

Coordinated Services Team Initiative  
Developing and Implementing a Training Plan  
for the Coordinating Committee

Statewide Project Director Meeting  
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## Overview

## The Value of the Coordinating Committee

- Creates shared ownership and decision-making
- Helps ensure sustainability
  - Continual support for principles
  - A potential pool for service coordinators
- CST funding as well as many other grant/funding opportunities require an interagency committee be in place
- Committee may choose to take on other functions and/or support additional initiatives (for example blending CCS and CST coordinating committees)
- Helps strengthen existing intra-agency relationships as well as building new relationships
- Provides a forum for cross-system education and conflict management
- Opportunity to enjoy good cookies

## New Site Coordinating Committee Development

- Upon receiving funding to develop CST, a consultant will meet with administering agency to review membership recommendations and plans for the first meeting.
- Initial meeting
  - Purpose of the CST Initiative
  - Overview of Coordinating Committee
  - Statutory Roles and Responsibilities
  - Next Steps

Source: National Wraparound Initiative Implementation Guide, 2011

## Options for Developing a Coordinating Committee

- Partner with an existing collaborative body / committee
  - Are potential members already meeting as a group/committee?
  - Are the priorities and values of the group compatible with CST?
  - Is the group open to modification of its membership and tasks?
  
- Create a new committee
  - A representative group of stakeholders who are able to participate in decision-making
  - Individuals who are willing to be liaisons between the committee and his/her agency

Source: National Wraparound Initiative Implementation Guide, 2011

## The Coordinating Committee: Required Membership Representation

- The county/tribal department(s) responsible for the following services:
  - child welfare and protection
  - mental health and alcohol and other drug abuse
  - developmental disability
- Family Support Program under 46.985 if the county or tribe has one
- Juvenile Court Administrator or another representative appointed by the judge responsible for cases heard under chs. 48 and 938
- The largest school district in the county and appropriate CESA's
- At least 2 parents or the number that equals 25% of the committee's membership, whichever is greater, of children who are involved in 2 or more systems of care.
- The agency responsible for economic support programs

Source: WI State Statute 46.56

## The Coordinating Committee: Optional Membership Representation

- Vocational rehabilitation office
- Technical college
- Physicians specializing in care for children
- Health maintenance organizations
- Law enforcement agencies
- County health department
- Representatives of other agencies located in the county or tribe
- Local elected officials
- Vocational and technical school
- Local business representatives
- County board and/or elected governing body of the tribe
- Regional offices of the department
- Local faith-based community
- Probation and parole agencies
- Youth member or young adult representative

Based on WI State Statute 46.56

## The Importance of Parent and Youth Involvement on Coordinating Committees

- Parents and youth are essential for the development of realistic policies and procedures
- A parent and youth perspective ensures the committee stays grounded
- Parents and youth bring real life and experience
- Parents and youth know what works and what doesn't

## Coordinating Community Membership Multi-Entity/Regional CST Initiatives

- For the mandatory membership categories, there must be at least one representative per category. Membership in each category can be from any county or tribe which is part of the regional initiative. Total membership must include at least one representative from each county or tribe.
- For the optional membership categories, representation can come from any county or tribe involved in the regional initiative.

Source: State Statute 46.56

## Coordinating Committee Responsibilities

### Required Responsibilities

- Prepare interagency agreement(s)
- Assess how the initiative relates to other service coordination programs in the county/tribe, and work with those programs to avoid duplication of services and resources.
- If the county or tribe applies for State funding, assist in developing the application.
- If requested by a parent or partner, review determinations regarding eligibility for assessment, appropriate family resources, or funding of services. The committee shall adopt written procedures for conducting reviews.
- Plan for sustainability of the system change beginning in the first year of any funding received.
- Act as a consortium to pursue additional initiative funding. Maintain formal interagency relationships; include families in the process; address funding and issues related to matching funds; recommend a plan for realized savings from substitute care budgets to be reinvested in community-based care.
- Establish target groups of children who are involved in two or more systems of care to be served by the initiative. Children with SED are required to be a priority target group.
- Oversee the development and implementation of the initiative

