**The Coordinated Service Team Initiative**

**Northeastern Region Initiative Coordinator Meeting**

**Wednesday, September 16, 2104**

**9:30 am – 3:00 pm**

**Fox Valley Technical College**

**1825 N. Bluemound Drive**

**Room 161B Entrance 15**

**Appleton, WI**

**Questions and Issues Raised About Coordinating Committees (CCs) During Introductions**

 Crisis/CST relationship – joint Memorandum of Understanding and partnering

 How to organize parents/informal supports with community

 Organizing first meeting for CC

 How to reinvigorate a CC

 How to engage parents on CC

 Ways to brings it all together as new coordinator, how to build community support and

 get CC in place

 Making CCC successful in community

 How to blend combination of committees – especially when large group (eg., CST with COP and CLTS)

 CST and CCS integration

 CST and other children’s programming integration – moving families between programs and having shared assessments

 Re-educating CC about CST

 Seamless flow between services for consumers, families and staff

 Joining CST/CCS services across multiple counties, growth and development

**State, Regional, and White Pine Consulting Updates**

 Regional (Gail Chapman):

* Gail is available to assist counties as needed, especially if assistance is needed in working with others at the county or state level.
* Gail’s role is to also assist CST initiatives in knowing about helpful resources and trainings in the northern region.

White Pine (Dan Naylor):

* Dan handed out information about an upcoming training regarding working with the Hmong population.

State (Karen Bittner and Joanette Robertson):

* The Project Director’s Meeting will be held on September 30, 2014 in Steven’s Point. It is required that CST staff attend. The agenda was distributed. Information about registration has been emailed.
* There will be upcoming CANS training for CST staff – on Sept 23 and Nov 6. The agenda for the Sept 23 training was distributed. However, only 9 people have signed up for the Sept 23 training and it may be canceled. If so, info will be emailed about this.
* Update about expansion and new sites – completed check-ins and are creating plans to provide ongoing support for them. Many initiatives have new funding but have had CST in the past.
* Discussed how to spend down 2014 funds and what costs are allowable. Handout was distributed with this info.

**Group Discussion/Learning Collaborative About Questions and Issues Raised**

What has not worked with CC in past and what did you do about it

 Stopped providing food during meetings. Only lasted two meetings and realized it was necessary. Found a way to fund it and bring it back. It gets people to attend.

 There are ebs and flows to attendance. When all is going well, members can become less excited and stop coming. Let them know it’s working and going well because of their involvement. Need to tell them regularly.

 Budget got cut and had trouble meeting expenses. Make sure to tell the “stories” and make them local/relevant. Often, community members feel that social problems are not in their community but indeed they are. Talk openly about what those are, eg., heroin is not just a big city issue – it’s in small towns and changing how law enforcement works and what crime statistics look like. Have parents come in and talk about their kids and how the impact CST had in their lives.

 CST Coordinator not having ideas to bring to CC. Have the members talk about what’s going on in their organizations, what trends they’re seeing, what gaps exist.

 Same people do the same work – there are limited resources. Respect this, work to combine meetings whenever possible and make their jobs easier.

 Can’t get court staff to CC. Many times their schedules can’t accommodate attending outside meetings so allow them to be excused from meetings but keep them informed/involve them in other ways. Or they could appoint someone not so closely involve d with the courts to participate and report back to them.

 People are there for a purpose – make sure they have one. Do not hold a meeting if there is nothing on the agenda. Make sure the agenda is relevant for all persons attending (especially if combining committees).

How to get to know people/develop trusting relationships

 It’s all about personal connections. Understand other’s perspectives. Meet with them 1:1 for introductions, to invite them to participate, and in between meetings.

 Explain CST process and it’s a different approach in listening to and respecting family voice and choice.

 Discuss roles of members, including limitations.

 Work toward same goals as a team and celebrate the changes/successes.

 Have ice breaking exercises during CC meetings.

 Discuss ways to work together across settings with not only CST but other services.

 Gather ideas from each member about what to do next year. Often an annual strategic discussion.

How to build support network between parents and community

 Let parents take the lead. Parents on CCs have run parent support groups, parent subcommittee, mentored new members and other parents.

