

**Integrated Services Project (ISP) and Coordinated Services Team
(CST) Initiative
Project Directors' Meeting
Tuesday, April 13th 2010
Holiday Inn & Convention Center, Stevens Point**

1. Introductions

Sites were asked to share feedback they've received from a partner agency regarding their ISP/CST, or to share an observation regarding a partner relationship.

- Dan Naylor – CST Project Specialist, White Pine Consulting Service
- George Hulick – Clinical Consultant, Bureau of Prevention Treatment & Recovery (BPTR)
- Nancy Marz – Clinical Consultant, BPTR
- Kenya Bright – newly hired Integrated Services Section Chief (position formerly held by Alice Mirk)
- Hugh Davis – Executive Director, Wisconsin Family Ties
- Ken Taylor – Executive Director, Wisconsin Council on Children and Families
- Lori Martin – White Pine Consulting Service
- Dennis Dornfeld – consultant with White Pine Consulting Service, currently working with Kewaunee County in their development of CST
- Howard Harrington – consultant with White Pine Consulting Service, working primarily with sites in the western WI. Suggests investing time forming relationships with people who you don't necessarily see eye-to-eye with (it's easy to strengthen relationships with people you get along with); ask feedback from partners.
- Angela Moran – Southeast Region Area Coordinator
- Chris Craggs – Northeast Region Area Coordinator
- *Grant County:* Adrienne Herlitz and Emily Dickman – Getting their mental health agency onboard has been a challenge, but recently the director has agreed to commit staff involvement to the team process for children involved in their agency who have teams. Their advice is to continue to build relationships – don't give up.
- *Waukesha County:* Eve Altizer – Shared a letter from an in-home therapist emphasizing the benefit of the team process to her work and for families.

- *Green County:* Georgien Walls
- *Monroe County:* Ron Hamilton – has had turnover with their coordinator position which has made expansion of the CST process difficult.
- *Vernon County:* Jim Lee and Celsy Wiemerslage – it's been helpful for partners to have more information about the child's strengths and needs across different life domains.
- *Washington County:* Mike Marlett – It's been a challenge getting school staff on teams; they've had positive feedback re: increased communication.
- *Ashland County:* Laura Scheder and Judy Putnam – conference calling has been helpful on some teams where people couldn't attend.
- *Shawano County:* Kelly Bueschel – Shawano County began CST in July.
- *Price County:* Tammy Holman
- *Fond du Lac:* Lauren Martin – Have expanded teaming throughout child welfare and juvenile justice unites; working on providing educational presentations for community partners.
- *Wood County:* Quinn Hansen – connection with school district is a strength; schools are making referrals.
- *Sheboygan County:* Edie Ritsman – Head Start recently received CST training and two reps are now active members on coordinating committee; committee is energized by their involvement.
- *Waushara County:* Cindy Gray – nurturing relationships is important – keep at it. Law enforcement, mental health, and educational providers are all active on teams.
- *Adams County:* Patty Bula – New life has been breathed into CST project in the past year with the leadership of a new human service director. They continue to educate and communicate with community partners.
- *Red Cliff Band of Lake Superior Chippewa:* Steve Bouley – team process is critical to the work.
- *Washburn County:* Cathy Maas
- *Iron County:* Pam Snyder – importance of flexibility and networking/sharing resources with other CST/ISP sites
- *Portage County:* Susan Dolski – goal to continue to strengthen the Interagency Agreement. Partners will be presenting at future committee meetings regarding how their work relates to/is impacted by ISP.

