The Coordinated Services Team Initiative

Sustaining a Collaborative System of Care

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Principles from 1909 White House Conference - Adopted as "The Children's Charter" in 1930

- For Every Child:
  - A home, with love & security that a home provides. When foster care is necessary, the nearest substitute for the child's own home.
  - A community which recognizes and plans for the child's needs, provides safe places for play, and provides for cultural & social needs.
  - An education which discovers & develops a child's individual abilities and prepares them for a living which yields maximum satisfaction.
  - Who is physically or mentally handicapped, early diagnosis, provision of treatment, and training so the child may become an asset to society rather than a liability.
  - Who is "in conflict with society" the right to be dealt with intelligently as society's charge, not society's outcast; with home, school, church, court and the institution when needed, shaped to return the child whenever possible to the normal stream of life.

Summary of 5 points outlined in the 19 point document from "The Public Assistance Worker"
Russell H. Kurtz, Russell Sage Foundation, 1938

"If you care for your own children, you must take an interest in all, for your children must go on living in the world made by all children."

- Eleanor Roosevelt

Why do we want to sustain collaborative systems of care?

- One if five young people have at least one diagnosable mental or addictive disorder (U.S. Surgeon General, 2001)

- The high school non-completion rate for children with emotional and behavioral disorders is 56% (Wisconsin statewide transition conference, 2004)

- Approximately 75% of males in juvenile corrections present mental health needs (Wisconsin Department of Corrections, 2007)

2009 Survey of Counties in Wisconsin that Ended Five-Year Grant Funding

Biggest Challenges

- Implementing the CSOC process system-wide – not fully embraced by everyone
- Maintaining financial sustainability – more challenging if not mandated or policy enforced
- Maintaining an active Coordinating Committee – shared vision and turnover is challenging
- Need for more collaborative Care Coordinators

2009 Survey of Counties in Wisconsin that Ended Five-Year Grant Funding

Lessons Learned

- Consumer involvement throughout the process is necessary for success
- Administration / leadership buy-in and promotion is important to success
- Community and partner buy-in important to success
- Need for ongoing training and technical assistance – including peer support

2009 Survey of Counties in Wisconsin that Ended Five-Year Grant Funding

Positive Outcomes

- Increase in cross-system collaboration
- Positive impact on families – truly understanding and meeting their individual needs
- Philosophy shift – resulting in expanding process with other populations including adults
- Reduction in out-of-home placements

Selected Outcomes for Children and Youth Served by Coordinated Services Team Initiatives (CST) and Integrated Services Projects (ISP) 2003 – 2006

- Of 40 children residing in a correctional facility, state mental health institute, inpatient treatment setting or residential treatment setting at the time of enrollment, 88% were in less restrictive settings at disenrollment.

- Of 550 children living with their parents, relatives, or friends at time of enrollment, 91% were maintained in these settings at disenrollment; an additional 5% were placed in foster care or group home settings. *(Note that one of the qualifications for enrollment is "at risk of or in out-of-home placement".)*

Source: Wisconsin Bureau of Mental Health and Substance Abuse Services; based on the analysis of data submitted by 24 counties with ISP and/or CST, on a quarterly basis.

The Coordinating Committee
Suggested Responsibilities

- Prepare Interagency Agreement; update as needed – at least annually
- Develop plan for sustainability, starting year 1
- Assess how the program relates to other service coordination programs, taking steps to avoid duplication of services
- Identify and respond to gaps in services
- Establish operational policies & procedures; ensure they are monitored and adhered to
- Ensure quality, including consumer & agency satisfaction
- Ensure any realized savings from substitute care budgets are reinvested in the community-based CST process
- Be a liaison to the agency/group you represent on the committee
- Attend and participate in Committee meetings and activities

Recommended Subcommittees

Sub-Committee	Purpose	Outcomes
Administrative	• Monitor day-to-day operations • Ensure implementation of Work Plan • Suggest additional policies/procedures to Coordinating Committee (CC)	• Dissemination of referral & enrollment info • Draft new policies/ procedures for CC review • Supervision • Ongoing project oversight
Training & Education	• Identify & provide for education, training, and coaching needs • Community outreach and education	• Training plan for all constituencies • Organize & implement training • Develop PR Plan • Ongoing evaluation of training needs
Membership	• Ensure complete representation on CC	• Determine process for involving family members • Review CC representation • Make nominations to CC • Develop handbook or orientation process for new members

