**INTEGRATING FAMILY SERVICES**

**Meeting Minutes: Youth and Family Partnership Work Group**

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

***Date:*** *December 9, 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:** Heather Case, Amy Lincoln Moore, Cindy Tabor, Cheryle Bilodeau, Matt Wolf, Will Eberle, Donna Sherlaw (phone), JoEllen Tarallo-Falk (phone), Cinn Smith (phone), *Special guest, Dru Roessle*

**Regrets:** Cheryl Huntley, Julianne Nickerson, Barb Joyal, Anna Berg, Diane Bugbee, Josh Miller, Jermee, Todd Bauman, Cynthia Greene, Dawn Powers

| **Agenda Item** | **Discussion Notes** |
| --- | --- |
| Results Based Accountability and Creating Outcomes for Family and Youth Partnership | **Objective:** Develop performance measures for monitoring the quality and impact of family and youth partnership activities.* Once we have measures we need to use them because that is how we look at quality moving forward.
* Formalize decision-establish measures
* Detail collection, reporting and monitoring expectations
* Incorporate

Quantify the activities we are talking about—structure of Act 264 and Coordinated Services Plan. How do we ensure we are partnering with youth and families in culturally sensitive ways—it may look different for youth and families. **Operationalize the definition of partnership**: this isn’t about selecting activities and doing to families and youth. It is informed decision-making, actively collaboratively**Questions posed to the group for today’s discussion:**1. **Why do we exist? What is our role (family/youth partnership activities)?**
	* Mandated partnership (Act 264) to manage coordinated service planning for families and youth—this is best practice. Act 264 came about because there was a need for families to understand the system and to navigate decision-making.
	* Effective partnership = active collaboration and participation
	* Families and children have access to coordinated services that would support learning (families are entitled to be at the table)
	* Proactively support families and parent reps to coordinate services plan (prep and guidance) to empower families to access what will help them improve outcomes.
	* Parents/guardians are EQUAL partners
2. **What do we do?**
	* Invite parent/guardian to the coordinated services process
	* Parent rep prepares parent/guardian
	* Empowers family/youth to be at the table; this includes scheduling meetings for a time that is conducive for the family
	* Coordinate service planning to identify and secure services based on what the family wants/needs
	* Empower parent reps through training and T/A from parent leadership organization
	* Help create trusting relationships between families and service providers
	* Help create effective service plans
3. **Who benefits from it?**
	* Family, children and youth
	* Parent reps
	* System of care providers (learning from the family/youth how to be responsive to the family and youth’s actual needs for success) ie. Education, mental health providers, social workers)
4. **What do we want?**
	* Families and youth are making informed decisions
	* Families/youth are equal partners
	* Cultural competence
	* Respect
	* Families get what they need
	* Families understand their options
	* Families know their rights
	* Family members who become parent reps/advocates for other families—more parent reps in communities
5. **What does it look or feel like to be successful/have impact?**
	* Not getting involved in higher end of system
	* Empower family to get what they need
6. **How much do we do?**
* # of parent reps (currently 6 out of 12 regions)
* # of LIT meetings attended by a parent rep
* # of CSP’s with a parent rep in attendance
* # of parent rep trainings (two a year occur)
* # of hours of family support
* # of parent reps that maintain the relationship beyond the CSP process
1. **How well do we do it?**
* % of families participating in the pre and post CSP meeting proves with the parent rep
* % of LIT meetings with a parent rep present/participating
* % of families indicating a mutual feeling of respect/trust
* % of families indicating they understand their rights/options
* % of families who felt they were equal participants in the process
* % of families who felt the process met their needs.
* % of parent reps that feel they have the (training, T/A, support) they need to effectively support families.
* Service satisfaction: % of service providers that indicated….
1. **Is anyone better off?**

**Pick up here at the next meeting****\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*****Parking Lot:** * Service System Accountability: Act 264 Performance Measures—we need to embed accountability across the system of care (such as questions the Act 264 Board can ask of LIT’s, IFS performance measures, how much time does it take to pull a meeting together)
	1. # of system of care trainings
	2. % of SIT, CRC meetings with a parent rep present/participating
* Connections of family support over time
* Meetings being offered at places and times that work for the family
 |
| Next Meeting: Friday, January 6th 9:30-12:00 at the Community National Bank, Barre | At this next meetingwe will be finalizing performance measures and working on the draft framework  |