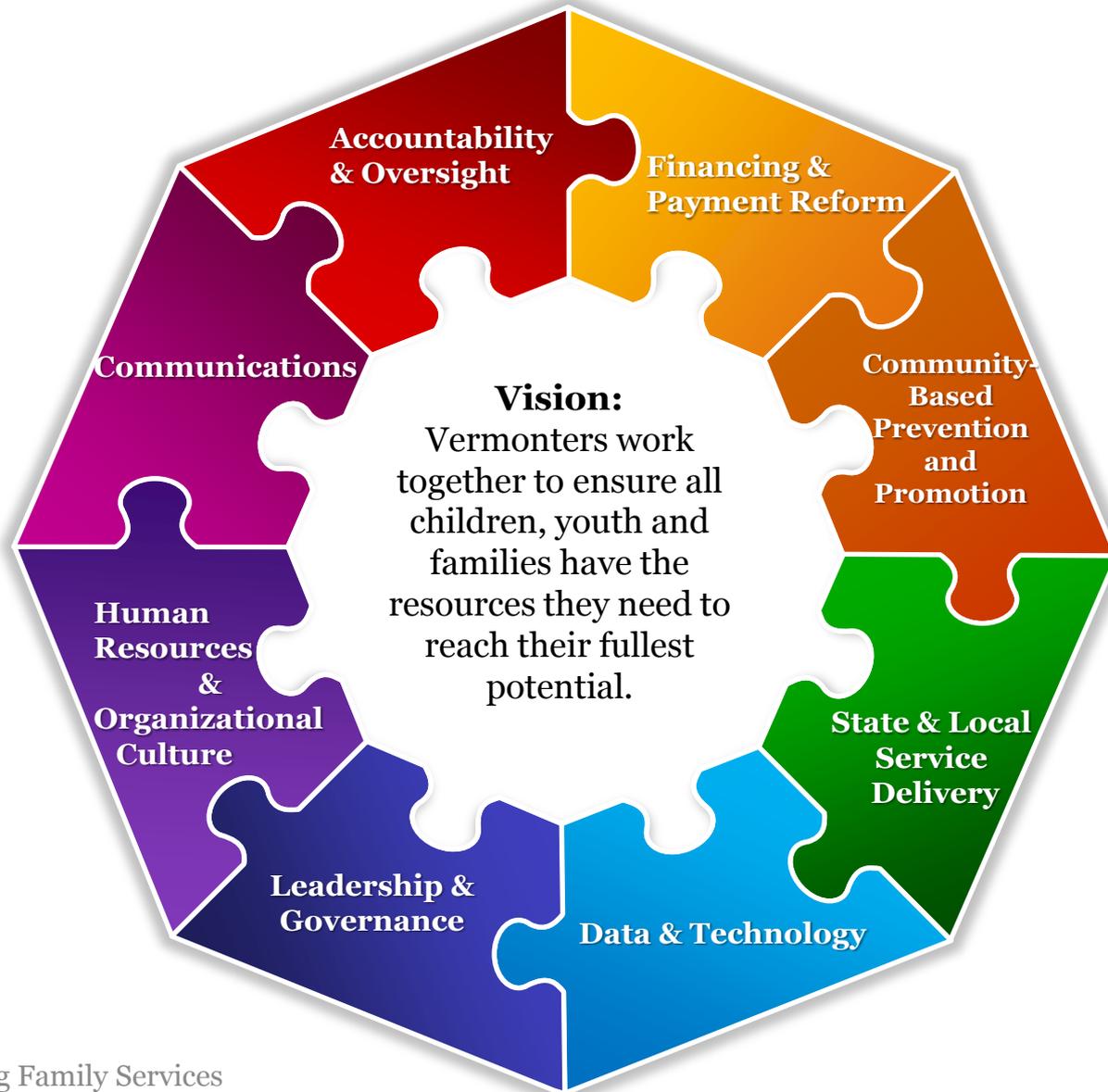


# AGENCY OF HUMAN SERVICES

## Integrating Family Services (IFS) Model



# Integrating Family Services



## Vision

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

## 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.

# Implementing the Vision and Mission of IFS



-  IFS has 8 elements which are depicted as puzzle pieces.
-  The key components of each element are listed on the subsequent slides.

