



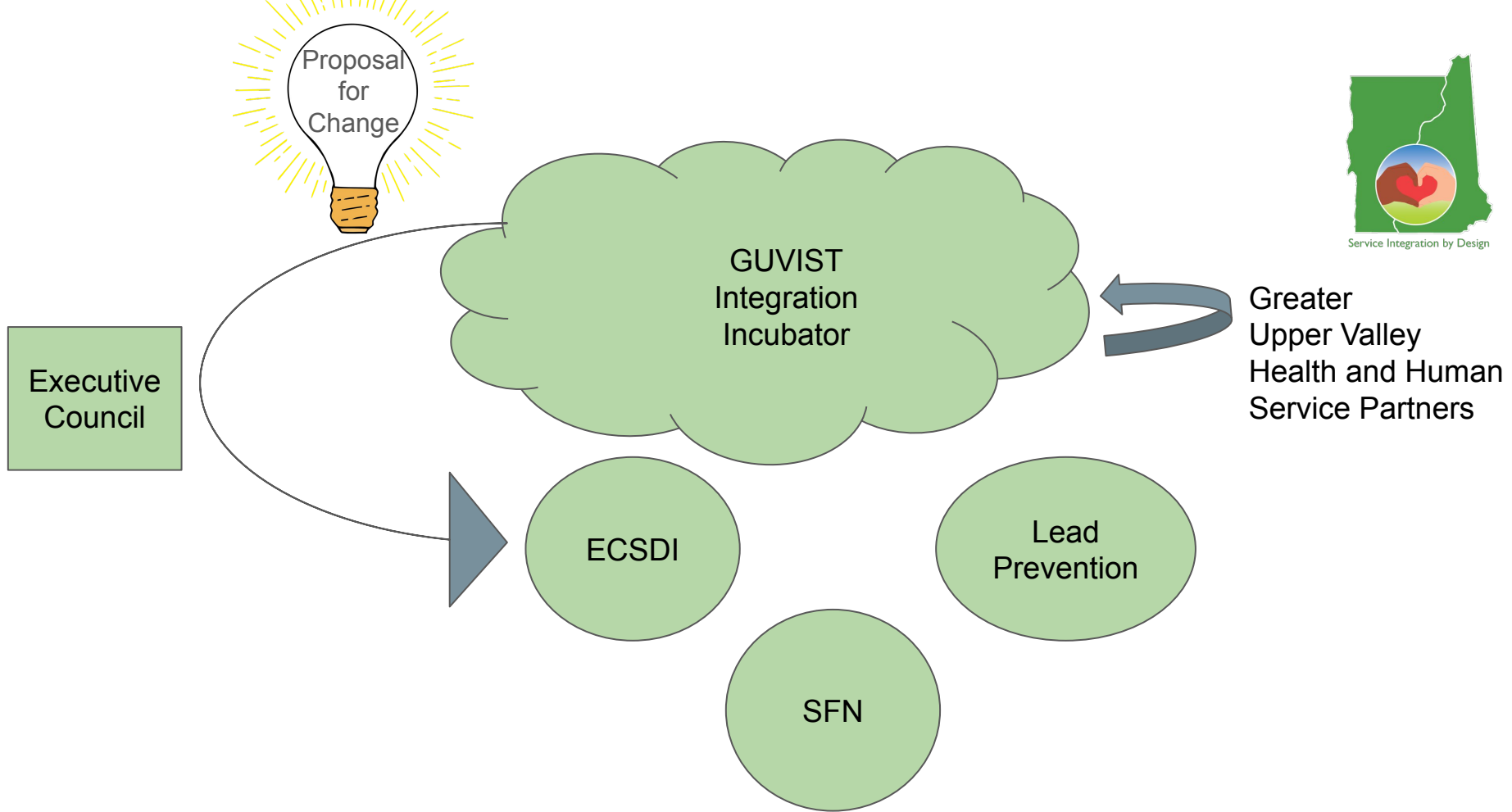
# What is Integration?

Greater Upper Valley Integrated Services Team  
January 2024  
[GUVIST.org](http://GUVIST.org)

# Where have we been?

- Executive Council
- Governance Guidelines
- Website
- Defining Integration
- Technical Assistance for Greater Upper Valley
- Couch Family Foundation Funding
- Process- Proposal for Change
- Support & Develop
  - ECSDI- Early Childhood Service Delivery Integration Network
  - SFN- Strengthening Families Network
  - Lead Prevention Network





