



# WISCONSIN DEPARTMENT of HEALTH SERVICES

## Comprehensive Community Services (CCS) Coordinated Services Teams Initiatives (CST) JOINT STATEWIDE MEETING AGENDA

### Children’s System of Care

Wednesday, September 12, 2018

9:00 a.m.–4:00 p.m.

### Glacier Canyon Conference Center

45 Hillman Road, Wisconsin Dells, Wisconsin

800-867-9453

Register by Friday, August 17, 2018, at:

<http://www.wicollaborative.org/state-meetings.html>

The link above has more information about the room block for this event.

|                  |  |
|------------------|--|
| 8:15–9:00 a.m.   | <p style="text-align: center;"><b>Check In and Registration</b><br/>Coffee will be available</p>   |
| 9:00–9:45 a.m.   | <p style="text-align: center;"><b>Welcome and Announcements</b><br/><b>SYSTEM OF CARE AND PROGRAM INTEGRATION</b><br/><i>Kenya Bright and Teresa Steinmetz, Division of Care and Treatment Services (DCTS)</i></p>   |
| 9:45–10:45 a.m.  | <p style="text-align: center;"><b>Keynote</b><br/><b>DEVELOPMENTAL STAGES: ENGAGING, EQUIPPING, AND EMPOWERING YOUTH</b><br/><i>Jonathan Cloud, White Pine Consulting</i></p> <p>A prime objective of youth development is forming an identity and sense of purpose. Examine the developmental processes that are sources of youth behavior and understand the importance of utilizing a range of responses to support development and progress toward reaching their goals.</p>   |
| 10:45–11:00 a.m. | <p style="text-align: center;"><b>Break</b></p>  |
| 11:00–12:15 p.m. | <p style="text-align: center;"><b>Breakout Sessions</b></p> <ol style="list-style-type: none"> <li>1. <b>Transitioned Aged Youth: It’s all About Engagement and Communication</b> <ul style="list-style-type: none"> <li>• <i>Judy VanRyzin, Outagamie County</i></li> <li>• <i>Sara Zwieg, Jefferson County</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration<br/>Wisconsin’s Youth Empowered Solutions examines barriers to engagement and practice with youth and young adults ages 16-25. Participants will discuss ways to improve their own communication and engagement strategies to make positive changes in their practice.</p> </li> <li>2. <b>Meaningful Involvement of Consumers, Parents, and Young People on Coordinating Committees</b> <ul style="list-style-type: none"> <li>• <i>Tancy Helmin, Marquette County</i></li> <li>• <i>Corbi Stephens, Marquette County</i></li> <li>• <i>Trinke McNurlin, Sawyer County</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration<br/>Participants will learn strategies to engage and support citizen participation on coordinating committees. Presenters will discuss hands on tools and supports that enhance understanding and allow citizens to be active in their leadership on the committee.</p> </li> </ol> |

|                 |   |
|-----------------|---|
|                 | <p><b>3. Coordinating Committees: So We're Expected to Bring a Bunch of People Together to Talk About What Exactly?</b></p> <ul style="list-style-type: none"> <li>• Jason Cram, DCTS</li> <li>• Danielle Graham-Heine, DCTS</li> </ul> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>This session will provide the expectations and requirements for CCS and CST Coordinating Committees. Several committee options will be presented for counties and tribes to consider. The session will conclude with a discussion about best practices for coordinating committees as the state continues to seek to advance the children's system of care.</p> <p><b>4. Facilitating Hope, Meaning, Belonging, and Purpose: First Nations Approach to Wellness</b><br/><i>Kristin Welch, Stockbridge-Munsee Tribe</i></p> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration</p> <p>Participants will learn about the First Nations Mental Wellness Continuum Framework from the Thunderbird Partnership in Ontario, Canada, including how it was implemented by the Stockbridge-Munsee Waapasaaby CST.</p> <p><b>5. Assessing Need, Not Service</b></p> <ul style="list-style-type: none"> <li>• Leanne Delsart, Wraparound Milwaukee</li> <li>• Ann Kelley-Kuehmichel, Wraparound Milwaukee</li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor</p> <p>CCS and CST are designed to address unmet needs in a person's life. Identifying needs is difficult. It is about much more than setting behavioral goals or finding a service. The search for unmet needs is hard work and requires persistence, trust, and an openness to make mistakes together. Learn about the steps in discovering needs in a strength-based way that empowers and energizes this work.</p> <p><b>6. Why Isn't Our System Working: Agency Interdependence and Network Improvement</b><br/><i>Barbara Blackdeer-Mackenzie, Ho-Chunk Nation</i></p> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>Learn six factors to consider in your organization and the bigger picture about what happens with agency interdependence through time. Then, through mind-mapping, figure out some solutions to get you thinking about how to improve your organizational networks and systems.</p> |
| 12:15–1:15 p.m. | <b>Networking Lunch (Lunch Provided)</b>  |
| 1:15–2:30 p.m.  | <p style="text-align: center;"><b>Breakout Sessions</b></p> <p><b>7. Integrating CCS and CST: A Panel of Sites</b></p> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>Panel members will share their experiences and lessons learned related to their process of integrating CCS and CST.</p> <p><b>8. Staff Recruitment and Retention</b><br/><i>Chuck Price, Waupaca County</i></p> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>A healthy and happy workforce doesn't just happen. It takes an agency commitment to culture change. Learn how the Waupaca County Department of Health and Human Services has incorporated a trauma-informed care approach throughout the agency and the positive effects on staff recruitment and retention.</p>   |

