

Wednesday, February 13

8:30 – 8:45	Welcome Fran Cotter, <i>Quality Improvement Team Leader, CSAT</i> H. Westley Clark, <i>Director, CSAT</i>	Cabinet Judiciary Suite
8:45 – 9:30	STAR-SI Role in Supporting SAMHSA’s Public Health Approach to Substance Use Disorders Treatment H. Westley Clark, <i>Director, CSAT</i>	Cabinet Judiciary Suite
9:30 – 10:15	STAR-SI At-a-Glance Todd Molfenter, <i>Deputy Director, NIATx</i>	Cabinet Judiciary Suite
10:15 – 10:30	Break	
10:30 – 11:45	Partnerships – Creating a Movement Café Scott Farnum, <i>STAR-SI Coach</i> <i>Please see page 3 for session description and café questions</i>	Cabinet Judiciary Suite
11:45 – 1:00	Lunch	
1:00 – 1:15	Performance Management Introduction Anne Herron, <i>Director, Division of State and Community Assistance, CSAT</i>	Cabinet Judiciary Suite
1:15 – 2:30	Performance Management – “What have we learned?” Panel Discussion <u>Moderator:</u> Jay Ford, <i>Director of Research and STAR-SI Coach, NIATx</i> <u>Panel Members:</u> Susan Brandau, <i>State Change Leader, New York</i> ; Katie Haverly, <i>State Data Coordinator, New York</i> ; Dawn Lambert-Wacey, <i>State Data Coordinator, New York</i> ; Carl Kraeff, <i>State Program Coordinator, South Carolina</i> ; Daniel Walker, <i>State Data Coordinator</i> and Andrew Quanbeck, <i>STAR-SI Data Coordinator, NIATx</i> <u>Discussants:</u> Anne Herron, <i>Director, Division of State and Community Assistance, CSAT</i> ; Jack Stein, <i>Director, Division of Services Improvement, CSAT</i>	Cabinet Judiciary Suite
2:30 – 3:00	Break	
3:00 – 4:15	Performance Management Round Tables <i>Please see page 3 for session description and group assignments</i>	
4:15 – 4:30	Conclusion	Cabinet Judiciary Suite
4:30 – 5:15	GPO Visits and Storyboard Assembly <i>Please see the “GPO Meeting Schedule” in the folder for times and locations</i> <i>Storyboard assembly will take place in Embassy/Potomac/Patuxent Suite</i>	

Thursday, February 14

8:30 – 8:45	Welcome Jack Stein, <i>Director, Division of Services Improvement, CSAT</i> Suzanne Cable, <i>Government Project Officer, CSAT</i>	Cabinet Judiciary Suite
8:45 – 9:30	The Business Case for Our Work Lynn Madden, <i>STAR-SI Coach</i>	Cabinet Judiciary Suite
9:45 – 10:30	Workshop Session I <i>Please See Page 5 for Menu of Options</i>	
10:30 – 10:45	Break	
10:45 – 11:45	Be a Consultant Café Pauley Johnson, <i>STAR-SI Coach, NIATx</i> <i>Please see page 3 for session description and café questions</i>	Cabinet Judiciary Suite
11:45 – 1:00	Lunch	
1:00 – 1:45	Storyboard Viewing	Old Georgetown
1:45 – 2:30	“The Elevator Speech” Jennifer Glover, <i>STAR-SI Coach, NIATx</i>	Cabinet Judiciary Suite
2:30 – 3:00	Give the Speech – Round Tables <i>Please see page 4 for session description and group assignments</i>	
3:00 – 3:15	Break	
3:15 – 4:15	Access and Retention Café Elizabeth Strauss, <i>STAR-SI Coach</i> <i>Please see page 4 for session description and café questions</i>	Cabinet Judiciary Suite
4:15 – 4:30	Conclusion	
4:30 – 5:15	GPO Visits <i>Please see the “GPO Meeting Schedule” in the folder for times and locations</i>	

Friday, February 15

8:30 – 8:45	Welcome	Cabinet Judiciary Suite
8:45 – 9:15	Spread Plenary Jay Ford, <i>Director of Research and STAR-SI Coach, NIATx</i> and; Tom Zastowny, <i>STAR-SI Coach</i>	Cabinet Judiciary Suite
9:15 – 10:30	Spread Café <i>Please see page 4 for session description and café questions</i>	Cabinet Judiciary Suite
10:30 – 11:00	Break & Checkout	
11:00 – 11:45	Workshop Session 2 <i>See Page 5 for Menu of Options</i>	
11:45 – 12:00	Concluding Session Fran Cotter, <i>Quality Improvement Team Leader, CSAT</i> Suzanne Cable, <i>Government Project Officer, CSAT</i>	Cabinet Judiciary Suite

Café: Creating a Partnership

Wednesday, February 13, 2008

10:30 – 11:15 a.m.

Description: Four questions related to creating partnerships and collaboratives will be discussed at eight tables. Participants will select a question, and join a table at which that question is being discussed. After 20 minutes, individuals will rotate to a different table that is discussing a different question.

Question	Table Discussing the Question
In the eyes of a provider , what about STAR-SI is most useful?	1, 2
In the eyes of a state , what about STAR-SI is most useful?	3, 4
Given what you have learned since the beginning of the project, what advice would you give a state that is new to STAR-SI?	5, 6
STAR-SI funding will end in late 2009. What steps need to be implemented to ensure a sustainable partnership?	7, 8

Round Table: Performance Management

Wednesday, February 13, 2008

2:15 – 3:15 p.m.

