Integrated Service System (ISS) and Network of Care (NOC)

Meeting 4/1/16

Our Tasks

- Access
- Integrated Service System Weekly Meetings
- Communication Structure for Region 5
- Anything else?
Task One

Access

I need help!

- Who do I ask?
- Where do I call?
- Where do I look on the internet?

How do I know which service is right for my child?

Does my Insurance or a program cover the cost?

Is the service available for my child or is it just for DCF or Juvenile Justice involved kids?

How long will it take to get an appointment?

I do not have a car, how do I get there?

Hablas Español?
Access: Proceed Through Steps
Step 1: Who do I call, where do I look?

TO DO LIST
- Gather Information about Services in Region 5. Include traditional and non-traditional resources.
- Evaluate the current ways to get information. 211 and other websites.
  - Are the website easy to find?
  - What is the wait time if you call 211 or other similar systems?
  - Are they family friendly?
  - Are they useful?
  - Are they up-to-date?
  - Can we get the resources we gathered onto those sites and lists?

WHAT IS A NETWORK OF CARE?

NO WRONG DOOR

NO HAY PUERTA INCORRECTA
Task Two
Integrated Service System (ISS) Weekly Meetings

ISS Weekly Meetings

TO DO LIST
- Understand Directive for ISS
- Make recommendations for meeting
- Specify agency and family representatives to attend
- Provide feedback and recommendations
- Evaluate, Re-evaluate and Modify as needed
Task Three

Communication Structure for Region 5

State

Regional

Community

Department of Public Health

Connecticut Medical Home Initiative for Children and Youth with Special Health Care Needs

Statewide Advisory Council (SAC)

CT Children’s Behavioral Health Advisory Committee (CBHAC)

Regional Advisory Council (RAC)

Community Collaboratives

Family Focus Partnership of Greater Danbury
Northwest Caring Connection Community Collaborative
Waterbury Family Focus Partnership Community Collaborative

Local Interagency Service Teams (LISTS)

Juvenile Justice

CSSD (Court Support Services Division)

Department of Children and Families

Department of Public Health

Statewide Advisory Council (SAC)

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Communication Structure

**TO DO LIST**
- Create process to prompt communication flow for Collabs, RAC, SAC
- Evaluate plan for 3-6 months to see if it works
- Re-evaluate and Modify as needed
- Invite community members from other systems

DSS, DDS, DMHAS, Health Departments, Juvenile Justice, Police, First responders, Education/ Dept. of Ed., Faith-based, Early Childhood, Legislators/Mayor, NAMI, Youth, YMCA/YWCA/Recreational Services, Medical homes, Pediatricians, OHA, Multicultural resources

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Task X

Anything Else?
COMING TOGETHER IS A BEGINNING;
KEEPING TOGETHER IS PROGRESS;
WORKING TOGETHER IS SUCCESS.

Snowflakes are frail but if enough of them stick together, they can stop traffic.

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