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### **Statewide Evaluation of White Pine Consulting's Services Full Report May 2010**

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# Statewide Evaluation of White Pine Consulting's Services Conducted February & March 2010

## Overview

In our continuing effort to provide the best service possible, White Pine Consulting Service conducted a survey of all CST sites that we have been or are currently working with to find out how we doing and what could be done to improve our efforts in the promotion of collaborative systems of care.

We surveyed the following groups:

- The counties and tribes we work with as part of the Coordinated Services Team (CST) Initiative, Regional Partnership Grant (RPG), and Honoring Our Children
- Department of Health Services Regional Office Staff, the State CST Staff Group, and Child Welfare Training Partnership Staff

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This report includes the full responses of individuals who participated in the survey. A summarized report can be viewed at our website: [www.wicollaborative.org](http://www.wicollaborative.org). For questions or more information, please call (715) 258-5430 or email: [whitepine@mwwb.net](mailto:whitepine@mwwb.net).

**Summary of Responses from  
Coordinated Services Team (CST) Initiative, Regional Partnership Grant (RPG),  
and Honoring Our Children (HOC) Sites  
Conducted February & March 2010**

Below are the responses from 27 of 60 sites who responded (45% response rate).

**Question 1: What do you like about the services provided by White Pine?**

- I appreciate the support that I've received from Jodee and Lori. They are always quick to respond to any questions I've had regarding CST. Jodee's attendance at our CST is beneficial since she can relate our project to others across the state. The regional CST meetings are useful to me when I can attend. The networking opportunities with other CST sites are great.
- The history they have with CST helps them give quality advice and direction. They also help brainstorm problems and help you come to the best option/solution.
- Professional, helpful consultation and training provided by staff; advocacy for additional resources
- Quick responses to questions. The sharing of information about how other programs are doing business. Willingness to offer suggestions, staff are supportive and flexible in responding to needs/requests.
- I like that the program is well laid out and that experienced individuals are available to offer support and guidance.
- Oneida County has not requested many services. However, the pamphlets we received were very helpful. Thank you.
- Services are delivered in a friendly and confident manner. Trainings have been educational and beneficial to the development of staff, especially newer ones.
- Knowing that you are available as a resource, whether it be by phone or email. I frequently visit the website for information and encourage service facilitators to use the website as a training and informational opportunity for themselves.
- This organization is always there when you need them. From the very first time I was involved with White Pine Consulting, I could always count on them for assistance. At times this was in an evening or weekends. White Pine Consulting treats all the county players equitably and makes exceptions for our unique differences. All their staff have the ability to work with a wide variety of different personalities. When we are in a situation and have no answers, they are a great organization to bounce ideas off of and offer assistance in coming up with creative solutions.
- The "No Wrong Question, No Bad Time" attitude of every staff member. Always. Period.
- I appreciate the expertise and experience that is offered from people who have been doing this work for years. I like that the consultants are responsive and attentive to my concerns. I also appreciate the training and opportunities when they come along.
- The website is very useful. The CANS Training assistance has also been helpful.
- Very informative and helpful. Always willing to help us out and have provided very good training. Howard is great to work with!
- To be honest, I don't think I even know all the services your team provides. I mention that because I think your team does more than most of us are aware. As far as the services that are provided to Polk, I'm grateful for the time and effort Howard has put into assisting Polk County. He is simply a joy. I appreciate his feedback and realistic expectations. The Western Regional meetings are helpful and I hope they continue. I prefer the Western Regional meetings to the larger meetings that are held. I'm not suggesting the larger meetings end, just that I get more information from the smaller meetings.
- The availability of the Consultant and other White Pine staff; the experience and expertise that is brought by those involved, namely with child welfare, mental health, and collaborative practices; The genuity and investment of the Consultant and White Pine staff.