Proposal  
for  
Change

GUVIST  
Integration  
Incubator

Executive  
Council

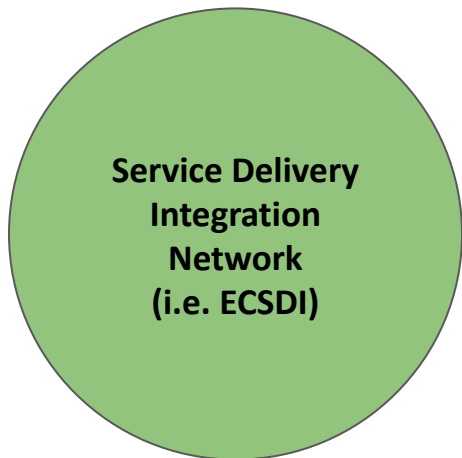
ECSDI

SFN

Lead  
Prevention

Greater  
Upper Valley  
Health and Human  
Service Partners





Partner Organizations

Integration Catalyst

Executive Council Member

Community Voice (Lived Experience)



# Proposal for Change



## Define the Population

Choose GUVIST Service Sector(s) or Service Recipient(s) impacted:

Communications/Transportation   Public Health   State Agency   Schools   Alcohol and Drug Use

Mental Health   Disability Rights   Community Health Center   Senior Services

Municipalities/Local Leadership   Housing   Food Security   Early Childhood   Other

Catchment Area:

## The Problem and Opportunity

How would you describe the current state of service delivery?

What quantitative or qualitative data tells us there is a problem?

Why has the current system not solved this problem?

Who are you already working with on this issue? Are they aware of the proposal?

How do you currently work together (i.e. administratively, financially, staffing, communication)?

Who else should be included?

Do you know of any organizations who are not open to change?

## Integration Plan

What is a radical change to the system that would meet the need?

Describe a service delivery experience as you would like to see it happen. What would integration look like for the *system* and for a *community member*?

How have you engaged those with lived experience and how do you plan to?

## Organizations Committed to Change

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Name, Title

# Where are we going?

1. What is Integration?
2. Network Development & the Common Agenda
3. Community Engagement
4. Shared Measurement & Data (Vital Conditions of Community)
5. Mutually Reinforcing Activities
6. Funding Challenges & Opportunities
7. Building a Sustainability Plan
8. Evaluating Collaboration & Lessons Learned
9. Putting it all Together: GUVIST Process, Successes to Date, Network Updates
10. Call for Proposals/Integration Incubation



# What is Integration?



## Learning Objectives:

1. GUVIST definition of integration
2. Opportunity for a new approach
3. Where has this been done well?



Service Integration by Design

What does integration mean to you?

Where have you seen this executed well?



# What is Integration?



GUVIST facilitates service integration to improve the experience of people who receive services from multiple organizations by helping service providers *operate interdependently by design* through integration of:

*Leadership*  
*Decision-making*  
*Operations*  
*Responsibility*



# Integration of Leadership



Service Integration by Design

Developing sustainable relationships opens communication between organizations and builds trust and leadership support for long-term commitment to achieve both short and long-term goals.

# Integration of Decision-making



Trust, relationships and communication allow for:

Identifying overlaps and gaps between missions, uncovering duplication and fragmentation

Shared decisions to create a common agenda, mutually reinforcing activities, shared funding and measurement

# Integration of Operations



Organizations function *interdependently by design*.

Challenging assumptions about how the system currently operates and people's experience with it

Identifying processes that intentionally disrupt the status quo

Eliminating the effect of our geographical boundary on service delivery

# Integration of Responsibility



Shared accountability for the wellbeing of our community and the system of care

Intentionally crafting the safety net to bridge services between organizations, which increases access to services, and the ability to do so with dignity

# Opportunity for a New Approach



- Move beyond networking, information sharing and collaboration
- Action focused
- Change upstream at the systems and service delivery levels
- Dedicated staff and funding
- Ability to create our own process and course correct Collective Impact pitfalls

[https://ssir.org/articles/entry/10\\_dangers\\_to\\_collective\\_impact](https://ssir.org/articles/entry/10_dangers_to_collective_impact)

