**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