- Sincerity and passion about strengthening families and the CST Grant purpose. Availability of consultants; Adhering to the values and philosophy of CST; providing a wealth of resource information.
- You are always available to help us via email, by phone, and in person.
- We have really enjoyed working with Dan and Lori. They have been extremely helpful and personable. When our site was brand new to Wraparound, Dan and Lori quickly trained staff, not only the nuts and bolts of Wrap, but also the importance of what happens behind the scenes and why (professional approach, importance of preconferencing new members, room set up, treats, etc). As a supervisor who was new to Wrap, it was very helpful to have their guidance with program set up, resources and information regarding the coordinating committee. Howard is a hoot and we love him, and Mary Kennedy has been really helpful in our phone conference with her when the county was reviewing whether or not to apply for CCS. I don't know any of the other staff.
- The technical support and amount of time spent with our agency during the early stages of development and implementation of our CST initiative was extremely helpful. The willingness for Dan and Howard to travel to meet with our staff, Coordinating Committee, etc. was extremely beneficial. Without some of the initial support and technical assistance, our project would likely not have developed as it did. Throughout all of the interactions and technical assistance provided by White Pine staff, what stood out is their professionalism and the positive way in which they provided assistance.
- Flexibility, responsiveness, conscientious. I have never felt I was asking for too much. Staff have a wide and varied knowledge base which increases the value of the information.
- Everyone has been extremely helpful with whom I have had contact with in the organization.
- Learning CST process is a change in philosophy about how business is conducted. This requires a shift in thinking; both your own thinking and the thinking of those around you. I like the amount of patience and support everyone at White Pine gave to me and my staff during this very difficult transition, which is a long process that I believe is happening here in Adams County.
- I like that the communication is very open. When I have needed assistance with something, if Howard did not know the answer, then he would tell me who to contact.
- They are always timely, relevant, comprehensive. If you don't have the answers you always give us resources to find the answers to our questions. I like that you have regional availability. I love the website and all the materials we can always find there.
- I like knowing that I can call and ask question and that somebody is going to know the answer. The staff is knowledgeable. The trainings have been helpful. I like the reminders when something is supposed to be turned in.
- Yes, information is always useful.

**Question 2: What aspects don't you like/what aspects do you feel could be improved?**

- (15) I cannot think of one thing I didn't like or felt could be improved upon.
- I feel like there is a great deal of room for wiggle and it makes me a little uncomfortable. I am especially talking about coordinating committee membership. I would like some easier to follow, hard and fast rules.
- We just need some funding. Our CST program is running on a small amount of county money.
- It would be helpful to have more of a schedule of support. It can be difficult to slow down and ask for consultation when everything is up and running, but it would still be helpful to have regular feedback, advice, attention to the programming, etc.
- I wish I had more time to put into CST. Great model for best practice.
- We are pleased with the service. When questions are asked, responses are given. Guidance is provided when needed, so the service provided is appropriate.

- Improvement on forms; Develop a template for different systems of care models, i.e. institutions versus community coalitions.
- The only thing that really was a barrier was the distance that staff had to travel for all to the Project Director's meetings. Our voice was heard in that meetings were moved from Madison to a more centralized location, however, the driving time still was intensive and included an overnight stay each time. It would be great if at some point ITV could be considered, if possible. It's better to be able to meet people in person, but driving long periods on snow and ice and the time away from work and family make the meetings difficult for staff.
- Since our contract has been somewhat limited, I'm unsure how to appropriately answer the question.
- At times the information that you have us request from clients has nothing to do with the services that we are going to be offering. For example why when I am entering a person into the Citrix data base do we need to put in their SSN?
- We have felt fortunate to be able to access you easily whenever we have needed your support. I have learned over the past 8 years that the practice of CST in any county is as individual as the services and supports offered to each family. That was a long learning curve.

**Question 3: Do you receive timely and helpful communication from us?**

- (13) Yes/always
- Responses are always timely.
- I always have received very quick answers to questions and the information has been very helpful in getting started.
- In the confusion of changing program coordinators in our county several times, there has been a lack of email contact to the right people with regard to surveys/reports that are due. I also feel uncertain about the exact schedule of state reporting/feedback that is required.
- Yes. I have never had an issue with the communication.
- Yes, specifically as it relates to Howard and Lori.
- Excellent in providing information and communicating with county.
- Always. Dan has taught us much about the importance of PR and has always followed those teachings himself in his work with us and others. Dan and Lori are very timely with anything we have ever needed. It's been really great to have them link us to other counties that have experience with whatever issue is at hand. The website and resource booklet has been an extremely helpful tool.
- Anytime we had questions, required assistance or feedback, it was done in a very timely manner. If a response couldn't take place the day of the request, there was usually a message stating that and when to expect some follow up. If at any time, a question was asked or information was sought and White Pine staff did not know the answer, they would take the time to find the answer from another source and would communicate that to us.
- Communication is always prompt, calls and emails returned quickly, billing submitted timely.
- Mary and Dan have been very helpful in the follow up to any questions we may have. Mary plans to contact me in the spring one she returns to consider our CST options. Lori also has been helpful to either myself or staff that have called requesting information.
- Always. I also received home visits, office calls, and every other kind of helpful communication you can think of. I never felt like I was trying to do this completely by myself because I knew White Pine would be there with me to offer help, ideas, and support.
- Everybody is always on top of helping me within a timely manner.
- My calls have always been returned within a day or two.
- Yes. Information is always very timely.

