



**White Pine Consulting Service, Inc.**

N3000 Rusch Road

Waupaca, WI 54981

(715) 258-5430

Email: [whitepine@mwwb.net](mailto:whitepine@mwwb.net)

Website: [www.wicollaborative.org](http://www.wicollaborative.org)

---

**The Coordinated Services Team Initiative  
Training & Technical Assistance Services**

---

## Coordinated Services Team (CST) Initiative Specialized Training

---

***Following are examples of specialized CST-related training and workshop topics. Other topics and opportunities are also available based on sites' needs.***

***For more information, please contact:***

White Pine Consulting Service

Phone: (715) 258-5430

Email: [whitepine@mwwb.net](mailto:whitepine@mwwb.net)

Or visit our website: [www.wicollaborative.org](http://www.wicollaborative.org)

### **An Overview of the Coordinated Services Team Process**

Designed for community organizations, conferences, and developing Coordinating Committees. Specific content and areas of emphasis are tailored to the audience.

In general, this workshop provides an overview of the CST process including guiding principles, benefits of the team process, and team development. The roles and responsibilities of the Coordinating Committee may also be reviewed, including discussions of membership development and the Interagency Agreement. The training also offers a walk-through of the different stages of the team process including responsibilities of the service coordinator, assessment, plan of care development, crisis response planning, and transition.

### **Coordinating Committee Development and/or Rejuvenation**

This workshop highlights the roles and responsibilities of Coordinating Committees including membership development, development of policies and procedures, oversight responsibilities, evaluation, and sustainability. A brief overview of the CST team process including guiding principles, benefits of the team process, and team development may also be included. Emphasis is placed on systems change, the benefits of collaboration for all partners, and sustainability of the collaborative system of care.

### **Care Coordination and the Collaborative Team Process**

Also referred to as "Care Coordination 101"; this is a hands-on, detailed 2-day training for service coordinators, parents, and team members who wish to learn the fundamentals of service coordination, team facilitation, and team membership responsibilities.

Through hands-on activities, group work, and discussion, participants will be guided through the team process from referral to transition including: building relationships with families, development of the family team, service coordination & team facilitation, strength-based assessment, development of the Plan of Care - including Crisis Response Plans, and conflict management. Plans for future support, training, and technical assistance are also discussed.

### **Advanced Team Facilitation Skill Building**

This workshop promotes skill building necessary for effective team facilitation. It is meant for people serving in service coordination roles who have completed the 2 day Service Coordination and Team Process training, and have provided service coordination/team facilitation for at least 6 months.

Through team meeting simulations, participants will rotate through the service coordinator and team member roles, and practice skills that promote effective team meetings.

Possible topics to be covered include: addressing the needs of multiple family members, keeping teams "on track", maintaining a strength-based perspective, conflict management, sharing responsibilities, and maintaining team member energy and interest.

## **Developing Creative Plans of Care**

This workshop focuses on the development of creative, collaborative, plans of care. Through hands-on activities, participants will be guided through the details of developing comprehensive plans of care from the initial stages of the identification of needs, to the collaborative development of detailed options to address needs, to monitoring the plan. Emphasis will be placed on the importance of meaningful outcomes for families and providers.

## **Crisis Response Planning**

This interactive workshop focuses on the development of crisis response plans for children and/or adults, and promotes skills necessary for utilizing a team approach to develop crisis response plans. Through hands-on activities, participants will be guided through the details of developing crisis response plans from the initial stages of brainstorming, to the development of detailed options for intervention, to plan distribution.

## **Conflict Resolution**

This workshop promotes conflict resolution skills using real life examples presented by participants. Participants will have the opportunity to practice facilitation skills and team activities that minimize the probability that conflict will arise (e.g. the development of Team Rules), as well as strengthen skills and utilize tools that can help a team work through conflicts when they arise throughout the team process.

