

## **SYSTEMS INTEGRATION TRAINING COMMITTEE**

### **Final Report**

#### **Summary of Committee Activities**

The Systems Integration Training Committee was convened by the Resource Inventory and Assessment Subcommittee and the Oversight Committee as a first step to promote the integration of children's services in King County. It was the intent of the originating committees for the training to expand support for systems integration by providing information, clarifying goals, and identifying possible benefits for clients and service delivery staff. The importance of information sharing and collaboration in preparing and delivering a service plan were identified as basic components of the training. While the focus was to build understanding and support among staff of child serving agencies and educational staff, it was hoped the scope of the training could eventually be expanded to include law enforcement. The committee was comprised of the agencies and staff listed below.

#### Chairperson

Lois Nicholas  
King County Mental Health, Chemical Abuse Dependency Services Division

Sandy Tomlin  
Children's Administration

Jeff Norman  
Ivy Durslag  
Stephanie Noone  
Lee Selah

Juvenile Rehabilitation Administration  
Nancy German

Juvenile Court  
Camilla Campbell

Adult and Juvenile Detention  
Marcia Navajas

Educational Service District  
Mick Moore

King County Prosecutor  
Mary Beth Short

In order to appropriately limit the scope of work, the committee decided its goal was to develop a training plan with the following attributes:

- clear and complete as possible
- easy to implement and maintain
- encourages mutual ownership of clients and collaboration
- emphasizes and the importance of, and advantages of, integrated case management

- lays the ground work for a formalized/coordinated case planning process that should follow
- teaches the fundamental mandates, funding constraints, mission, enabling legislation, and priorities of each participating agency
- is a vehicle to help staff get to know each other and appreciate the contributions of others

The committee then identified the following areas as desirable components of the overall systems integration training plan.

1. A basic orientation to the importance of systems integration as a philosophy and a way of providing services in King County: What are the potential benefits to clients and staff in providing integrated services to clients? Why are agency leaders committed to this model? What work has already been done to facilitate this effort? What do agency leaders expect to accomplish in the near future to support systems integration?
2. Orientation to the fundamentals of the five main participating agencies (DCFS, Juvenile Court/Detention, JRA, Mental Health, and Education): Legal mandates, program eligibility, agency priorities, etc. Where are the points that clients are likely to cross or pass from one system to another? What are likely friction points or issues between workers of different agencies? How can these be best addressed? What does each agency need the most from others to support their work with clients?
3. A basic course on child abuse and neglect: Factors contributing to abuse and neglect; Relationship to later contact with mental health and criminal justice agencies; Mandatory reporting; Constraints related to CPS.
4. Existing Interagency Agreements: What interagency agreements are already in place to facilitate services to shared clients? What does a case manager need to know / do to make them work?
5. How to develop collaborative case plans including educational programming: What and who should be included in a collaborative plan? How can a case manager make sure they have all information relevant to a case? What is the best way to involve educational staff in collaborative planning? A look at improving efficiency by developing a standard case reporting format (builds chronologically, includes all pertinent information, avoids repetition of information already recorded).
6. A child in the system: Develop a case to illustrate how a child moves in and out of various systems. Are there gaps? Duplication of effort? Missed opportunities?

7. Information sharing and the law for case managers: What is permitted? When is a special release needed from the client or family? How is the sharing of information beneficial for the client and the case manager?

### **Recommended Plan**

In developing a plan the committee reviewed the Cross Systems Training already provided by King County MHCADSD for children's services, considered recommendations from the Resource Committee to look at possible ways to combine training components with established conferences and/or other training venues, learned about the Conversation Café training method as a means to avoid the "talking head" style presentation, considered the feasibility of developing computer based training for some of suggested components, made attempts to involve representatives from law enforcement, and affirmed the importance of developing a measurement tool to demonstrate training effectiveness. Ultimately, it was decided to recommend a simple, "doable" plan for staff of the primary participating agencies to get the training started. The committee hopes success with the initial model will be a step in expanding the training to include a broader range of staff and more of the proposed training components at a later date.

The committee recommends establishing a one day training to be held once a quarter beginning in early 2006. To deliver the training, the county is divided into four geographical areas with the goal of bringing workers together who are likely to share cases. During a calendar year the training would be offered once in each geographical area. The training will cover the first two identified components (1) philosophy of service integration and (2) developing a basic understanding of the mandates and constraints of each of the five participating agencies. Delivery of the training will be a combination of traditional presentation (talking head) and Conversation Café methods.

The day opens with a presentation on the philosophy of Systems Integration including a summary of the work that has been done to date in the county and the advantages for staff and clients in developing a system promoting integration. This is followed by two agencies giving an overview presentation of their programs, mandates, and priorities. The group then breaks into conversation units and discusses selected questions relating to collaboration. "Ah-Ha's" from each group are recorded and questions or misunderstandings identified during the discussion are noted on posters. This gives employees the opportunity to talk about perceptions in a guided format while encouraging personal interaction. The process, minus the philosophy presentation, is repeated in the afternoon with the remaining three agencies presenting followed by group discussion and a wrap up. The committee recommends keeping attendance at a manageable level to encourage everyone's participation. A staff allocation of DCFS 10, Juvenile Court/Detention 10, Education 10, Mental Health Agencies 10, and JRA 2 for a total of 42 people is suggested.

## **Resources Needed to Implement/Maintain Training**

The committee suggests each agency take a turn at being the lead for one of the training sessions during the year. It would be up to the representative for the lead agency to find a location, arrange for refreshments and lunch (if any), and send out notice to the other agencies regarding time, date, and place. Agencies will need a process to identify participants for each session and a presenter (present committee representative?). The presenter prepares and delivers the agency's overview and assists with facilitating the conversation portions of the training for each training. Finally, a person is needed to deliver the philosophy presentation at each of the four trainings. A member of the Resource Committee or an agency manager familiar with the concepts of systems integration is recommended.

To ensure the best outcomes for Systems Integration Training, the committee recommends designating a person to provide overall coordination and leadership for the project. Suggested tasks for this individual include the following:

- Develop a training schedule and assist the lead agency in planning each event;
- Work with Mick Moore to write questions for the discussion part of the training;
- Develop a participant feedback survey;
- Facilitate each session – develop time frames for each segment, instruct facilitators on roles and tasks, provide a summary at the end of the day for participants, administer feedback form, organize and maintain data from feedback forms;
- Bring the presenters/facilitators together after each training to debrief, review feedback and make adjustments for the next training;
- Update and improve the process as indicated;
- Bring the committee together at a later date to develop other proposed components for systems integration training - may include incorporation of additional components into the model, expanding employee groups invited to present and attend, developing computer based training for some components, and developing a more comprehensive assessment of training effectiveness;
- Communicate as needed with Resource and Oversight Committees regarding the status of the training.