

ISP/CST Project Directors' Meeting
Tuesday, October 9th, 2007

1. Self Introductions/Round Robin

Sites were asked to comment on the most important indicator the State should include in evaluating the success of the systems change component of CST/ISP.

Please note: selected comments are captured below; duplicative comments may have been omitted.

- **Joyce Allen**, Director, Bureau of Mental Health and Substance Abuse Services (BMHSAS), highlighted state organizational changes, including the change from the “Bureau” to the “Division” of Mental Health and Substance Abuse Services.
- **Tim Connor** works with BMHSAS on evaluation and data collection for ISP/CST sites
- **Steve Drexler** (Sauk Co.) Most important indicator is when families feel they have voice, access, and ownership
- **Joann Liska** (Marinette Co.) When children are served in their homes, communities, and schools as opposed to more restrictive settings
- **Nancy Meyer & Ron Hamilton** (Monroe Co.) Receiving CST implementation grant as of October 1st – this is their first project directors’ meeting
- **Leroy Dissing** (Green Lake Co.) We know we’re successful when families feel successful and helped
- **Roger Klug** (Northland Community Services/Marquette Co.) Families and providers feel “less lonely” because they are now supported by others
- **Cindy Gray** (Waushara Co.) Interested in learning more about evaluating the process
- **Gordon Owley & Eve Altizer** (Waukesha Co.) Success is reached when ISP/CST practice and principles are used throughout the service system
- **Fred Heffling** (Western Region Area Administration Office)
- **Renee Soroko** (Waupaca Co.) Success has been seen by the growth of number of teams and involvement of partner agencies
- **Howard Harrington** – consultant with White Pine Consulting, provides training & technical assistance to several CST sites in Western Wisconsin
- **Gina Caldwell, Eric Schreiber, & Victoria Adkins** (Eau Claire Co.)
- **Elizabeth Mayes & Tom McLaughlin** (Washington Co.) Cost-effectiveness, not just monetarily, but in terms of the benefits to children and families
- **Heather Johnson** (La Crosse Co.)
- **Marcia Domecq & Sarah Leskela** (Douglas Co.)
- **Gail Nahwahquaw** – newly hired “Intercultural Program Coordinator” with the BMHSAS, she’ll be working with different state contracts on cultural competency issues
- **Lori Martin** – White Pine Consulting
- **Hugh Davis** – Wisconsin Family Ties
- **Patty Brogan** (Adams Co.) Families, natural supports, and providers working together instead of in isolation

- **Glenn Larson and Theresa Adrianson** (*Racine Co.*)
- **Pam Snyder** (*Iron Co.*)
- **Beverly Shellenberger** (*Calumet Co.*) Families are treated as families; change is evident in the way service providers practice and deliver services and supports
- **Sylvia Pember, Vicki Radmann & Dorinda Wilkes** (*Dunn Co.*)
- **Kelly Boss, Anna Rohrer, Lisa Perry, Nancy Randolph, & Sara Tarjeson** (*Manitowoc Co.*) Success should be measured by the buy-in of county boards, how many counties are reinvesting their savings
- **Jennifer Bisonette** (*Lac Courte Oreilles Tribe*) One of the newly-funded sites...first PD meeting
- **Laura Braenne** (*Washburn Co.*)
- **Corby Stark** (*Polk Co.*)
- **Edie Ritsman** (*Sheboygan Co.*)
- **Marie Danforth** – newly hired Supervisor for the Women, Families & Youth Unit, BMHSAS (filled the vacancy left by Jeff Hinz)
- **Dawn Campbell** (*St Croix Co.*) Evidence of other county staff and other providers utilizing values and philosophy of CST in their work
- **Julie Krings** (*Pierce Co.*) Reduction of out-of-home care
- **Ludine Balke-Smiths** (*Menominee Co.*) Reduction of out-of-home care; families see themselves as “normal”
- **Margaret Buhk** (*Door Co.*) Community buy-in
- **Lisa Trumm** (*Crawford Co.*)
- **Chris Lee** (*Sauk & Dodge Cos.*) **Ann Nagle** (*Dodge Co.*) Families getting their needs met; are we making a difference in the community – changing the way systems work with families
- **Barb Gang** (*Jefferson Co.*) Implementation of the 10 principles of wraparound is important
- **Richard Gedemer** (*Fond du Lac Co.*)
- **Debbie McGrain** (*Kenosha Co.*) Families know who to call when needs arise; referral sources expanding; families talking to other families
- **JoAnn Paraventi, Ann Kozak, & Becky Stanhope** (*Ashland Co.*) Reduction in out-of-home placements; referrals from families
- **Dottie Moffat & Mary Hahn** (*Price Co.*) County board recently approved new position of project coordinator for CST – to be filled by Dottie
- **George Hulick** – BMHSAS; seeing the expansion of CST/ISP across the state is a measure of it's success, along with the expansion of support at the State level
- **Nora Cadotte** (*Red Cliff Tribe*)
- **Jim Riggerbach** (*Portage Co.*)
- **Dan Naylor** – CST Project Specialist, White Pine Consulting Service
- **Heidi Byrnes** (*Lafayette Co.*)
- **Rebecca Westrick** (*Rock Co.*)

