



Summary of the 2017 Community Conversations Regarding Consumer Perspectives of the Connecticut Network of Care



Between December 2016 and March 2017, a second round of Community Conversations was completed to gather input from families and youth regarding the Network of Care in Connecticut. A total of 30 conversations including 333 adults and 151 youth were facilitated by the Family Systems Managers from FAVOR. Family Systems Managers are family members who provide leadership and support to the development of the local, regional and statewide integrated family-driven network of care. As was done in 2014, participants were asked the following questions:

1. What are the strengths of Connecticut's service system for children and families?
 - a. What is working well?
 - b. What needs are being met?
 - c. In what ways are services accessible for families? Do people know about the services that are available?
2. What are the major areas of concern within Connecticut's service system for children and families?
 - a. What is missing from our system?
 - b. What needs are not being met?
 - c. What are some of the barriers families encounter when trying to access appropriate services?
 - d. Which populations within our communities experience greater difficulties accessing services? (ask about: race/ethnicity, language, gender, sexual orientation/identity)
3. How should we fix these problems? What are your suggestions to improve our system of care?
 - a. How would you like the system to work?
 - b. What services are most important so that all of our children and families have the supports they need?
 - c. What do we need to do to improve access to care for all of Connecticut's children and families?

Information from the Community Conversations was gathered through careful notes taken by network of care staff and then analyzed using standard procedures for analyzing qualitative data (Krueger, 1994); data was coded, aggregated and synthesized by FAVOR Family Systems Managers and an evaluator from Yale University. Only comments made by participants across different meetings or by consensus of one group of participants are included in the summary. Thus, not everything said in the community meetings were included in the results.

C^{ONNECTing}
Children and Families to Care

2017 CONNECT Community Conversations Summary

Strengths of the Network of Care

Community conversation participants report significant strengths in Connecticut's Network of Care.

Family Voice. Community members report that there are increased opportunities for them to share their concerns and ideas regarding the behavioral health system. They stated that some entities, especially DCF, are listening to them. Opportunities for input include the Community Conversations and the increased openness to having families at some decision-making tables. Some remarked that there has been an attitude change from DCF and from families and that these entities are now more willing to come to the table to talk.

Parent Education. Parents and caregivers report that they highly value the educational opportunities that are available to them to increase their leadership skills and to prepare them to have meaningful and impactful roles at decision making tables. They highlight the Network of Care - Agents of Transformation Training (NOC-AOT) and the Parent Leadership Training Institute (PLTI) as examples. Families report that as a result of these trainings, they are finding their voices and are looking for opportunities to contribute to the network of care.

Peer-to-Peer Support. Parents and caregivers report that peer-to-peer support is effective, authentic and valued. They receive this support through family advocates, support groups and family organizations.

Department of Children and Families. Community members note that their relationships with DCF are significantly improved. They report that DCF has become more strength-based in their approach to working with families, that staff are more responsive to the needs of families, and that DCF is clearly listening to families both at the individual family and at the systems levels.

Care Coordination. Families report high levels of satisfaction with care coordination services and value that the service plans are driven by the desires of each family and focus on the strengths and needs of that family.

School Resources. Some family members report high levels of satisfaction with the schools indicating that the staff is well-trained and provide needed supports, services and information to students with mental health needs and their families.

Juvenile Review Boards. Community members report that the Juvenile Review Boards have led to significant improvements in how the system responds to youth. They note that positive youth outcomes have resulted from the utilization of restorative justice practices in Connecticut.

Community Resources. Caregivers and youth report that community resources such as youth sports, after-school programs, libraries and youth programming in churches provide important and impactful supports for youth.

Resources Needed

Information about Services. While there are places to find information regarding services such as Infoline, the system remains difficult for families to utilize. Many report that they feel overwhelmed by the large volume of information provided and that they do not know how to navigate the Infoline website. Families request the following: 1) data on quality of services be made available to help families choose services for their child; 2) up-to-date written information on the services available in each region be provided in English and Spanish; and, 3) presentations and/or resource fairs be provided in each region on a regular basis to assist caregivers in identifying supports for their family.

Culturally Competent and Linguistically Appropriate Services. Across the network of care there is a need for additional staff who are fluent in the languages spoken by families seeking services. In addition, training is needed for all staff on how to deliver services in a manner that respects the culture (e.g., family composition, religion, customs) of each family they work with.

Peer-to-Peer Support for Youth. There is a need for development of the structures for youth to engage in peer-to-peer support so that they can enhance their natural supports.

