Service Integration by Design

Putting It All Together

Greater Upper Valley Integrated Services Team

October 2024

GUVIST.org

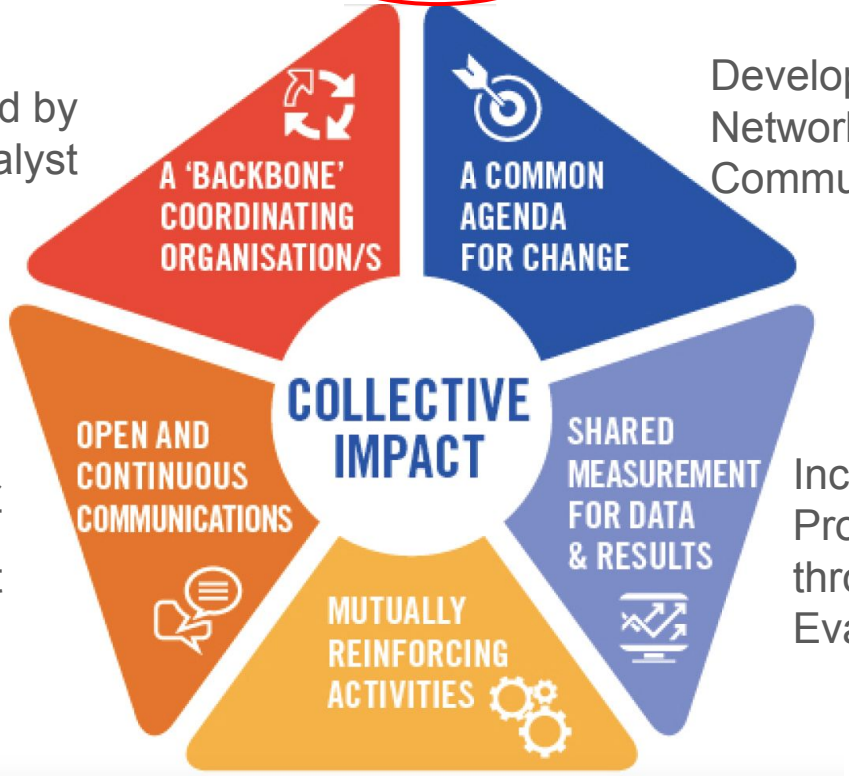
Where are we going?

1. What is Integration?
2. The Common Agenda & Network Development
3. Community Engagement
4. Data & Shared Measurement
5. Mutually Reinforcing Activities
6. Funding Challenges & Opportunities
7. Building a Sustainability Plan
8. Evaluating Collaboration
9. **Putting it all Together**
10. Looking Ahead

Collective Impact for *Integrated* Service Delivery

Facilitated by Integration Catalyst

Developed with your Network of Partners & Community Voice



Ongoing during & after GUVIST support

Including measures of Process & Relationships through Collaboration Evaluation

May require Funding; Always requires a Sustainability Plan

Service Integration by Design

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Service providers *operate interdependently by design* through integration of:

Leadership

Decision-making

Operations

Responsibility

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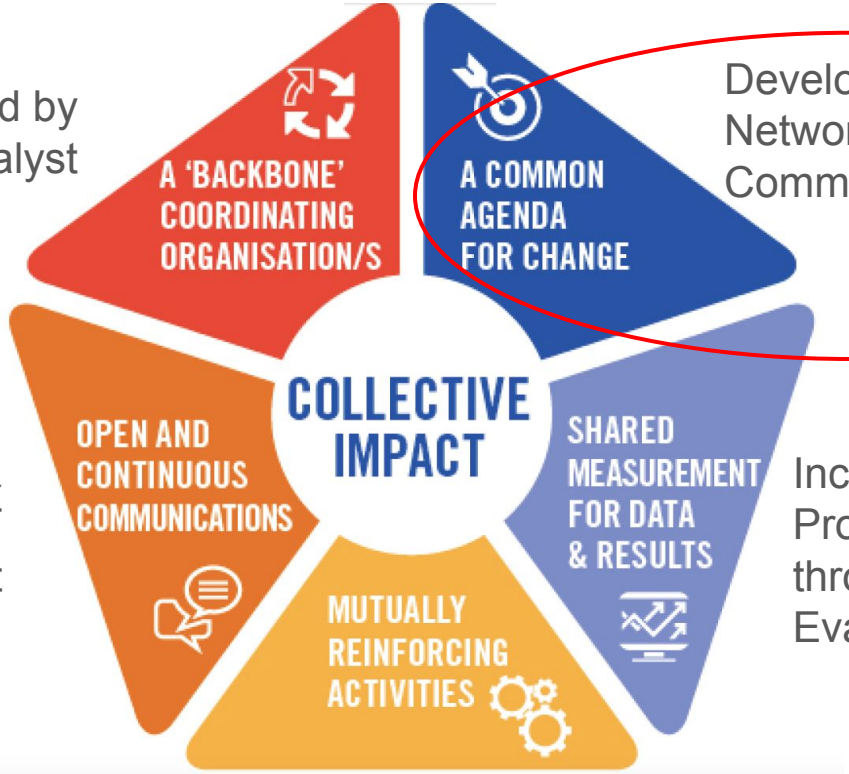

