**The Coordinated Service Team Initiative**

**Western Region Initiative Coordinator Meeting**

**Thursday, October 23, 2104**

**9:30 am – 3:00 pm**

**Department of Health Services Regional Office**

**610 Gibson Street, Suite 2**

**Eau Claire, WI**

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

 What are others doing; would like to bring back information to own site

 What are others doing, especially in regard with their CC

 How to maintain drive for people to come to CC

 Starting referral process

 Some setbacks getting CST developed – how to move forward

 Want ideas from other counties

 It’s been difficult to get started, trouble with the CC staying together in past

 How to keep parents involved on CC

 How to strengthen community facilitators, get referrals, and bring life back to CC

 Training facilitators to run CST teams who are in other systems – how do we keep tabs on what they’re doing, how do we enter their data into PPS

 Building community/caregiver surrogates as advocates

 How to meet basic needs for families (ie. Homelessness)

 Using CCS as a platform for CST

 Ongoing support for CC

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

 Regional (Michelle and Donovan):

* They are both available to assist counties as needed, especially if assistance is needed in working with others at the county or state level. They are in the midst of a restructure and each of them will be assigned to assist specific counties in the region – more info will be announced as this is developed.

White Pine (Dan Naylor):

* CANS training is scheduled for November 6 in Wausau.
* Care Coordination trainings are full with a wait list. More trainings will be scheduled for 2015.

State (Karen Bittner and Joanette Robertson):

* 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.

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

Parent recruitment and engagement on CC

 Provide parents with an introduction before the first meeting, including a committee handbook, sit down conversation, past minutes

 Follow up after each of first few meetings, encourage questions, make them feel included

 Rely on a professional who’s already built a relationship with the parent to check in

 (ie.Waiver workers often have good relationships with parents)

 Provide stipends, gas, and food

 Use experienced parent to help them

 Knock down formalities and formal roles

 Be intentional and open about being human and making mistakes

 Let them know it might feel intimidating because of the number of professionals

 Let me know it takes time to learn how the group works and the language used

 Don’t let acronyms be used

Outcome subcommittee was stuck for long time and not making progress

 Did analysis by outside consultant for neutral, fresh perspective

 Didn’t have a clear vision of what they were trying to achieve

 Needed changes in leadership

 Became more strategic – what do we want to accomplish

Over time, what is helpful for CC to do

 Develop subcommittees – have members stay active and give tasks

 Outreach

 Fundraising

 Structure the meetings more as a business meeting than a subcommittee

 Have subcommittees meet as part of the overall meeting time – check back in at end of meeting time

 Have all members join a subcommittee

 To accommodate travel, meet 4x per year with subcommittee meetings in between

 In the summer, have a picnic for families, providers and CC instead of a meeting

 Have Christmas party instead of a December meeting

 There could be a community event/presentation at each meeting

 Going to quarterly meetings can make it difficult to engage people and be action oriented

Revisit the vision every year

 Have a kickoff at the start of the school year and revisit goals and objectives of the CC

 Develop a strategy

 In January, revisit the bylaws/have elections

 Develop a work plan at the end of every year for the next year

How to do positive public relations/get beyond the human services barrier

 Bring different agencies to CC to educate them about CST

 Identify point people in each school district who can talk with parents about CST and encourage a referral; they can meet with families first, do an orientation, obtain releases

 Reduce fear for parents

 Business cards listed as “CST” not human services

 Hold meetings at schools or places outside of human services

 Consider CST a community initiative

 Let anyone on the CC make referrals

 Promote CST as a voluntary service

 Promote the desire to help parents before their child has more difficulties/is arrested/etc.

 Accept minimal information from referral sources but make sure they stay part of the team

Infuse culture and language into everything in programming, consider these things part of wellness.

Establish CST as 501(c)(3) to have fundraisers to use for programming. Have a gift tree at the Y each Christmas for families.

Send out a newsletter a few times each year.

Some counties are working together to develop and grow their CST initiatives. Some counties and tribes are working together. They are sharing staff and other resources.

Develop a trauma team at the county

 Reminders to focus on self-care

 Provide trauma screens for kids

 Incorporate ACES as a fundamental issue

CCS being developed regionally

 Have parents involved with this development

 Let consumers lead the way in developing teams and services

Build surrogate caregivers

 Faith community

 RSVP program

 Retired teachers’ association

 Tribe

 Rotary/Community clubs

 Sponsoring organizations

 Retired social workers and juvenile justice workers

 Could be volunteer or paid

 STEP program – tax write off for # of hours mentoring each year

 Needs to be family related or organizationally based

 There can be barriers regarding long-term commitment of volunteers

Newsletter Resource about Homelessness: [www.nathnorthwoods.com](http://www.nathnorthwoods.com)

 Good example of how to meet a community need