 If the community has a lack of resources, use CC to determine how to fill the gaps. This is part of their statutory requirement. Similar to the family team process, talk about who can contribute what to find/create resources.

 Connect families/parents with other parents who have been through the CST process previously to help connect the dots. They know how/where to find natural supports and build that network.

 Create positive PR when community resources assist in filling the gaps, eg., Walleyes For Kids which provides flex funds and positive public relations for children and families who benefit from CST

Creating synergy on CC

 Choosing the right members is critical. Need to be influencers and decision-makers. Need to be committed and get excited about building the community.

 Focus on the advantages of CC being a public/private partnership.

 Make personal connections with each member.

 Always be looking for new members in the community. Those who meet the right requirements and would be an asset to add.

How to get CC members to participate/attend

 Switch meeting locations regularly. Alternate between schools and human services or other places.

 Don’t give up. Can take a long time to engage some members.

 Get them involved in a family team first to create buy-in of the CST approach and show them how they can assist. May help them understand and work through crisis as well.

 Having a “like” professional talk with them (such as school administrator with school administrator or court worker with court worker).

 If missing statutory requirements, contact state administrator to discuss and brainstorm ways to engage those positions. All of us want CSTs to be successful and sometimes sites need help to figure out what to do.

 Approach members about how CST can benefit them. Can CST provide additional options to a problem that they’re having in their organization/with specific populations.

 Put judges on a mailing list and send them CC minutes, whether they’re officially participating or not.

 Go to their meetings instead/at first. Present success stories regarding CST. Provide good news and give info. Ask them directly while there who could be involved. Leave them brochures/information.

 Discuss possible grants/resources to seek. Write grant together. Use CC as the grant CC to oversee activities.

Ways to reinvigorate a CC

 Ask White Pine to assist – can do presentations, come in and provide overview.

 Get them involved in activities such as showing them how a family team meeting goes and what that process looks like.

 Hold a picnic for CST members (children, parents, CC). Have CC plan the event. Bridges the gaps between “them and us”.

 A local bank provides a CST Christmas giving tree in one community.

 Hold bus trips to fun activity or nearby family fun day. This might be funded by a community club.

 Have a fundraiser. One CST has a parent subcommittee that organizes selling pizzas to raise money for families to attend the Family Fun Day.

How to identify/engage parents on CC

 WI Facets is holding four workshops for parents this fall. Info available on WIFacets.com.

 Identify parents who have navigated multiple systems – not necessarily CST.

 Consider extended family members who have taken on parenting.

 Consider adoptive/foster parents.

What are the first steps for a CST

 Hire Initiative Coordinator, hire Service Coordinator, develop CC, have CC develop policies and procedures – must have these things in place before taking referrals.

Ideas for CCs

 Seek out youth who were served by CST and are now adults to be on CC.

 Have kids come back to talk to CC about their experience in CST.

 Work with crisis providers. New crisis grant services for adolescents are starting in all of the counties in the NE region. A Crisis staff should be presenting to CCs regularly. Crisis need to develop a Memorandum Of Understanding together with CST. Crisis staff could be a CC member. Develop community crisis response plans.

Combined Committees

 Phil Robinson, Deputy Director at Green Lake County presented an approach he developed and is being used at the county to integrate services. Five themes are identified as running through all services:

 1. Stabilization (the primary concern)

 2. Eligibility (what can the family access)

 3. Informed consent (helping family understand their services and what they’re getting)

 4. Assessment (happens in every phase, ongoing, builds understanding of family)

 5. Ongoing (services, monitoring and planning)

 This is a non-linear process and all aspects play into each other. Consumers are identified by their needs, not a program and the process needs to be fluid. There should be a single point of entry to make it easiest for families. The focus is on getting families to the right place at the right time. That our job to figure out, not theirs. We need to help families fit into the right service not expect them to know how to fit into our structure.

 If merging groups, respect history, funding, turf issues, politics, egos, etc. Focus on the shared purpose – making the lives of children and families better.

 One CST site has multi-disciplinary meetings with schools, juvenile justice and human services) to discuss top priorities for referrals and services and discuss their own roles to assist with needs. This reduces turf issues and increases communication between these systems.