

Coordinated Services Team Initiative

An Overview of the Coordinating Committee

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The Coordinated Services Team Initiative Coordinating Committee Membership

Required Membership:

The coordinating committee shall include representatives from all of the following:

1. The county department responsible for child welfare and protection services or, for an initiative established by a tribe, the tribal agency responsible for child welfare and protection services.
2. The county department responsible for mental health and alcohol and drug abuse services for children and families or, for an initiative established by a tribe, the tribal agency responsible for these services.
3. The county department responsible for providing services for children who have developmental disability or, for an initiative established by a tribe, the tribal agency responsible for providing these services.
4. The family support program under s. 46.985 if the county or tribe has a family support program.
5. The juvenile court administrator or another representative appointed by the judge responsible for cases heard under chs. 48 and 938 or, for an initiative established by a tribe, a representative of the tribal court.
6. The largest school district in the county and any cooperative educational service agency, if it provides special education in the county, or any county children with disabilities education board in the county, and any other school district in the county that is willing to participate in the initiative, at the discretion of the administering agency. For an initiative established by a tribe, the coordinating committee shall include a representative of the school district serving the majority of pupils who reside on the reservation of the tribe or on trust lands held for the tribe and any cooperative educational service agency providing special education services to these pupils.
7. At least 2 parents or the number that equals 25% of the coordinating committee's membership, whichever is greater, of children who are involved in 2 or more systems of care.
8. The agency responsible for economic support programs.

Optional Membership:

The coordinating committee may include any of the following:

1. Representatives of the vocational rehabilitation office that provides services to the county or, for an initiative established by a tribe, that provides services to the tribe.
2. Representatives of a technical college district that is located in the county or, for an initiative established by a tribe, that serves members of the tribe.
3. Physicians specializing in care for children.

4. Representatives of health maintenance organizations that are operating in the county or, for an initiative established by a tribe, are serving members of the tribe.
5. Representatives of law enforcement agencies that are located in the county or, for an initiative established by a tribe, are representatives of a tribal law enforcement agency.
6. Representatives of the county health department, as defined in s. 251.01 (2).
7. Representatives of agencies that are located in the county or, for an initiative established by a tribe, are serving members of the tribe.
8. Local elected officials.
9. Representatives of a vocational and technical school.
10. Local business representatives.
11. Representatives of the county board or, for an initiative established by a tribe, representatives of the elected governing body of the tribe.
12. Representatives of the regional offices of the department.
13. Representatives of the local faith-based community.
14. Representatives of probation and parole agencies.
15. Representatives of economic support agencies and the Wisconsin Works agency under subch. III of ch. 49, if a different agency.
16. Representatives of vocational rehabilitation programs.

Sources: WI Act 334 and WI State Statute 46.56

The Coordinated Services Team Initiative

An Overview of Coordinating Committee Responsibilities

Required Responsibilities:

- Prepare one or more interagency agreements that all participatory organizations in the initiative agree to follow in creating and operating an initiative.
- Assess how the initiative relates to other service coordination programs operating at the county, tribal, or local level and take steps to work with the other service coordination programs to avoid duplication of activities, services, and resources.
- If a county or tribe applies for funding under sub. (15), assist the administering agency in developing the application.
- Review determination by the service coordination agency regarding eligibility for assessment, appropriate family resources, or funding of services, if requested by a parent or partner. The coordinating committee shall adopt written procedures for conducting reviews.
- Plan for sustainability of the system change beginning in the first year of any funding received for the initiative and thereafter by acting as a consortium to pursue additional funding for the initiative; maintaining formal collaborative agency relationships; including families in the process by emphasizing rights and advocacy; addressing funding and issues related to providing matching funds; and recommending a plan for realized savings from substitute care budgets to be reinvested in community-based care.
- Establish target groups of children who are involved in two or more systems of care and their families to be served by the initiative. Severely emotionally disturbed children are required to be a priority target group.
- Oversee the development and implementation of the initiative.
- Establish operational policies and procedures, such as referral and screening procedures, a conflict management policy, and a flexible funding policy, and ensure that the policies and procedures are monitored and adhered to.
- Ensure quality, including adherence to the core values of the initiative.
- Develop a plan for orientation of new coordinating committee members and coordinated services team members to the coordinated services team approach.
- Identify and address gaps in services for children and families who are enrolled in the initiative.
- Ensure client and partner agency satisfaction through performance of a client and partner agency satisfaction survey.
- Distribute information about the availability and operation of the initiative to the general public and to public or private service providers who might seek to make referrals to the initiative.

