

**Facilitation Skill Building
Coordinated Services Team Initiative Regional Meetings
Fall 2015**

Examples of high quality implementation

1. Involve youth and family members in the development of the family team
2. Actively engage and integrate the family's natural and community supports
3. Incorporate cultural practices and values throughout the CST process
4. Develop statement of team mission or family priority needs
5. Brainstorming individualized strategies to meet needs
6. Involve youth in community activities
7. Link caregivers to social supports
8. Develop proactive crisis response plans based on functional assessments
9. Ensure team members follow through on tasks
10. Develop effective transition plans

Training, Coaching, and Supervision for Care Coordinators

Phase 1 - Orientation

- Basic history and overview of CST
- Introduction to skills and competencies
- Review of the process from referral to transition

Phase 2 - Apprenticeship

- Observation by the apprentice of experienced Care Coordinators
- Observation of the apprentice by experienced coaches

Phase 3 – Ongoing coaching and supervision

- Ongoing coaching, informed by forums for discussion and data
- Periodic observation
- Document review

Necessary Support Conditions of CST

- Leadership – *are organization leaders and supervisors knowledgeable, actively involved in, and supportive of the CST process?*
- Community Partnerships – *is there effective collaboration across systems and with stakeholders?*
- Collaborative Action – *are the CST principles evidenced in policies, practices and achievements?*
- Fiscal Policies and Sustainability – *is funding available to meet the needs of children and families in CST?*
- Access to Needed Supports and Services – *do teams have access to the services and supports to meet the families' needs?*
- Human Resource Development and Support – *are care coordinators supported with coaching, training, and supervision?*
- Accountability – *do we use tools that help us make sure we're doing a good job?*