SERVICE INTEGRATION

Integration- Collaboration- Building Relationships

WELCOME to
Santiam Service Integration!

We're glad you're interested in being involved in Service Integration (SI). It is always great to welcome new partners. We believe all partners, first time attenders and regular members, are all part of the SI 'family.' Ultimately, we are all here for the same reason – to better serve the individuals and families in our communities. Our hope is you find this place to be a positive and effective way to connect with other service providers, as well as a great resource for learning about information to share with the families you work with.

Included in this packet you fill find:
- Service Integration Overview
- Description of Service Integration Terms
- Funding Guidelines Form
- Funding Process Form
- Team Meeting Schedule for the 2018-2019 year

All of these forms and any additional information can be found on our website http://santiamhospital.org/sit.php. Thanks again for joining us today. If you have any questions or comments about today's meeting, please feel free to contact me. I would be more than happy to talk with you and would love to be a resource for you and your organization.

Best,

Melissa

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SANTIAM HOSPITAL embrace HEALTH™

Commonly Used SIT Terms

KUDO

Kudos occur at the beginning of the meeting during introductions. A kudo is a shout out or thank to a partner who you connected with since the last meeting. As Service Integration team members we know that our successes and ability to help families is dependent on our relationships with community partners. The team meetings are just once a month, but a majority of partner connections occur throughout the month. Partners rely on the connections made through Service Integration to better serve the families they work with. Here at Service Integration we love to hear about and celebrate those connections, if you don't have one for the month, feel free to pass.

FUNDING REQUEST

Each SI Team has access to a small amount of funding to be used in the school district catchment area to help support family and community needs. Partners can access dollars by submitting a funding request to the SI coordinator and then presenting it to the team. Team members have the ability to decide on how the funding is used and vote on whether it is approved or not. Funding requests are presented to the team and voting occurs via Survey Monkey after the meeting. Partners should include information about how the funds will be spent, what other funding has been provided/leveraged, how this will impact the family/community, etc. Please see the funding guidelines form for more information.

AGENCY PRESENTATION

Agency presentations are usually 15-20 minutes in length and are given by an agency representative. The purpose of the presentations is to ensure partners are familiar with and understand all of the services provided by the agency. This is an opportunity for an agency to provide a greater depth of information about their services. If you are new and/or looking for ways to share your information, please consider giving an agency presentation to the team. These are set up ahead of time with the SI Coordinator.

STAFFING

A staffing is brought to the team by a community partner who is working closely with an individual or family and needs additional support from the Service Integration partners to help provide assistance. Staffings include sharing a greater level of need than what a funding request would be able to help with. Staffings allow SI partners to give input and ideas to the situation all at once and in one place, creating quick and effective solutions. As a partner, you may be asked to have the individual or family complete a Release of Information for the staffing. Additionally, in some cases it may be appropriate for a member of the family to be present during the staffing. Please contact the Service Integration Coordinator if you'd like to bring a staffing to the team.

PARTNER ANNOUNCEMENT

Partner announcements take place at the end of each meeting and are one of the best aspects of our time together. Partner announcements are where all the learning happens! During this time, we go around the table and each person has the opportunity to give a ***brief 1-2 minute*** update/announcement about their organization. Members are welcome to pass out cards, flyers, handouts, etc. If more time is needed to talk about your agency, consider an agency presentation (see above).

- **What is the Service Integration (SI) Program?**
  - SI is a service delivery model to connect individuals and families to valuable resources and services.
  - Asset & solution based approach
  - SI connects service providers with identified needs, builds relationships among members, and provides funds to address service requests so solutions can be created with cost and time efficiencies.
  - The purpose of the SI program is to facilitate collaboration among community partners in order to provide coordinated resources, services, and information for families and individuals--one way is through **Service Integration Teams**.

- **What are Service Integration Teams?**
  - Santiam Service Integration currently has three teams; North Santiam SIT covering the North Santiam School District, Santiam Canyon SIT covering the Santiam Canyon School District catchment area, and Cascade SIT covering the Cascade School District.
  - The teams …
    - Connect service providers with identified needs
    - Operate independently
    - Build relationships among team members
    - Network and share resources
    - Provides funds to address local individual and community needs within the specific school district catchment area
  - Teams are made up of:
    - School District
    - Behavioral Health
    - Non-Profit Agencies
    - Health
    - City, county, state government agencies
    - Faith Communities
    - Education / Higher Ed
    - Business
    - Local volunteers and leaders

- **How does SI assist financially to family and community needs?**
  - **Basic Needs**: Food, clothing, prescriptions, and personal items
  - **Community Development:** Community events and activities
  - **Urgent Needs:** Emergency housing or utility assistance
  - **Health**: prescriptions, medical appointments, co-pays, healthy activities
  - **Education:** Classes, tuition, fees, literacy programs for adults or children
  - **Extra-Curricular:** Fees, materials, clothing or shoes needed for participation in extra curricular activity
  - **Youth Development:** Leadership/learning opportunities not part of regular school programs.

To learn more visit: http://santiamhospital.org/sit.php

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Service Integration Funding Guidelines

Background information

Purpose: Each Service Integration (SI) team has access to discretionary team funds which come from a variety of sources, including Santiam Hospital, Willamette Valley Community Health and the local school district. SI also welcomes financial donations from local faith entities, service clubs, and community organizations. These funds are intended to be used to fill gaps in necessary resources to meet locally identified needs and to develop a stronger community. The purpose of this document is to outline guidelines which can be used to help SI partners understand how team funds may be used.

