



Service Integration by Design

Community Engagement

Greater Upper Valley Integrated Services Team

March 2024

GUVIST.org

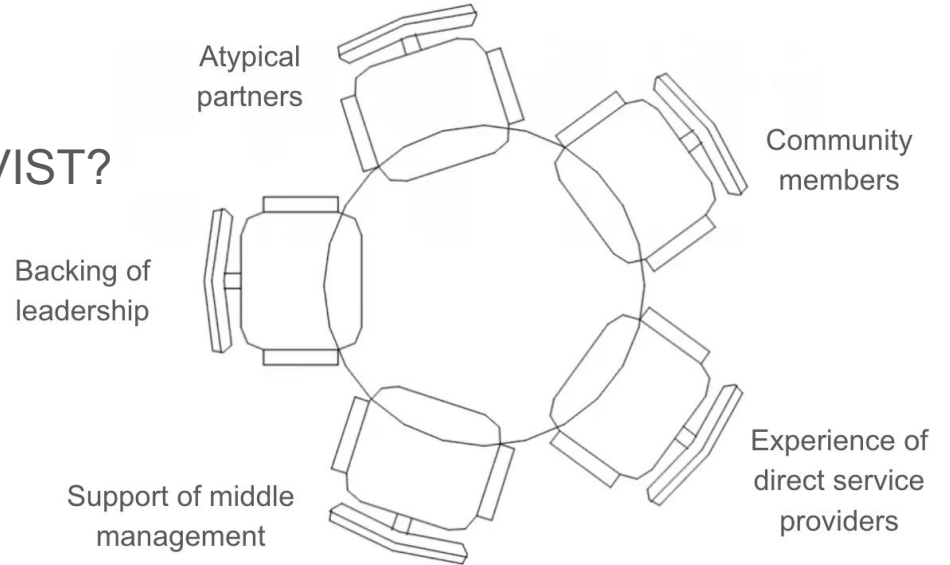
February Recap

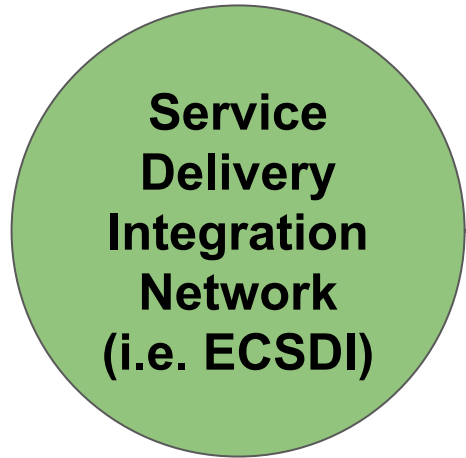


Defined service delivery network and common agenda

Who should be at the table?

How do we build an agenda with GUVIST?





Partner Organizations

Integration Catalyst

Executive Council Member

Community Voice (Lived Experience)

Where are we going?

1. What is Integration?
2. The Common Agenda & Network Development
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



Community Engagement

Learning Objectives:

1. Learn types of community engagement
2. Consider why it is important
3. How can GUVIST get us there?



What do we mean by “Community”?

People: i.e. parents, caregivers, “patients”, youth, people with disabilities, elderly, etc.

Receiving services: i.e. mental health, transportation, clinical services, programs/services for disabilities, legal/municipal, housing, food security, programs/services for early childhood/elderly, substance use, school, state programming, social connection

in the Greater Upper Valley: Orange, Windsor, Sullivan, southern Grafton counties



What do we mean by “Community Engagement”?



“the process of working collaboratively with groups of people who are affiliated by geographic proximity, special interests, or similar situations with respect to issues affecting their wellbeing”

GUVIST Purpose Statement



“To move beyond collaboration to integration of leadership, decision-making, and responsibility in health and human services so we provide ***supports and services that are responsive and appropriate to the desires of those in need***, where and when they are needed”

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

Community Engagement Plan

- Know your why
- Choose your engagement strategy & communication method



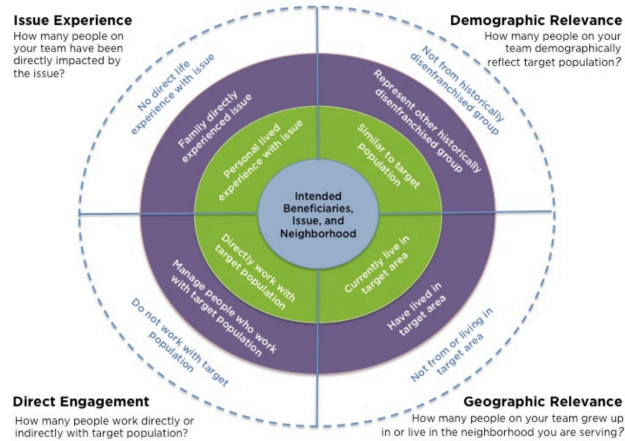
Engagement Strategy

Increasing Impact on Decision-Making and Implementation				
INFORMING	CONSULTING	INVOLVING	COLLABORATING	EMPOWERING
Providing balanced and objective information about new programs or services, and about the reasons for choosing them	Inviting feedback on alternatives, analyses, and decisions related to new programs or services	Working with community members to ensure that their aspirations and concerns are considered at every stage of planning and decision-making. We also engage their assets as partners to implement solutions.	Enabling community members to participate in every aspect of planning and decision-making for new programs or services. Community members actively produce outcomes.	Giving community members sole decision-making authority over new programs or services, and lead work to implement solutions. Professionals only serve in consultative and supportive roles
We will keep you informed	We will keep you informed, listen to your input and feedback, and let you know your ideas and concerns have influenced decisions	We will ensure your input and feedback is directly reflected in alternatives, and let you know how your involvement influenced decisions. We will engage you as partners to implement solutions.	We will co-create and co-produce solutions with you. You will be true partners in making and implementing decisions for the community, your advice and recommendations will be incorporated as much as possible.	We will support your decisions and work to implement solutions.
Fact sheets, newsletters, websites, open houses	Surveys, focus groups, community meetings and forums	Community organizing, leadership development, workshops	Advisory boards, seats on governing boards, engaging and funding as partners	Support full governance, leadership, and partnership

Community Engagement Plan



- Know your why
- Choose your engagement strategy & communication method



- Recognize assets; work *with* families, not doing *to* or *for* them
- Build your table equitably
- Consider atypical partners
- Test assumptions and bias
- Orientation
- Patience and relationship building
- Close the loop



Service Integration by Design

In what ways does your organization engage with the community?

How have you incorporated their feedback?

Did you learn anything surprising?

Engagement Methods

- Community consultant/champion/expert
- Board member or staff with lived experience
- Facilitated conversation/deliberate dialogue
- Peer support
- Interviews
- Surveys
- Panel/focus group
- Advisory board
- Zoom/in person



Dartmouth Health Children's Family Advisory Board



- **Mission** advocate for and drive patient and family centered care
- **Goals and Values**
Ensure kind, collaborative communication among community, families & DH Children's
Promote excellence in patient and family centered care, resulting in world-class, high quality, exceptional standards of care
- **Actions**
Create a culture of partnership to promote patient and family centered care
Collaborate with the community, families and staff.
Educate patients and families in navigating the healthcare system
Educate staff on how to include the patient and family voice in decision-making processes.

