

Marin County Systems Integration Steering Committee

Meeting Notes

July 25 2012 • 10:00 - 11:30AM

20 N San Pedro Road, San Rafael - Conference Rooms A&B

Attendees: Amy Rogers, Ann Pring, Brian Slattery, Diane Linn, Hutton Taylor, Julie Van Winkle, Laura Kantarowski, Marc Hering, Margaret Kisliuk, Marsha Grant, Martha Nelkin, Mary Kay Sweeney, Michelle Johnson, Chris Kughn, Elizabeth Berg, Patty Campbell, Maritza Saucedo

1. Introductions – Hutton welcomed everyone and each person introduced themselves and their organizational affiliation.
2. Spreadsheet Tracking & Announcements
 - The Tracking Spreadsheet was passed around the table so that attendees could update their program/agency information.
3. Partnering – How have we partnered across domains? How have we assisted in our partner's success?
 - Hutton announced Law & Ethics Training by Linda Garrett coming up Thursday September 27, 2012 at the Connection Center rooms 109/110. If you have any specific issues you are having in your program that you would like to be brought up at the training, please email Hutton Taylor with your questions for Linda. Hutton's email: htaylor@marincounty.org
 - Marc reminded us that Monday July 23, 2012 was the first day of the pilot program - targeted case management services for a small group of clients receiving integrated care by the adult case management team and Center Point.
 - Chris talked about the drop-in support group at Marin Treatment Center for Odyssey clients. The group works on breaking down stigma and learning from each other, among other things.
 - Laura tells us the Seeking Safety group in the jail with BACR went well and will continue again when the interns return in the fall. Recovery Connection Center, which provides centralized assessment, is getting referrals from mental health staff and it finally starting to work well.
4. Issues from Last Meeting
 - **HHS Transition Planning Report** – Marc talked about the lunch meeting he and Hutton participated in with the new workgroup co-chairs and Margaret. He tells us we are moving into the next phase of the integration process. The workgroups are being chosen and the Service Delivery workgroup will begin to meet regularly sometime in September. He is aware that the function of this committee and others overlap in terms of subject-matter. The question is this: How do we function as we enter this next phase? How do the Change Agents function?

At the lunch meeting it was decided that the workgroup leaders need more information and clarifications before they can get started with the work. The scope of work for the Service Delivery workgroup is "To identify priority/target populations to be served, to create 3-4 access points and to develop service delivery options." Each workgroup will have wide representation and that all members have not yet been contacted.

There seem to be individual efforts related to integration all over the county. Some agencies are ahead of the county (in terms of integration of services). Seems like there are several meetings that take place regularly that are all tackling the same issue. The question we are asking is: How do we bring our disparate efforts together?

Discussion around what is the best use of this committee. How does this group interact with other groups in the process? What is our governing structure going forward? The county wants to provide the resources to do this work, but the picture has become fuzzy.

- **Change Agent (CA) Meeting Report** – Amy, Michelle, Patty reported that the July Change Agent meeting was the most well attended meeting so far. Change Agents seem to be motivated to work this process. They feel excited that our integration efforts are finally coming to the clients. San Mateo's Day of Partnering was discussed. It Happens Day was discussed and Margaret approved the \$125.00 fee for a display table for Change Agents to be represented at the event. Change Agents want to know how we make all of the workgroups work together in an organized manner. They would like the workgroups to report to them so the information can be shared and ideas exchanged.

Other questions arose such as: How do we get more support from our agencies to do the work of Change Agents. Change Agents requested that they would like to be able to choose who represents them on the workgroups instead of Change Agents being assigned.

Issues in the Charter Document (specifically Action Steps 1-3) continue to frustrate Change Agents. They feel that steps 1-3 should have happened before Change Agents began their work, and that has not happened in many instances. In addition, there are terms in the Charter that are not understood. For example the definition of a QI Leadership Team is unclear.

The issue of ZiaPartners and their assistance to us with the integration process came up...is their framework the framework we want to build on, to make our own...or not? Margaret indicated she does not want outside consultants to run the process, instead she feels it should be led internally by the county.

CA's feel that this committee should identify which agencies need outreach for 2 purposes - the first, outreach to agencies that don't seem to be participating in this process any longer, and second, to those agencies that are not yet at the table but should be.

Suggestion was made that someone map out all of the meetings that are taking place that are related to system integration/transition planning in order to take a look at the overlaps and gaps. In this way, it may be possible to combine or eliminate a few meetings. Kathy volunteered to put the information together. She requests each member email her with the meetings they currently attend (the name of the meeting) along with the goal/purpose of the meeting and which agencies participate.

Hutton asked Change Agents what they are doing as a group and what they feel their role is as an individual within their agency. The response included: CA's in MHSUS have been invited to attend the Adult Policy Group as links to changing the organizational culture. CA's try to keep up with all agencies and get to know each other on an individual basis. In addition to meeting once a month, the CAs are really becoming a cohesive group.

Questions were posed: How do we minimize the number of meetings and join critical paths together? What is the purpose of this committee? Is it the directive of this group to make the changes that need to happen? It seems it is the role of the CAs to identify issues that

need to be resolved, but they can't make the changes themselves. Making changes seems like it would be the role of the Steering Committee.

Kathy offered to find the mission statement of this committee, and below is what the committee drafted in December of 2012:

**HHS Systems Integration - Draft Mission Statement
12/21/10**

"Our mission is to create a compassionate learning community that is truly welcoming and responsive to everyone we serve".

At this point we ran out of time.

6. Adjourn

NEXT MEETING:

PLEASE NOTE MEETING DAY AND TIME

WEDNESDAY August 15, 2012

9:00-10:30AM

20 N. San Pedro Road, upstairs in conference rooms A&B.