



The only impossible journey is  
the one you never begin.

~Anthony Robbins

## Integrating Family Services: Putting the Pieces Together



IFS Learning Community Call  
09.18.2015

AGENCY  
OF  
HUMAN  
SERVICES

# IF YOU HAVE QUESTIONS....

...during the presentation please e-mail them to  
[Carolynn.Hatin@vermont.gov](mailto:Carolynn.Hatin@vermont.gov)



# From an idea to an initiative...

## **Our Vision**

Vermonters work together to ensure all children, youth and families have the resources they need to reach their fullest potential.

## **Our Mission**

Integrating Family Services brings state government and local communities together to ensure holistic and accountable planning, support and service delivery aimed at meeting the needs of Vermont's children, youth and families.



# IFS Early Implementers

Counseling Services of Addison County (CSAC) and Addison Parent Child Center  
~ July 1, 2012



Northwestern Counseling and Support Services (NCSS)  
~ April 1, 2014



# How are we moving IFS forward?

**We have created foundational documents for our work:**

## ❖ **Building Blocks for Change**

- Our vision about how IFS will reach our desired outcomes:
  1. Pregnant women and young children thrive
  2. Families are safe, stable, nurturing and supported
  3. Youth choose healthy behaviors
  4. Youth successfully transition to adulthood

## ❖ **Strategic Plan & Work Plan**

- These plans help to operationalize the Building Blocks for Change.

## ❖ **Guiding Principles**

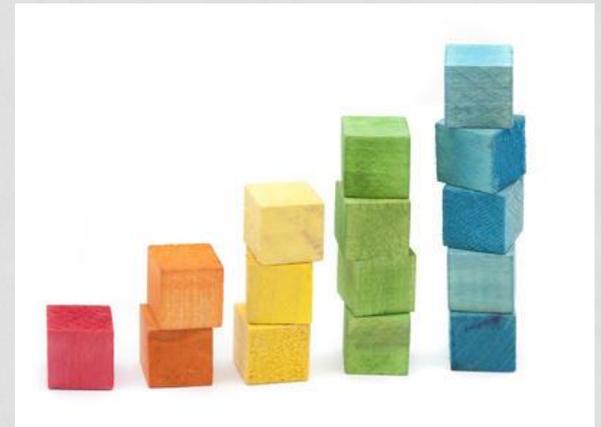
- These are the beliefs and values that underpin this work.

## ❖ **Model Puzzle**

- The 8 elements of IFS that help us carry out our vision.

## ❖ **IFS Manual**

- Guidance for providers to reference as they continuously provide services to Vermont's children and families.



# How is IFS Communicated?

## We have created communication tools to carry our message:

### ❖ Elevator Speech

- How you would describe IFS to someone who is not familiar with it.

### ❖ IFS 101

- An overview of our mission & vision, IFS teams and foundational documents.

### ❖ Newsletters

- Bi-monthly newsletters sent to AHS staff, stakeholders, community partners and key partners to communicate IFS' progress and transparency.

### ❖ Learning Communities

- Webinars held on various topics of interest to IFS and our partners/stakeholders, i.e., payment reform, strengthening families and governance.





## How are we doing?

### We have created measures to hold ourselves accountable

#### ❖ Performance Framework

- How we are identifying what we need to accomplish and how we are going to accomplish it.

#### ❖ Measuring Outcomes

- IFS outcomes as a means to measure our performance, taken from the Agency's outcomes.

#### ❖ Early Indicators of Success

- Data trends and reports from our early implementers show the early successes of IFS in two regions.

#### ❖ Client Record Review Form

- Integrated work that included staff from across AHS to implement a chart review document that can be used by all departments when reviewing the performance of our providers.

# IFS Infrastructure

## Addison & Franklin Governance Teams

- Comprised of service providers and key stakeholders
- Provides guidance and recommendations to the region utilizing data to identify area priorities for children, youth and families..

## AHS Field Directors

- Work within our IFS pilot regions
- Help build a system focused on excellent service, the holistic needs of children and families, and strength-based relationships
- Improving results for Vermont's children, youth and families.

## IFS Management Team

- AHS Director of Systems Integration (Carol), IFS Director (Cheryle), and AHS Special Projects (Susan)

## Senior Leadership Team

Provides leadership to IFS at the state and community level on all elements of the IFS model and related issues

## Implementation Team

Identifies opportunities for integration and increased efficiency including, but not limited to, the high end system of care and resources.

## State Interagency Team

- Suggests solutions for individual situations
- Works to develop solutions to problems that occur across the system of care as a whole.

**Team is the  
theme!!!**

# How is the work happening?

**IFS workgroups have been formed based on 5 of our 8 IFS model elements:**

## **The Five IFS Workgroups**

- **Accountability and Oversight**
  - Ensure the various aspects of effective IFS accountability and oversight are being implemented consistently and broadly.
- **Finance and Payment Reform**
  - Articulate and implement specific strategies that permit flexible and innovative use of funds.
- **Community-Based Prevention and Promotion**
  - Identify and align whole-population and systems-wide frameworks, policies and practices that inform service delivery with an eye towards consistency and seamlessness.
- **State and Local Service Delivery**
  - Determine community-based responses that reflect specific needs highlighted by community-level data and the key components of the IFS model.
- **Leadership and Governance**
  - Ensure the primary constituencies needed for successful implementation are actively engaged and clear on their roles and responsibilities.

## **Workgroup Members**

- Comprised of key state partners, service providers, state staff and the IFS Management Team.

# How are we helping regions become IFS ready?

We have created the Regional Readiness Toolkit!

## 1. Statewide Tracking

- This shows the progress of IFS implementation in different regions.