## **Strengthening Family Involvement**

This workshop emphasizes meaningful family/consumer involvement at all levels of the collaborative system of care. Topics may include strengthening consumer involvement on the coordinating committee; working with families in the collaborative team environment; peer support, and advocacy.

## **Engaging Natural and Community Supports**

This workshop emphasizes the benefits of including natural and community supports. Topics include the identification and recruitment of community supports; challenges to engagement; and strategies for engaging community supports at the system, community, and family levels.

## **Individual Family and Systems Advocacy**

Wisconsin Family Ties (WFT) Parent Peer Specialists team up with individual families and the service providers working with them to help them clarify their options and to access services for their children. WFT assists families to advocate for better mental health services on the local, state and national levels.

## **Collaborative Team Practice in Juvenile Justice**

This workshop focuses on the process of building collaborative systems of care that specifically meet the needs of youth involved in the juvenile justice system. Key elements include utilizing the balanced approach in a team environment; promotion of team development across systems; strength-based planning; and the involvement of family and community support.

## **Leadership for Effective Systems Change**

This workshop emphasizes the importance of effective leadership in the development of system change. Based on lessons learned, discussion will focus on issues including organizational structure, roles, functions of leadership, and cross-system collaboration. Discussion also includes examples of specific activities necessary for effective leadership in a changing system.

### **Sustainability of the Coordinated Services Team Initiative**

Preparation for this in-service includes a completion and analysis of a pre-meeting questionnaire. Following this analysis, a detailed discussion with appropriate representatives will take place to discuss possible public and private funding and resource opportunities. Emphasis will be on Medicaid eligible services as well as partner commitments for resources.

### **Exceptional Customer / Citizen Service**

This workshop promotes exceptional citizen service within the context of your agency/ organization's mission, values, and working environment. Specific tools and activities will be tailored based on need and desired objectives/outcome.



---

**Training Cadre  
Updated May, 2014**

*White Pine Consulting Service consists of a cadre of consultants from across the State to address the training and technical assistance needs of Coordinated Services Team (CST) sites on an individual, regional, and statewide basis. Each consultant has extensive experience working with CST sites in Wisconsin. Several consultants also have experience working with collaborative systems of care on a national level. Below is a summary of the primary group of consultants; additional consultants with specialties in additional areas may be involved dependent on training needs and availability.*

**Dan Naylor**, MPA, is a Coordinated Services Team Specialist, supporting sites across Wisconsin in the development of collaborative efforts supporting children, families, and adults with multiple needs. Dan has attended and facilitated countless family team and coordinating committee meetings and served as a Project Coordinator for over 9 years. Dan has spent over 38 years in human services providing consultation on subjects that include the development and implementation of integrated human services, team building, conflict resolution and strategic planning. After Dan completed his military service as a military police officer and correctional specialist, he directed a Vietnam Veterans’ service center, a correctional halfway house, and a four-county AODA prevention and treatment agency which included a residential center for youth. Dan has provided consultation services for several other states and has been a speaker and trainer at several state and national conferences regarding collaborative services over the last several years. Dan has a Bachelor’s Degree in management and Master’s Degree in Public Administration.

**Jodee Grailer-Liedtke**, MSSW, is a licensed clinical social worker with a Master’s Degree in Social Work from UW Madison. She has been a practitioner, supervisor, and administrator in child welfare and mental health agencies for over thirty years. She has experience supervising and administering child and family teams and in the development of individualized services in systems of care. She has worked with the development of collaborative services in several states including Wisconsin, Arizona, and New York. Jodee provides training, coaching and consultation to practitioners, supervisors, and administrators in the concepts of family involvement, collaborative practice, and individualized services.

**Tom Schleitwiler**, MEAS, has dedicated his career to the Human Services field. He retired from 32 years of service with Jefferson County Human Services Department, 22 years of which he served as Human Services Director. During his time at Jefferson County, Tom focused on optimizing agency structure, teamwork, integrating services, building evidence-based programs, and community-wide collaborative systems. Examples include the implementation of Family Care and the Aging and Disabilities Resource Center, agency Divisions of Behavioral Health, Family Resources, and an ever expanding Wraparound Project. Tom is most proud of his work with agency, county, and community partners in developing shared visions, programs, and collaborative projects to meet family and community needs.