# Case Study: Community-Clinical Integration



## The Integration Continuum

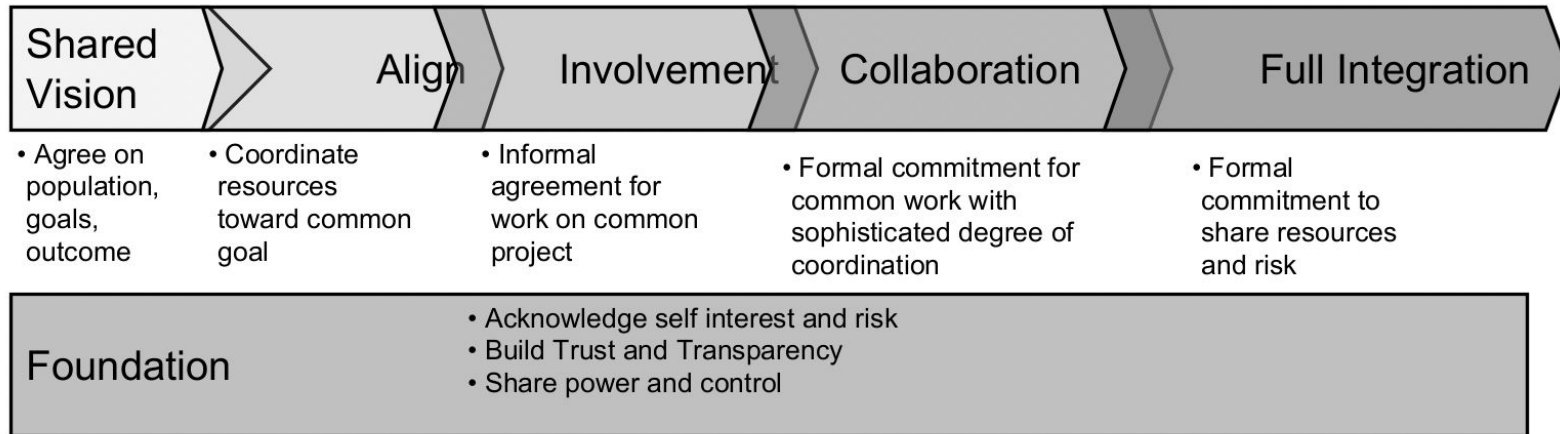
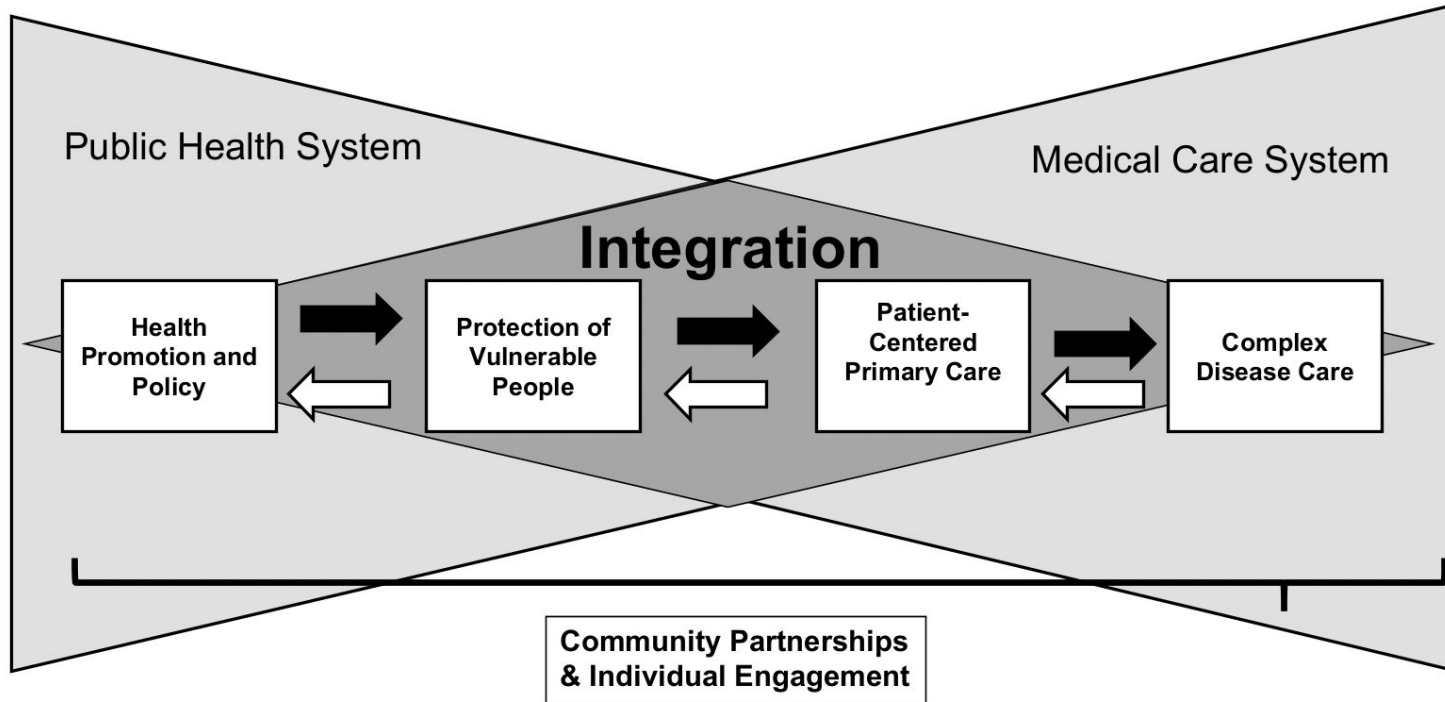


Figure 1: The integration of medical care and public health involves a range of activities requiring community and individual engagement <sup>a</sup>



<sup>a</sup>Adapted from Centers for Disease Control and Prevention, "A Health System: Health Protection for Life!", 2007.





Service Integration by Design

What about this challenges how you work or how you've thought of integration?

Where on the integration continuum is your work?

How do the systems you work in make your efforts with collaboration problematic?