Recommended Responsibilities:

- The coordinating committee may direct the initiative coordinator or another person to do any of the following:
 - Maintain data of enrollments in the initiative and results of screening.
 - Establish and report monitoring and evaluation results.
 - Monitor, or ensure proper monitoring of targeted case management and in-home services provided under the Medical Assistance Program, including recordkeeping and billing processes.
 - Assist in developing and maintaining additional funding sources, including collaborative efforts with system partners.
 - Assist in the development and implementation of advocacy for families.

Sources: WI Act 334 and WI State Statute 46.56

Coordinating Committee and Subcommittees Purpose, Membership, and Tasks

Committee	Purpose	Membership	Meets	Outcomes/Products
Coordinating Committee (CC)	<p>Provide leadership for the collaborative system of care.</p> <p>Ensure appropriate family, system, provider and community representation and that the members are in agreement on the values and principles.</p> <p>Develop policies and procedures; and review and act on issues brought to it by the Core Committee and other subcommittees.</p>	<p>Minimum of 25% primary caregiver/family representation, as well as system representatives (e.g. juvenile justice, child welfare, education, mental health, etc.), representation from the provider community, and other representation from the community such as private organizations/businesses.</p>	<p>Typically meets monthly in the organizing stages.</p> <p>Meets at least quarterly or as often as necessary as initiative is developed and other responsibilities are taken on.</p>	<p>Develop policies and procedures and/or review recommendations for policies and procedures proposed by subcommittees.</p> <p>Determination of Target Population</p> <p>Develop Referral and Enrollment Processes</p> <p>Development of an Interagency Agreement to ensure agreement on values and principles, policies and procedure, organizational responsibilities</p> <p>Composition of CC (process for including consumers)</p> <p>Oversight of all subcommittee work.</p> <p>Acts on requests for action from committees</p>
Core/ Administrative Subcommittee	<p>Monitor and advise the day-to-day operations of the Initiative.</p> <p>Ensure that the Work Plan (as developed by the CC) is being implemented.</p> <p>Develop additional policies and procedures to take to the CC for approval.</p>	<p>Primary caregiver/family membership is essential</p> <p>Typically representatives of child welfare, juvenile justice, mental health, and education</p> <p>Initiative Coordinator (Approximately 4 - 8 people)</p>	<p>Monthly or as often as necessary to ensure the work plan is being implemented.</p>	<p>Dissemination of Referral and Enrollment Information</p> <p>Draft new policies and procedures for Coordinating Committee to review</p> <p>Ongoing oversight of the CST process</p>
Training & Education Subcommittee	<p>Identify and provide for the education, training needs, and coaching of people directly participating in the Initiative.</p> <p>Provide information regarding CST to the community.</p> <p>Community Outreach,</p> <p>Ensure accurate inter and intra-agency communication.</p>	<p>Membership is from the CC and should be representative of primary caregiver/family members, systems and community people.</p> <p>(Approximately 3-5 people)</p>	<p>Initially to set up training, education, and coaching plan</p> <p>Quarterly to review training, education, and coaching needs</p>	<p>Training plan for all constituencies</p> <ul style="list-style-type: none"> • Project Coordinator • Service Coordinators • Coordinating Committee • Administrators/Supervisors • Family Training • System Training • Provider Training • Community Training <p>Organizes/implements all training</p> <p>Development of PR and Info plan/materials</p> <p>Evaluation of training needs ongoing</p>