**Dorothy Moffat**, BS, Certified AODA Counselor, is a consultant specializing in healthcare and human services. During the past two decades she has been successful at grant writing and project management of local, state, and federal grants. Dorothy has spoken and trained extensively on a variety of topics that impact rural areas. Dorothy has been instrumental in procurement and development of Community Outreach grant funded projects. For many years Dorothy was the Director of Lakeland Council on AODA and Koller Behavioral Health Services. For over 30 years Dorothy has worked extensively with many of the Native American Tribes throughout Wisconsin. She has a Bachelor's Degree in Community Mental Health and is a certified AODA Counselor.

**Sinikka Santala**, MS, retired in 2009 from her position as the Administrator of the Division of Long Term Care in Wisconsin Department of Health Services. During her 26 year career with the State of Wisconsin she worked in appointed positions under three Governors leading three different Divisions. Prior to those appointments she was the Director of the Bureau of Community Mental Health in Department of Health and Family Services. She has also worked for the University of Vermont as the director of a national technical assistance center that assisted states, counties, and provinces in the US and Canada to develop community based services, regular housing, and improved consumer choices for people with severe mental illness. Sinikka was deeply involved in leading the development of the CST Core Values, identifying funding for the CST grants and overseeing the implementation of the first CST sites. She provided leadership to collaborative efforts with Wisconsin Tribes, Division of Children and Families, Department of Workforce Development, and Department of Corrections in developing policies and programs that result in better outcomes for families that are involved in multiple service systems.

**Lori Martin**, BA, brings hands-on experience in coordinating an supporting Collaborative Systems of Care. After receiving her BA in Psychology from Ripon College, she worked as a youth counselor at a residential treatment center for children and adolescents. She began with Waushara County's Integrated Services Project in 1998 as a service coordinator and meeting facilitator for family wraparound teams, and became the project's director in 2002. Lori has facilitated trainings related to service coordination, team building, and meeting facilitation. She also helps support several counties in their development of the Coordinated Services Team initiative, offering support and training to service coordinators, project coordinators, and coordinating committees. Lori is the primary developer of the CST website, [www.wicollaborative.org](http://www.wicollaborative.org), and provides technical assistance to sites throughout the state.

**Hugh Davis** is the Executive Director of Wisconsin Family Ties. As a parent of children with special needs, Hugh has had the experience of navigating "the system" and is familiar with the challenges associated with working with multiple service providers. Hugh and his staff have been presenters at several CST trainings across the State in the areas of parent and advocate role on teams, advocacy support and development, and information on children's mental health. Hugh is also the co-chair of the Children Come First Advisory Committee, the group statutorily responsible for supporting the CST initiatives across the State.

**Carol Pulkrabek**, MSW, CSW, has worked as a social worker in the child welfare field since 1991. She has experience and expertise in the areas of public sector juvenile justice, child protective services, and Coordinated Services Teams. She has also worked in adoptions with Lutheran Social Services. Carol has over 12 years of Social Work Supervisory/Management experience and is currently the Social Work Supervisor for Coordinated Services Teams and

Youth Services for the Family and Children's Services Unit with the Eau Claire County Department of Human Services.

**Gina Caldwell**, MSSW, APSW has worked as a social worker in county child welfare since 2003. She has experience in child protection on-going, initial assessment, juvenile justice, children's long term support waiver program, and juvenile mental health. She is currently the lead Social Worker in the Eau Claire County Coordinated Services team initiative. Gina has facilitated trainings through Western Wisconsin Partnership in the topics of Team Based and Coordinated Services Team practice.