## 2. Regional Readiness Guidance Document

- This document is intended for use by regions that are anywhere along the IFS implementation continuum.

## 3. Letter of Intent

- For regions to indicate their commitment to pursue IFS

## 4. Regional Governance Guidance Document

- To provide guidance to IFS regional governance teams that are developing their own governance agreement.

## 5. Regional Governance Team Self-Assessment Tool

- In the spirit of continuous quality improvement, this assists regional governance teams with annual self-reflection. The results can be used to inform changes aimed at optimizing team functioning and providing overall leadership.



# Which regions are moving towards integration?

IFS has several regions currently moving towards implementing the IFS model:

## ❖ Brattleboro and Bennington

- Continually meeting monthly to discuss integrating with the IFS model in mind. Actively working on moving forward. Brattleboro team working on details for possible FY'17 implementation.

## ❖ Washington County

- This team has been meeting monthly for the past year, with a focus on their governance agreement. No start date identified at this time.

## ❖ St. Johnsbury

- Some meetings have occurred and a large stakeholder meeting is scheduled for October 12th to move towards a possible FY'17 implementation.



# Additional Initiatives IFS is involved with

## ❖ Strengthening Families

- IFS leadership and Senior leadership is collaborating with DCF's Child Development Division to create a Vermont Leadership Team to adopt the Strengthening Families Framework, which is an evidence-informed, strength-based approach to increasing family protective factors and enhancing child development.
- The kick-off meeting for this exciting endeavor is October 7th!

## ❖ Turn the Curve on Residential Care

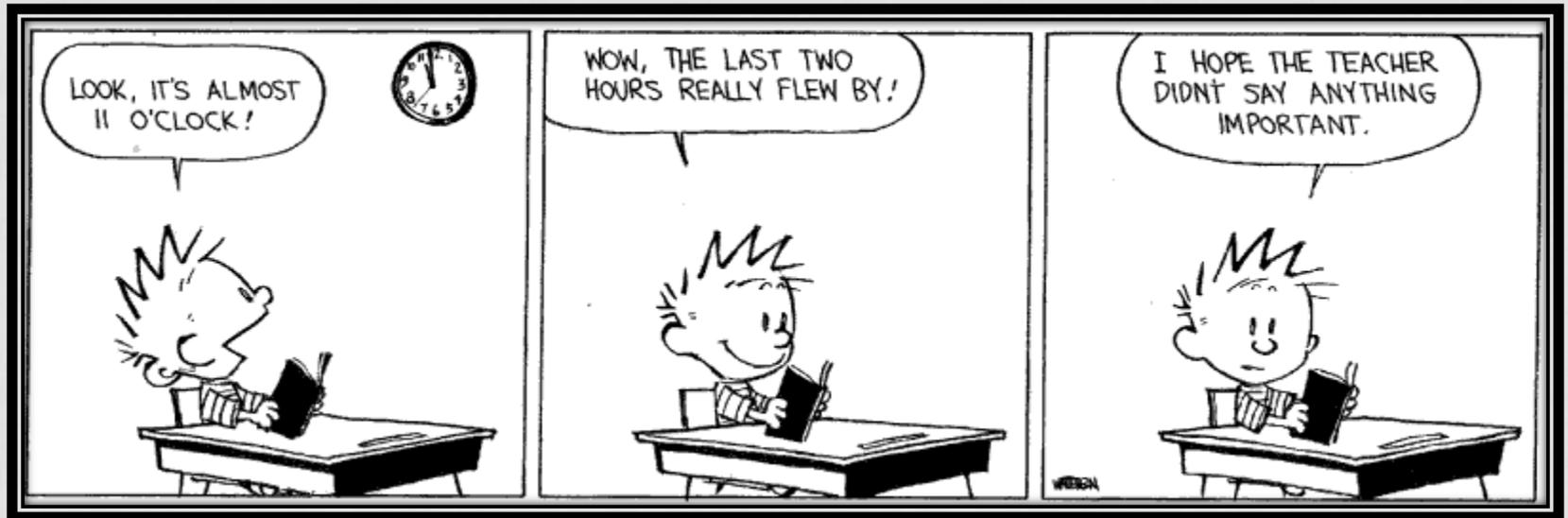
- IFS is working alongside our state and local partners to identify strategies to bend the curve on the increasing number of children and youth in residential placements, both in and out of state. The goal of this workgroup is to identify strategies to change the course we're on, and to leverage resources needed to take action on the priority strategies.

## ❖ Local Interagency Team (LIT)

- On October 2nd, IFS will host a *LIT Extravaganza* - a full day dedicated to our local LIT coordinators and some LIT members to network with each other, meet the State Interagency Team (SIT) members, discuss processes and referrals, and to have the time to focus on collaboration and integration.



# QUESTIONS FOR US?



## For More Information Please Contact Us!

**Susan Bartlett, Special Projects**

[Susan.Bartlett@vermont.gov](mailto:Susan.Bartlett@vermont.gov), 802-917-4852

**Carol Maloney, Director of Systems Integration**

[Carol.Maloney@vermont.gov](mailto:Carol.Maloney@vermont.gov), 802-279-6677

**Cheryle Bilodeau, IFS Director**

[Cheryle.Bilodeau@vermont.gov](mailto:Cheryle.Bilodeau@vermont.gov), 802-760-9171

**Carolynn Hatin, Business Administrator**

[Carolynn.Hatin@vermont.gov](mailto:Carolynn.Hatin@vermont.gov), 802-871-3101

**Kate Dearth, MSW Intern**

[Kate.Dearth@vermont.gov](mailto:Kate.Dearth@vermont.gov), 802-585-6135

IFS Website: <http://humanservices.vermont.gov/Integrating-Family-Services>