**Coordinated Services Team (CST) Initiative**

**Project Directors Meeting**

**September 9, 2015**

**Expanding CST Into The Community**

1. Identify the Systems Change Agent(s)
2. Identify consumer and provider “champions” – individuals within agencies and in the community.
3. Define the role of consumer and provider leadership – knowledgeable, involved, and supportive. Skill set includes the ability to deal with community, administrative, fiscal, and political realities.
4. Internal philosophy and culture shift (including a trauma-informed approach).
5. External philosophy and culture shift, utilizing:

* The Coordinating Committee,
* Historic relationships, and
* Future opportunities

1. Establish cross-system goals, including:

* A system of care based on **universal collaborative values**
* No wrong door / Single point of entry
* Getting the right resources to the right people at the right time

1. Establish internal and external education and public relations plan – **emphasizing high quality implementation** as outlined on attached document.
2. Identify and promote cross-system funding opportunities, both internally and externally.
3. Ensure a service array and sufficient resources and supports are available from point of entry to transition.
4. Establish and promote a long-term workforce development/training plan – see attached document summarizing **plan for training, coaching, and supervising** care coordinators.
5. Establish a plan for ongoing communication.
6. Establish and model a **process for conflict management**.
7. Review attached checklist / questionnaire for **necessary support condition for effective CSTs**.

**Conflict Management in the Workplace**

**Principles for Conflict Management**

* Encourage equal participation: we are in this together
* Actively listen: you are important and valued
* Separate fact from opinion: challenge categorical statements
* Separate people from the problem: “use the board”
* Focus on the big picture: reaffirm goals, principles, values
* Build consensus

**Key Stages in Collaborative Conflict Management**

**Introduction**

* Introduction to the process, establish ground rules if necessary (already done in CST as part of team rules or participant rights), build trust if none exists.

**Cleary Frame the Conflict (Story Telling)**

* Identify and define the conflict – actively listen, tell the story without interruption.
* Reach mutual agreement that this is the issue.

**Brainstorming**

* Generate alternative solutions– push creativity – (creating is separate from deciding), separate fact from opinion.
* State the options as goals as clearly and simply as possible.
* Evaluate, prioritize, and select the option – evaluate on basis of quality and acceptability.
* The process goal is consensus but may occasionally result in compromise.
* Use “what if” questions or tradeoffs if necessary.

**Agreement**

* Record the resolution and the steps necessary to achieve it. Include details such as; who will do what, when, how often, and determine success as evidenced by …. .

**Future steps**

* Schedule follow-up meeting(s) to evaluate progress and outcomes.
* Determine possible impact if the conflict is not resolved.
* Determine if a neutral third party is needed.

References: Conflict Management, Hendricks 1989, and

Mediation, “5 Phases of Mediation”, John Curtis 2/13/12