- *Trempealeau County*: Zac Todd – the schools are very strong partners.
- *Kewaunee County*: Kristen Veleke – have been receiving positive feedback from partners, especially law enforcement.
- *Kenosha County*: Debbie McGrain – positive partnership with school district; also very connected with Wisconsin Family Ties – very important on teams and with projects such as support groups. The team process helps partners understand “big picture” of strengths and needs.
- *Jefferson County*: Barb Gang and Julie Butz – Recent relationship built with local Veterans Affairs representative. Glad to be able to share results of statewide system update survey with partners and board.
- *Brown County*: Treva Norman –recent teaming training for school system; one school district offered to come with a parent to next coordinating committee meeting and share positive experiences.
- *Door County*: Margaret Buhk – currently meeting with community partners to update the Interagency Agreement; great feedback from schools; utilizing telephone and video conferencing on some teams.
- *Chippewa County*: Tara Mrozinski – feedback from law enforcement regarding their appreciation for Crisis Response Planning.
- *Polk County*: Shelby Fader, Marci Wicklund, and Corby Stark – positive feedback regarding teams’ interaction with mobile crisis unit, Crisis Response Planning really working well.
- *Rock County*: Rebecca Westrick – referrals are high; ISP is seen by the community as the one place they can turn to get help.
- *Clark County*: Amanda Muma –relationships with schools are strong – main source of referrals.
- *Menominee County*: Ludene Smith – Day treatment provider and schools report communication is great – no longer feel alone; sense of trust also increasing.
- *Racine County*: Leslie Shelby – Superintendent of Special Education is on the coordinating committee – ensures every child with a team has representative from school.
- *Eau Claire County*: Carol Pulkrabek – schools are strong partners. School staff members are starting to facilitate their own CST teams; received feedback regarding child who is excited about team meetings and calls their own team meetings when needed.

- *Buffalo County*: Shannon Larson – recommends training partners to be “peer trainers”; have school staff go with them and help train/orient other school staff to the CST process
- *Price County*: Dottie Moffat
- *Lac Courte Oreilles (LCO) Band of Lake Superior Chippewa Indians*: Sue Smith and Jenny Bisonette – continue to work to strengthen partnerships. One on one conversations have been very important toward developing relationships & building trust. LCO and Sawyer County are working on the integration of their CST Coordinating Committees into one committee. They have their first combined meeting later this month.
- *Juneau County*: Mike Roroff – recently co-sponsored training entitled “Why HS doesn’t do its job”; well-attended by school and law enforcement. Event went long way toward building relationships.
- *Marquette County/Northland Community Services*: Roger Klug
- *Dodge County*: Ann Nagel – partnership with schools is big strength; school district received grant to expand CST allowing 3 additional service coordinators to be hired.
- *Marinette County*: Joann Liska – Bullying has been an issue; working with schools to move ahead with plan, including prevention. A coalition with law enforcement & schools is actively addressing drug/heroin problem.
- *Bad River Band of Lake Superior Chippewa Indians*: Kim Ford – new site; has been networking with other sites; Northland College students interested in helping the CST project with a community introduction and also interested in putting together a service directory.
- *Lac du Flambeau Band of Lake Superior Chippewa Indians*: Kristen Allen, Joe Graveen, Azael Meza, John Young, and Linda Daniels – new site; using multiple funding sources to support efforts; have lots of support from agency – collaboration is key to system change. Off to a good start building community partnerships with a goal of strategic systems change.
- *Columbia County*: Dawn Woodard – not yet receiving a CST grant, but beginning to lay foundations for the process. Fostering relationship with law enforcement; listening is important; finding ways to meet partners’ needs is important; and fostering relationships with “champions”.

2. Bureau and White Pine Updates

Update from Nancy Marz – Bureau of Prevention Treatment and Recovery

- The “Do it Yourself Case Management and Advocacy” guide has resources to help adolescents with mental health issues get services from the adult system. It includes information on housing, education, social security, mental health treatment, and employment. Copies can be downloaded from the Wisconsin’s Collaborative Systems of Care website:
<http://www.wicollaborative.org/links.htm#Transition>.
- The “Transition Resources Guide” provides resources to help with a youth's transition to adulthood including: agencies & organizations, helpful websites, book suggestions, and contact information for Benefit Specialists and WI Vocational College System contacts for students with disabilities (who help with accommodations and funding sources) across the State. Copies can be downloaded from the Wisconsin’s Collaborative Systems of Care website, see above.
- The Wisconsin Infant and Early Childhood Mental Health Conference is June 14th – 16th in Lake Geneva. For more information, visit the WI Alliance for Infant Mental Health website:
http://www.wiimh.org/education/conference_2010.htm

