

Region 5 Integrated Service System Meeting- January 21, 2016

Attendees: (per sign in sheet) Carol Roberts, David Burgos, Deb Kelleher, Deb Borzellino, Gary Steck, Josephine Bennett, Julie Calabro, Kathi Crowe, Maureen O'Neil-Davis, Patricia Gaylord, Rafaela Moraes, Sandy Porteus, Stephanie Zanker-Rivera, Vannessa Dorantes, Dawn Zabek, Susan Graham, Cassie Manger, Denetra McBride, Ellen Livingston, Deb Batsie, Sergio Alvarez, Eileen Bronko, Colleen Kaplan

First off, thanks to Deb B and CMHA for hosting today's meeting and providing the great morning snacks. Thanks also to Deb K for agreeing to take notes. Deb offered to post notes on Annie C website due to many issues folks had with accessing the notes from the DCF encrypted email.

Lively discussion regarding purpose of our group, how to structure meeting. Many ideas proposed:

- Use CT Behavioral Health Plan as blueprint for group
- Susan: 8 strategy areas of the plan
- Deb B- divide into subgroups, each group take 2 strategy areas
- Colleen- meeting with Tim Marshall re: Behavioral Health Plan, services, service delivery
- Susan- mirror established work groups of Connect?

Materials distributed, robust discussion on materials circulated regarding the plan:

- Deb B- broken into 12 areas, need to employ the 8 key strategies for the 12 focus areas?

More robust discussion on how to go forward:

- Gary S- Connect Grant background- DCF told by governor to put together a plan as a result of the Sandy Hook tragedy. A few things need to happen. It can be all of what we say or nothing. Families are saying we are not getting what we need. This is a voluntary group. Supposition: we can prevent Sandy Hook if we change things. We need to have a change in the mental health system. One of the key things families said- they don't want it to be complex. At the core, it was children and families.
- Maureen O- parents want to be understood. Not thought of as caring but as responsible for issues. Need response model, not reactionary model. Need a real, "no wrong door" model. If you come through one door, should be able to enter other state agency doors.
- Carol- mentioned the complexity of the system
- Cassie- bring it back to basics- a family has a baby- how do they find out about systems?
- Deb B- do we just need one goal?
- Susan- that is what we hear? Accessibility, family engagement, integrate data so families know "slots", social marketing so families know about services
- Sandy P- Greater Wtby Health (through DPH?) Improvement Plan- just joined access to care committee
- Deb B- being developed in a silo
- Colleen- seems like hundreds of groups working on the same thing across the state
- Josephine- agencies must put aside their difference and work together to be empathetic to families.
- Jules- how do we improve access as one group?
- Josephine- we need the people who are not here at the meeting. DCF needs to get them here.
- Colleen- this is our job, not DCF's job.
- Colleen- at a recent meeting, a social marketing expert talked about how to get a change in focus, a multi-layered approach. Gave examples of the litter campaign, "Click It or Ticket." What do we need? How much? How do we get it?
- Josephine- Let's get to work!
- Maureen O- we need access, \$ for families, for gaps, with or without insurance, families in that "middle area" without access due to monetary restrictions
- Colleen- so discuss accessibility for next time?
- Eileen- we don't need to complicate. Let's keep it simple. Catchment area councils are successful. Look at needs and trends regularly.
- Sergio- can we align current groups so we do not need to develop another system

- Susan – we need to integrate current system
- Gary- we need to own that parents and families say every single system we have....[stinks]. One of the core theories of systems change is that change happens slow, low and little. If we are successful at something small, we will attract others. As a group, we need to find something we feel passionate about and work together to create a change.
- Patricia- 2 goas for now then for work groups. Access to care, increased collaboration
- Carol- what about the adults. I hear Children, youth....and families
- Colleen- handout on what do we have?
- Cassie- goal is access. Under that is collaboration, communication, funding, and cultural/linguistic competence
- Colleen- Susan- do presentation for next time? Yes
- Deb K- mapping?
- Colleen and others- 211 as a resource and issues with 211
- Sandy- legislative breakfast yesterday, funding. We need a roadmap but how are we going to get the funding for the needs
- Colleen- we will not be able to resolve the funding issue at this time
- Sandy- it must be a part of the discussion

Winding down:

- Need a host for next month, Danbury is the next location in our rotation
- Reminded all, last Friday of the month was our decision, except March? Next meeting, Feb. 26, 9:30 – 11:30, Place to be determined.

Notes taken and reported: Deb Kelleher, Colleen Kaplan. Our apologies if we omitted information. Please send corrections to Colleen Kaplan. We will also ask again at February meeting for corrections.