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Shared Understanding of Problem → Joint Approach → Shared Vision for Change

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?

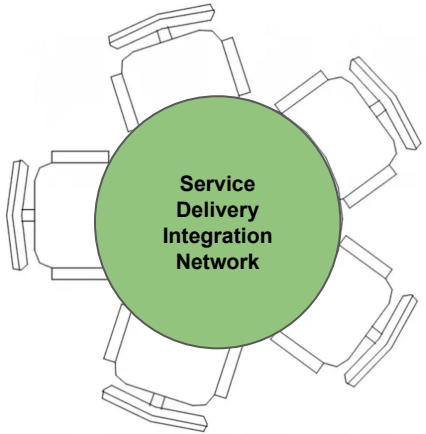
Integration Plan
What is a radical change to the system that would meet the need?

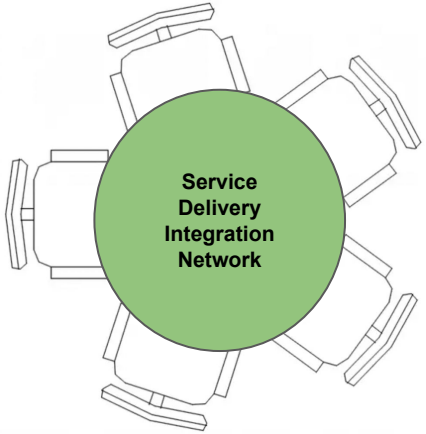
Describe a service delivery experience as you would like to see it happen. What would integration look like for the *system* and for a *community member*?

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

Organizations Committed to Change

_____ _____
Organization Name, Title





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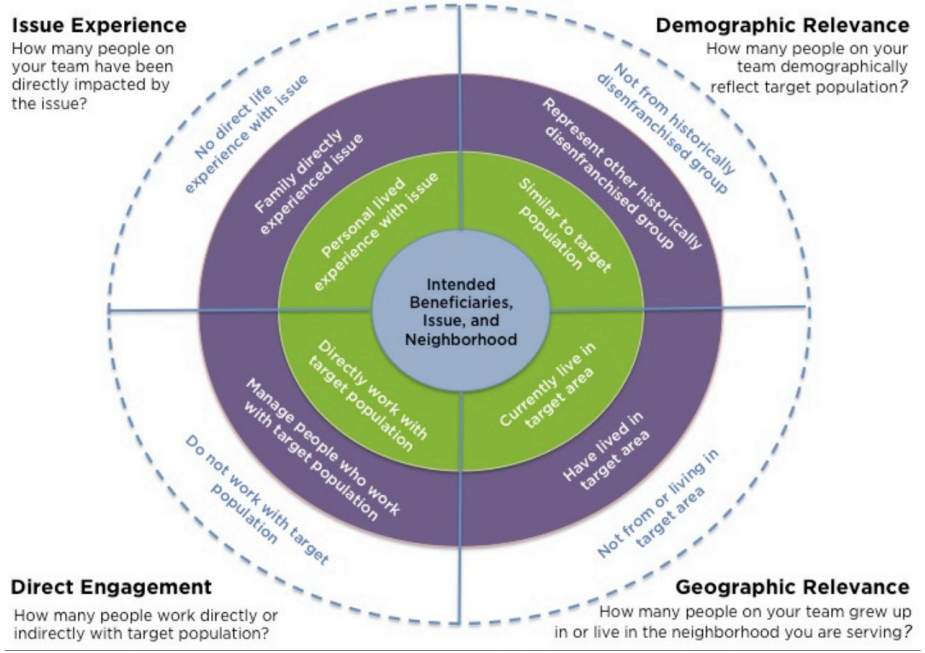