Update from George Hulick, Bureau of Prevention Treatment and Recovery

- The Crisis Intervention Conference will be at the Kalahari Resort in Wisconsin Dells on September 23rd & 24th. For more information, visit:
<http://www.uwsp.edu/conted/conferences/>
- Analysis of data collected from counties receiving Crisis Diversion funds is very encouraging. There were nearly 4,000 diversions from in-patient care reported, resulting in substantial financial savings.
- Funding is available to help fund sites’ training & technical assistance needs. For more information, please contact George at (608) 266-0907, george.hulick@wisconsin.gov
- Reminder – Budgets and Work Plans are due May 1st for sites with July 1st thru June 30th contract periods. Questions or more information, please contact George Hulick (contact info above) or Nancy Marz at (608) 261-6746, nancy.marz@wisconsin.gov
- New CST sites – six counties and two tribes received funding to develop CST in July 2009 (Sawyer, Wood, Clark, Green, Kewaunee, and Oconto Counties; Bad River and Lac du Flambeau Tribes). Assuming funding is available, three counties and one tribe are scheduled to receive CST grant funding in

July 2010 – Columbia, Shawano, and Winnebago Counties, and the St. Croix Chippewa Community.

Update from Dan Naylor, CST Project Specialist – White Pine Consulting Service

- CST Legislation Update: SB-210/AB-296 is pending legislation that would update SS 46.56 which currently governs Integrated Services Projects. The legislation has been passed by the Assembly as well as the Joint Committee on Finance, and is scheduled to be on the Senate floor on April 15th.
UPDATE: the bill passed the Senate on April 15th.
- Lac du Flambeau Tribe hosted a “Tribal CST Meeting” in May. The format of the meeting was similar to that of our CST Regional Meetings; topics discussed centered around issues specific to Tribes and their development of CST. The group decided to meet again on May 26th in Lac du Flambeau. For more information, contact Lori or Dan at White Pine Consulting: (715) 258-5430; whitepine@mwwb.net
- Highlighted the “2010 Meetings & Events” handout which lists information on several statewide conferences as well as regional and statewide CST/ISP Project Director meeting dates. This information can also be found on our website: <http://www.wicollaborative.org/trainings.htm>
- The “Wisconsin Warrior Summit” will be held at the Madison Area Technical College on June 15th & 16th. Sessions will help inform service providers, veterans and their families, and community members on the mental health needs of veterans and their families. For more information, visit: <http://www.wiwarriorproject.org/>

2008 Annual Report – update by Lori Martin – White Pine Consulting Service

- A draft is now available of the 2008 Annual Report on Integrated Services Projects and Coordinated Services Team Initiatives. This report incorporates statewide data submitted by ISP’s & CST’s including the Family Satisfaction Survey, Systems Change Update, Eight Key Components, and “Quarterly Report” data (educational, restrictiveness of living, and involvement with the juvenile justice system data). A draft of the Executive Summary of the report was distributed. Both the Executive Summary and full report can be found on the home page of www.wicollaborative.org under “What’s New”. A final version of the report is expected in early May. If you have any edits, comments, or questions, please contact Lori at (715) 258-5430, whitepine@mwwb.net.

3. Wisconsin Council on Children and Families (WCCF) – Legislative Update

Update from Ken Taylor, Executive Director WCCF

- WCCF is a research & advocacy organization. Ken stressed the importance of linking with and giving voice for counties & tribes – at the state and National levels with regards to legislation. WCCF is interested in what issues are priorities for you and your communities.
- WCCF has been working hard to get 17 year old youth back into the juvenile justice system (out of adult corrections system). Cost is an issue, as it's more expensive to serve youth in the JJ system than the adult system. Working first to shift misdemeanors.
 - What can sites do? Grass roots organization - "Raise the Age Coalition" – statewide education is important. For more information, or to sign up for action alerts on specific topics, please visit www.wccf.org, or contact Jim Moeser, the staff person working on this issue: (608) 284-0580 x316.
- Another current effort is to develop a quality rating system for early care. There's been fraud in the Wisconsin's Shares program. Proposal is to support a high quality rating system to identify what quality care in Wisconsin looks like. Once again, funding is a sticking point.
- Ken also mentioned there is a Mental Health & Substance Abuse infrastructure study currently taking place. He stressed the importance of counties' and tribes' voices being heard.

