

## **Theme Clusters from SAC Retreat 9/12/14**

Care Coordination - geographic differences  
existing funding issues  
need utilization data  
early intervention building capacity (need to have service system in place)

Providers - need for different approaches  
financing services to encourage partnerships  
reluctant partners, \$\$\$ driven  
360 degree survey of relationships with providers  
customer feedback  
workforce development issues

DCF - safe time with DCF  
contradictions with mission & funding  
system design issues - short service & late intervention  
lots of \$\$\$ going to New Haven  
needs to guide the RACs on what it needs help with  
needs to hear from the community of perceived needs  
continuation of data, initiatives, clear communication around strategies and any gaps that exist  
provide information  
looks for guidance from RAC  
need to bring 10 Performance Expectations to outside  
staff shifts are problematic in building relationships  
geography - less resources highlighted in report that three regions get less \$\$\$ allocated  
change in DCF management every 4 to 6 years hard to manage change  
because it changes momentum - must herald this in legislature  
maximize impact

SAC - accept receipt of RAC recommendations & put on list  
continue to voice what RACs need to bring back  
where do RACs interact with SAC in recommendation process?  
provide direction on need  
provide feedback  
tough question of connection of RAC to SAC  
visits to RACs  
disconnect SAC representation holes  
questions to RAC - conduct statewide survey (snapshots)  
appointments not going through  
utilization of RAC-SAC-Legislature - funding around mental health initiative - look at this legislative session as opportunity to champion the cause  
maximize impact

RAC - what happens to recommendations that the RAC makes  
clarify process re: recommendations, how does it get back to region  
Reg. #5 - disconnect with SAC, RAC struggle with 4 sub-committees focusing on specific issues, but how does that relate to the SAC advisory (Foster Care, Mental Health, Staff Knowledge, Education)  
Reg. #5 - get a lot from DCF support, direction, structure & coordination  
Reg. 4 - restructuring of RAC has concluded  
clarify RAC/SAC relationship  
Reg. #2 - Two offices - one city/14 towns  
needs more family representation  
information flow, DCF/RAC/families  
used as forums for providers to understand such things as RBA/Racial Justice that drives DCF  
bring state level into to RAC meetings, room on agenda to bring in presenter every other meeting, OEC, Raise the Grade  
RACS can help share the higher level program development information and policy change with the most amount of providers in the region.  
maximize impact

CONNECT - Reg. #3 - great representation of community/great energy  
13-178 13-178 - CONNECT-energy  
relationship with CONNECT grant - with integrated network of care & RAC role

Families - family conversations with difficult issues  
affect of 13-178  
representation on SAC/RAC