

Coordinated Services Team Initiative
Statewide Project Directors' Meeting

Initial Coordinating Committee Meetings for New Sites

Tuesday, September 29th, 2014
Holiday Inn Convention Center
Stevens Point, WI

Dan Naylor, MPA
White Pine Consulting Service
N3000 Rusch Road
Waupaca, WI 54981
(715) 258-5430
Email: whitepine@mwwb.net
Web: www.wicollaborative.org

Brenda Nash
Grandmother/Parent Member of
Clark County's Coordinating Committee

Julie Johnson and Ashley Schmitt
Clark County Department of Social Services
Coordinated Services Team Initiative

Model the CST Family Team Process

- Community survey of strengths and needs
- Collaborative planning to address needs
- Effective team meetings – what keeps people coming back to the table?

New or Existing Committee?

- Partner with an existing collaborative body / committee
 - Are potential members already meeting as a group/committee?
 - Are the priorities and values of the group compatible with CST?
 - Is the group open to modification of its membership and tasks?

- Create a new committee
 - A representative group of stakeholders who are able to participate in decision-making
 - Individuals who are willing to be liaisons between the committee and his/her agency

Source: National Wraparound Initiative Implementation Guide, 2011

Recruitment of Coordinating Committee Members

- Identify required and some optional membership categories
- Identify the who – “champions” if known
- Determine who will make personal contact – preferably someone they know and trust
- Provide orientation

Recruiting Parents and Youth as Coordinating Committee Members

- Make personal contact, initiated by someone who has a trusting relationship with the parent or youth
- Identify parents and youth who have navigated multiple systems – not necessarily CST
- Consider extended family members who have taken on parenting roles
- Eliminate barriers
 - Childcare
 - Transportation
 - Time & location of meeting
- Help ensure an active role
 - Encourage active participation
 - Encourage involvement as a committee officer
- Provide a mentor
- Provide orientation and ongoing education

Sample Coordinating Committee Binder Table of Contents

- Local site brochure
- State Statute 46.56
- Legislative Checklist
- CC membership list
- Values page
- Duties and responsibilities of the CC
- Policies and Procedures
- Interagency Service Agreement
- Agendas and minutes from previous meetings
- Enrollment reports from previous meetings
- Current budget and work plan
- Overview of team process
- Local annual data reports (if available)
- Local annual family/youth/provider satisfaction reports (if available)
- Most recent state annual report
- Most recent state family satisfaction survey annual report
- Other data as available

Consider including appointment books for parent committee members

Developing Coordinating Committees: Advice from Established CST Initiatives

Outreach

- Need to have decision-makers on the Committee
- Community agencies and partners need to understand the CST process
- Interagency Agreement and Core Values should be reviewed and renewed with partners at least every two years
- Celebrate core values and the successes of collaboration with partners
- Access training and technical assistance resources when needed

6/19/14 CST Western Regional Meeting Learning Collaborative

Developing Coordinating Committees: Advice from Established CST Initiatives

What to Tell Partners

- How CST can benefit them
- Share successes and real-life examples
- Clearly define and communicate expectations
- Understand that some providers may not have experience with “strength-based” assessment and planning
- Provide ongoing support and education on process and values

6/19/14 CST Western Regional Meeting Learning Collaborative

Leadership Role of the Coordinating Committee

- Thoroughly understand and support the collaborative system of care
- Create new approaches, resources, and opportunities as needed.
- Help solve problems and resolve conflicts.
- Ensure quality implementation and improvement.
- Develop collaborative funding for long-term success.

Adapted from David Fraser, Community Care

Select Coordinating Committee Responsibilities

- Establish operational policies and procedures (e.g. referral, screening, conflict management, flexible funding); and ensure they are monitored and adhered to.
- Identify and address gaps in service
- Prepare interagency agreement(s)
- Ensure quality, including adherence to the core values
- Plan for sustainability of the system change beginning in the first year of any funding received.

Initial Coordinating Committee Meetings: Preparation

- Space considerations (location/community, room size, comfort)
- Room set-up
- Food
- Stipends for parent members

Initial Coordinating Committee Meetings: Sample Agenda Items

1. Introductions
2. Overview of the CST process
 - Site representative
 - Training and Technical Assistance Consultant
3. Membership discussion
4. Policy and Procedure Development
 - Samples from other sites
 - Possible subcommittee work
 - Time frame
5. Scheduling of future meetings
 - Timing and location
 - Food

A Summary of Steps for Developing a Collaborative System of Care

- ❑ Identify partners & develop policies
- ❑ Identify target population
- ❑ Determine processes for referral and enrollment
- ❑ Address issues related to care coordination including staff, training, ongoing support & coaching
- ❑ Implement the team process
- ❑ Establish monitoring and evaluation processes
- ❑ Ensure sufficient collaborative funding is available
- ❑ Develop a collaborative plan for sustainability
- ❑ Identify someone to track and organize project activities and outcomes