**Question 4: Are you receiving quality and useful technical assistance and information/resources to help in your efforts?**

- (10) Yes
- Technical assistance is good. Someone has always been available, or I can get what I need from the “wicollaborative” website.
- The website is very helpful for information and resource. I have not had to use any technical assistance.
- Yes and always the offer of more
- I did attend the Data Entry webcast which was helpful except that I am not entering any data yet due to the stage of our development. I think that information and training will be helpful when I get to that point.
- Yes. In particular, I have appreciated the feedback and support from Howard Harrington.
- Yes the TA is of quality and is useful with regard to helping families achieve true systems change in their lives through a coordinated services teams effort. If White Pines Staff was able to provide info/TA/resources specific to CCS and CLTS that too would be very helpful.
- Yes. Our training has been very good. We have started to use the CST meeting module and it has been good for our family.
- I'm technically challenged so I don't know if I could ever have enough help. I have a difficult time keeping up with the data entry part of CST. I need to improve in that area. The telephone trainings are useful and make sense as far as time management and cost; however, I'm a hands on kind of learner so it would be easier for me to learn if someone was sitting next to me going through the steps.
- For the most part. The ability to be flexible and creative is a distinct advantage over most other programs. A big advantage to each site being creative and flexible is that other sites could learn from other ideas and findings. I think if each site was more-able to learn from other sites, either through direct communication or through the Consultant's experiences with other counties, it would be more helpful.
- You have answered every question I have asked!
- Yes. There have been some bugs in the system, but staff has been very helpful in helping us through them. More often than not the bugs were on our end with security issues.
- Now that our grant period has developed and our project is more fully developed, the amount of technical assistance required has lessened. Most of the technical assistance, training, etc. that is provided is more geared toward counties more in the developmental or beginning stages of implementing their project. It would be nice to see some expanded training, or additional technical assistance or resources for counties that are more fully developed. One area that I can provide as an example is some assistance with trying to coordinate multiple funding sources and programs. As most counties develop their CST initiative, they look to the use of CLTS Waivers, CCS, TCM, etc. as a means to help sustain their project. There is a great need by many counties to have some further TA and information on how to integrate these things together in their system. White Pine is not responsible for this on their own, as it also requires the willingness from the other programs (CLTS, CCS, etc.) to also come together to provide some clarification, direction, and resolution to the challenges with integrating these systems together. Some movement has been made in this area but there is still a long way to go.
- At this point, yes, but we have requested limited technical assistance. When we start working with Mary in the near future, I can provide more detailed results.
- Absolutely. We receive support and get our questions answered in a timely fashion. And, we are not technologically advanced, so we need all the help we can get. We get what we need.
- It would be helpful if somebody was available more on-site to help initially with the Citrix application.
- Yes. Technical assistance is always concise and accurate.

**Question 5: Do you feel we provide adequate training & technical assistance? If not what can we do to improve our efforts?**

- (3) Yes
- The CANS training provided by Dr. Lyons a few years ago was great. Lori has been great about getting our new staff test vignettes and scores back to us in a timely manner. Service coordinator training has had positive reviews from staff in my office.
- I do feel that there is adequate training. If I could give suggestions on how to improve trainings, it would be to let everyone know what level of material will be presented. (This is more geared at the CST info. given at conferences not put on by White Pines.) I feel this would be beneficial for people to know because someone who has been doing the job for a while does not need to sit in on a basic overview and if someone is new to sit in on something that intensive.
- The trainings that I have attended have been adequate and helpful. I don't have any suggestions for improvement at this point.
- Consider providing training in the areas of trauma and other family issues that are barriers to a family's success.
- Once again- a great resource
- Excellent Assistance. However, as the dollars are diminished in the future....more training should be provided by audio-visual communications, IPV, or through IT.
- Yes. Training is always specific to our needs/requests and timely.
- It might be helpful to have more contact facilitated between programs in different counties. The roundtables provide a good opportunity to network and hear how others are doing things, but they almost feel too infrequent. CST feels like very isolated work in some ways.
- Yes I feel the training and TA is more than adequate. Again including required training/information etc. on CCS and CLTS would be great!
- You provide great assistance. Again, the issue is on our end due to workload, budget cuts, and the loss of another worker.
- Yes. Training is always specific to our needs/requests and timely.
- Yes. I think ongoing trainings and relatively 'minor' learning/update sessions could be used online.
- Definitely
- Yes. You are doing a great job!
- Yes. Thanks for letting us do the training when possible remotely. That has been very helpful!
- Refer to previous response.
- The training and technical assistance has been excellent. Washington County has benefitted from training in service facilitation, CST Coordinating committee mentoring, ethic/boundaries. We have used White Pine as a sounding board for grant ideas/applications as well as supportive listening. We have been provided with constructive suggestions on how to continue to move forward with coordinated services. The website is shared as a resource with community members and utilized internally numerous times.
- As we become more involved with CST implementation I will be better at answering these questions.
- I have received ample training and technical assistance and do not recommend changes. Using the training and remembering what I have learned to make the shift in philosophy is more the task at hand.
- There should be more trainings on the Citrix as I have been on it for months now and have the training at the end of the month. I could have been messing something up the whole time.
- That is such a hard question to answer only because each of the sites have completely

