

The Coordinated Services Team Initiative  
 2016 Spring Regional Meeting – Northeast Region  
 Topic: Challenges to the Development and Implementation of the Plan of Care

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Tuesday, February 9<sup>th</sup>, 2016  
 Fox Valley Technical College  
 Appleton, WI

**Summary of 15 Workshop Evaluations** (20 people attended)

**1. What is your overall evaluation of the workshop?**

	Poor	Below Average	Average	Above Average	Excellent
<b>Number of Responses:</b>	0	0	1	8	6

<b>Average Score:</b>	4.3
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**2. Was the workshop relevant to your needs?**

	Yes	No	Somewhat
<b>Number of Responses:</b>	14 (93%)	0	1 (7%)

**3. What aspect or topic did you find the most helpful?**

- (7) Brainstorming; hearing and sharing strategies and ideas
- (4) Issues basket
- Revisiting importance of following "process". Rules/roles and goals and family respect and ownership of the plan
- That the topic was relevant to my work. Real examples.
- Promoting participation
- I thought the entire day was very helpful
- Dan was great at directing our common issues.
- Skill building around creating plan of care
- Plan of care topic
- Discussions in general - after being in the role for three years it is never too late to learn or be reminded

**4. What would you suggest to improve the workshop?**

- Seems like these continue to be geared for newer care coordinators. It's hard to always justify the time, but I know there is a benefit to having a mix.
- Nothing - was good refresher. Nice to hear what others do in real situations.
- Continuing talking with other sites about issues/what is going well with their CST program to give ideas for newer sites.
- A bit cold in the room
- Nothing, it was great!

**5. Please evaluate the following aspects of the Skill Building Workshop:**

	Number of Responses					Average Score
	Poor	Below Average	Average	Above Average	Excellent	
<b>Presenters' knowledge of material</b>	0	0	0	3 (20%)	12 (80%)	4.8
<b>Relevance of material content</b>	0	0	1 (7%)	4 (27%)	10 (67%)	4.6
<b>Presentation/ organization</b>	0	0	1 (7%)	4 (27%)	10 (67%)	4.6

**6. What specific topics would you like to see covered at future regional meetings?**

- (2) Writing SMART goals
- Problem solving as a team when issues arise. Doing an exercise to work through struggles that come up as teams.
- Bridging CCS/Case needs/relationship building
- PPS, technical training for CST
- Crisis planning
- Joining CCS and CST programs for counties
- Maybe more of topics on working with youth on a specific issue - such as youth with ODD or explosive disorder, or schools or brainstorming drawing in more schools/organizations to CST.
- Yearly budget/work plan assistance. Writing realistic, relevant goals that aren't a copy over from last year. Peer review/state review of county's program. We get no feedback, which could go a long way in changing the way a program is set up or operating. Might spur some positive results.
- I would love to see a demonstration done on putting together a plan of care - done live. Also a crisis plan - what does a 6 month CANS update look like - separate sheet, done on same CANS sheet?
- Tools/tips to engage families that are reluctant to share info because of the fear of getting in trouble. What helps families expose their vulnerability even though they understand they're surrounded by supports.
- Developing parent peer support programs. Sharing forms - what do other programs use? Education and outreach ideas - what are other programs doing?
- More about conflicts within the team. Using peer supports. Keeping team members engaged.
- Dealing with parents who have unmet mental health needs.