

The Role and Challenges of the PSC Coordinator

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Learning Objectives

- Learn what the IL PSC Standards require of a Coordinator.
- Understand what responsibilities the PSC Coordinator typically has.
- Discuss common issues that a PSC Coordinator may need to navigate.
- Identify ways to excel as the Coordinator.

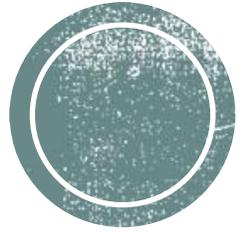


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What is your PSC Role?

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Coordinator Role according to the IL PSC Standards

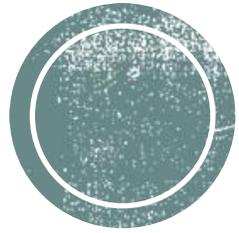


Definition

A PSC team member designated to handle the administration, management and coordination of problem-solving court services and operations in a local jurisdiction. (*IL PSC Standards 3.15*)

- *“The local Problem-Solving Court Coordinator is a member of the [Problem-Solving Court] Team. He/she has the overall responsibility to manage and coordinate all facets of the [Problem Solving Court] process, including collaborating with the treatment providers and the case manager/recovery coach. He/she advocates for effective incentives, sanctions and therapeutic adjustments during the team meetings. In fulfilling this responsibility, his/her duties are varied and include, but are not limited to, the following:*
 - 1. Organizes and coordinates training for [Problem-Solving Court] team members;*
 - 2. Maintains cooperative relationships with treatment agencies, community organizations and other involved partners;*
 - 3. Assists in the screening of potential participants to determine eligibility and interest;*
 - 4. Attends case staffings and court hearings, reports compliance/noncompliance and recommends incentives and sanctions;*
 - 5. Facilitates community presentations*
 - 6. Promotes team integrity;*
 - 7. Develops community resources;*
 - 8. Collects data/statistics and works closely with any program evaluator;*
 - 9. In conjunction with team members, researches and writes grant proposals.”*





Administrative Duties



Administrative Duties of PSC Coordinator

- Manage dockets
- Manage Court and Staffing Schedule
- Process Referrals
 - Review for legal eligibility
 - Arrange for clinical assessment and ARA
- Maintain Program Documents (Policy & Procedure Manual, MOU, Handbook, etc)
- Apply for Certification and Re-certification



Public Relations

- Steering Committees and Multi Disciplinary Teams (MDT)
- Presentations in the Community (NAMI, Rotary, Lions Club)
 - Presenting to organizations allows us to control the message
 - Bar Association
 - Public Defender's Office
 - State's Attorney's Office
- Invitations to Graduations
- Utilize Media
- Consider an introduction for new participants- Orientation



Team Education & Training

- What is your process for when a new team member joins the team?
 - Develop an on boarding checklist
 - Interviews
 - Meet with new team members
 - Introduce the goals of a PSC and what methods are used
 - Provide them with resources
 - Require trainings
 - Give them a calendar/ schedule for staffings and court
 - Provide a list of team members and positions
 - Set a precedent with incoming team members as to what the role of the coordinator is and how you can help
- Observe other Courts
- [Treatmentcourts.org](https://www.treatmentcourts.org) on demand trainings
- Require that team members track their trainings





Budgets & Grants



PSC Budget & Grants Management

- Key components of financial management
 - Work towards sustainability
 - Local funding, ARI funding, multi-year grants
 - Revisit your budget often
 - Track invoices/ payments in real time
 - Find the fine line: realistic, actual budgets
 - Monitor your cost per participant
- Grants management is an investment! Make it a priority.
 - On time reporting
 - Set Reminders



Grants Management Tips

- ORGANIZATION is Key
 - Files for each grant
 - Quick reference for contracts and grant budget
 - Spreadsheet to monitor utilization
- Look beyond the funding source
 - Compare your budgets for each funding source
 - Keep looking to the future
 - Have a “Back-up plan” and a “Back-up Back-up plan”
 - Don't wait until the grant is ending to look for funding
- Stretch funding using innovative ideas
 - Contracts to bill clients' insurance first prior to grant funding

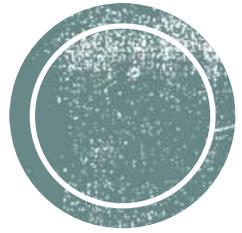


Grant Resources

- Grants.gov
- SAMHSA
- Adult Redeploy Illinois
- BJA
- Local mental health boards
- AOIC Resources