Peer-to-Peer Support for Caregivers. Additional peer-to-peer support is needed for caregivers whose families are newly accessing the service array to serve as mentors and to help these families to navigate the system.

School Resources. While parents and caregivers indicate that there have been positive changes within schools, areas of significant concern remain. Funding cuts have resulted in some schools not having the staff support (e.g., social workers, nurses, paraprofessionals) needed to effectively work with students who have behavioral health concerns. These cuts have resulted in school staff primarily having time to respond to crises and frequently unable to be proactive in initiating planning (e.g., IEPs), providing needed services or offering information and resources that would be helpful to families.

School Communication. Parents and caregivers expressed that schools need to focus on engaging families in the school community through respectful and effective communication that provides the information that families need in the languages spoken by members of the school community. Schools should also develop mechanisms through which students can communicate their needs and desires and to do so in a manner where they feel respected and that their voices are being heard.

System-level Focus on Bullying. Families advocate that the State Department of Education recognize that bullying is traumatic for students and assist local schools in publicly acknowledging both the existence of bullying and the comprehensive action steps that need to be taken to respond to bullying and to prevent future incidents.

Transportation. Transportation to services remains a significant issue throughout the state from the rural areas where public transportation is very limited to the urban areas where many families report not having the financial means to pay for public transportation.

Transitions between Treatment Providers. Families report that transitions between levels of care, service providers and between the child and adult systems can be quite problematic resulting in increased stress to families and disruptions in care. Caregivers and youth suggest that transition planning begin early (e.g., at admission for inpatient or residential care), involve caregivers (and youth as appropriate), and include ongoing communication between providers so that youth and families are not burdened with repeating the same information numerous times.

Stable Workforce. There is a need to develop a more stable workforce of individuals who work with children and families in need of services. High staff turnover leads to a lack of continuity of care that is detrimental to families.

Supports for Foster Families. The network of care relies on foster families to provide care when a child's family cannot. Peer-to-peer and other support structures are needed for these families so that they and their children can continue to provide this vital resource.

Autism Spectrum Disorders. There is a need for additional treatment and supports for children and youth on the autism spectrum and their families.

Structures that Need Improvement

Families as Full Partners. In order for the network of care to be effective, families need to be full partners at all decision-making tables and meeting times need to be flexible to accommodate work, school and family responsibilities. While progress has been made in families feeling heard, there are still places in the system (e.g., schools; foster care) where caregivers and youth report expressing their opinions but feel their perspectives are not considered as system changes are made.

More Accountability is Needed. There is an expressed need for increased accountability throughout the system including child welfare, education, and behavioral health providers. This includes: enhanced communication with parents and caregivers in general and specifically around a child's progress; timely and comprehensive responses to questions; greater assistance during transitions between levels of care or providers; increased responsiveness when families have a grievance; and, the provision of outcome data for families to use when choosing a provider.

Insurance Coverage. Parents and caregivers report frustration that the services available for their child and family are dictated by their health insurance. They report that some services are available only for families who have Husky (e.g., in-home services) and not for families who have commercial insurance. In addition, those families who live close to state borders are not able to access the services that are closest to their homes if they are located across the state border as their insurance will not pay for out of state care.

Cost of Care. Parents and caregivers report that even when they have insurance the costs associated with their child receiving appropriate and needed care including co-pays for services and medications leave them having to decide between obtaining needed care or providing for the basic needs of their family.

Time Limits on Services. Many services have time-limits that do not take into consideration the needs of the family. Often these time-limits result in disruption of service and a change in providers causing the family to have to "start over" versus continuing the course of treatment. When services do end it is important for the referring provider to follow-up with families to determine if their service needs are being adequately met.

Rights for Children/Youth in Foster Care. Youth in care voiced significant concerns regarding their rights and request that they have a voice in decisions that directly affect them. Youth report that placement decisions are often made without their input and without notice resulting in sudden moves to new communities and new schools. Youth also request that appointments are structured so that they can speak with their DCF workers and medical providers without their foster parent present. Youth request that workers prioritize building a trusting and supportive relationship with them that is characterized by open communication so that they not only receive timely information from their workers but feel comfortable sharing their concerns.

Policies Regarding Foster Parents. Youth report that the process to screen foster parents needs improvement as some have been placed with foster parents who are not able to or do not provide adequate care and others have been placed in over-crowded or unsafe homes. Youth request increased accountability in the foster care system including a mechanism for youth to file grievances without fear of repercussions.

