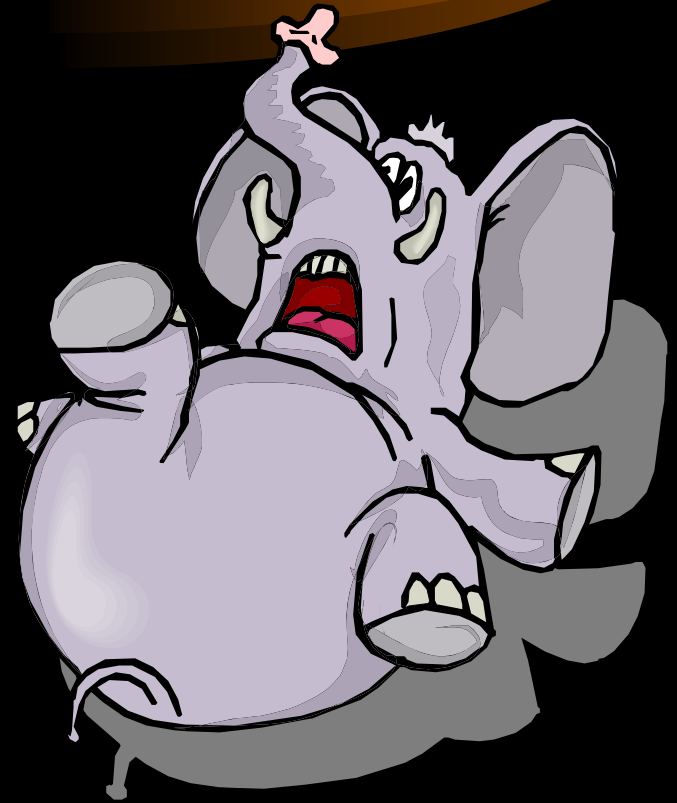
That could be a Designated Contact at each site with multiple agencies and school districts. A Coordinator in smaller counties. This person should be knowledgeable about criteria for staff participation and random moment codes.

- a) Designated Contact at each site
- b) Establishes quality control check before sending random moments on to DHS
- c) Creates a contact for questions on site and follow up on late/missing moments

Specific Practice: Fast, Focused and Flexible (cont.)

2. TRAINING IS KEY

**3. TRAIN BACK-UP
RECORDERS AT EACH
SITE**



Specific Practice: Fast, Focused and Flexible (cont.)

4. FOLLOW UP RANDOM MOMENTS WITHIN 24 HOURS: DON'T WAIT!!



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