

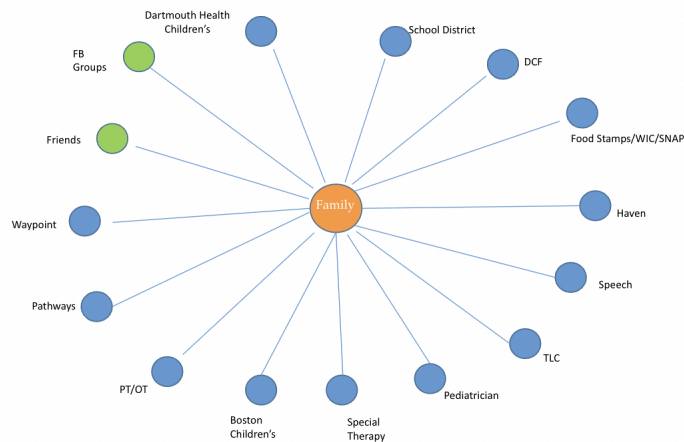


## Greater Upper Valley Integrated Services Team Early Childhood Service Delivery Integration Network October 2023

### The Problem & Opportunity

In 2021, eight Upper Valley residents with young children were interviewed about their experiences with social service agencies and providers to help us understand:

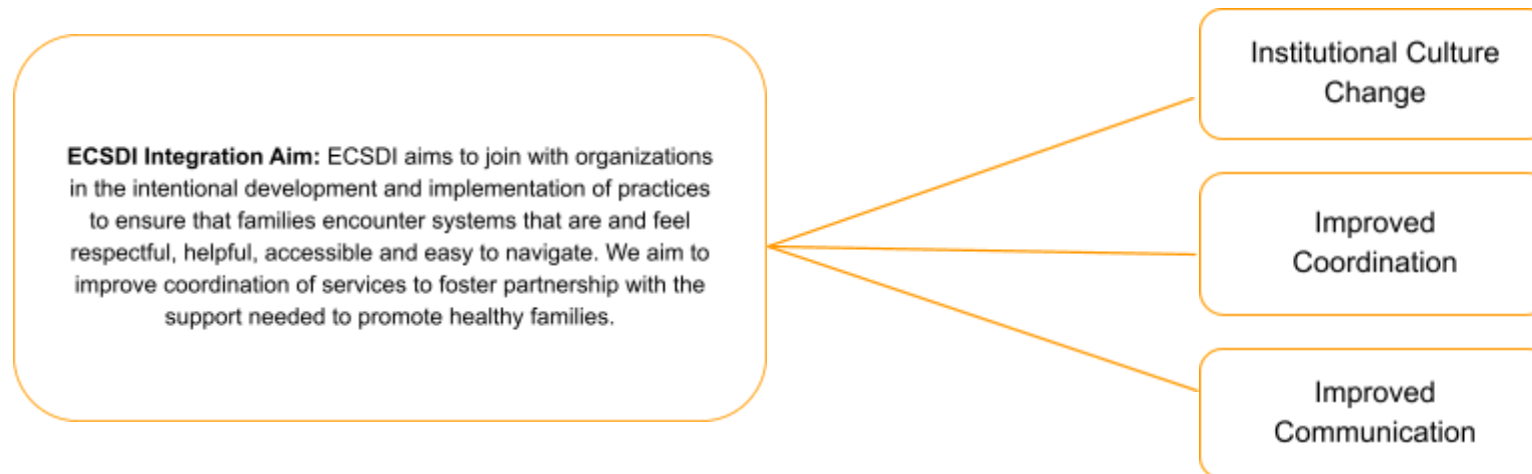
- ✓ **Through what avenues do individuals become aware of and gain access to the services they use?**  
*Awareness of services is facilitated largely by interactions with service agency employees.*
- ✓ **What influences perception of quality of services, coordination and connectedness in social service support networks?**  
*Individual service providers and agency-employees play key roles in families' support networks. The factor that most influences participants' perception of service quality is the degree to which a person feels judged vs. respected.*
- ✓ **What types of services do participants access? What size, composition, structure are family-level social service support networks?**  
*Parents of young children are often in the position of managing communication with multiple service agencies. All participants described a **"daisy"-shaped network**, with themselves surrounded by a set of fairly disconnected agencies. Participants engaged with as few as 4 and as many as 13 organizations.*



Current



Ideal



**ECSDI Partner Organizations:**

- Early Care and Education Association
- Building Bright Futures
- Mt. Ascutney Hospital and Health Center
- Alice Peck Day Memorial Hospital
- Monadnock United Way, Early Childhood Region 1
- South Royalton Health Care
- Dartmouth Health
- Waypoint Family Resource Center
- The Family Place
- WRJ Department of Health
- Southeastern Vermont Community Action
- Couch Family Foundation
- TLC, Orange County, Springfield Parent Child Centers
- Vital Communities
- Lebanon & Hartford Schools
- Capstone Community Action

**GUVIST** facilitates service integration to improve the experience of people who receive services from multiple organizations by helping service providers operate interdependently by design. We help health and human service organizations move beyond collaboration to integration of leadership, decision-making, operations and responsibility.

To learn more about ECSDI, the Family Network Analysis Report or to join this work, please contact Cara Baskin, GUVIST Integration Catalyst [GUVISTCatalyst@gmail.com](mailto:GUVISTCatalyst@gmail.com)  
<https://uvpublichealth.org/guvist/>