|                |   |
|----------------|---|
|                | <p><b>9. The Journey of Data Collection and Measuring Outcomes</b></p> <ul style="list-style-type: none"> <li>• <i>Tim Connor, UW Population Health Institute</i></li> <li>• <i>Emily McGonigle, La Crosse County</i></li> <li>• <i>Ryan Ross, La Crosse County</i></li> </ul> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>This session will review statewide data and trends and will provide specific examples of what data collection and outcome measurement can look like at the local level. A county CCS/CST site will share their path of lessons learned from their journey in collecting and analyzing data.</p> <p><b>10. Advancing Adult Compassion Resilience</b><br/><i>Sue McKenzie, Rogers InHealth and WISE</i></p> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration</p> <p>Explore the concepts of compassion fatigue and resilience through activities that can be brought back to use with staff in your organization who work with people who face complex challenges. Get access to the WISE Compassion Resilience Toolkit, a flexibly implemented set of resources to build awareness of compassion fatigue and strategies to increase compassion resilience in all staff from a system perspective as well as individual perspective.</p> <p><b>11. Learning Collaboratives: What, Why, and How</b></p> <ul style="list-style-type: none"> <li>• <i>Scott Caldwell, DCTS</i></li> <li>• <i>Rebecca Wigg-Ninham, DCTS</i></li> <li>• <i>Jessica Degroot, Oneida Tribe</i></li> <li>• <i>Rebecca Green, Oneida Tribe</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor</p> <p>Professional learning and development is essential to the delivery of quality human services. A learning collaborative is a format for ongoing peer-based learning on a topic, skill, or practice beyond a workshop or other learning event. Learn the what and why of learning collaboratives and how to go about creating one to implement and improve your children’s system of care.</p> <p><b>12. Coordinating Committees: So We’re Expected to Bring a Bunch of People Together to Talk about What Exactly?</b></p> <ul style="list-style-type: none"> <li>• <i>Jason Cram, DCTS</i></li> <li>• <i>Danielle Graham-Heine, DCTS</i></li> </ul> <p><b>Intended Participant:</b> Supervisor, Administration</p> <p>This session will provide the expectations and requirements for CCS and CST Coordinating Committees. Several committee options will be presented for counties and tribes to consider. The session will conclude with a discussion about best practices for coordinating committees as the state continues to seek to advance the children’s system of care.</p> |
| 2:30–2:45 p.m. | <b>Break</b>  |
| 2:45–4:00 p.m. | <p style="text-align: center;"><b>Breakout Sessions</b></p> <p><b>13. Transitioned Aged Youth: It’s all About Engagement and Communication</b></p> <ul style="list-style-type: none"> <li>• <i>Judy VanRyzin, Outagamie County</i></li> <li>• <i>Sara Zwiag, Jefferson County</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration</p> <p>Wisconsin’s Youth Empowered Solutions examines barriers to engagement and practice with youth and young adults ages 16-25. Participants will discuss ways to improve their own communication and engagement strategies and to make positive changes in their practice.</p>  |

|           |  |
|-----------|--|
|           | <p><b>14. Meaningful Involvement of Consumers, Parents, and Young People on Coordinating Committees</b></p> <ul style="list-style-type: none"> <li>• <i>Tancy Helmin, Marquette County</i></li> <li>• <i>Corbi Stephens, Marquette County</i></li> <li>• <i>Trinke McNurlin, Sawyer County</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration<br/>Participants will learn strategies to engage and support citizen participation on coordinating committees. Presenters will discuss hands on tools and supports that enhance understanding and allow citizens to be active in their leadership on the committee.</p> <p><b>15. Best Practice Paradigm: Developing Solid Community Relationships</b></p> <ul style="list-style-type: none"> <li>• <i>Tammy Bergum, Lac Courte Oreilles Tribe</i></li> <li>• <i>Dotty Crust, Lac Courte Oreilles Tribe</i></li> </ul> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration<br/>Lac Courte Oreilles CCS will discuss steps they have taken to provide continued outreach and engagement within their community in order to support the success of all individuals. The ability to offer an “outside of the box” approach has allowed for meaningful partnerships to develop between different programs and community members; while focusing on the well-being and healing of those enrolled within CCS.</p> <p><b>16. Advancing Adult Compassion Resilience</b><br/><i>Sue McKenzie, Rogers InHealth and WISE</i></p> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor, Administration<br/>Explore the concepts of compassion fatigue and resilience through activities that can be brought back to use with staff in your organization who work with people who face complex challenges. Get access to the WISE Compassion Resilience Toolkit, a flexibly implemented set of resources to build awareness of compassion fatigue and strategies to increase compassion resilience in all staff from a system perspective as well as individual perspective.</p> <p><b>17. Quality Coaching and Supervision of Wraparound Facilitators</b><br/><i>Philip Robinson, White Pine Consulting</i></p> <p><b>Intended Participant:</b> Supervisor, Administration<br/>Supporting wraparound facilitators from orientation to quality practice and eventually innovation starts with a supportive culture, quality supervision, and coaching model. This session will focus on how supervisors can build support for their wraparound facilitators and will include sample tools for coaching, supervision, observing, and mentoring.</p> <p><b>18. Underserved Populations: Where are They in Your Community?</b><br/><i>Mai Zong Vue, DCTS</i></p> <p><b>Intended Participant:</b> Care Coordinator, Service Facilitator, Supervisor<br/>This is a discussion session designed to help participants identify outreach barriers and cultural appropriate outreach services to underserved populations. Participants are encouraged to come with questions they would like to discuss and success stories they would like to share.</p> |
| 4:00 p.m. | <b>Adjourn</b>   |