Northern Region Coordinated Services Team Initiative Meeting
The Coordinating Committee "201"

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The Coordinated Services Team (CST) Initiative

- CST offers a coordinated "wraparound" approach that is grounded in family-centered values and strength-based services and supports.
- This approach is the most effective way to achieve meaningful outcomes for children, families, and providers.
- The sharing of knowledge, resources, and goals, helps assure maximum effectiveness in the least restrictive setting possible.

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
  - Multiple grant and grant-writing options
- 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 an opportunity for an educational forum
- Provides a forum to promote and model appropriate conflict resolution
- Opportunity to enjoy good cookies

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

Developing Coordinating Committees: Advice from Established CST Initiatives

Outreach

- Need to have decision-makers on the Committee
- Community agencies and partners need to understand the CST process
- Interagency Agreement and Core Values should be reviewed and renewed with partners at least every two years
- Celebrate core values and the successes of collaboration with partners
- Access training and technical assistance resources when needed

Developing Coordinating Committees: Advice from Established CST Initiatives

What to Tell Partners

- How CST can benefit them
- Share successes and real-life examples
- Clearly define and communicate expectations
- Understand that some providers may not have experience with “strength-based” assessment and planning
- Provide ongoing support and education on process and values

Leadership Role in System Issues

- Promote broad-based agreement on values by all partners. Promote buy-in of stakeholders, gaining their support for moving the system forward.
- Phase in system development with a small number of children and families using the experience to build a community-wide initiative.
- Create and promote system flexibility in order for staff to be seen as representatives of the whole community, working for the needs of children and families, rather than representatives within organizations. Job descriptions should reflect flexibility and teamwork.

Adapted from Schoenberg, Franz, Miles, Adelman, Taylor, and Ciofari. 1993,1994,1995

Leadership Role of the Coordinating Committee

- Thoroughly understand and support the collaborative system of care
- Create new approaches, resources, and opportunities as needed.
- Help solve problems and resolve conflicts.
- Ensure quality implementation and improvement.
- Develop collaborative funding for long-term success.

Adapted from David Fraser, Community Care

Self Assessment Tool for Leaders

- Community Partnerships: membership, structure and process
- Collaborative Action: shared leadership, guiding plan, organizational integration
- Fiscal Policies and Sustainability: adequate and flexible funding
- Access to Needed Services and Supports
- Human Resource Development and Supports: adequate staff, comprehensive performance assessment and support, and family involvement
- Accountability – meaningful outcomes, family and youth satisfaction, stakeholder involvement, fiscal accountability

Miles, P., Brown, N., & The National Wraparound Initiative Implementation Work Group. (2011)

National Wraparound Initiative
Wraparound Implementation Guide, Appendix B:

Self-Assessment Tool for Leaders, Managers, and Planners of Efforts to Implement Wraparound

http://www.wicollaborative.org/western.html

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

Recruiting Parents and Youth as Coordinating Committee Members

- Make personal contact, initiated by someone who has a trusting relationship with the parent or youth
- Eliminate barriers
  - Childcare
  - Transportation
  - Time & location of meeting
- Help ensure an active role
  - Encourage active participation
  - Encourage involvement as a committee officer
- Provide a mentor
- Provide orientation and ongoing education

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

Possible Subcommittees

Sub-Committee	Purpose	Membership	Meets	Outcomes
Administrative	• Monitor day-to-day operations • Ensure implementation of Work Plan • Suggest additional policies/procedures to Coordinating Committee (CC)	• Parent and youth representation • Reps from CW, JJ, MH, and education • Initiative Coordinator (approx 6 - 8 people)	• Monthly or as needed	• Dissemination of referral & enrollment info • Draft new policies/ procedures for CC review • Supervision • Ongoing project oversight
Training & Education	• Identify & provide for education, training, and coaching needs • Community outreach and education	• From the CC, should be representative of family members, system, and community people (approx 3 -5 people)	• Initially to set up plan • Quarterly to review plan & address additional needs	• Training plan for all constituencies • Organize & implement training • Develop PR Plan • Ongoing evaluation of training needs
Membership	• Ensure complete representation on CC	• From the CC, should be representative of family members, system, and community people (approx 3 – 5 people)	• Initially to ensure appropriate representation • Quarterly to review, make nominations, & plan for orientation	• Determine process for involving parent and youth members • Review CC representation • Make nominations to CC • Develop handbook or orientation process for new members

Possible Subcommittees, continued

Sub-Committee	Purpose	Membership	Meets	Outcomes
Conflict Resolution	• Help in resolution of conflicts as outlined in the Conflict Resolution Policy	• From the CC, a family member, an administrator from the contract agency, a representative from the service agency (approx 3 -5 people)	• Initially to develop conflict resolution policy to bring to the CC for adoption • As needed	• Development of conflict resolution policy and procedures • Process to document barriers and resolution
Evaluation & Quality Assurance	• Develop and support evaluation efforts • Review data to ensure quality services are maintained and outcomes met • Report on results and recommendations to CC	• From the CC, a family member, an administrator from the contract agency, a representative from the service agency; possibly an evaluation specialist (approx 3 -5 people)	• Initially to determine evaluation data • Quarterly to review data	• Determine data to be collected • Determine methods of data collection • Implement data collection • Review data • Report results
Sustainability	• Develop & implement sustainability plan – including agreed upon values and needed funds – after the grant concludes	• From the CC, a family member, an administrator from the contract agency, and others who can help determine potential funding sources (approx 3 -5 people)	• Initially to develop sustainability plan • Ongoing to monitor & adapt plan	• Review public & private funding possibilities • Work with CC to determine funding potential as vision evolves

Maintaining a Coordinating Committee

- Focus on system change and sustainability – both philosophical and financial
- Eliminate barriers to parent and youth involvement
- Help ensure productive and enjoyable meetings
  - Community speakers
  - Use of subcommittees
  - Share results of evaluation
  - Provide treats
- Periodically evaluate the meetings
  - Do members feel meetings are productive and worth their time?
  - Brainstorm suggestions for improvement.

Continued on next slide

Maintaining a Coordinating Committee, *continued*

- Make the Coordinating Committee an "action committee"
- Use program evaluation results as agents for change in policies and procedures
- Clearly identify the roles of Committee members as liaisons between the CST process, their agencies, community, and clients
- Identify and address the unique strengths and needs of partners

Selective Outcomes of Effective Initiatives

- Reduction in the child's need for long-term placements in residential care centers and hospitals
- Counties and tribes see an overall positive system impact, especially in terms of people working together better
- Some sites report saving significant money
- Family and youth outcomes and satisfaction are high
- Collaborative system of care has achieved a life of it's own

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