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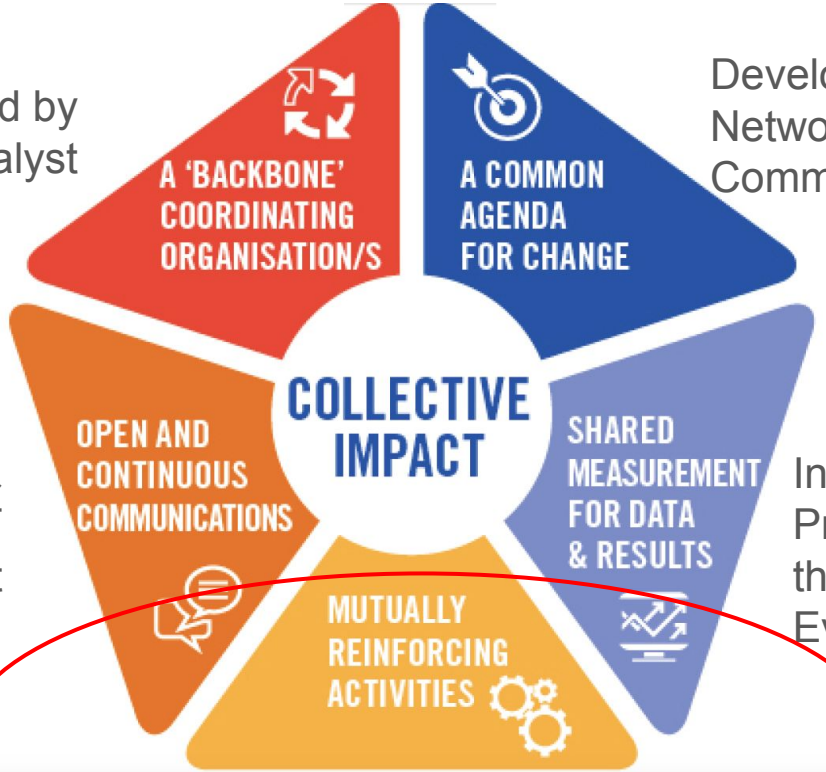

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Service Integration by Design

“Differentiated Roles, Common Goals”

Sustainability =

People + **Process**

Impact + **Resources**

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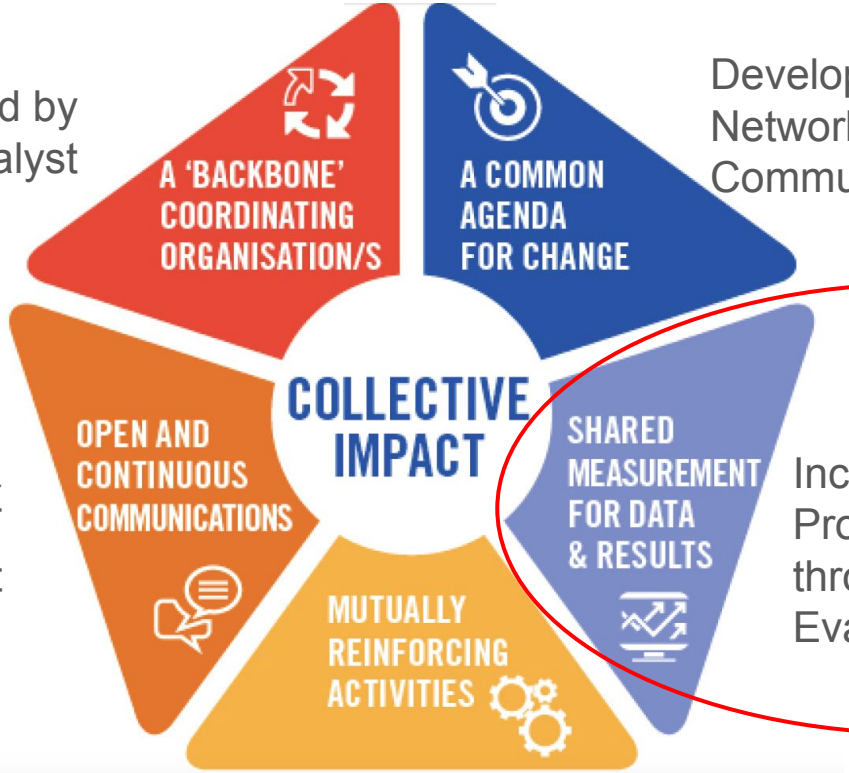