Description: States will use the questions listed in the Performance Management Roundtable Discussion document to discuss their performance management systems, to learn from the work of other states, and to consider how to overcome barriers that affect Performance Management. *Additional session information is available on the “Performance Management Discussion Questions” document.*

State Groups	Meeting Location and Facilitator
South Carolina, Wisconsin, and Ohio	Cabinet Judiciary Suite <i>Facilitator:</i> Jay Ford
Oklahoma, Florida, Maine and Montana	Embassy/Potomac/Patuxent Suite <i>Facilitator:</i> Andrew Quanbeck
New York, Illinois, and Iowa	Old Georgetown <i>Facilitator:</i> Todd Molfenter

Café: Be a Consultant

Thursday, February 14, 2008

10:45-11:45 a.m.

Description: Each table will discuss one of four explicit problems. The participants at each table will play the role of consultant and try to decide how to solve the particular problem. After 20 minutes, individuals will rotate to a different table that is discussing a different problem.

Topic	Table Discussing the Topic
An agency that plays a key role in the state’s treatment system has struggled to implement a successful change, has little internal business management experience, and has just lost the executive director. The state would like the agency to continue to use process improvement. Both the state and agency need guidance on how to proceed.	1, 2
A new state is implementing STAR-SI and works with a fiscal intermediary, and would like to engage the intermediary in the project.	3, 4
Increased time to assessment leads to an increase burden on counselors and a need to eliminate bottlenecks between assessment and first treatment session.	5, 6
An agency would like to use data to make informed decisions, but is also struggling with staff turnover, and needs guidance on how to effectively implement process improvement to make changes.	7, 8

Roundtable: Give the “Elevator Speech”

Thursday, February 14, 2008

2:30 – 3:00 p.m.

Description: Each state will share their speech with two other states, and the audience will offer feedback.

State Groups	Meeting Location
Maine, Illinois, South Carolina	Cabinet Judiciary Suite
Oklahoma, Wisconsin, New York	Embassy/Potomac/Patuxent Suite
Ohio, Florida, Iowa	Old Georgetown

Café: Access and Retention

Thursday, February 14, 2008

3:15 – 4:15 p.m.

Description: Four questions will be discussed at eight tables. Participants will select a question, and join a table at which that question is being discussed. After 20 minutes, individuals will rotate to a different table that is discussing a different question.

Question	Table Discussing the Question
As a provider , how do you improve access?	1, 2
As a provider , how do you improve retention?	3, 4
What strategies can states use to improve access and retention?	5, 6
What regulations commonly found in state procedures support or hinder client access and retention?	7,8

Café: Spread

Friday, February 10, 2008

9:15 – 10:30 a.m.

Description: Four questions will be discussed at eight tables. Participants will select a question, and join a table at which that question is being discussed. After 15 minutes, individuals will rotate to a different table that is discussing a different question. *Additional session information is available on the “Spread Café Discussion Questions” document.*

Question	Table Discussing the Question
Identification and Selection of an Innovation	1, 2
“Building Blocks” and Setting the Stage for Spread and Diffusion	3, 4
Implementing a Spread Strategy	5, 6
Defining Roles and Strategies in Spreading Change	7, 8

Workshop Session 1: Menu of Options

Thursday, February 14, 2008

9:45 – 10:30 a.m.

Increasing Admissions		Susquehanna/Severn Suite
Eldon Edmundson, <i>STAR-SI Coach</i> ; Linda Frazier, <i>State Change Leader, Maine</i> ; Deb Brucker, <i>State Data Coordinator, Maine</i> ; Sheila Barbee, <i>State Change Leader, Florida</i>		
This workshop will highlight the work that Maine and Florida have done to increase admissions across the state.		<u>Recommended For:</u> State-level Attendees Provider Attendees
The Business Case		Old Georgetown
Lynn Madden, <i>STAR-SI Coach</i>		
Following the 8:45 a.m. plenary presentation, this session will provide more in depth discussion of the business case for process improvement.		<u>Recommended For:</u> Provider Attendees State-level Attendees
SSA Director and Change Leader Discussion		Embassy/Potomac/Patuxent Suite
Fran Cotter, <i>Quality Improvement Team Leader, CSAT</i> ; Todd Molfenter, <i>Deputy Director, NIATx</i>		
This session is a discussion for the senior state-level leaders of the STAR-SI project.		<u>Recommended For:</u> SSA Directors and State-Level Change Leaders Only

Workshop Session 2: Menu of Options

Friday, February 15, 2008

11:00 – 11:45 a.m.

Improving Performance Through Purchasing and Regulation		Old Georgetown
Eldon Edmundson, <i>STAR-SI Coach</i> ; DeAnn Decker, <i>State Executive Sponsor, Iowa</i> ; Sanford Starr, <i>State Change Leader, Ohio</i> ; Joyce Allen, <i>State Change Leader, Wisconsin</i> ; Mike Quirke, <i>State Data Coordinator, Wisconsin</i>		
This session will focus on the work that Wisconsin, Iowa and Ohio have done to implement process improvement into their state's purchasing and regulation.		<u>Recommended For:</u> States and Providers
Sustaining Change: What Every Agency Should Know		Embassy/Potomac/Patuxent Suite
Ken Farbstein, <i>STAR-SI Coach</i>		
This session will discuss the key components of sustaining change at the provider level. It will also include a case example of the success that Sinnissippi Centers, Inc. has had implementing process improvement		<u>Recommended For:</u> Providers and States