



Service Integration by Design

Promises & Outcomes of Integration

Greater Upper Valley Integrated Services Team

February 2025

GUVIST.org

Promises of Integration

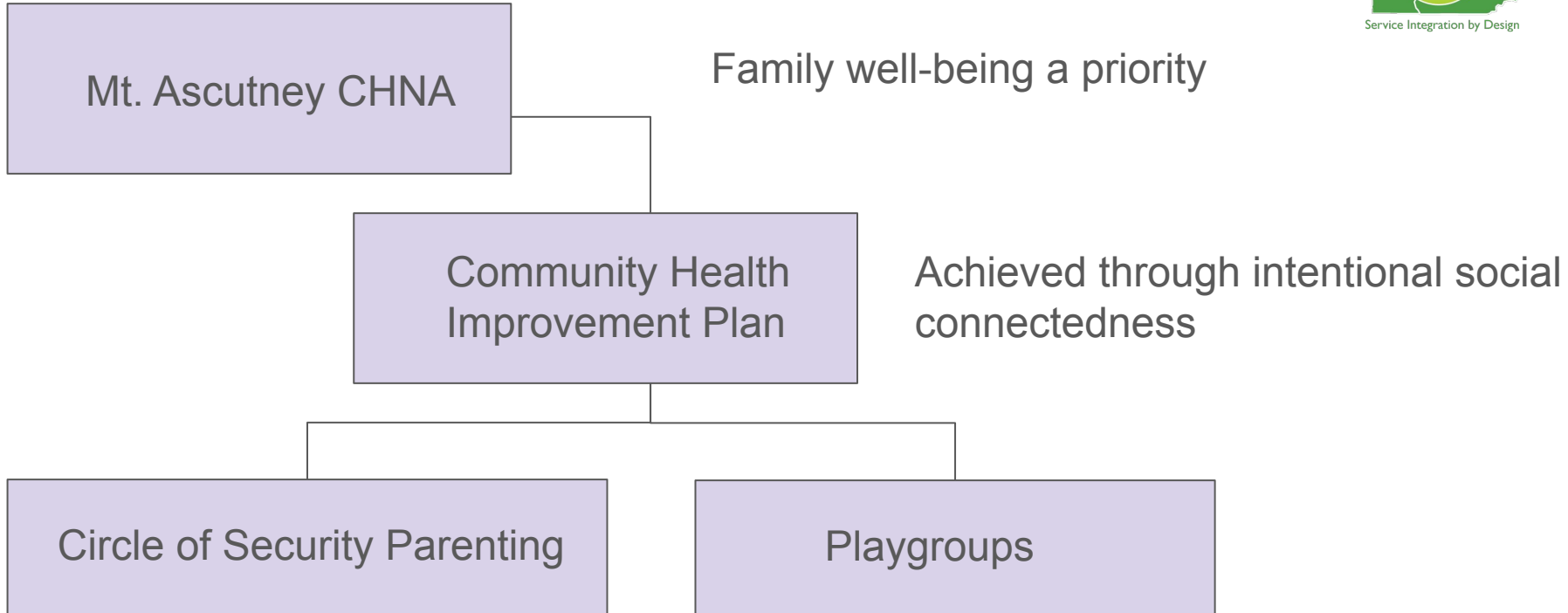
- Continuity of Work with a Backbone
- Amplified Impact
- Quality Improvement of Systems
- Shared Accountability/Effort → Shared Success
- Efficiency, Effectiveness, Responsiveness
- Satisfaction for Staff and Community
- Organizational Trust
- Intentionality
- Community Engagement/Co-Creation of Change
- Attractiveness to Large Funding Sources



Service Integration by Design

Collective Impact Chapter 1

Strengthening Families Network History



Playgroups



MAHHC Backbone
Organization, with
support of VISTA, CDC
Public Health Associate,
DTIRC

Courtney McKaig
facilitating, managing
shared materials and
communication,
monthly meetings



To increase social
connectedness of
caregivers through
the shared
experiences of
Playgroups

Results
based-accountability,
Dashboard and Data
Collection

Community of practice, expand catchment area, partner with NH
agencies

Circle of Security (COS)



MAHHC Backbone
Organization, with
support of VISTA, CDC
Public Health Associate,
DTIRC

To increase social
connectedness of
caregivers through
the shared
experiences of COS

Becky Parton
facilitating, managing
shared materials and
communication,
bimonthly meetings

Results
based-accountability,
DTIRC Dashboard
and Data Collection



Community of practice, collaborative courses, expand catchment
area, gateway to other parent resources

Collective Impact Chapter 2

Building a Sustainability Plan



Integration of decision-making, operations, leadership and responsibility

...between UV organizations providing Playgroups and Circle of Security

...leading to a **sustainability plan**

INTEGRATION INCUBATION



Service Integration by Design

The need: To evolve, regionalize, and sustain strategies that increase social connectedness in families with young children.



