

Marin County Systems Integration Steering Committee

Meeting Notes

November 7, 2012 • 10:00 – 11:30AM

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

Attendees: Amy Rogers, Ann Pring, Barbara Alexander, Brian Slattery, Chris Cline, DJ Pierce, Elizabeth Berg, Joanne Bender, Julie Van Winkle, Ken Minkoff, Larry Meredith, Marc Hering, Margaret Kisliuk, Maritza Saucedo, Martha Nelken, Mary Kay Sweeney, Patty Campbell, Robert Reinhard, Roberta English, Sparkie Spaeth, Sandy Kameron, Kathy Chestnut

1. Introductions – Marc welcomed everyone and each person introduced themselves and their organizational affiliation. He also welcomed **Ann Pring as the new Steering Committee co-chair**. Additionally, he acknowledged **Renee Mendez-Penate's** death and his many contributions to MHSUS these past 30 years.
2. Spreadsheet Tracking & Announcements
 - The Tracking Spreadsheet was passed around the table so that attendees could update their program/agency information.
 - The Committee decided to **cancel the December Steering Committee Meeting**. We will meet again on January 23, 2013.
3. Change Agent Report
 - Amy reported on the October Change Agent meeting. The group is continuing to thrive and become cohesive with spirited discussions. Discussed roles of change agents and ways for individuals to become more involved in Change Agent leadership role. Pleased to be supported by the steering committee. Call for desire to get concrete about moving forward and job expectations. Emphasized that multi-level communications are key. Agencies all do things differently, but the ones that have embraced this movement are clearly moving ahead of the others. Wrote up case scenarios for staged-matched interventions for November change agent training. Talking about community resources in change agent meetings and that has been and continues to be a very valuable resource. Sharing successes continues to be a high point of our meetings.

At the change agent training with Ken & Chris yesterday, we talked about the service delivery/access workgroup and how this group can provide/funnel helpful input to the workgroup. Great discussion and training.

4. Service Delivery/Access Workgroup Report
 - First workgroup meeting took place on November 1st and the second meeting is scheduled for Thursday November 29, 2012. Group is collecting information from clients, families and staff about their real-life experiences with accessing services. The information collected will be very useful to the whole system. A group of Change Agents volunteered to work with Joanne Bender to re-work the documentation manual and documentation samples for clinical staff. We want to provide clear, concise information about how to document co-occurring conditions in charts that actually represent the work being done with clients, instead of fudging words to make documentation fit billing standards. Right now the challenge is to deliver and document co-occurring issues from one funding stream.

Discussed the issue of documentation standards in different agencies versus the county, including duplication of efforts regarding documentation standards. Important to bring together integrated services and ways of documenting for different funding streams. Instructions and examples are typically under-developed for documenting integrated services.

5. Partnering & Celebrating Success

- PES – **seems a new day has dawned in PES, according to NAMI.** PES is welcoming and not being rude to family members. Seems to be a total turn-around. Something is working...
- **Odyssey Team received Outstanding Team of the Quarter.** Odyssey Winter Fair fliers were distributed.
- NAMI – **New family-to-Family course begins January 15, 2013.** Fliers were distributed.
- AIR Team – Continuing to move forward with the partnership (adult case management and AOD) and feels like a success. Having growing pains at the moment and beginning to deal with that. Between mental health and alcohol and other drugs definitions are challenging and is some of the source of growing pains.

Question: Which model are we using with mental health & AOD? **Answer:** The AIR collaboration is a pilot project to determine if the AIR model that is being used makes sense. The two models are: 1) mental health and AOD staff working together closely in sync; and 2) mental health and AOD providers learn each other's work and become dually competent. The question of what the core competencies of complex condition clinicians are came up and was then discussed. It is important to challenge our starting place assumptions and that we all learn together. Need to ask ourselves, what do we want to learn from this experience? And, what is the smartest administrative infrastructure to support what we want to learn?

6. Charter Document Discussion

- Refining and defining what we are doing.
- Margaret presented another iteration of the Charter Document to the group as a useful tool. This version defines the role of the Steering Committee and Change Agents. Change Agents need an understanding about what their agency/program expects from them. The words, complexity capable, will replace co-occurring complex conditions/health conditions. We must define how to be a successful team in this process, so that each organization owns their own progress in the process. We need to be sure that all of our partners are okay with the Charter Document changes, whether they are at the table or not. Is this document we are creating reflective of what we collectively want? Our job is to challenge ourselves in this process. In our refining of the Charter, we must look at each subsequent revision in relation to the earlier version to be sure nothing is left out or left unaddressed.
- Next steps: Sub-committee will reconvene to update the document further. The goal is to have another sub-committee meeting before our January Steering Committee Meeting. Kathy will send out a meeting notice. The sub-group will report on their progress in January.

7. Adjourn

NEXT MEETING:

WEDNESDAY January 23, 2013

10:00-11:30AM

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