# Key Components of Accountability & Oversight



Coordinate efforts among partners to include activities related to:

1. Measuring performance
2. Monitoring performance
3. Improving performance

Accountability:

- Quality Assessment
- Improvement plans
- Strategic and Work plans

Oversight:

- Quality review
- Performance Measures

# Key Components of Financing & Payment Reform



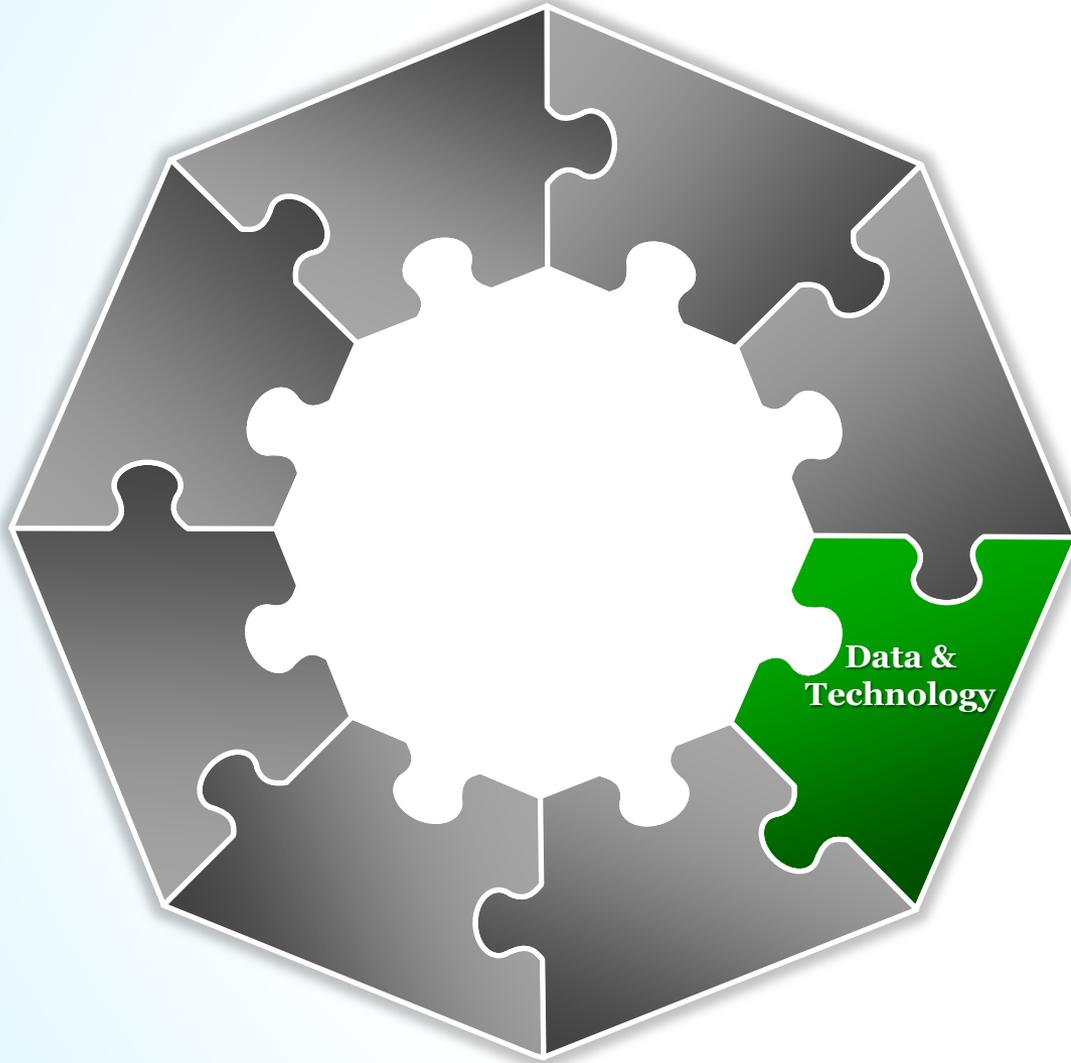
- Statewide consistency regarding what is included in bundled payments
- Formula-based allocation of funds to grantees
- Alignment of IFS financing efforts with health care reform efforts
- Reinvestment of savings in promotion and prevention
- Incentivized payments to reduce high end care
- Clear process to incorporate new funding and/or plan for reduced funding

