

Meeting Minutes – ISS

10/2/15

Attendees (Per Sign In Sheet): Colleen Kaplan (DCF), Sergio Alvarez (DCF), Vannessa Dorantes (DCF), Laurie Reisman (FSGW), Gary Steck (Wellmore), Patricia Gaylord (FAVOR), Kaitlin Iacomini (Post Univ), Julie Calabro (Value Options), Sherri Knightly (DDS), Stephanie Zanker-Rivera (DMHAS), Rafaela Moraes (FCA), Irv Jennings (FCA), Joan Neveski (CHH), David Burgos (CJR), Deb Kelleher (AnnieC), Precious Price (AnnieC), Gail Hughes, (CMHA), Sharon Pendleton-Ponzani (Wheeler), Tracy Denton (The Bridge), Karyn Leipold (Value Options), Bill Rybczyk (New Opportunities), Janine Sullivan-Wiley (NW Regional Hlth Brd), Denzel Hunter (Post Univ), Jessica Wright (McCall Foundation)

Meeting opened by Colleen Kaplan at 9:36.

Introductions made.

Colleen introduced Integrated Service System (ISS) development plan for Region 5 and discussed where the region is and where the state is in the development of a comprehensive, responsive system which will include:

- Services missing
- Services available
- What to do to address the issues

Who was invited: Colleen and Sergio invited a broad array of service providers, hoping to represent all services. Wanted to be inclusive and need to include family members and faith based organizations (who were invited but are not present) and students, who are present. One hospital represented: Charlotte Hungerford.

Design of ISS system is up to individual region. Examples of other region's configurations distributed and discussed. Sergio and Colleen came up with a design that they hope everyone will back but are open to changes. Region 5 leads DCF in return of kids from congregate care. Strong community partnerships and leadership has made this possible.

Sergio: Region 5 children in out-of-home care – 41% kinship; 8.3% congregate care. This has been made possible through support to families from providers. Region 5 has 735 youth in placement; 92% of these youth are placed in families.

Colleen: DCF has recently begun to work with the court system using the family teaming approach due to service providers' collaboration.

Q: What are the acronyms on the blue handout? Colleen and Sergio hope that this represents what our new system will look like.

- ISS – old MSS
- RAC – Regional Advisory Council
- SAC – Statewide Advisory Council
- CC – community collaborative

Per handout – Community Collaboratives (CC) feed info re: gaps and underutilized services to RAC which feeds to Executive Planning Committee (EPC). The EPC feeds responses to RAC which feeds to CC's and SAC which feeds to DCF Commissioner.

Discussion: Citizen Review Panels and more than one SAC. Care Management Entity (CME) – consisting of 3 people. KIT – Kids in Transition meetings. BHPD weekly call still occurs weekly with Regional Resource Group in each DCF office. Noticed patterns of certain kinds of kids who are highly challenging which the CME will work on. We are hoping that these meetings will become our MSS meetings. Families and children ages 12 and over should be present.

Next handout: No Wrong Door – CONNECT. Opened to discussion.

Gary: Core thing: meetings in the past have failed to have family involvement. Haven't been able to sustain families as equal partners.

Precious: Communication – how is the word getting out?

Colleen: It is the struggle.

Gail: Discussed Region 6 meetings and time involved.

Colleen: Hardest cases co-occurring Substance Abuse/Mental Health in older teens. Hope planning group will break down barriers.

Definition of CME: Family Peer Specialist, Intensive Care Coordinator, Network of Care manager

How to get families to the table?

- Stipends?
- Logistics
- Perhaps through Network of Care Agents of transformation trainings – families will be available for committees.
- Do we want designated people to be representative of families? Families feel pulled in different directions. Families are in pain, have needs, are we meeting their needs: job/time/challenges?
- Could system provide for professional child care so families could attend?
- What are families' incentives to attend?
- We want families who utilize services to be a part of the team.
- Sergio: system is fragmented – how do we develop a system to serve both families and providers?
- Deb: RAC to funnel ideas to Commissioner and back down the chain to community collaboratives
- Colleen: Idea – build in stipends for families into contracts? Make contract language inclusive of stakeholders' stipend. Disconnect between community – grassroots. We might need to go to people in order to get support and retention of families.
- Joan: Torrington collaborative – couple of parents attend – competing interests for families. Also – they hired a parent for their agency as a peer? Transportation remains a barrier.
- Irv: If you put the word out, you need to be able to deliver. Services have waiting lists.
- CME: What kinds of services are we providing? We need to offer non-traditional services to families. Strength-based service array list, look at all the non-traditional services that may meet families' needs.
- Rafaela: providers also need to think out of the box. WRAP funds can cover various things.

- Vanessa: Flexibility and repurposing is occurring.
- Resource dollars are not increasing. Repurpose dollars that are available.
- System is set up for episodic intervention.

Colleen: we need to go back to the issue: family as equal partners at the table. How can we get people there? Should we have faith based organizations there? Group: Yes.

Laurie R: Maybe we need to bring ourselves to the families. Rotate meeting locations?

Joan: Each collaborative ID a parent partner?

HW Assignment: Each agency to come up with an activity for a family to have kids attend in order that family who might be valuable to the process can attend committee meetings (ISS). Identify a possible family who might be valuable to the process. Think about youth/young adults who have experience with services.

Colleen: Let's start with a time of day for a meeting.

- Day?
- Evening? Food if dinnertime?

Gary: Why aren't we making this an actual job if it requires a certain skillset? Everyone else is being paid.

Colleen: Where would \$ come from? i.e. recovery coaches are like this at adult level.

Why can't we involve peer specialists who are already in agencies?

Colleen: Invite these kinds of people and/or parents or paid peer specialists – send Colleen phone #s and contact info so she can invite.

Dave (CJR): Understands the need for parent voice – let's talk about structure – CT Community Foundation or United Way might have a grant to cover this. Group agreed that he should check on this.

Next meeting: Danbury at Family and Children's Aid on West St. Confirmed space.

Could we consider technology to make it easier for people to attend meetings?

Vannessa: This belongs to everyone.

Colleen and Sergio: will commit to create service list and send out.

Next meeting: October 30, 9:30 at Family & Children's Aid in Danbury.

Things to consider:

- Are we all trying to meet under the same vision?
- What services do we have?
- What services do we need?
- How do we get them?
- Need a communication plan.

ADDITIONAL INFORMATION CAPTURED BY VANNESSA ON WALL CHARTS

To involve families:

- Time frames must be reflective of constituent's availability
- Food
- possibility of building in a "job spec" for a consumer representative (community organizer)
- Compensation dollars available??
- How to keep "family voice" in the room when physical presence if not possible
- Family involvement in the planning
- Child care during meetings
- Personal outreach- relationship building

Other Miscellaneous Service Planning Ideas

- Ensure that we have deliverable from the RAC/SAC
- Flexibility and thinking outside the box, not relying on old "rules" /barriers
- Episodic and life long interventions
- Meet families where they are
- Design must recognize geographic uniqueness of our regions and cities/towns
- Bring consumers to planning meetings
- Non DCF system drivers
- Clarification of roles- expectations and benefit to families
- Incorporation of Teaming Structure
 - What would it take
 - What do you need
 - How can we help

Core Issues of the Past

- Family involvement (as equal partners)
- Frequency of meetings
- Consistency
- Time of Day
- Confidentiality
- Transportation
- Notifications/messaging communications
- \$\$ Stipends
- Logistics

Adjourned at 11:27