Source: WI State Statute 46.56

## Coordinating Committee Responsibilities, continued

### Required Responsibilities, continued:

- Establish operational policies and procedures (e.g. referral, screening, conflict management, flexible funding); and ensure they are monitored and adhered to.
- Ensure quality, including adherence to the core values
- Develop a plan for orientation of new committee members and coordinated services team members to the CST approach
- Identify and address gaps in services
- Ensure participant and partner agency satisfaction through performance of satisfaction surveys
- Distribute information about the availability and operation of the initiative to the general public and to other service providers

### Recommended Responsibilities:

- Direct the initiative coordinator or another person to do the following:
  - Maintain data of enrollments in the initiative and results of screening
  - Establish and report monitoring and evaluation results
  - Monitor targeted case management and in-home services
  - Assist in developing and maintaining additional funding sources
  - Assist in the development and implementation of advocacy for families

Source: WI State Statute 46.56

## The Interagency Service Agreement

- State mission & principles
- Define the persons to be supported (target group)
- Define partner roles & responsibilities
  - At the family/consumer team level
  - Of individuals on the Coordinating Committee
  - Agency role & responsibilities (e.g. referral, funding, system change)
- Define the process for accessing & delivering services
- Define the process for paying for services
- Define the conflict management process
- Define evaluation processes
- Develop Sustainability Plan

Source: WI State Statute 46.56

## Management Team Values

- We're all in this together on shared turf
- We have responsibility to our community and families to integrate programs and funds in ways that maximize positive outcomes
- We have responsibility to our agency to strive for greatest efficiencies, use of best practices, and maintain fiscal well-being
- We continue to teach and reinforce our values throughout our agencies
- We reinforce and support each other

Tom Schleitwiler, 2010, White Pine Consulting Service

## Essential Functions of Leadership

- Promote shared community ownership and responsibility for change
- Reach consensus on practice values
- Define elements to change
- Select and promote best practice procedures
- Facilitate planning process to move forward
- Ensure quality service: coaching, evaluating and improving performance
- Build in ongoing support for collaboration
- Continually evaluate outcomes

## Steps to Successful System Change

1. Understand the present system - *come to consensus on current condition and the desired change.*
2. Plan changes - *consider the impact on interrelated parts, changes the group can control, and create an implementation plan.*
3. Begin to change - *solidify agreements, take incremental steps, review and alter.*

*Adapted from Amherst H. Wilder Foundation*

## Developing and Implementing a Training Plan



## Initial Orientation for Members

- Who should give the orientation
  - Knowledge and experience
  - Initiative Coordinator
  - Peer
  
- Content
  - Statute requirements – membership and responsibilities
  - CST Developmental Handbook for New Sites
  - Online Videos to be Developed:
    - General Overview of CST
    - Overview of the Coordinating Committee
  - Local material – policies and procedures, evaluation results, membership, past minutes, interagency agreement

## Ongoing Education and Learning

- Clark County example – Review of 8 Key Components, focusing on a specific component at each meeting
- Share results of site-specific and statewide evaluation and use for planning
- Guest speakers / resource trainings
- Share opportunities for workshops, mentoring, and training on related topics
- Plan for Committee to meet and hear from CST Families
- Track overall and organizational/agency system changes

### Ongoing Education (cont)

- Formally review Committee Training needs on a yearly basis as part of overall review of Coordinating Committee Agreement
- Consider meeting at partner agencies location when show and tell information is needed or appropriate
- Maintain and strengthen partner relationships by promoting openness and honesty in discussions and planning

### Outreach to Partner Agencies

- Staff turnover – initial orientation
- CST overview workshop for specific agencies
- Care Coordination workshop

[www.wicollaborative.org](http://www.wicollaborative.org)

Collaborative Systems of Care Resource Website



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## Welcome!

This website is a resource for Coordinated Services Team (CST) Initiatives, service providers, families, and community members who wish to learn more about Collaborative Systems of Care (CSOC) in Wisconsin.

[About Collaborative Systems of Care](#)

### Wisconsin's Collaborative Systems of Care Training and Technical Assistance

White Pine Consulting Service (WPCS), in partnership with Waupaca County Department of Health and Human Services, currently holds a contract with the

### Statewide Collaborative Systems of Care Directory

Below is a link to download a statewide directory of counties and tribes which are developing or sustaining CST initiatives and other collaborative systems of care in Wisconsin. The directory also includes contact information for various