

HHS Systems Integration Steering Committee Meeting Notes

April 19, 2011

Attendees: Gary Schepke, Roberta English, Julie Van Winkle, DJ Pierce, Brian Slattery, Steve Ramsland, Lawrence Lanes, Hutton Taylor, Bruce Gurganus, Bobbe Rockoff, Amy Faulstich, Mary Kay Sweeney, Marsha Grant, Kay Blackwill, Debbie Tate

1. Attendees introduced themselves, the agenda was reviewed with no additions suggested, and the minutes were approved from March 15, 2011.
2. Bruce Gurganus provided a brief overview of Laura's Law in Marin County: We don't have this law in Marin County but we are committed to serving those individuals who are un/under served. Bruce has been taking inquiry calls and has received 6 calls this month. Renee Mendez-Penate, Mental Health Supervisor (473-6804), has taken over accepting these calls. The Law requires counties to meet certain criteria and he doesn't see the need to implement here in Marin, as CMHS is committed to serving everyone who qualifies for services. He also mentioned that there is one time MHS money that he plans to use to do more outreach. Enterprise Resource Center will hire another person (~~like Peter Planteen~~) to do outreach, hopefully they can find a Spanish speaking person.

Marsha Grant began asking questions about the program but Ken & Chris called and we decided to hold this item for next month.

3. Conference call discussion with Ken & Chris:
 - A number of Change Agents had questions about quarterly trainings and interactions between the Change Agents and the steering committee. Decision made: Monthly, Kathy will send out Steering Committee Notes to Change Agents and the list of attendees at the first introductory meeting in order to provide more communication and hopefully motivate others who are not participating...yet.
 - People enjoyed the motivational interviewing, but really didn't get to engage with each other. And with quarterly meetings only, they go away from the training and don't really come together again until the next quarter. Decision made: Kathy to schedule change agent meetings (date/time/place) once or more between quarterly trainings, for the change agents to meet on their own.
 - Change agents really don't know what's coming up next - Ken & Chris want them to get connected with what they are learning and to apply these skills in their

organization. They should also learn to be a more cohesive group. At the May training Change Agents will discuss how to figure out what it means to be a change agent team. The video from the motivational interview will be available for future reference and for training new change agents.

- Change Agents can join the process at anytime and those who have been in the group a while can orient them.
- Important for the Steering Committee to do outreach to those agencies that are not at the table yet.
- Tracking Spreadsheet - there is confusion about what the next steps are after the Compass-EZ. Ken says it is normal at this point to have some feel like they don't really know what is going on yet.
- The Action Plan Template (found in the Change Agent Manual) will walk Change Agents through the process of doing an action plan for their program.
- Ken & Chris want to work with the Steering Committee so they understand the skills that are being taught at Change Agent Trainings.
- Agency leaders are responsible (they need to own the process) for implementing the process in their own agency. The Change Agents are helpers in the process.
- Compass-EZ instructions section on action planning (in the big binder) to assist programs on how to move forward (after they have completed the Compass-EZ).
- If a Change Agent team wants to visit another county's Change Agent Meeting, that is fine with Ken & Chris.
- Advanced Clinical Improvement; System improvement over a course of several years; intermediate reports from other counties - Ken & Chris will get for us; All services become co-occurring.
- Change Agent Trainings are typically 6 hours to a couple of days. Marin should not shorten the Trainings. Do we have an adequate amount of time to present and interact?
- Change Agents can and should meet monthly or maybe once between quarterly trainings so they can share what they are doing and learning.
- How does an agency balance billable hours with attending trainings? Ken says we want to "invest" as best we can - our Change Agents bring information back to their program and teach the skills to others on the team.
- Steering Committee members sharing what they are doing at their agencies can be helpful in moving agencies/programs forward.
- Mapping exercise (Tracking Spreadsheet) is worthwhile to determine equitable representation at Change Agent Trainings (Marsha Grant observed that at the last Training contract staff outnumbered county staff by 3 to 1) and it tells you who is involved and who needs to be reached out to.

4. The next meeting is scheduled for: Tuesday May 24, 2011 from 10-11:30AM at 20 NSP Conference rooms A & B.
5. Ken and Chris will join us for our May meeting.
6. The Change Agent Meeting on May 24, 2011 is scheduled for 1:00-5:00PM at 120 N. Redwood Blvd., in the Redwood Room on the 2nd floor. **Change Agents AND Steering Committee Members are all welcome to attend.**
7. Technical Assistance visits have been requested and approved for the following agencies in May:
 - Marin Services for Women
 - Marin Treatment Center
 - Buckelew [Employment Services](#)
 - Center Point
8. Meeting was adjourned.