# Key Components of Community-Based Prevention & Promotion



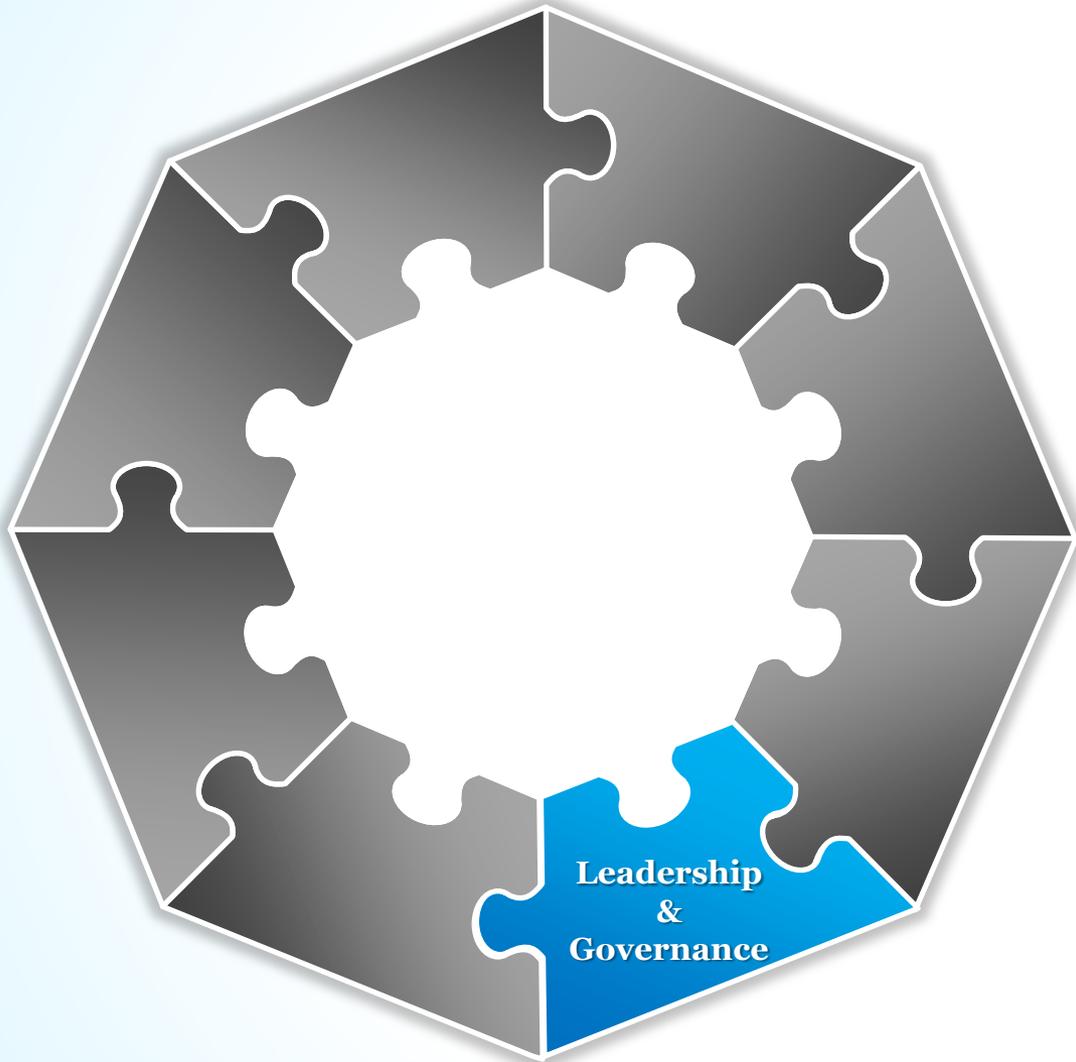
- Practice is evidence-informed and outcome-driven
- Community development focuses on promoting a safe and caring environment to encourage healthy child, youth and family development
- Family voice is represented on all teams
- Consistent and streamlined transitions for children, youth and families involving IFS, schools, nonprofit organizations, etc.

# Key Components of Data & Technology



- Integration of databases
- Shared reporting capacity
- Integrated case management system
- Efficient use of resources as they relate to IT and data

# Key Components of Leadership & Governance



- Documented governance and leadership structures at the local and state level that create a clear decision-making authority and process
- Clear roles and responsibilities of teams and boards operating within IFS
- Family voice embedded in all forms of decision-making
- Formal alignment and direction across all AHS initiatives related to children, youth and families
- Plan for and implement IFS expansion