different support and barriers due to demographics, availability of staff, service providers, transportation, educational opportunities, finances, county, school, and human services board members who believe, on and on. So much of what has to happen has to happen locally with the people who live in the community. As CST staff in our communities, we have to make the connections and pave the way, network, and do the hard work to prove that this process works.

- I would like to see more in depth training on how to write a plan of care and a crisis response plan.
- Yes, we have always received that training upon request.

#### **Question 6: Do you have any other thoughts/recommendations?**

- (4) No
- I think everyone has been very helpful at White Pines. My questions are handled in a way that makes me feel very comfortable asking anything, no matter how big or small.
- It might be helpful to get neighboring project staff together in addition to the regional meetings for networking and even training.
- Keep the regional meetings scheduled (verses the old statewide system of meetings).
- At times, there are grants available which are too large for rural counties to apply for. It would be great if someone could come up with some "Regional Opportunities" to capture these grants. This type of "Regional" approach would work rather than dismantling local Human Service programs that are set up to integrate programs to assist individual families with their multiple and complex needs.
- Buy low, sell high. Seriously, I would need to think about this a bit...and request feedback from the rest of the CST group here. I will do that and share results with Dottie. Thanks.
- I am glad to have White Pine advocating for CST statewide!
- Not right now. I love the concept of CST and workers are slowly coming around. Again, it boils down to workload issues and loss of workers. You guys have been great!!! Thanks for the help and encouragement.
- Thank you all for your efforts. Lori is always quick to get back to Polk when we have questions/concerns. Please thank her! Also, please let Howard know that Chad and I always feel a little less insane after his visits and we breathe a little easier. Really, could we ask for anything more? :)
- Set up a virtual 'network' of CST project coordinators/supervisors/etc and state employees, to enable ongoing communication between sites, especially during times between regional and/or statewide meetings.
- Improve website, i.e. should be more user friendly. Not easy to access from google, etc. (comment from committee members).
- Dan, you have made multiple trips to Sheboygan...to provide an overview of CST to our whole staff, to Plymouth School District staff, and to Head Start staff...and to provide CST Service Coordinator training to those interested from our staff and the community...and to give follow-up training to those who were trained. That last follow-up training session "primed the pump" for the CST Community Partners to continue meeting to encourage and support each other. We are still meeting about every other month! One of the ladies from Head Start is quite excited about getting her first team started! Just because you haven't heard from us very often this year doesn't mean that we don't appreciate you. It means that we are finally "getting it." A very exciting thing happened this summer. One of our parents told our Coordinating Committee that her family had had a great time at the Family Fun Day and she was sorry that more families from Sheboygan were not able to go. She met a lady from Waukesha who said that their county rented a bus for their families. When I called Eve, she said that no county money was used and they paid for the bus with fundraisers. Three parents and two of us social workers organized our first fundraiser (selling pizzas) and we earned over \$970, more than enough for a bus!
- The only thing that I can think of is to streamline some of the paperwork, which seems like

it is currently in process, and to have more outcomes for younger aged kids who are at risk (age 8 and below). The other concern I have for some sites is that I wonder if they are adhering to some of the MA regulations when billing MA - such as applying for a target population for TCM and following the written documentation for those target populations, which is paperwork above and beyond our strengths and needs inventory and plan of care. They don't allow you to bill MA for plans that include members of the household who do not have MA. It's a bit tricky and those federal audits can be a bit scary! We have thoroughly enjoyed working with White Pine and are thrilled that you are still a resource to us in the future. Keep up the amazing work that you do of inspiring and teaching others the importance of working well together!