Maintaining a Coordinating Committee

- 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
- Focus on system change and sustainability – both philosophical and financial
- Eliminate barriers to parent and youth involvement
- Help ensure productive and enjoyable meetings
- Make the Coordinating Committee an “action committee”
- Use meeting and program evaluation results as agents for change

www.wicollaborative.org



The screenshot shows the homepage of the Collaborative Systems of Care Resource Website. At the top, the URL www.wicollaborative.org is displayed. Below the URL is a dark navigation bar with the site title "Collaborative Systems of Care Resource Website" and a search bar. A "Like Us" on Facebook button is also present. The navigation bar includes links for "About", "Testimonials", "Training and Technical Assistance", "CST Handbooks", "CST Coordinators", "Calendar", "Resources", and "Blog".

The main content area features a large image of hands stacked together, symbolizing collaboration. To the right of the image is a box titled "Coordinated Services Team (CST) Initiative Statewide Expansion Funding". The text in this box states: "The Division of Mental Health and Substance Abuse Services (DMHSAS) has issued Action Memo 2013-07, which describes the process for eligible counties and tribes to apply for CST Statewide Expansion funding. The memo, along with all of the necessary application documents are available on the DMHSAS's 'CST Expansion' website page, which can be accessed by clicking the button below. The application deadline is February 18, 2014." Below this text is a button labeled "CST Statewide Expansion".

Below the main image, there are two columns of text. The left column is titled "Training and Technical Assistance for CST Sites" and mentions "White Pine Consulting Service (WPCS), in partnership with Waupaca County Department of Health and Human Services, currently". The right column is titled "Statewide Collaborative Systems of Care Directory" and states "Below is a link to download a statewide directory of counties and tribes which are developing or sustaining CST initiatives and other collaborative systems of care".

www.wicollaborative.org/regional-workshops.html

Northern Region



Northern Region
Regional Office Representative: Gail Chapman, gail_chapman@wisconsin.gov
CST Consultant: Dottie Moffat, dottie@dilmoffat.com

Upcoming Northern Regional CST Meetings
Regional Office - 2187 N Stevens St, Suite C, Rhinelanders
Please check back in November for 2015 meeting dates

Care Coordination Fundamentals Workshop
There are currently no workshops scheduled.

Material From Past Regional Meetings

Wednesday, September 10th, 2014
Agenda
Meeting Notes
Coordinating Committee Workshop PowerPoint Handout
Sample Coordinating Committee Binder Table of Contents
2014 Selected Options for CST Expenditures
Self Assessment Tool for Leaders

Wednesday, May 14th, 2014
Agenda
Engaging Natural and Community Supports handout
NIATx PowerPoint handout
Summary of NIATx discussion

www.wicollaborative.org/new-site-development.html

Resource Handbook for New Site Development



The Resource Handbook for New Sites Development is meant to assist counties and tribes who are in the initial stages of developing a collaborative system of care / Coordinated Services Team Initiative. Topics include: coordinating committee membership and responsibilities, steps for developing collaborative systems of care, service coordination development, training and technical assistance resources, CST evaluation, and sustainability.

Please note: This handbook was revised in May 2014. If you have a prior version of the handbook, please consider replacing it with the updated sections.

Download the contents of the handbook by clicking on the links below.

Table of Contents

Forward

Section 1: Core Values

- Core Values
- CST Legislative Checklist
- Summary of Steps for Developing a Collaborative System of Care

Section 2: Coordinating Committee, Monitoring, and Evaluation

- Sample Table of Contents - Informational Binder
- Coordinating Committee Membership
- Multi-Entity Initiatives
- Responsibilities of the Coordinating Committee
- Subcommittees
- Interagency Services Agreement
- Parent and Youth Involvement
- Maintaining a Coordinating Committee
- Team Status Update Report
- Evaluation Tool Guidelines
- CST Data Requirements Summary
- Annual CST Initiatives Survey
- Family Satisfaction Survey

Section 3: Staffing - Initiative Coordination and Care Coordination

- Initiative Coordinator Job Description
- Suggested Orientation for Initiative Coordinators
- Care Coordinator Job Description
- Care Coordination Resources
- Qualifications for billing MA for Targeted Case Management (TCM)
- TCM Handbook and Regional Contacts

Section 4: Training and Technical Assistance

- Overview of Training and Technical Assistance
- Workshop Descriptions and Consultant Cadre
- Regional CST Meetings
- Wisconsin Family Ties

Section 5: Expansion and Sustainability

- Guide for Meeting Site Contribution Requirements
- Developing a Sample Action Plan and Summary Outcome Report
- Working with Hospitals and Residential Care Centers
- Sustaining a Collaborative System of Care

APPENDIX - Sample Policies and Procedures

- Sample Referral Form
- Sample Interagency Release of Information
- Team Fax Fund / Revolving Loan Sample Form
- Sample Conflict Resolution Policy