

## Coordinated Services Team Sustainability Developing a Sample Action Plan and Summary Outcome Report

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### Purpose of an Action Plan and Summary Outcome Report:

- Expand the Coordinated Services Team (CST) process intending to establish a “way of doing business” that we believe is beneficial to children, families, service providers, and community.
- Develop/sustain an initiative that addresses local challenges such as high out-of-home placement costs, or lack of communication and collaboration between agencies.
- Plan allows us to share outcomes, lessons learned, and establishes a basis for requesting continued support
- Grant requires us to develop a plan for sustainability

### Content of the Plan and Report

General Information & Overview		
Who	By When	
		Summarize the history of CST development (How did we get here? What resources were used?)
		Provide summary of the Statewide perspective – possible sources of information include annual reports and special presentation material available from White Pine Consulting Service and the Division of Mental Health and Substance Abuse Services
		Provide a statistical and narrative picture of children served – involved in multiple systems, at risk of substitute care and willingness of parents to be involved (reference results of local and statewide surveys).
		If the County has completed the Child Welfare Quality Services Review (QSR) provide a summary of the results and recommendations which will hopefully outline the importance of teaming and engagement
		Summarize other collaborative initiatives (e.g. the Regional Partnership Grant Initiative, Honoring Our Children, or Comprehensive Community Services) that utilize the CST process or similar wraparound approach.

Child & Family Outcomes		
Who	By When	
		Provide specific county and statewide Client Satisfaction Survey results
		Obtain & summarize testimonials from children and families currently and previously involved. Information may be gathered via personal interviews, focus groups, surveys, or a combination of methods.
		Examples of questions that could be asked; <ul style="list-style-type: none"> <li>• Is your child(ren) at home? Regularly attending school? Involvement with law enforcement? Utilizing services set up by the team? Utilizing Crisis Response Plan?</li> </ul>
		<ul style="list-style-type: none"> <li>• Conduct survey</li> <li>• Summarize results</li> </ul>
		Obtain Quarterly Report data from the state & summarize

Provider Outcomes		
Who	By When	
		Complete Provider Satisfaction Survey
		<ul style="list-style-type: none"> <li>• Compile mailing list: current team members, past team members, coordinating committee members, agency administrators/community stakeholders</li> <li>• Develop cover letter &amp; send surveys</li> <li>• Compile results</li> </ul>
		Gather additional information via personal interviews and/or focus groups.
		Obtain & summarize testimonials

County Data Comparison		
Who	By When	
		Broad picture of the impact of systems change – Pre CST & Post CST
		<ul style="list-style-type: none"> <li>• Obtain county budget information – an example would be for the period 2000 – 2008 referencing substitute care placements – location and cost as well as projections for 2009</li> </ul>
		<ul style="list-style-type: none"> <li>• Summarize data (CST began 2004)</li> </ul>

State Level Data & Other County Information		
Who	By When	
		Consider including summary of latest Statewide Annual Report
		Consider testimony Dan Naylor presented to the legislature regarding CST – on White Pine website – <a href="http://www.wicollaborative.org">www.wicollaborative.org</a>
		Determine if there have been other countywide evaluations to draw from – UW Extension, Health Department, School System, etc.

#### Determine who will present the information?

- Consider a Team presentation
  - Parent
  - Child
  - Resource Providers
  - Advocate
  - Who has influence in the county? Supportive Administrators?
  - Service Coordinator
  - Project Coordinator

#### To whom should the information be presented?

- Coordinating Committee
- County Administrator
- Human Services Board
- County Board
- School Boards
- Community Organizations
- Others