

Marin County Systems Integration Steering Committee

Meeting Notes

August 23, 2011

Attendees: Julie Van Winkle, Diane Linn, DJ Pierce, Brian Slattery, Catherine Condon, Bobbe Rockoff, Hutton Taylor, Debbie Tate, Margaret Kisliuk, Brian Slattery, Catherine Condon, Joanne Bender, Laura Kantorowski, Roberta English, Steve Ramsland, Chris Cline, Ken Minkov, Debbie Tate, Garry Schepke, Michelle Johnson

1. Introductions - Attendees introduced themselves; the agenda was reviewed with no additions.
2. Tracking Spreadsheet Updates
 - Julie asked for Tracking Spreadsheet updates.
 - i. Catherine reported that her contracted providers will complete the Compass EZ by the end of the year and have a QI plan written by mid January.
 - ii. Catherine distributed the letter explaining ADTP's expectations and a resource document that were included in the FY 2011/12 contractor manual. This manual was distributed to their provider network.
 - Julie provided an overview of the TA schedule for August 23 and 24.
 - Julie provided an update on the Unconvention. If possible, we would like BACR, MTC, and Center Point to send a Change Agent with a subsidized registration. These registrants will have no expenses if they are willing to share a room. Brian mentioned that his staff cannot attend.
 - Ken suggested we ensure that the Change Agents who attend the S.C. meetings be formally recognized as Change Agent Liaisons/Leaders. This group includes Pam Roman, Amy Rogers, and Michelle Johnson. Debbie Tate is also a Change Agent that attends the S.C.
 - The number of programs that have completed the Compass EZ and those that have completed a plan were reviewed.
 - i. Ken suggested that the S.C. think of ways to help programs move from the Compass EZ to a QI plan.
 - ii. Catherine suggested we send examples of QI plans.
 - iii. Chris suggested taking small steps and identifying activities that move us toward the action plan in an informal way. She suggested approaching it in terms of writing the plan for use in your organization.
 - iv. Barriers could include lack of time. Hutton suggested that doing this work will save time but that is not the perception at the Change Agent level.
 - v. Chris said that our whole system is feeling overwhelmed and we need to help people take small steps.
 - vi. One approach to operationalizing QI plans could be to write down what we are currently doing as the beginning of our plans. After a program completes the Compass EZ, they can pick some small steps to begin their QI plan and complete the plan-do-check-act process. People need to understand that they are already doing an action plan; they just need to write it down.
3. Partnering – Hutton asked the group how partnering has been successful and/or challenging.
 - ADTP is working with adult MH case management and BACR on staff development issues. They are trying to infuse more AOD competency into staff. BACR providers meet weekly in pre-treatment groups. Fifteen hours per month is available for consultation on whatever issues case managers think would be helpful. This capacity building effort started two

months ago. Laura reported that they have stopped doing screenings as this was a barrier to engagement. These groups are happening on the Health and Wellness Campus.

- Odyssey clients will soon be offered harm reduction/treatment at MTC.
- Laura reported that the Co-Occurring Disorder Committee has convened a jail, MH, SU collaboration. In Sept, MH interns will begin to shadow SU counselors in groups settings and they will go through rotations in the jail. Laura is working with Detention Medical to have groups in special units (special units include SMI, sexual offenders, etc.)
- Diane would like to see where we have overlapping clients so that we can surround and support them more effectively. Can Custody to Community connect with the jail collaboration Laura mentioned?
- Ritter Center and Marin City Health and Wellness Center have received FQHC status and this will allow for improved integration.
- Ken reminded the group that this process provides a platform to build the core system capacity. For example, Catherine's project that brings SU into MH is a start and we should look toward building capacity of both organizations rather than having parallel treatment. Ideally, both sets of staff will be co-occurring capable. Ken would like to see this capacity building happening in both directions. This is the goal of partnership. Capacity is built throughout the system.
- Brian suggests the S.C. support training for co-occurring competency.
- Catherine is trying to identify core competencies and create a process so that we know when to refer. Through the process of identifying core competencies, she will identify training needs.
- Ken and Chris suggested that the S.C. take on this issue of core competencies in combination with a welcoming policy. Ken has resources he will share for core competency development. The S.C. could help to identify core competencies. Core competencies are related to a system wide welcoming policy and we should do both of these things.
- In terms of co-occurring competency, Ken asked why AOD counselors can't learn to do what MH peer counselors do.
- Currently the group working on core competencies is Catherine, Rob, Laura, and Diane S. At today's Change Agent meeting, Ken will ask if anyone wants to volunteer to be involved in this group. The group is now officially a subgroup of the Steering Committee and it is called the Core Competencies Workforce Development Group. The goal of this group is to determine core competencies, identify when to treat and when to refer, and develop staff.
- Ken reflected that the group is strongly connected to a common mission and it may be time to bring in physical health providers, Jail (Marsha Grant currently participates on the S.C.), and Probation.
- DJ reported on the justice partnership collaboration happening through AB109. We are looking at how to work together to support reentry.
- Ken offered to present to specialty courts, etc.
- Diane talked about her outreach to the SRPD. The suggestion was made that others could join her in this effort.
- The Recovery Resource Center is also looking at lowering barriers to care.

5. Celebrate Successes – Michelle Johnson reported on the July Change Agent meeting.

- Michelle, Amy, and Pam are the designated Change Agent leaders.
- Originally, the Change Agents did not know what to do or understand their role in this process. Last week they discussed their role at the program level and at the system of care level. They discussed how to access the manual.
- Change Agents reported that they wouldn't be allowed to do this work in their agencies. Enthusiasm has waned somewhat and they are taking a wait-and-see approach.
- They feel they are missing mid-level support as leadership is involved at the S.C. level and line staff is involved at the Change Agent level but supervisors are not engaged.

They asked who will listen to them and there was concern that this is a bottom-up process.

- They viewed the Compass EZ video and reported that it was helpful to those who had not yet done the Compass EZ. People who had completed the Compass EZ said it would have been helpful to view the sections of the video Amy presented prior to completing the Compass.
- They discussed the need to take small steps toward the QI plan and make them easy and achievable to begin the process.
- Change Agents appreciated the opportunity to talk with line staff from other organizations and programs.
- Ken asked what the Change Agents need.
 - Michelle said they need time within their schedules to do this work. It would help if the time was carved out.
 - They need an invitation to be listened to. They need an open time to share ideas and allow for creative thinking in an environment where they are heard. They need to see a link between management and line staff. They need mid-level engagement. They need to be able to speak with their supervisors regarding how they can do this work.
 - Chris asked if supervisors even know this process is happening.
- Other support issues;
 - Hutton asked about productivity vs. welcoming.
 - Michelle said that supervisors need to be told that this is important so that Change Agents can be supported in this work.
 - Can welcoming be included as a productivity measure in the performance plan?
 - Can we add hours to the week for this work?
- Ken will send the S.C. a document about how to honor Change Agents.
- Chris asked how we can engage supervisors in the process. We need a specific activity for supervisors. The S.C. should support this. We need to make sure supervisors have seen the charter document.
- Ken asked if we can use Catherine's logic model across the system.
- Steve reported that he used Catherine's contract language across his programs.
- We will include Catherine's logic model and contract language with the minutes.

The next meeting is scheduled for: **Tuesday September 20, 2011** from **9:00–10:30AM** at **20 NSP Road conference rooms A & B unless someone would like to donate their facility meeting room. Ken and Chris will be back on November 1 and 2 for Steering Committee and TA.**

7. Meeting was adjourned.