Proposal for Change

Define the Population

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

Early Childhood

Catchment Area:

Currently:

- 1) Windsor and Woodstock for Playgroup locations (participant draw is much broader)
 - a) Note: Windsor playgroup is co-managed by the Springfield Area Parent Child Center which covers some parts of Windsor County outside of GUVIST / Upper Valley Region.
- 2) Circle of Security (CoS) in the broader Windsor County area and the Upper Valley (Project Launch collaboration expands the draw). Other locations have evolved and are cross-promoted.

The Problem and Opportunity

What we want: To evolve, regionalize, and sustain strategies that increase social connectedness in families with young children.

What is the problem that integration could solve?

The provision of universal approaches that promote social connectedness through access to high-quality early childhood experiences and skill development opportunities such as:

- Playgroups
- Circle of Security (CoS)
- Early Multi-Tiered Systems of Support
- Parent Child Center Programming

And:

- 1) Where to go for information and/or find what is available
- 2) High-quality, universal standards
- 3) Be inclusive, all feel welcome (ECSDI Family Network Analysis)

What quantitative or qualitative data is available?

What data exists that shows the effectiveness of current efforts?

CoS- pre/post surveys with parents (data dashboard)

Assesses: social connectedness, parenting knowledge, feedback on the group

CoS Google form for facilitators to capture # of people served in each group

Assesses: # who started; # completed; towns served; type of group; agency leading

Playgroup- weekly # of participants in each group, # of returning families, # of new families;

Biannual survey

Assess: do PG feel welcoming, feedback related to impact of PG on feeling socially



Why has the current system not solved this problem?

Current system services structure is based on an assumption of a high degree of high-level functioning, traditionally this was not seen as an issue. Also, organizations tend to respond to a need on their own, which may lead to duplication of services. Funding streams (scarcily mindset) create silos - integration increases collaboration; challenging assumptions on funding levels as well.

Who, if anyone, are you already working with on this issue and who else should be included?

Strengthening Families CHIP Network (MAHHC)
ECSDI Group
Project Launch
Local PCC/ FRC executive directors, some MH agencies, clinics

Integration Plan

How could integration of leadership, operations, decision-making and shared responsibility improve service delivery?

Warrants system design to restructure, we are social creatures who thrive through connection and learn within social structures, universality of social connectedness. It is only in the "extremes" that the system addresses.

What measures would tell us we're making an impact?

of families being served (new and returning)
% of families who return for frequent services
or % of families who report greater sense of social connectedness
or % of providers who are aware of and using each other's agencies resources

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

CoS- Have not done this enough. The model has parent feedback built in, but locally we have only used parent feedback anecdotally. Some agencies have gotten a parent trained and then had them co-lead a group.
SAPCC has a parent Ambassador for Dinner with Dad's

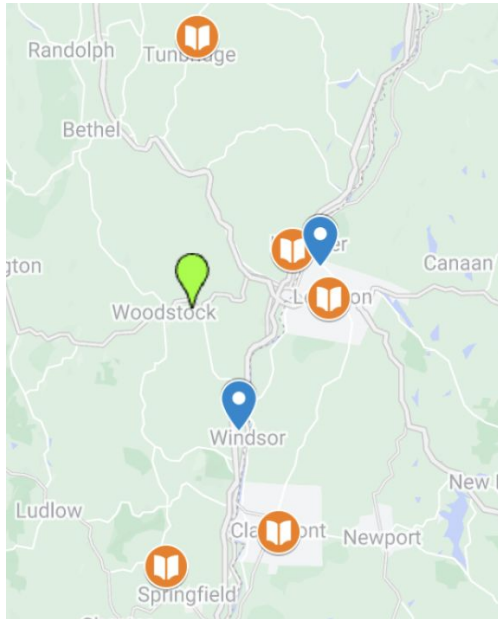
Organizations Committed to the Network

MAHHC	Courtney McKaig, Family Wellness Coach
Project Launch, OH	Bekky Parlon
Project Launch, OH	Holly Gaspar
Couch Foundation, Community	Sara Kobelinski, Advisor

SERVICE DELIVERY NETWORK DEVELOPMENT



Service Integration by Design



Moonrise Therapeutics
The Family Place
Springfield Area Parent Child Center
Orange County Parent Child Center
TLC
DH
MAHHC
Waypoint
Couch Family Foundation
Other partners as appropriate: Artistree,
Molly's Place/DH Pediatric Dept.

BUILDING COMMON AGENDA



Service Integration by Design

Playgroups

- Capacity building- community led groups
- Universal standards
- Shared calendar, marketing, communication
- Shared website

COS

- Purposeful shared measurement
- Consistent, shared course schedule
- Shared marketing, communication
- Shared website

IMPLEMENTATION COORDINATION



Service Integration by Design

Interested in creating a Playgroup in your Community? Guidelines to Consider:

Expectations from the Agency:

1. Ability to respond to willingness of a trusted caregiver with facilitation skills to host Playgroups in the community
2. Help host find a space to hold Playgroups
3. Scheduled check-ins so host feels supported and agencies are able to gauge continued interest
4. Promotion of community led groups (potentially through website or social media, with pictures of the space)



Advice for Hosts:

To maintain the spirit of social connectedness through Playgroups, here are a few pieces of advice. Please reach out to your local Parent Child Center/FRC/Agency with questions or for support.

