**INTEGRATING FAMILY SERVICES**

**Agenda for First Youth and Family Partnership Work Group**

*Chairs: Cindy Tabor, VFFCMH and Cheryle Bilodeau, IFS*

***Date:*** *Tuesday, September 13, 2016*

***Time:*** *9:30-12:00*

**Work Group Goal:**

Create a clear plan to assure youth and family voice representation is systemic and meaningful

**What are we going to focus on in this group?**

* What is our philosophy?
* How do we put it into action?
* Continuous quality improvement--What do we do when we get feedback from families?

**Present:** Shaun Donahue, Todd Bauman, Cheryl Huntley, Deb Quackenbush, Donna Sherlaw, Julianne Nickerson, Cynthia Greene, Heather Case, Will Eberle, JoEllen Tarallo-Falk, Maureen Sullivan, Cinn Smith

**Regrets:** Diane Bugbee, Amy Lincoln Moore, Donna Conley, Barb Joyal, Monica Ogelby

| **Agenda** | **Discussion Notes** | **Next Steps** |
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| * Welcome and Introductions—with refreshments * Why are we here? Setting the context * Guidance for Work Groups | * We need to be clear about the scope of this group * There is the day to day best practice and there is the larger system work—we will have recommendations for both of these areas; we want to make recommendations at a high level so we aren’t prescribing what should happen at the local level but that we are clear about what should happen for youth and family partnership * For fiscal year 2017, IFS regions are providing financial support for family voice in their regions-this is not sustainable for into the future * We need to really talk about integration, not just collaboration—how do we leverage 2-1-1 and Help Me Grow—look at what is out there systemically * Promise Communities are supporting family voice—such as Community Cafés * In work group meetings we want to be sure we are not using acronyms—we should explain what we are talking about * Guidance for this work group:   + IFS work groups serve as think tanks. They identify key issues that may undermine IFS’ implementation, brainstorm solutions and generate recommendations for action for the State Leadership Team’s and the Management Team’s consideration. IFS work groups are advisory in nature. |  |
| What does it look like when a partnership works in the best way possible? | This information provides the foundation of how this group will build recommendations for Family and Youth Partnership   * Cheryl Huntley has a great list from the IFS Parent Advisory group that answers to this question and Cheryl will send it for dissemination to this group * Meetings are scheduled at a time that works for family * when services/supports at a time and place that works for the family * When families are asked what they need * Providing families some orientation to the “system” rather than assuming families know—there used to be a brochure that was written for families before they went to a CSP—Cindy has it-it is called the CSP guide—used to be circulated widely * Calling families back and being adequately resourced so you can respond when a family needs it—not when you have something down the road to offer * Problem-solving with the family, not just offering from the professional what they think the family needs * Follow up with families-a family can only take in so much at once and we need to repeat the information. Repeating doesn’t mean there is a deficit with the family—it is a statement about our complicated system and that each of us can only take in so much information at once * The parent is the primary person who knows what the child needs * Provide information in different ways-what is the family’s learning style and respond to that * Always have your information in multiple formats (written, auditory, social media-you tube, twitter) * Cultural competence—generational poverty, Abnaki culture, knowing a community and how you should work within that * Relationships and trust takes time-we need to reflect that and take the time to build relationships—somehow our system needs to reflect that with resources—there needs to be baseline resourcing * Our system is upside down and we are never going to get out in front of this if we don’t do prevention work—rules and regs are very focused on putting out the fire, not preventing it * Peer navigators worked well * When funding offers flexibility for resources and the professionals having time to really listen * When strengths of families are built on and appreciated * When professionals show respect and humility for what parents are dealing with-not having the answer from the provider—having humanity with families * Having the right outcomes for accountability—how can outcomes drive this work in a humane way * One point of contact when there are multiple service providers involved with a family * Timely contact and follow up –for crisis/suicide this can make the difference between life and death * Having adequate parent support and a good feedback loop * Thinking about prevention and what every person needs—we have had more family voice at the top-tier level of the system of care * Providing supports for health and well-being—promoting health across all levels—prevention work * Using coaching with parents * Using current parent groups and how to build on this—take advantage of these rather than creating new groups * We value consumer voice and we need to ask if it’s really working | Cheryl will send information from the IFS parent advisory group |
| Thinking from Leadership and Governance Work Group   * Review visual for a possible framework from Leadership and Governance Work Group | * We need to get universal voice-not just top tier * What we choose to fund says what we value; also discussed that what we fund is can also be what we have always funded * What would we get from funding Family Voice?—need accountability * Think about where it works the best—where parent reps have a role that also is paid in the community –where a parent rep is getting a stipend on the side * How do we leverage funding from ACH? * Think from a population health perspective * How do we do blended funding * Peer navigators were paid for by AHS and a grant—when the grant went away so did the funding | Send information on population health and the triangle used |
| Logistics:   * Future meetings * Time * Call in number? * Location? * Who else needs to be here? | * Could we use the triangle to look at what is needed in each arena and how do we resource it? It’s a model we are using in education, health care and social determinants * What do we know already exists –build on what we know * Use the components from the visual and put it into a different frame such as the triangle—we need to think about these components at each level—how would we tweak and blend them * We need to identify outcomes for this work—Heather will forward the work done previously—use RBA to frame | Cindy will send out the job description for a peer navigator |
| Wrap Up and Next Steps | * Need a more central location—we will meet at the Barre National Bank (or if that location is not available somewhere close by there) from 9:30-12:00 in October through February | Cheryle will send out a doodle poll with possible dates so the next five meetings can be scheduled |