

# The Coordinated Services Team (CST) Statewide Meeting

Holiday Inn Convention Center, Stevens Point  
Monday, October 17<sup>th</sup> 2016

*Following is a summary of 86 evaluations, 143 people attended (60% response rate)*

## 1. Please select which state region your site is located in.

21 (24%) Northern	21 (24%) Western
13 (15%) Northeast	2 (2%) State or Regional Office Staff
16 (19%) Southern	1 (1%) Other (Tribal)
11 (13%) Southeast	1 (1%) Didn't respond to this question

## 2. Please evaluate the Large Group Sessions:

	Ave. Score	1 = Poor				5 = Excellent
		1	2	3	4	5
Panel of CST Initiatives (N= 86)	<b>3.9</b>	1 (1%)	1 (1%)	22 (26%)	43 (50%)	19 (22%)
Group Work and Discussion: National Wraparound Initiative Self-Assessment for Leaders (N = 83)	<b>3.2</b>	2 (2%)	12(15%)	35 (42%)	31 (37%)	3 (4%)

## 3. Please evaluate the Breakout Session you attended:

	Ave. Score	1 = Poor				5 = Excellent
		1	2	3	4	5
Creating a Trauma-Informed Culture for Your Staff (N=68)	<b>4.3</b>	0 (0%)	0 (0%)	8 (12%)	31 (46%)	29 (42%)
Successful Workforce Development Strategies for CST (N=16)	<b>4.3</b>	0 (0%)	0 (0%)	3 (20%)	8 (53%)	4 (27%)
Advocacy and Peer Support on Committees (N=46)	<b>4.0</b>	0 (0%)	0 (0%)	7 (16%)	23 (54%)	13 (30%)

## 4. What is your overall evaluation of the meeting?

Poor	Below Average	Average	Above Average	Excellent
1	2	3	4	5
0 (0%)	0 (0%)	32 (40%)	37 (46%)	11 (14%)
Average Score = <b>3.7</b>				

## 5. What did you like best about the meeting, or what did you find the most helpful/useful?

A summary of the most common responses follows. Please note: some individuals shared multiple comments.

### 18 responses were related to the **breakout sessions**.

- 4 responses referenced the Trauma Informed Culture session. Selected comment:
  - Would like more information about what Scott is or isn't able to do in regards to presenting the 201 training to organizations.
- 4 responses referenced the Advocacy and Peer Support session. Selected comment:
  - I came away with some great ideas to include youth and families in meeting and on the Coordinating Committee during the breakout session
  - Breakout involving individuals with lived experience
- 3 responses referenced the Workforce Development session. Selected comment:
  - Breakout session on successful workforce development was insightful & helpful for the bigger picture
- Selected general comments:
  - Breakout sessions were most helpful & informative.
  - All handouts were provided for the breakout sessions.
  - Both of the breakout sessions were relevant and appreciated

### 18 responses referenced the **Panel of CST Initiatives**. Selected comments:

- 2 responses referenced appreciating Ho Chunk's comments
- The panel was the most informative piece this meeting. Due to the nature of CST, It's nice to hear from others who are in it, to share strengths & barriers
- Panel discussion, especially the very practical information from La Crosse and Kenosha
- Helpful to hear how other counties operate & integrate other benefits to their CST model

### 4 responses were related to the **data presentation**. Selected comments include:

- I found Tim Connor's presentation / information to be highly educational & valuable to the program & its future success.
- Reviewing data & how to use it to think about implementation

### 5 responses were related to enjoying the **working lunch or networking**. Selected comments include:

- During our working lunch, we learned a lot about our strengths and challenges of our programs compared to other counties.
- Liked the boxed lunches
- I liked the networking

### 3 responses referenced the **leadership focus**. Selected comments include:

- I enjoyed the fact that it was geared towards leadership
- Really like the specific focus on supervisor/administrators

### 3 responses referenced **the location**. Selected comment:

- Nice to meet more central location, WI Rapids, Marshfield maybe two rural counties larger counties

### Selected general comments:

- I am about to take useful information back to work with me & put into action
- Timely as our county integrates CCS & CST
- Better & more organized than past statewide meetings, variety of topics
- Very interactive, diverse group of speakers with a wide array of experience
- Good overview of lots of ideas

## 6. What didn't you like, or what would you suggest to improve the meeting?

A summary of the most common responses follows. Please note: some individuals shared multiple comments.