**George Hulick**, MSW, LCSW, is a licensed Social Worker who received his Masters in Social Work from the University of Wisconsin – Madison. For over 34 years George has worked in out-patient mental health clinics, mental health hospital inpatient units serving children and adults, and with the State Bureau of Mental Health and Substance Abuse Services. George has provided direct mental health services to children, families and adults, supervised clinical treatment, and helped develop state wide mental health programs, such as, wraparound initiatives for children and families, crisis programs, day treatment programs and other mental health programs. George is currently a consultant with White Pine Consulting Service. He also continues to lead the state wide crisis conference and provides crisis services consultation to individual crisis responders.

**Chris Hendrickson, BA** worked in human services for over 36 years, primarily in the areas for mental health, substance abuse and long term care for children, adults and the elderly. The first nine years Chris was the director of the Vernon County 51.42/.437 board, where he was involved in developing many community based services including the first rural Community Support Program for adults with a serious mental illness. In 1984 he came to Madison to work for what was then called the Department of Health and Social Services. He worked for this department for over 27 years in various capacities. For 5 years he served as the Director of the Bureau of Community Mental Health, at the time when the state was first implementing recovery based service system, along with consumer based and provided services. Chris has a long history of collaborating with stakeholder groups to gain insight into their needs as well as sharing new information and developing new and better systems of care.

***Other individuals who provide occasional consultation from their area of expertise include but are not limited to:***

Wisconsin Family Ties Peer Support Specialists – **Jackie Baldwin, Paula Buege, and Deb Ramacher**

**John Franz, JD, MS** is an attorney and consultant. After law school he joined a public interest law firm where he helped write a children's code for Wisconsin and participated in civil rights litigation. He then worked as an assistant district attorney prosecuting child welfare and delinquency cases. He then joined Wisconsin's protection and advocacy agency, representing youth with mental and developmental disabilities in special education and institutional reform matters. Next he opened a private law practice in which he primarily acted as a guardian ad litem for children and adults with handicaps. He also served as an administrative hearing officer for permanency planning reviews and provided training around the state on the children's code, juvenile offender detention and dispositions, permanency planning, foster care, adoption, and special education. When Wisconsin began to develop a system of care initiative he helped write the founding legislation, providing training and

support materials, and helping communities write and implement grants related to providing integrated services for children and families. This work has led to an increased concentration on strategies for organizational change and leadership. He continues to provide consultation services throughout the United States and Canada.

**Jon Matthew**, Ph.D. clinical psychologist, is Director of Northland Community Services; a private agency that provides a variety of clinical and in-home services to children and adults with mental health issues and developmental disabilities. His involvement with CST began 19 years ago when his agency, in partnership with Marquette County, applied for and received funding as an Integrated Services Project. In late 2002, they began receiving funding for their CST Initiative. Jon supervises several CST service coordinators. He also provides specific training and technical assistance in establishing the targeted case management process and associated Medicaid billing procedures for eligible children in Integrated Services.

**Dawn Campbell**, CSW, LSW, is currently a Social Worker at St. Croix County DHHS where she has worked since 2005 as the Project Coordinator for St. Croix County's Coordinated Services Team (CST) Initiative. Dawn has worked in the human services field for over 20 years with additional experience working in residential treatment settings and in the non-profit sector. Dawn has done numerous trainings in the State through the Western Wisconsin Training Partnership around the topic of Team Based Practice.

**Jon Platson**, MSW, provides mental health therapy and clinical social work services in northwestern Wisconsin. As a consultant, he brings his experience working in county human service agencies, domestic violence programs, schools, and medical facilities; as well as a background providing experience-based education and training for a variety of groups in a range of settings. He is a strong proponent of coordinated services and collaboration, and has experience providing leadership and facilitation training.

**Don Olander**, Chief of Police, Redgranite, Wisconsin.

Additionally, state of Wisconsin staff, state regional office staff, child welfare training site staff, regional crisis coordinators and Forward Wisconsin staff are often consulted or referred to for training and technical support along with county and tribal staff that have experience in specific areas of need.