- Keep up the good work! The ongoing collaboration, support and encouragement is always appreciated. Even though our grant period has ended, we still appreciate the periodic "check ins" and communication.
- White Pine Consulting is a quality service. Thank you for being available to us.
- I'm looking forward to having plenty of technical assistance and necessary training once we proceed with CST.
- I don't, other than keep doing what you're doing. This process takes time, but change comes with time and it is well worth the wait and the effort put into it. I am grateful for the help and support I received from White Pine Consulting Services. In particular, I received an immense amount of support from Lori Martin, who guided and supported me, very professionally, for the past several years. Without her help I would have become frustrated and perhaps unmotivated to proceed. She was able to keep me moving forward looking to the future of the process and the service to our youth and families and I am grateful for that.
- Yes, keep fighting the good fight, promoting resiliency, family and individual strengths, and perseverance.
- I think things are good.
- Yes. The world could use more Dan Naylors! Any progress being made on cloning? ;)

**Four sites provided general feedback in lieu of responding to each individual question. Their responses are summarized below:**

- I've only had contact with Dan, Howard, and Lori. I have found these staff excellent to work with. The staff has been very accommodating to all requests, on-site meetings, CST trainings, evaluating more CANS training, assisting with community training, and guidance for the grant.
- Dan Naylor has been wonderful on every level. Overall can't say enough good about Dan and how helpful he has been through their adventure with CST.
- Dan, I will let Jim Lee and Celsy Wiemerslage respond to the specific survey questions below; but I want to thank Howard for all of his assistance in getting our CST program up and running. Our referrals are increasing and my other staff members are responding very positively to CST plans and community supports. We are in our early stages, but we are happy so far. We will do some fine tuning this calendar year with the anticipation of continued success. Thanks to you and Howard!!
- I'm not doing much CST these days. But when I did you helped me keep my sanity. Unfortunately, I lost it again. I hope I can touch base again soon. I am sure our paths will cross again or I will make them cross again. In any case, take care and keep fighting the good fight.

## **White Pine Consulting Service Evaluation**

### **Summary of Responses from Department of Health Services Regional Office Staff, State CST Staff Group, and Child Welfare Training Partnership Staff**

**Conducted February & March 2010**

Below is a summary of responses from 7 of 34 staff who responded (21% response rate).

#### **Question 1: What do you like about the services provided by White Pine?**

- Recently, more attention paid/discussions led with regard to how CST/ISP can fit in with and interact with other programs. Staff attend meetings on numerous topics and provide input to help broaden perspectives and maintain a holistic approach to issue resolution.
- I have always been very impressed with the dedication and commitment of people I have worked with. Very responsive and reliable too.
- Staff are knowledgeable. They have well-rounded, real-world experience in county human services. They are flexible and willing to adapt their approach to various county and community systems. The training and education materials that they produce are excellent. As a member of Area Administration, I have found them to be tremendous partners in working with counties and tribes.
- Ongoing communication with the agencies and the state regional offices has been extremely helpful.
- White Pine works closely with DHS staff and programs. The WP staff have broad knowledge of areas they are assigned to work in. They therefore can tie the specific project focus to the broader knowledge. White Pine appears to be interested in their customer whether the project is large or small rather than just the growth of the company.
- Conscientious, competent coordination of CST Initiative. Concise reports, very responsive to my needs. Long term trust.

#### **Question 2: What aspects don't you like/what aspects do you feel could be improved?**

- Until recently, I felt that sometime the CST/ISP "way" was viewed as the only "way". I think this has been tempered of late, and collaboration/integration of and with other systems has become more prominent. I view this as very positive and think staff bring a lot to the table in this regard. It will be important to maintain this broader perspective if hoping to make an impact on multiple systems.
- None
- As we continue to struggle as a statewide system to break down barriers between programs and target groups, I think White Pine consultants will be challenged to continue to broaden their perspective. There are multiple models of teaming out there now. E need to bring them all together into one seamless, consistent set of concepts and practices. At the same time, those concepts and practices must be flexible and adaptable to meet the unique needs of counties/tribe/communities and the individuals and families they serve. I believe there is no one-size-fits-all when it comes to team-based practice. I am encouraged by the responsiveness of White Pine in working with the NEW Behavioral Health Partnership. Continued effort will be needed, however - by all of us- to really take teaming to the next level. To some extent, it may mean letting go of "CST as the one best way" and being willing to explore what's been working in other programs and systems.
- If you could clone a few of the consultants we could get a lot more done!
- Nothing of major importance comes to mind.