Timing: Playgroups are most successful when scheduled for regular and predictable times at safe and accessible locations (i.e. First Thursday of the month, 10-11a at local library). Consistency helps a group take shape and allows for relationships to develop.

Content: Semi structured Playgroups work best. Providing an activity or theme might draw more families to attend. Your agency might be able to help you provide supplies. Children should be invited, but not required, to participate in the activities, with Free Play available at all times. Materials can be displayed to inspire interest and can be accessed by children on their own, where caregivers can easily assist as needed.

Playgroups often follow some routine, so participants know what to expect (i.e. welcome and introductions, on-going free play/craft-activity, a snack, reading together, clean up or a closing game/song).

Facilitation: Hosts are crucial to facilitating introductions, activities, modeling play, positive behavior guidance (i.e. children sharing) and positive interactions with and between all participants. A facilitator enhances comfort and social connections among Playgroup participants and encourages newcomers and connection outside of Playgroup at other community activities. Host should observe confidentiality.

Safety: First aid kit should be available. All participants should sign liability waiver below.

Responsibility: Caregivers are expected to take primary responsibility for their participating child/ren and responsibility for a positive experience at Playgroup. This does not fall on the host.

Communication: While the agency should help with promotion, families should be updated consistently about Playgroups through email, social media or SFN website. Local Area TV. Email information collected to be included in communications.

Alignment of Playgroup and COS progress with Leadership goals:

1. Capacity
2. Outreach
3. Timeline

SHARED MEASUREMENT



Service Integration by Design

Universal pre- and post- COS course surveys

→ Shared measurement and accountability

CIRCLE OF SECURITY-PARENTING Participant Survey

Thank you for attending a Circle of Security Parenting class. We hope to get your feedback so we can make improvements for future groups. We are hoping to link survey responses before and after the class but still keep everything anonymous. Please enter the code you created before class (the first two letters of your oldest child's first name and the year YOU were born).

Date your class began: _____ Town, State you live in: _____

Format of class: In person _____ Virtual _____ Hybrid (virtual and in person) _____ Individual _____

Please circle the number that best describes how much you agree or disagree with the statement after completing the Circle of Security-Parenting class.

Question #	Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A (individual class)
1	The facilitator allowed enough time for me to speak and listen to others.	1	2	3	4	5	N/A
2	The facilitator(s) helped me understand the material	1	2	3	4	5	
3	The facilitator(s) helped me feel that I can be a Good Enough parent	1	2	3	4	5	
4	My level of stress about parenting is high	1	2	3	4	5	
5	I have a positive relationship with my child (ren).	1	2	3	4	5	
6	I can identify and support my child's needs all around the circle.	1	2	3	4	5	

7	I step back and think about what my child's behavior is telling me about his/her needs before I react.	1	2	3	4	5	
8	I am aware of which behaviors of my child might trigger my negative response (i.e. my "shark music").	1	2	3	4	5	
9	When there is a rupture (I step off the Circle), I look for a way to repair our relationship.	1	2	3	4	5	
10	I feel confident that I can meet the needs of my child(ren).	1	2	3	4	5	

11. Did hearing challenges from other caregivers in your group improve your experience or confidence?

Yes: _____
No: _____
N/A, individual _____

12. Did you gain what you hoped to gain from this class?

Yes: _____
No: _____

13. How appropriate did the format (in person, virtual or hybrid) of your class feel for the content?

Not very appropriate: _____
Appropriate: _____
Very appropriate: _____

14. Are you pleased with the day and time offered for your class?

Yes: _____
No: _____

15. How likely are you to suggest this class to someone else?

Unlikely: _____
Neutral: _____
Likely: _____

16. Would you take this class again?

Yes: _____
No: _____

17. Is there anything else you would like to tell us about your experience with the Circle of Security-Parenting class?

Consent to share feedback or testimonial on our website:

We are looking to share experiences from the Circle of Security Parenting class with other caregivers who might consider signing up. Your name will not be shared and not all feedback will be posted. Please check the line below if you are willing to let us use your feedback from the question above (#17) on our website.

_____ I give permission for the COS-P Parent Educator to share my feedback on the Strong Families Upper Valley website. I understand that my name will NOT be recorded.

Signature _____

Date _____

SUSTAINABILITY



People Factors

Equity and inclusion
embedded in design

Strong ties between
partners

Broad community
engagement

Process Factors

Compelling Case
drives work

Ongoing reflection
and learning

Impact Factors

Data and Evidence
informs approach

Progress and Impact is
tracked and reported

Resource Factors

Adequate human and
financial resources

Partners contribute to
shared outcomes

Influence policy and
systems change

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Service Integration by Design



What parts of your work are federally funded?

Can you see a path for some of that work to continue without funding?

How can you lean on neighboring agencies to strengthen your work?