Appropriate Placement in Evidenced-based Services. While families appreciate the move to evidenced based services as they want the best care for their children, some report that more attention is needed in determining the most appropriate fit between the family and the treatment. As one family member stated "sometimes it feels like they are trying to fit square pegs into round holes".

EMPS Services. Families report that they appreciate and value the EMPS service describing the workers as helpful, prompt and discrete. However, some feel that workers prioritize the completion of required paperwork over diffusing the crisis. Families suggest restructuring the work schedule for EMPS clinicians to allow time for the completion of paperwork after the crisis is diffused.

Professional Development

Staff Training to Engage Families. Across the board training is needed for state department, community agency and school staff who interact with families to enhance their awareness and skills in interacting with families in a way that is respectful and responsive. This training should be provided to all staff including service providers, educators, office staff, security staff and agency leadership.

Trauma Informed Care. Training is needed for all providers working with children and families regarding how to provide trauma-informed care and how to identify children and families impacted by trauma.

Training for School Staff. While community members recognize improvements in how school staff support students with behavioral health concerns, there continues to be a significant need for educators to enhance their skills in effectively responding when students exhibit behavioral difficulties in the classroom with the goal of enabling students to remain in the educational setting. This training should be ongoing for school staff and required for individuals who work as substitute teachers.

Training for DCF Staff. While community members recognize the significant progress that has been made in DCF staff's approach to their work with families, they highlight areas for ongoing training specifically in the area of working to build closer relationships with the children and youth on their caseloads so that these children and youth are comfortable expressing their needs to their worker. It is hoped that these enhanced relationships and communication can lead to the needs of the children/youth being more closely considered as placement and other decisions are made.

Training for First Responders. Ongoing training is needed for first responders regarding how to approach and work with children and youth who have emotional and behavioral difficulties.

Training for Clinicians. There is a need for more clinicians who are trained to work with children with the most severe psychiatric disabilities.

Training for Primary Care Providers. Given that early intervention is essential to prevent the development of more serious issues, families report that there is a need for primary care providers to receive training on behavioral health as they are instrumental in the identification of children in need of services.

Parent Education. While parents and caregivers report high levels of satisfaction with the training opportunities that are available, parents request that these training opportunities continue and that they be expanded. As one parent stated "When families are informed, they have better outcomes".

Child Psychiatry and Medication Management. There is a significant need for more psychiatrists trained to work with children and youth and a need for more professionals, including psychiatrists, APRNs and physician assistants trained to manage psychiatric medications for children and youth.

	Code	Note	# of Times
1	Service Access to Service +	DCF was very helpful being an advocate for my child, making sure that I was getting any information I needed during the adoption process. Seminars and different opportunities to learn about adoption/kinship. Confusing interstate compact was made easier by DCF worker.	
2	Service Access to Service +	School based diversionary initiative	
3	Service Access to Service +	Second chance initiative, drug offenses	
4	Service Access to Service +	Stamford Juvenile review board. Instead of being charged/locked up they are given a chance and find ways to bring the parents and families in and direct their attention to positive things and work with the youth. Diversion.	
5	Service Access to Service +	There are a lot of organizations in Stamford "serving" families and youth	
6	Service Access to Service +	Winthrop school is a mbr of church and they can become partners in change. More like that program.	
7	Service Access to Service +	Access to medical insurance and income eligibility opportunities	1
8	Service Access to Service +	Access to nutrition; strong programs like WIC SNAP. Can help bilingual families	2
9	Service Access to Service +	Bilingual learning opportunities in the community	2
10	Service Access to Service +	DCF Voluntary services; the program is a help to families that are challenged and do not have resources to get care.	2
11	Service Access to Service +	Guide to special education (Sped resources)	2
12	Service Access to Service +	PLTI (Parent Leadership Training Institute) training	1
13	Service Access to Service +	Power school helps parents get information	1
14	Service Access to Service +	Special education services, testing and evaluation	3
15	Service Access to Service +	For youth at risk due to higher need mental health issues, they are able to access services and 211 is responsive as the main resource	1p
16	Service Access to Service +	Education system is able to support children with challenges and disabilities	1p/1f
17	Service Access to Service +	Families are receiving appropriate support to maintain consistency and stability within the home. Grandparents or caregivers are able to be nurturing and loving and can get help to better connect and stay current through service providers and programs.	1f
18	Service Access to Service +	For youth at risk due to higher need mental health issues, they are able to access services and 211 is responsive as the main resource	1p
19	Service Access to Service +	People seem to know where to go to access the system and then share their knowledge and experience with others	1f
20	Service Access to Service +	Derby parent support is helpful resource.	1
21	Service Access to Service +	Fresh Start program – helped me with my academics and socializing. I don't like socializing. Its helping me get ready for college	1
22	Service Access to Service +	Joining the YAB = gives us opportunities , gives us a voice, Believing I can do something w/out getting in trouble	2
23	Service Access to Service +	After school programs in every neighborhood so we wouldn't need to worry about transportation. Open Gym, social clubs, they close the schools and kids need a safe place to be healthy, read books, homework times, mentoring programs,	10
24	Service Access to Service +	Diaper bank – gives out huggies brand now and wipes.	1
25	Service Access to Service +	Parent Resource Center – legal aid	2
26	Service Access to Service +	Stress class w/"Moms partnership"	1