Membership Subcommittee	Ensure that the CC has membership representation from primary caregiver/family members, systems such as education, child welfare, juvenile justice, mental health and others identified, and community members such as business, clergy, other child serving organizations, service clubs, and elected officials.	Membership is from the CC and should be a mix of primary caregiver/family members (minimum of 25%), system and community members. (Approximately 3-5 people)	Initially to ensure appropriate representation. Quarterly to review membership, make nominations, and plan for new member orientation.	Determining process for including primary caregivers/family Review representation on CC Make nominations to the Coordinating Committee for new membership Coordinate development of handbook and/or orientation process for new members.
Conflict/Barrier Resolution Subcommittee	Help in the resolution of conflicts that have not been resolved through the initial steps established for conflict resolution Involvement should be outlined as a step in the Initiative's formal Conflict Resolution Policy	Membership is from the CC and will include a primary caregiver/family member, an administrator from the agency holding the contract, and a representative of the agency providing the service. (Approximately 3-5 people)	Initially to develop conflict resolution procedures to recommend to the CC for adoption As needed to review and resolve identified conflicts or barriers.	Development of conflict resolution policy and procedures Process to document barriers and resolution.
Evaluation and Quality Assurance Subcommittee	Develop & support evaluation efforts Review the data from the Initiative to ensure that quality services are maintained and outcomes met. Report on evaluation results and make recommendations to the CC including recommendations for process improvement.	Membership is from the CC and can include a primary caregiver/family member, an administrator from the agency holding the contract, and a representative of the agency providing the service. A specialist in evaluation may also be included (Approximately 3-5 people)	Initially to determine evaluation data Quarterly to review data	Determine what data will be collected Determine methods of collecting the data Implement data collection Review data collected Report results of evaluation
Sustainability Subcommittee	Develop and implement a plan to sustain the Initiative, including agreed upon values and needed funds, after the grant concludes. The Sustainability Committee looks at funding possibilities to ensure continuation and expansion of the Initiative.	Membership is from the CC and can include a primary caregiver/family member, an administrator from the agency holding the contract, and others who can help determine potential ongoing funding services. (Approximately 3-5 people)	Initially to determine plan for sustainability. Ongoing to monitor and adapt plan.	Review public and private funding possibilities Work with CC to determine funding potential as vision evolves, utilizing the sustain ability section of the handbook as a guide (can be found at www.wicollaborative.org ; handbooks link, click on "sustainability")

For a more complete description of the purpose, membership, and tasks of the Coordinating Committee, please visit our website: www.wicollaborative.org. Follow the "Handbooks" link, then click on "Coordinating Committee".

Coordinated Services Team Initiative Key Elements in an Interagency Agreement

- The identity of every county department, tribal agency, agency, school district, cooperative educational service agency, county children with disabilities education board, technical college district, or other organization that will participate in the initiative.
- Identification of services and resources that the participating organizations will commit to the initiative or will seek to obtain, including joint funding of services and resources and funding for the qualified staff needed to support the initiative, such as by cash or contribution of in-kind services and resources. This identification shall specify the roles and responsibilities of the coordinated services team and the coordinating committee.
- The designation of service coordination agencies
- The identification of any group of children who will be targeted for services and resources through the initiative.
- The procedures for outreach, referral, intake, assessment, case planning, and service coordination that the initiative will use.
- The specific criteria that will be used for deciding whether a child and his or her family are eligible for services and resources through the initiative.
- The procedures to be followed to obtain any required authorizations for sharing of confidential information among organizations providing treatment, services, education, and other resources to a child and his or her family.
- The procedures that will be used for managing conflicts among service providers or coordinated services team members or between a child or his or her family and service providers.
- The methods that will be used to measure initiative effectiveness, including satisfaction of a child and his or her family, and for revising the operation of the initiative in light of evaluation results.
- The mission and core values of the initiative.
- Expectations for organizations represented on the coordinating committee, including provision of funding match.

Parent Membership on a Coordinating Committee

Why Parents on a Coordinating Committee?

- Parents are essential for the development of realistic policies and procedures
- A parent perspective ensures the committee stays grounded
- Parents bring real life, expert experience
- Parents know what works and what doesn't
- Grant-funded initiatives must have 25% parent membership

Recruiting Parents to Serve as Coordinating Committee Members:

Make personal contact – avoid “cold-calling”. Someone who has a trusting relationship with the family should talk with them about the possibility of Committee Membership.

Eliminate Barriers

- Reimbursement for time
- Flexibility in meeting location and time
- Childcare
- Transportation

Help Ensure an Active Role

- Parents bring a unique and needed perspective – encourage their active participation
- Encourage the possibility of becoming a committee officer

Periodically evaluate how committee meetings are going – do parents and other committee members feel meetings are productive and worth their time? Get input from members.

Maintaining a Coordinating Committee

- Focus on sustainability including identification of financial resources
- Eliminate barriers to parent/consumer involvement
- Use as a forum for education on each other's programs and agencies
- Help ensure productive and enjoyable meetings
 - Community speakers
 - Use of subcommittees
 - Share results of evaluation – including family testimonials and data review
 - Provide treats
- Periodically evaluate the meetings
 - Do members feel meetings are productive and worth their time?
 - Brainstorm suggestions for improvement.