Approval Authority: The team has ultimate approval on how to use team dollars. Team members are expected to be responsible and good stewards of the team funds.   In order to make a funding request team members must complete the Online Funding Request form found here: http://santiamhospital.org/sit.php. The SI Coordinator is responsible for vetting the request prior to presenting it to the team for approval. For requests that are not urgent or time sensitive, the request must be brought to a team meeting to allow team members to discuss the request, ask questions, and provide alternative ideas for meeting the need. All requests will be submitted to the team for approval via e-mail using Survey Monkey. For a request to be approved there must be a majority 'yes' vote from the team. Voting is done through Survey Monkey for a variety of reasons. The online program allows for numbers and percentages for each funding request, which helps with program data tracking. In addition, team members are able to leave comments for each request. This is helpful for team members who missed a team meeting and still want to provide input and suggestions on the request.

Partner Advocates: Partner agencies can advocate on behalf of an individual or entity by presenting a request to SI. As the team dollars are intended to be used as a last resort, partner agencies are expected to have attempted to identify other ways to meet the need before bringing the request before the team. In situations where other agencies or partners are able to contribute to a need but their support does not meet the whole need, SI dollars may be accessed to help leverage the solution. Each partner advocate requesting funds is expected to complete the SI Funding Reporting Form found here: http://santiamhospital.org/sit.php at the time of submitting original receipts or an invoice. Payment cannot be issued without proper receipts or documentation of purchase.

Funding Guidelines
Team dollars are intended to be requested when there are no other options to meet a need, or other options do not cover the full expense. Dollars are also intended to be used to meet one-time needs and every situation is unique and different. Funding requests are situation-dependent, but not typically more than $300. Solutions most often supported by Service Integration are focused on resolving locally identified needs through the following categories:

- **Basic Needs:** Food, clothing and personal items
- **Community Development:** Community events and activities
- **Education:** Classes, tuition, fees, literacy programs for adults or children
- **Extra-Curricular:** Fees, materials, or clothing needed for participation in extracurricular activity
- **Health:** prescriptions, co-pays, transportation to medical appointments, dental, etc.
- **Supplies:** Goods or equipment necessary to carry out activities or programs
- **Urgent Needs:** Emergency housing or utility assistance
- **Youth Development:** Leadership/learning opportunities not part of regular school programs

Service Integration Funding Guidelines Continued…

Measurable Outcomes: Service Integration funds should be focused on meeting needs that can provide some measurable outcomes (whether big or small). General outcomes measured typically include:

- A specific individual or family need is met which positions the individual/family to be more self-sufficient or to prevent them from losing home, energy, or utilities. **As funds are intended to meet one-time needs, partner advocates are asked to demonstrate why those they advocate for are unable to pay for these needs themselves as well as how they intend to meet these needs in the future.** For example, an individual may need help paying for medication, food, or rent between being hired on at a new job and receiving their first pay check.
- A class/test is taken (ex. GED Test)
- Community knowledge of and access to resources is increased at community events.
- Youth participate in an event or extracurricular activity they would not otherwise be able to.

Service Area: Funds are intended to be used to serve individuals/families that live in, attend school, or otherwise participate in the community within the team's catchment area. It is up to the discretion of the team to determine if an individual/family is within their service area.

Conditions: Service Integration funds are not intended to be used in the following ways:

- To pay legal fees or fees/payments related to divorce, custody issues, record expungement, etc.
- To pay towards personal assets (e.g. mortgage payment, property taxes)
- To pay an individual or family directly. Funds must be paid to an organization, business, or as a reimbursement to a partnering agency.
- To fund items or services that provide or promote alcohol, tobacco, or other drugs; social injustice; or for profit business.
- To fund ongoing projects, services or needs.
- To serve as a sustainable funding source for a whole entity, organization or program. The dollars are not intended to fund already existing programs.

In some cases, the team may decide to put funding towards other areas to free up an individual's/ family's funds for needs Service Integration does not cover. For example, the team may pay an electric bill to free up some of the family's funds to go towards a legal fee of client.

Service Integration Funding Process

1. Submit a funding request through the online funding form located at **http://santiamhospital.org/sit.php**. Please also review the Funding Guidelines form for more information on the purpose of SI dollars and how they can be used and spent.

2. Present the request at the appropriate Service Integration team meeting. If the request needs immediate attention it can be addressed via Survey Monkey in-between meetings.

3. After the SI meeting, the request will be sent out over email via Survey Monkey. The SI Coordinator will let you know once the request has been approved.

4. Once approved there are a few options for purchasing items:

    - **Option #1**:
      Purchase the items and submit the ***original itemized receipt*** for reimbursement within <u>30 days</u> of your purchase. Santiam Hospital must receive original itemized receipts in order to reimburse the purchase. Submit receipts and/or invoices to Santiam Service Integration (mbaurer@santiamhospital.org or mail to Santiam Hospital, C/O Melissa Baurer, Service Integration Coordinator **1401 N 10th Ave, Stayton, OR 97383**)

    - **Option #2**:
      Have the store or business create an invoice or purchase order for the items and give to Service Integration Coordinator. Santiam Hospital will process a check for the approved amount and either mail or deliver the check to the business or your agency.

      Option #3:
      If the above two options do not work for purchasing the requested item(s), then please contact the SI Coordinator to discuss how to go about making payment.

<u>Please Note</u>: Santiam Hospital fiscal takes about 2-3 days for processing payment once all the proper paperwork has been submitted. Service Integration has the ability to provide Payment Commitments if necessary.

> **Complete the Service Integration Funding Reporting Form through the online funding form located at** http://santiamhospital.org/sit.php