- Utilize resources: TA, Grants manager, grant agency





Leadership



Team Leadership

- Judge is the leader of the team. All team members have the ability to be a leader within the team, especially the Coordinator.
- Coordinator must keep people committed to the same goal while responsible for program management
 - Coordinator advocates for best practices, program integrity/ consistency. Teams can develop soft spots (or hard spots) for client, Coordinators need to advocate for program integrity but in a way the team can hear.
 - Be patient, it may take a few approaches
 - Ask questions, help lead them to what you are observing
- Facilitates communication between team members and partner agencies
 - Contracts, check-ins with service providers
- Be confident in what you know. If you do not seem confident, others likely will not have confidence in you.
- Let it sit for a minute!
 - Marlowe's 1st thought wrong



Leadership in Staffing

- Keep staffing discussions on track. Follow a format. This builds trust with the team.
 - Welcome- opportunity for team bonding
 - Call cases to discuss, avoid lag time between
 - Look for a conclusion and provide a brief recap
 - Ask questions of those not speaking up
- Team Communication- How we say it can be just as important as what was said.
- Prepare teams for conflict situations, crisis situations
 - Have a plan

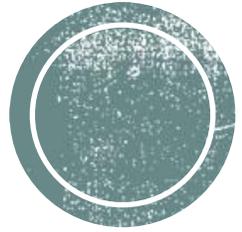


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What is a quality that you want to see in a leader?

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Challenges Coordinators Face



Staffings/ Team Meetings

- Staffing or Meeting runs long.
- Team Members recommendations are not clear.
- Team spends staffing time debating levels or discussing programmatic changes.
- Court Reports, case plans, or clinical treatment plans are not utilized.
- Team Member does not attend staffing.



Tips for improving Staffings

- Staffing or Meeting runs long.
 - Keep a schedule or have agenda.
 - Mix it up as needed.
 - Clients doing well go first, Reverse alphabet
- Team Members recommendations are not clear.
 - Training
 - Encourage them individually, their voice matters!
 - Call on them.
- Hold Team Meetings/ Extended Staffings to address programmatic issues.
 - Regularly revisit team roles
- Keep the documents close and reference them in staffing to start a habit.
- Training!
- Keep MOUs up to date and ensure attendance is in agreements



Changes to Programming

- Coordinators are responsible of ensuring fidelity to the model.
 - Monitor curriculum. Changes to curriculum or groups offered by the program must include the team.
 - Know what programmatic changes impact funding and certification.
- Coordinators speak to programmatic consistency.
 - Be mindful of procedural fairness/ programmatic integrity.



Team Dynamics

- Treatment vs. Court staff
- Defense Counsel vs. Prosecutor
- Experienced vs. New talent

- Multidisciplinary teams bring together multiple backgrounds, multiple view points, and lots of personality.
- Coordinators need to be prepared to navigate these sometimes rough situations
 - Build a foundation with team members
 - On Boarding process for new team members



How to find your voice

- New coordinators stepping into an existing team
 - Gain the team's trust
 - Know the materials
 - Get to know the Judge
 - The Judge/ Coordinator relationship is critical
 - Help them organize, convey information
 - ...and team members
 - Know your audience!
- The Loudest voice is not always the right voice
 - Coordinators can help balance the team
 - “What I heard Probation say is...”
 - “Treatment, did I understand correctly that...”



Team Dynamics Solutions

- Team member lacks buy in
 - Play to their strengths, find common ground
 - Do they believe in accountability? Explain how participants are held accountable and what they as team members can do to further that goal.
 - Do they believe in participants voice/ choice? Explain how treatment plans and case plans are individualized. How can they effectively advocate for the participants?
 - Provide trainings- attend conferences
 - Link them with peers in other courts
 - Help them bond with the team
 - Include the Judge, they may need to have a conversation
 - Ultimately, may need a change in staff



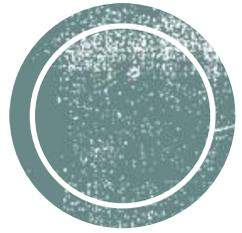
Master Juggler or about to drop a plate?



Overload Solutions

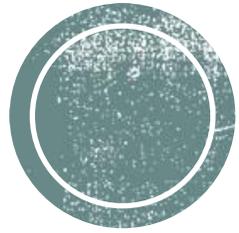
- Advocate for support, Develop a Leadership Action Plan
 - Track your workload!!
 - Is more staff needed? If so, how will that solve the problem? What will that staff member do? Create a vision.
 - Prepare a full proposal.
 - The more questions you answer the harder it is to say no. Can you find the funding?
- Look to the team. Empower others to assist.
 - Empower vs. Ask. Appeal to their strengths.
- Look to your Judge for support.
- Reach out to other Coordinators! We are a resourceful bunch!





Be the change

What is one take away from either this presentation or the conference that you can implement next week?



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