4. Wisconsin Family Ties (WFT)

Update from Hugh Davis, Executive Director WFT

- The date for the 2010 Family Fun Day has been set for Tuesday, July 6th at Mount Olympus Theme Park in Wisconsin Dells. This event is for families with children with mental health disabilities. Admission is offered at a substantial discount. This event has been very popular and successful in past years. More information to come.
- The annual Children Come First (CCF) Conference is November 8th & 9th at the Kalahari in Wisconsin Dells. Flo Hilliard and Heather Forbes will be featured as keynote speakers.
 - Award Nominations: please consider nominating a service provider, family member, youth, or advocate for an award. Nominations due September 3rd. Forms are available at: www.wifamilyties.org.

- Youth Panel: this year's conference will also feature a youth panel. If you have suggestions for youth who might be willing to share their experiences in a large-group setting, please contact Deenah Givens at WFT: deenah@wifamilyties.org.
- WFT is sponsoring a survey on peer support services – a link will be sent via email to sites.
- A reminder that May 2nd – 8th is Children's Mental Health Awareness week

5. Evaluation/Data

Update from Tim Connor, Mental Health Evaluation Specialist under contract with the Bureau of Prevention Treatment and Recovery

Consumer Satisfaction Survey

- A new process and survey were used this year. The evaluation efforts were coordinated by the UW Survey Center. A "Youth Services Survey for Families" previously used for children who receive mental health services in Wisconsin was used. The survey measures parents' satisfaction related to mental health services their child is receiving. This year, surveys were sent to 1.) families with children enrolled in ISP & CST as of Oct 1st 2009 (names were provided by CST/ISP sites) and 2.) a random sample of children not enrolled in CST/ISP who are receiving mental health services, thus enabling comparison of groups.
- ISP/CST projects - 52% response rate; other children in public MH system – 53% response rate.
- Survey was made up of 26 questions; caregiver/parent responds to statements on 5 point scale (1-strongly disagree to 5 – strongly agree)
- Scales included: access to services; parent participation in treatment and planning; cultural sensitivity; improvements in child functioning; and general satisfaction with mental health services.
- When comparing responses for children in ISP/CST with children not in ISP/CST, parents whose children are in ISP/CST responded with higher satisfaction in the areas of access to services, participation in treatment, and cultural sensitivity and slightly higher with regards to general satisfaction. In the areas of social support and functioning, the satisfaction levels of parents with children in CST/ISP were slightly lower than that of parents whose children not involved in ISP/CST.

Update on the Child & Adolescent Needs and Strengths Scale (CANS)

- DCFS has chosen to utilize the CANS statewide for children in their foster care system. They have a draft of a Comprehensive version of the CANS tool (CST/ISP uses a Mental Health version of the tool). The basic content of the DCFS tool contains 45 of the 47 items in the current CANS-MH version used by ISP/CST. Tim continues to work with DCFS to help ensure compatibility between the two versions of the tool.

6. Breakout Sessions

- Sites chose from the following breakout session options. See attached for notes from each session.
 - **Open Forum** – facilitated by George Hulick & Lori Martin
 - **Developing and Rejuvenating Coordinating Committees** – facilitated by Dan Naylor & Dennis Dornfeld
 - **Discussion on working with multiple funding streams such as Children’s Long Term Support Waiver and Comprehensive Community Services / collaborating across county programs** – facilitated by Howard Harrington & Chris Craggs

CST/ISP Project Director Meeting
“Open Forum” Breakout Session
4/13/10

Present: Tammy Holman – Price County; Joe Graveen and Linda Daniels – Lac du Flambeau Tribe; Jenny Bisonette – Lac Courte Oreilles Tribe; Kristin Veleke – Kewaunee County; Rebecca Westrick – Rock County; and Celsy Wiemerslage – Vernon County