Recommended Subcommittees, continued

Sub-Committee	Purpose	Outcomes
Conflict Resolution	● Help in resolution of conflicts as outlined in the Conflict Resolution Policy	● Development of conflict resolution policy and procedures ● Process to document barriers and resolution
Evaluation & Quality Assurance	● Develop and support evaluation efforts ● Review data to ensure quality services are maintained and outcomes met ● Report on results and recommendations to Coordinating Committee	● Determine data to be collected ● Determine methods of data collection ● Implement data collection ● Review data ● Report results
Sustainability	● Develop & implement sustainability plan – including agreed upon values and funds needed	● Conduct ongoing review of public and private funding possibilities

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The Importance of Parent/Consumer Involvement on the 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 experience
- Parents know what works and what doesn't
- "Nothing about us without us"

Key Elements in an Interagency Agreement

- State mission & principles
- Define the persons to be supported (target group)
- Define partner roles & responsibilities
    - At the family team level
    - Of individuals on the Coordinating Committee
    - Agency role & responsibilities (e.g. referral, funding, system change)
- Define the process for accessing & delivering services
- Define the process for paying for services
- Define evaluation processes
- Define the conflict management process

Keeping People at the Table

- Make the Coordinating Committee an "action committee"
- Use evaluation results as agents for change in policies and procedures
- Clearly identify the roles of Committee members as liaisons between the CST process, their agencies, community, and clients
- Identify and address the unique strengths and needs of partners
- Bring cookies

Management Team Values

- We're all in this together on shared turf

- We have responsibility to our community and families to integrate programs and funds in ways that maximize positive outcomes

- We have responsibility to our agency to strive for greatest efficiencies, use of best practices, and maintain fiscal well-being

- We continue to teach and reinforce our values throughout our agencies

- We reinforce and support each other

Tom Schleitwiler, 2010, White Pine Consulting Service

Adams County Health and Human Services Leadership Agreement

- As the management team we agree to promote collaborative systems of care and community partnerships to enhance services as a whole.

- We will use creative thinking, honest communication and respect of others' opinions in order to encourage voice, access, and ownership for both clients and staff.

- We will demonstrate respect for program guidelines and mandates and effective use of resources while recognizing one agency with "no wrong door".

Elements of Successful System Change

- Practice Level:
    - Line staff in all participating agencies utilize strengths-based, family-centered approach. Staff have the skills and understanding needed.
- Program Level:
    - Agencies know how their work fits in a collaborative system of care.
- Interagency Level:
    - Policies and protocols guide the system, promoting open communication and quality improvement.
- Community Level:
    - The Community Team is grounded in and has the full support of a diverse group of people motivated by their common goals.

Planning for and Implementing System Change – Using the CST Process, John Franz, 2007

Options for Expanding Service Coordination Capacity

- Consider transition of existing teams from the formal process
- Consider shifting or sharing responsibilities on teams that are in the "ongoing stage" who have experienced team members.
- Additional Personnel Resources
    - Hire additional service coordinator(s)
    - Individual whose primary job responsibilities are not care coordination (social worker, school representative) perform all or a portion of care coordination for a single family.
    - Volunteers
    - Parents

Sustainability Funding Options

- Income from billable services
- Substitute care savings placed in community-based services
- Grants
- Foundations
- United Way
- Private organizations
- Faith community

Recognize Alumni as a Resource

- Informal Resource
- Advocacy / Peer Support
- Support Groups
- Coordinating Committee Membership
- Training and Technical Assistance

WALLEYES FOR KIDS

Walleyes for Kids, a local organization that creates opportunities for youths to become involved in outdoor recreational activities, presents a $3,000 donation to the Integrated Services Project of the Waupaca County Department of Health and Human Services. ISP works to organize teams of teachers, counselors and police officers to work with families. The money from Walleyes for Kids will allow the children of these families to participate in recreational activities that they otherwise could *not afford. Shown above are Mark Stange, on left, and Brian Anderson, both with Walleyes for Kids,* and Rene Soroko, with ISP.

What Do We Want to Sustain?

The following belief:

We believe that all children have the inalienable right to grow up safe, healthy and fulfilled, in families that love and nurture them."

- Brevard Family Partnership's System of Care

www.wicollaborative.org

Wisconsin's Collaborative Systems of Care (WCSOC)
Resource Website

| Home | Core Values | Resources | Contacts | Parents | Partners |

Coordinated Services Team Initiative (CST)

Integrated Services Projects (ISP)

Women's AODA

Welcome

This website is meant to serve as a resource...

Materials from Recent Trainings

Wisconsin's Collaborative Systems of Care

Trainings and Events

WCSOC Handbooks

Success Stories