

HHS Systems Integration Steering Committee Meeting Notes

March 15, 2011

Attendees: Gary Schepke, Roberta English, Julie Van Winkle, DJ Pierce, Brian Slattery, Steve Ramsland, Laura Kantorowski, Lawrence Lanes, Hutton Taylor, Rob Reinhard, Diane Linn, Bruce Gurganus, Bobbe Rockoff, Amy Rogers, Joanne Bender, Amy Faulstich

1. Attendees introduced themselves, the agenda was reviewed with no additions suggested, and the minutes were approved from February 15, 2011.
2. Hutton provided an overview of the last meeting:
 - Policies should come from the ground up
 - We need to slow our process
 - Our need to define our relationship with change agents
 - We need to refine our role and function.
3. Update from Change Agents
Amy Rogers from Buckelew
 - They would like to see the dialog continue regarding how to integrate change agents into the Steering Committee and increase communication. The suggestion was made that this could happen through a listserv.
 - They want more information sharing among programs. They would like an update on the Compass EZ and how it is evolving in other agencies.
 - They are exploring areas of growth where they hadn't realized they needed to grow.
 - In the last change agent meeting, they watched a motivational interview. They weren't sure how to incorporate this into their programs. It was a good interview but they aren't sure what to do with it.General Feedback Regarding the Last Change Agent Meeting
 - 50 people attended the last change agent meeting.
 - There was no interaction between change agents. The meeting was vague and they weren't sure where to go with it (the interview that was presented). Change agents need to feel like these meetings are worth their time. Change agents want more practical things to do. They need more traction so that the process can move forward and the Steering Committee will know what their charge is.
 - They want to figure out how to integrate the Steering Committee into their process.

- Ken and Chris are scheduled to be back in May but we can set up a conference call with them sooner. We will share the feedback from the change agent meeting and ask for guidance.
- We could find out what other counties have done to move forward (San Mateo).
- How can change agents "get off the ground" when they only meet quarterly? Could people work on these issues via listserv or email between quarterly meetings?
- Could a Google group or listserv be established for the change agents?

4. Member Input on the Compass Process and Changes Made in Their Organizations Ritter Center

- It has been a dynamic, challenging, and helpful process particularly for informing policy decisions.
- They are in the process of staffing changes.
- They are trying not to be siloed based on funding.
- They are focusing on being client-centered. They are changing how they talk with and listen to their clients.
- They are trying to keep policies in line with the EZ Compass process.
- The change agent process has helped them move this externally and internally.
- It is most difficult when they are trying to deal with issues where they want to hold people accountable and they want to be welcoming.

Buckelew

- All change agents have gone through training.
- Staff from other counties have participated so that the change will be organization-wide.
- Different teams are at different places with the EZ. At Chris' suggestion, Steve has given the direction that the process should take no more than two hours to complete.
- At Employment Services, the Compass EZ process was quite long. Every question had a range of answers and discussion. They were unable to come to a consensus on many questions. It is using up time at their all-staff meetings. They are on section 3 out of 14.

Others

- The Vine has had a TA visit with Chris.
- BACR has started the process.
- MTC is in the process.
- Huckleberry is in the process.
- Amy is doing Shelter + Care next week with Joanne's help.

5. Integration at the Program Level

- MSW approached MH and AOD to do a joint contract for serving dually diagnosed women with trauma. They are now certified for both MH managed care and SU and can be reimbursed.
- Hutton provided execs with accomplishments of MH and AOD meetings over the past year including:
 - "Wet plan"
 - Many trainings
 - Common assessment tools: AUDIT and DAST.
- BACR's recovery connection center.
- GAIN training for dually diagnosed assessment.
- SBIRT trainings.
- MH's RFP for crisis resolution program.
- Marin Recovery Project: peer driven services to provide a safety net for MH, SU, SS, employment and other supportive services.

6. Next Steps

- a) Bobbe will try to set up the conference call with Chris and Ken during the next Steering Committee meeting so that all can participate. Issues to discuss include:
 - i. Are the change agent training meetings too long?
 - ii. There is not enough interaction during these meetings.
 - iii. We need a way to communicate between the groups.
 - iv. Do we have enough of Ken and Chris' time?
- b) The Steering Committee can re-group and decide how they want to proceed.
- c) Technical Assistance:
 - i. Buckelew and CP would like TA in May.
 - ii. Rob and Hutton will let Bobbe know if any of their providers would like TA in May.
- d) We need to include youth/youth advocates.

7. The next meeting is scheduled for: Tuesday April 19, 2011 from 10-11:30AM at 20 NSP Conference rooms A & B.

8. Meeting was adjourned.