Facilitated by: George Hulick – BPTR and Lori Martin – White Pine Consulting

Issues/situations brought forward by members of the group included:

- Situation A: child with Autism who has been referred to the CST process.
 - There is a history of difficulties in school, including: “Is the school providing the necessary resources for this child to be successful?”
 - Suggestions included involving an advocate, preferably someone who is supportive of the collaborative team process. Group discussed importance of setting a solid foundation for the CST team process including team member orientation. Is there a teacher or other provider who is or has been involved with the child who knows “what works”? It would be important to include this person on the team.
- Situation B: Families who doesn’t show up for team meetings. Should the team end if the family doesn’t show up for team meetings?
 - Take a step back – there are many reasons a family (or any team member) to stop coming to meetings. Some reasons may include: they feel the team process isn’t helpful to them, transportation issues, lack of trust or personality issues, lack of understanding of the purpose of the team, feeling they are not a part of the process or not invested in teams’ goals, etc. The role of the service coordinator/facilitator is to help determine the “why” and facilitate a process to address the situation.
- Situation C: Issue of lack of mentors.
 - There were several suggestions to develop mentoring resources, including; working with technical college student, group mentoring, lunch buddy program – high school students spend time with a younger student during their lunch hour or study hall, utilizing local National Honor Society students.

- Suggestion made to help support mentors' efforts by putting together "mentor packets" that include activity suggestions and guidelines for their time together.
- Situation D: Mental health provider who makes decisions independent from the team.
 - This is a situation that needs to be dealt with and not ignored. Independent decision making by team members can quickly lead to the detriment of the team. This particular situation probably warrants a personal contact between the team coordinator and the team member (outside the team meeting). Again, there may be several reasons why the person is making independent decisions – for example, they may not understand the core values and responsibilities associated with the CST team process, or they may not feel the team process is "working". Depending on the outcome of this contact, other steps may include: involving a colleague of the person who has had positive experiences with the team process, discussing issue with person's supervisor, utilizing/referencing responsibilities outlined in the Interagency Service Agreement, utilizing the conflict resolution process.

CST/ISP Project Director Meeting
“Developing and/or Rejuvenating the Coordinating Committee” Breakout
Session
4/13/10

Present: Georgien Walls – Green County; Treva Norman – Brown County; Leslie Shelby – Racine County; Kristin Allen – Lac du Flambeau Tribe; Shannon Larson – Buffalo County; Susan Dolski – Portage County; Deb McGrain – Kenosha County

Facilitated by: Dan Naylor and Dennis Dornfeld – White Pine Consulting

- Note that coordinating committee resources including a handbook that includes information on membership, responsibilities, and the interagency agreement are available on the www.wicollaborative.org website (click on handbooks link from home page).
- The group shared coordinating committee issues they’ve experienced locally:
 - Youth involvement
 - The issue of same people on multiple committees – time
 - Educating the coordinating committee and community as a whole
 - Recruitment
 - How to keep the committee focused/organized
 - The Interagency Service Agreement
- State Statute 46.56 (and pending Senate Bill 210) outline requirements for coordinating committees
- Discussion of ideas of who should be on the coordinating committee. Representatives from various systems of service and consumer representation. Orientation for members is important so they understand the purpose and benefits of being involved.
- Dealing with the issue of members being on many committees. Good to have more knowledge across systems. Best use of time by having committees working together. Subcommittees provide additional specific

work, which is good for commitment. Possible subcommittees include: membership, education, and sustainability.

- Youth involvement –most sites reported little success. Suggestion for youth leadership retreat to gather insight from youth involved in the system of care.
- Recruitment – Use voices of experience from police, school, human services on tape to show other members. Peer connection is very important.
- Discussed issue of people not responding to written communication. Personal contact is a next step to discover what the issues are. Possible questions – What do you like about what we do? What isn't working well? What would you suggest we do in the future?
- Discussed time and place issues. Importance of leadership on the committee. Committee should have a Chair, Vice Chair, and Secretary. The Chair should facilitate committee meetings.