**13 responses** were related to the **meal / working lunch**

- **2 responses** were related to **not liking the food selection**. Selected comment:
  - Healthier food selection (non-processed food) or just more choices
- **11 responses** were specific to the **working lunch**. Selected comments:
  - I didn't prefer the working lunch and activity. Would have liked the option to break for lunch, makes for a long day.
  - Working lunch was less beneficial due to lack of instructions
  - No activity over lunch
  - Not to repeat the same activity over lunch. The topic created conversation over lunch but formulating positives & improvements to be made was not beneficial

**10 responses** were related to the **dislike of Monday as the meeting day**. Selected comments include:

- Having the meeting on Monday so you have to travel on Sunday or extremely early Monday morning.
- Move our meeting to a Tuesday, or any other day then Monday. Tuesdays statically are the most productive day of the week.

**6 responses** were related to **program integration and systems change**. Selected comments:

- All of the talk regarding the CST/CCS collaboration & not all counties have a very good CCS program, CCS directors should be invited to come to these meetings
- Deeper discussion about practical day to day integration of CCS/CST/CLTS/CCOP
- There needs to be more discussion regarding your vision of systems change & how this can be implemented at the county level
- Have meaningful discussion. Can you put the systems change plan on the website [wicollaborative.org](http://wicollaborative.org)?

**5 responses** referenced the **information being too basic**. Selected comments:

- Deeper dive on items that can help sites improve their work outcomes. Very mixed group (staff sites) and many different needs
- Very basic, basic information

**4 responses** were related to a **presenter reading information**. Selected comments:

- When attending a meeting I dislike being read to. We have the information your reading & can read ourselves

**4 responses** referenced **needing more time for breakout sessions**. Selected comments:

- Advocacy and Peer Support rated lower due to lack of time. More hearing from panel versus audience handouts great to continue to learn on own
- Successful workforce development would have been nice if it was 2x as long
- Would've liked to have more time with breakout sessions. Interesting information

## 7. What topic(s) would you like to see covered at future statewide CST meetings?

*A summary of the most common responses follows. Please note: some individuals shared multiple comments.*

**10 responses** were related to **program integration**. Selected comments:

- Move on making CCS/CST/CLT work together. Interested in getting more information on how CST has helped children and families. Case examples!
- Specific (not generalized) information on interfacing CST/CCS (i.e. reporting, strategies for organizing meetings knowing the different rule requirements, etc.) meeting topics with both CST & CCS staff represented to answer questions give guidance etc.
- How to use Medicaid CCS, CLT, ESP, TCM. How to ensure we meet the requirements of all programs

**8 responses** were related to **billing or funding**. Selected comments:

- More in depth info re: securing funding streams strategies & specific steps on how to do this
- How all the pieces really fit together. Stop saying CCS is 100% billable. It is not. MA does not reimburse any of the startup costs
- A fiscal breakout about taking advantage of billing MA by integrating programs

**4 responses** were related to **family engagement**. Selected comments:

- More information related to working with families, mental health, family dynamics etc.
- ways to engage youth coordination committee meetings-what works?
- engagement of resistant parents as part of the family team, bringing creativity to team meetings

**4 responses** referenced **going into more depth on topics presented during the meeting**. Selected comments:

- I think going more in depth on today's topics would be great
- Continued topics around decision makers-invite them to meetings & speak to their roles to encourage stronger initiatives

**3 responses** were related to **staffing issues**. Selected comments:

- Expand the staff retention/building a better culture. Should provide a process & tools that can be used for sites to implement best practices.
- Recruitment & retention

**3 responses** were related to **cultural awareness**. Selected comments:

- Learning how to work in a culturally competent manner (more hands on) Transitions (both aging out of CST & cease of services due to lack of participation
- Heritage/cultural foundations for families (e.g.: German-American, Irish-American, etc.) How does that affect identity & the healing process?