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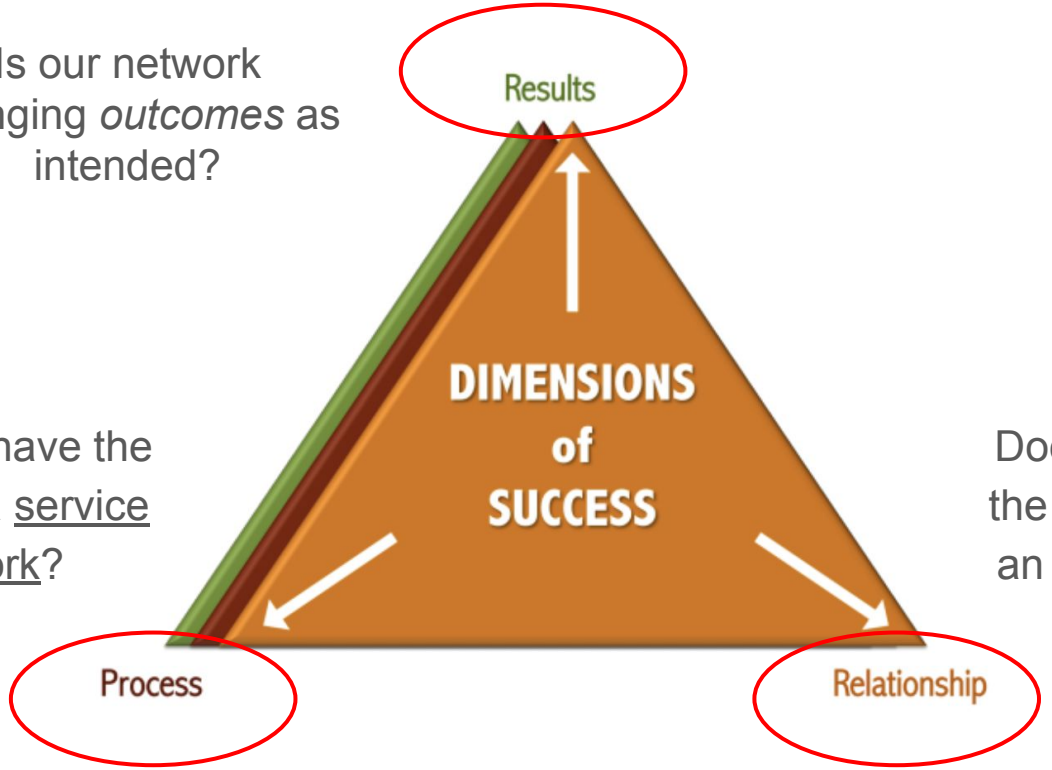
Is our network changing *outcomes* as intended?



Does our network have the *characteristics* of a <u>service delivery network</u>?

Does our network have the *commitment level* of an <u>integrated network</u>?

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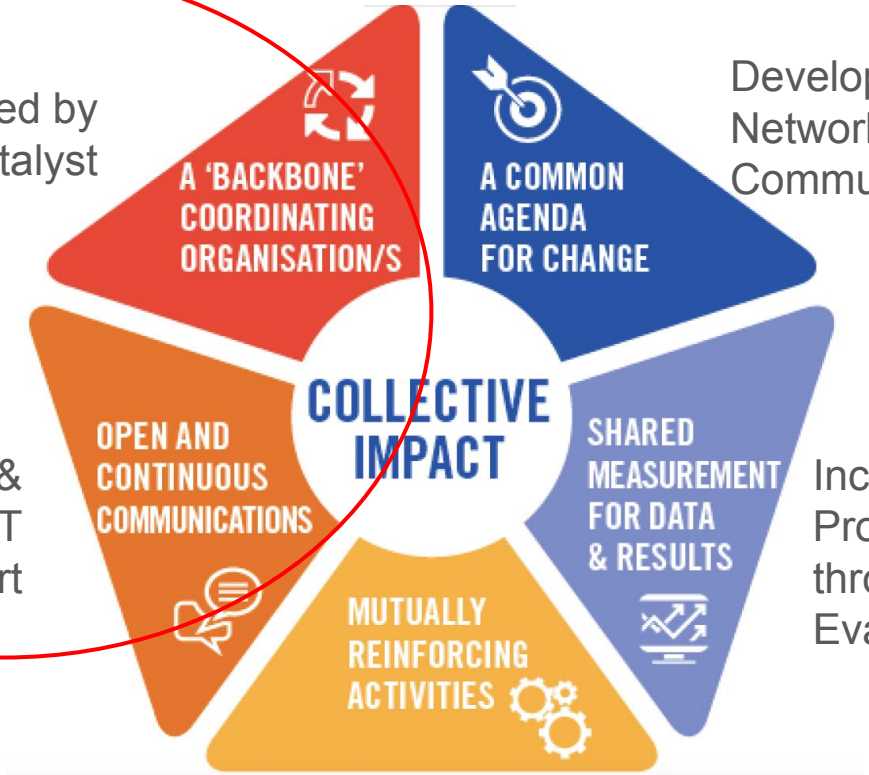

Developed with your Network of Partners & Community Voice

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