

Coordinated Services Team Sustainability Developing a Sample Action Plan and Summary Outcome Report

Purpose of an Action Plan and Summary Outcome Report:

- Expand the Coordinated Services Team (CST) process intending to establish a “way of doing business” that we believe is beneficial to children, families, service providers, and community.
- Develop/sustain an initiative that addresses local challenges such as high out-of-home placement costs, or lack of communication and collaboration between agencies.
- Plan allows us to share outcomes, lessons learned, and establishes a basis for requesting continued support
- Grant requires us to develop a plan for sustainability

Content of the Plan and Report

| General Information & Overview | | |
|--------------------------------|---------|---|
| Who | By When | |
| | | Summarize the history of CST development (How did we get here? What resources were used?) |
| | | Provide summary of the Statewide perspective – possible sources of information include annual reports and special presentation material available from White Pine Consulting Service and the Division of Mental Health and Substance Abuse Services |
| | | Provide a statistical and narrative picture of children served – involved in multiple systems, at risk of substitute care and willingness of parents to be involved (reference results of local and statewide surveys). |
| | | If the County has completed the Child Welfare Quality Services Review (QSR) provide a summary of the results and recommendations which will hopefully outline the importance of teaming and engagement |
| | | Summarize other collaborative initiatives (e.g. the Regional Partnership Grant Initiative, Honoring Our Children, or Comprehensive Community Services) that utilize the CST process or similar wraparound approach. |

| Child & Family Outcomes | | |
|-------------------------|---------|---|
| Who | By When | |
| | | Provide specific county and statewide Client Satisfaction Survey results |
| | | Obtain & summarize testimonials from children and families currently and previously involved. Information may be gathered via personal interviews, focus groups, surveys, or a combination of methods. |
| | | Examples of questions that could be asked; <ul style="list-style-type: none"> • Is your child(ren) at home? Regularly attending school? Involvement with law enforcement? Utilizing services set up by the team? Utilizing Crisis Response Plan? |
| | | <ul style="list-style-type: none"> • Conduct survey • Summarize results |
| | | Obtain Quarterly Report data from the state & summarize |

| Provider Outcomes | | |
|-------------------|---------|---|
| Who | By When | |
| | | Complete Provider Satisfaction Survey |
| | | <ul style="list-style-type: none"> • Compile mailing list: current team members, past team members, coordinating committee members, agency administrators/community stakeholders • Develop cover letter & send surveys • Compile results |
| | | Gather additional information via personal interviews and/or focus groups. |
| | | Obtain & summarize testimonials |

| County Data Comparison | | |
|------------------------|---------|--|
| Who | By When | |
| | | Broad picture of the impact of systems change – Pre CST & Post CST |
| | | <ul style="list-style-type: none"> • Obtain county budget information – an example would be for the period 2000 – 2008 referencing substitute care placements – location and cost as well as projections for 2009 |
| | | <ul style="list-style-type: none"> • Summarize data (CST began 2004) |

| State Level Data & Other County Information | | |
|---|---------|---|
| Who | By When | |
| | | Consider including summary of latest Statewide Annual Report |
| | | Consider testimony Dan Naylor presented to the legislature regarding CST – on White Pine website – www.wicollaborative.org |
| | | Determine if there have been other countywide evaluations to draw from – UW Extension, Health Department, School System, etc. |

Determine who will present the Information?

- Consider a Team presentation
 - Parent
 - Child
 - Resource Providers
 - Advocate
 - Who has influence in the county? Supportive Administrators?
 - Service Coordinator
 - Project Coordinator

To whom should the information be presented?

- Coordinating Committee
- County Administrator
- Human Services Board
- County Board
- School Boards
- Community Organizations
- Others