2. “Graduates” Share their Experiences

Roger Klug, Marquette Co.: Transition from Integrated Services (ISP) to Coordinated Services Teams (CST) was difficult in the beginning, as we began CST by looking to volunteers as the primary source of service coordination. We transitioned to utilizing a mix of paid providers and volunteers. Over time, we have become very efficient at putting together teams. Teams quickly convene...sometimes one or two meetings are all that are needed; in other cases, formal referral, screening, and enrollment procedures are followed. Feb 2006 to present – Marquette County has spent \$0 on out-of-home placements.

Bev Shellenberger, Calumet Co.: Started with ISP with 1 part-time therapist & 1 care coordinator. Began project by bringing a couple children home from residential care with the support of teams and community supports/services. Currently we have 28 teams and 9 trained care coordinators. Practice change – building relationships with families prior to involvement in the child welfare system. Out-of-home placements fluctuate; recently brought home a child who has been in residential placement for over 2 years; with support of the team he is living with his grandmother. Sustainability efforts – CST has become of way of doing business.

Barb Gang, Jefferson Co.: Families are at the center – it’s no longer a court order telling families what to do, rather a team with the family at the center putting together a plan that makes sense. Views of service providers have changed. Referral sources have broadened – schools, mental health, and families referring other families. Advocate from Wisconsin Family Ties has been invaluable. Families have been empowered. Have reduction in out-of-home placements. Sustainability – didn’t renew contract with Lutheran Social Services (who provided service coordination), county staff have taken on responsibilities.

LeRoy Dissing – Green Lake Co.: Advises CST training for all department supervisors; need buy-in from the top down. Process needs to be family-centered. Supports and services to families should be based on their needs.

Jim Riggerbach – Portage Co.: Initially, there was limited buy-in to the process from line staff; case loads were too high (average case load was about 30). Informally, they are much more aware of the good things that can come from the process of increased family involvement. Have also become certified to do CCS, although that is a slow process also. County hopes that CCS funding helps with sustainability. Feels this program reduced the length of stay for some kids in residential treatment.

Pam Snyder – Iron Co.: CST is the preferred way to meet the needs of children and families, either formally or informally. Better understanding of the needs of families in the community. Continuing to address the issue of stigma surrounding families with multiple needs. Put a lot of effort into community education regarding mental illness, especially issues surrounding children’s mental health. Expanding community supports and opportunities for families and children. Fiscal impact – put financial savings from CST back into CST. Advise to continually nurture relationships with partner agencies.

Renee Soroko – Waupaca Co.: From 1 service coordinator to 6 full-time service coordinators. Majority of children involved in ISP are not formally involved in the child welfare system. People in the communities know about “ISP”. Working to expand collaborative model into adult system. Savings have been realized from decrease in out-of-home placements. Community ownership of families and working together. Waupaca’s family advocate has been instrumental in the process. Howard Harrington, a consultant who works with Waupaca County, commented that sustainability isn’t about money...it’s about having a product that people want and want to support/sustain.

Sara Tarjesson – Manitowoc Co.: Shift in thinking/approach taken with families; cross-system training; better communication with State and with other counties – more working together; increase

in creative and flexible supports and services. Communication and support of other agencies in the county have grown. Reallocated money in budget to “wraparound”, expanding process to other parts of the service system.

Joyce Allen gave congratulations to the sites whose funding has ended. Presented letters and certificates to sites.

3. Bureau Update – Joyce Allen

Introduced new supervisor Marie Danforth, for the Women, Youth and Family Unit and Gail Nahwahquaw, has been brought on as the “Intercultural Program Coordinator;” she will be working with counties to address cultural issues.

Brief discussion on Wisconsin’s budget situation. All mandated services must continue to be funded, putting non-mandated services at risk.

Joyce updated the group on summits she attended this summer and the recommendations that resulted.