#### **Question 3: Do you receive timely and helpful communication from us?**

- (3) Yes
- Yes. Staff are responsive, informative, and knowledgeable.

- Absolutely. Everyone I've worked with at White Pine is extremely responsive.
- Always! If I email Dan and he can't answer, Lori does. If I leave a message I always get a call back. I am confident that White Pines Consultants follow through with any agency they are working with.

**Question 4: Do you feel we provide quality and useful training & technical assistance? If not, what can we do to improve our efforts?**

- I have limited experience with formal training provided. TA I've observed and/or participated in as valuable.
- I don't think the training system has taken full advantage of what has been learned about successful teaming through your CST work. Perhaps you have ideas about how that might happen more.
- Yes. See above. Again, I am really grateful for the willingness to engage with the efforts of the Behavioral Health Training Partnership.
- Yes. One of the most useful things is the website. I find myself referring others to it on a regular basis.
- So far my experience suggests that WP provides useful training and TA in many different areas.
- Yes

**Question 5: Do you have any other thoughts/recommendations?**

- Especially since the training system has been focusing on teaming, there seems to have been some systemic confusion about how teaming is defined and how the CST initiative and CPS teaming "fits". I don't think this is a White Pines issue...just a comment to keep in mind as we all move forward.
- No. Thanks for the opportunity to comment.
- As an Area Coordinator in the regional office, I feel as though I can count on White Pines staff as an extension of what I'm trying to do. Assisting the agencies that provide health and human services to the residence of Wisconsin (no more given...)

**One individual provided general feedback in lieu of responding to each individual question. Their response is summarized below:**

- With respect to the survey, my personal feeling is that it has been an extremely positive experience working with you and your staff, in particular, Howard and Lori. I appreciate the manner in which you have kept the regional office in the loop with your agency's ongoing activities; whether it is statewide, regionally, or with individual counties. I have never known your staff not to follow through with any communication, planning or follow-up with our office or with the counties. I hope you can say the same for us. Your staff's knowledge of the county human services system goes a long way in achieving credibility with them, even with some of our more challenging agencies. Thanks.

# White Pine Consulting Service Evaluation Summary and Recommendations

## Summary

Overall, results of the evaluation provide affirmation of the quality and usefulness of services currently provided by White Pine staff and consultants. Results also suggest that for the most part, the current CST training and technical assistance process and activities are seen as valuable and appropriate for sites. In addition, responses included constructive comments on areas that could be improved on. Below is a summary of our recommendations based on these comments.

## Recommendations

- A. Continued training and technical assistance (T&TA) support for sites, including communication regarding funding opportunities.
- Continue structured support to new and developing CST sites through on- and off-site assistance. Continue to develop resource material for new sites (current “Resource Handbook for New Sites” continues to be updated as needed). Continue support regarding statewide evaluation and data collection.
  - Continue and increase communication with sites not currently receiving CST implementation grants regarding T&TA support opportunities. Possible forums include: statewide and regional project director meetings; website; message board (*possible future resource*).
  - Continue and increase communication with all sites regarding funding opportunities including grants that support collaborative efforts. Continue opportunity for support regarding financial sustainability including on- and off-site consultation and access to resources such as the “Guide to Financial Sustainability for Counties”. Note: we are currently developing a financial sustainability guide for Tribes.
- B. Increase peer-to-peer connection and support opportunities
- Continue to support statewide and regional project director meetings and training days. Note: we recently added “Tribal CST Meetings”, a training and networking forum for Tribes who are supporting or developing collaborative systems of care.
  - Encourage cross-county and cross-tribe peer-to-peer support. Continue to help make connections in this area.
  - Explore additional/new technologies that can aid in the statewide and local peer-to-peer connection process such as a message board, teleconferencing, videoconferencing, and other web-based technologies.
- C. Continue efforts to consider CST in the context of the larger system of care in Wisconsin, including the interaction of CST with other programs/funding sources such as Comprehensive Community Services, Children’s Long Term Support Waiver, and Targeted Case Management.
- Continue involvement in state workgroup currently addressing these issues
  - Continue efforts to streamline paperwork and processes