# Key Components of State & Local Service Delivery Structure



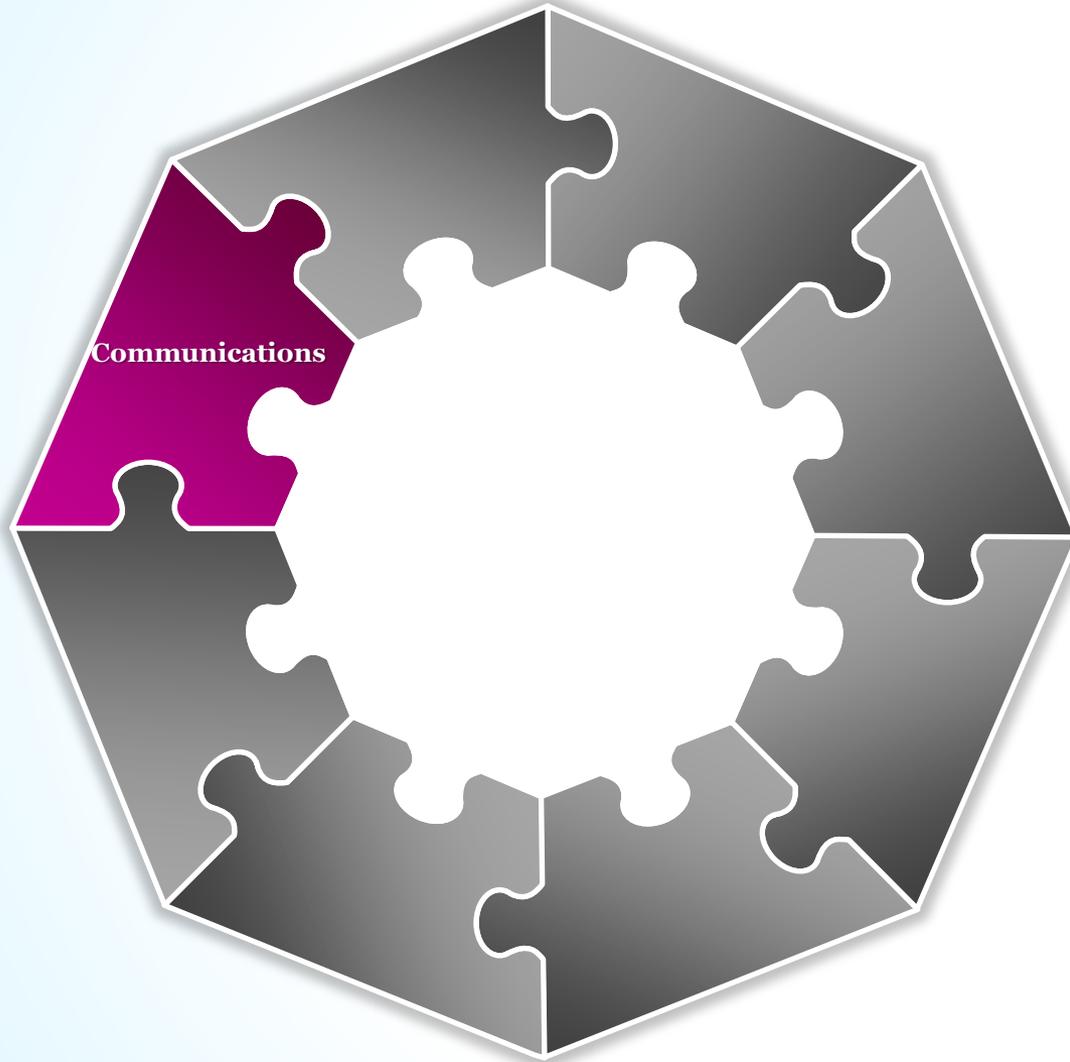
- Policies provide a guide for consistent practice based on specific standards
- Services offered along a continuum based on the needs of families with children and youth
- State and local capacity-building in all key areas of high-quality service delivery
- Technical support is provided to regions
- Identification of and access to a core set of services offered consistently across IFS communities
- Families have a single plan for supports and services with a lead case coordinator
- Family voice embedded in developing the structure

# Key Components of Human Resources & Organizational Culture



- Professional development is offered at the state and local level including Results-Based Accountability
- Use of common language
- Unifying values, approaches and communication for state and local teams that drive effective teamwork
- Cultural competence among staff
- Job descriptions, recruitment, hiring, retention, supervision and support align with integration of supports and services
- AHS has a strong commitment to implementing IFS at all levels
- Establishment of a forum for learning from each other and sharing information

# Key Components of Communications



- Align IFS communication with other efforts in the state and local areas
- Implement a communication strategy to share information including data, outcomes and performance reports
- Marketing materials
- Recognizable “brand”
- Use of electronic (Facebook, Twitter, website) media to promote awareness of IFS