Nancy Marz shared information on a new pilot to do mental health and AODA screening with children referred to child protective services; if children “red flag” the screen, they are referred for assessment by a mental health professional. This is a year long pilot – hoping that it will be expanded. Set to be put into process by the end of October. Nancy has electronic versions of the screens if non-funded sites would like to take a look at and/or utilize part of the screen.

George welcomed people to help plan next year’s Crisis Intervention Conference. Reminder that training and technical assistance funds are available – request form can be found on the website (www.wicollaborative.org - follow “CST Paperwork” link). Reminder that year-end evaluation reports are due in January.

3. Wisconsin Family Ties (WFT)

- Hugh shared a slide show highlighting one of the songs written by the “Figure Heads”, who have been commissioned by WFT to develop several songs that focus on issues related children’s mental health – to be released April 2008. There will also be a website and other PR efforts. Also, WFT is celebrating 20 years. On April 12th there will be a celebration at the Middleton Performing Arts Center highlighted by a concert by the “Figure Heads”. Requesting sites’ help in encouraging and supporting families to attend. Activities for children and parents.
- Family Fun Day – 935 family members attended this year – the most ever.
- Currently developing training on adolescent substance abuse for family members, focusing on prevention, recognition, and helping to understand treatment options. Also working on curriculum “caring for children with behavioral challenges” – will have wide application. Developing training on collaborative systems of care for families – draft to be done by the end of the month. Goal is to help families understand what to expect from the collaborative team experience, as well as what they can do to get the most out of their experience.

- If anyone is interested in family advocacy and support, Hugh is available to visit/present to sites' coordinating committees.
- Next newsletter focus – dealing with behavioral challenges in school settings
- CCF Conference – Oct 18th & 19th in Wisconsin Dells
- Minocqua Family Fun Day coming up at The Waters – December 2. Workshops in the afternoon for parents, childcare available. Cost - \$8/person...includes lunch.
- 10 – 15% of WFT funding is at risk for 2008. Conducting a 50/50 raffle – tickets are \$10/each.

4. Legislative Update from Wisconsin Council on Children and Families (WCCF)

- Nancy will forward information to everyone. Can also go to their website for updated info: www.wccf.org

5. Evaluation Tools – Tim Connor

- End of year evaluation docs will be available to complete online – more information including link to come.
- The future of ISP/CST data reporting: Counties now report all clients receiving MH services in HSRS. Being replaced; as a part of this process, there is a chance to eradicate duplication.
- Interim web-based method of data collection is being implemented early 2008 for CST/ISP. Stay tuned for more details.
- Instrument to replace the Child and Adolescent Functional Assessment Scale (CAFAS); the Child & Adolescent Needs and Strengths (CANS) was a popular option – some concerns raised – most have been resolved. Looking to arrange for the developer to come and do training – will be a cost. More information about the CANS can be found on the web at: <http://www.buddinpraed.org/cans/>. Tim can be contacted at: (608) 261-6744; email: connotg@dhfs.state.wi.us
- Family Satisfaction Surveys – (Nancy Marz). If you haven't gotten info to Nancy regarding the number of envelopes (postage paid return envelopes addressed to Wisconsin Family Ties) you need, please connect with her. Most sites mail out surveys to families but other options exist. Project and/or service coordinators should follow-up with families two weeks after distributing surveys to encourage them to complete the survey and offer assistance if needed.

6. Strengthening Families Initiative

- Kim Eithun, Child Protective Services, & Cailin O'Connor, Children's Trust Fund, gave an overview of the "Strengthening Families through Early Care and Education" initiative. The strategy involves early childhood centers working with families to build protective factors around

children. According to studies, there are five protective factors that prevent child abuse and neglect: parental resilience, social connections, knowledge of parenting and child development, concrete support in times of need, and healthy social and emotional development.

- Wisconsin was one of seven states in the original pilot 2005 – 2006; it is also one of three states receiving additional technical assistance to strengthen working relationships between the child welfare system and early care and education (ECE).
- Project goals: to increase the number of ECE centers that use the protective factors framework; to reach other service providers who work with families; and to strengthen the link between child welfare and early care & education.
- It is recommended that ISP & CST coordinating committees include representation from child care and education resources in the community.

7. Small Group Breakouts & Wrap-up

- Expectation is that projects attend a minimum of two Regional CST Meetings/Training Days per year. State meetings are also 2 per year. Tentatively, April 22nd and October 14th are the Statewide Project dates for 2008 – location is Stevens Point.
- Breakout groups:
 - Contribution for Sustainability
 - Working with Law Enforcement
 - Open Forum