	Code	Note	# of Times
27	Service Access to Service +	This parent support group (Wellness support group) at Clifford Beers	3
28	Service Access to Service +	Some of the after school programs that are offered through Parks and Recreations are helpful also.	
29	Service Access to Service +	Marrakech offers classes on healthy relationships that are helpful.	2
30	Service Access to Service +	School Programs (CAN and Construction)	1
31	Service Access to Service +	care coordination, outpost care coordinators in schools.	
32	Service Access to Service +	Financial support- tests, state funded/helped	
33	Service Access to Service +	Hospital hub where specialists come (one stop shopping) get all the apt done in one day, and just send to next one and come monthly, or on a cycle.	
34	Service Access to Service +	I appreciate a provider having flexibility, when they can be flexible. Dr. apts. Neuro...ect. Farmington is closest.	
35	Service Access to Service +	Mona was instrumental- medical home Care coordinator. Navigational nightmare, waitlists, insurance access. Hospital referred her to generations for primary, helped asses needs and got into specialists and help. See 3 (15) was supposed to see this. Moved to CT and within 3 months she had them all in. no issues since i have been here.	3
36	Service Access to Service +	Outposting at schools, DCF social worker has made a difference	4
37	Service Access to Service +	TEEG, helped support \$\$ for camp. I couldn't afford but it was a great program. CHR referred him. Care coordination worked on anger and it helped him through the process. Kept him occupied and gave him pro-social activities.	
38	Service Access to Service +	Took years of trying to find the right programs and then care coordination helped me get to the places I need to get to and linked to programs I had no knowledge of.	6
39	Service Access to Service +	Access was through the IEP at school. School brought it to the family mbr. BRS brought this to the school and then the school referred.	
40	Service Access to Service +	Access was through the IEP at school. School brought it to the family mbr. BRS brought this to the school and then the school referred.	
41	Service Access to Service +	Care coordination, worked for certain things really well. The person and their commitment. Helpful, especially at PPT's. There were some things that didn't work well- not available.	
42	Service Access to Service +	Support groups, not alone	
43	Service Access to Service +	Equine therapy, horses healing humans. Evidence based is fine but the art and horses therapy is so much better. Getting ppl to move and get out. My son is happy to be there and is more verbal when he is with the horses healing humans programs.	
44	Service Access to Service +	Nurturing families, mind over mood. Post partum depression, a lot of families can't drive	
45	Service Access to Service +	Able to get DSS services	1
46	Service Access to Service +	Adult services are given for education, parenting classes	3
47	Service Access to Service +	Community:Community sports are offered, Possible community support are given. Bilingual services offered in the Windham/Willimantic area. Security is positive in the area. Prevention in law enforcement and Fire Department is positive. Positive support given to immigrants in Willimantic.	6
48	Service Access to Service +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10

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49	Service Access to Service +	Social worker ensured one student stayed in same school even with an hour ride.	
50	Service Access to Service +	Hasn't had a problem accessing services and support (able to get a neuropsych eval and able to find therapy). Easter Seals was particularly helpful.	1
51	Service Access to Service +	Many towns have free services like therapy, which is helpful.	2
52	Service Access to Service +	Schools are a strength to meet the child's needs and programming is available. School moved faster than expected to meet child's needs. (One person reported when her child started Kindergarten she was denied a para, the school then made adjustments and found a special education program that met her needs). Paras are very helpful and needed- preventative. Gifted teachers & counselors that take time to meet w/ parents and communicate noted as a strength.	6
53	Service Access to Service +	Went through a domestic adoption and received services and support	1
54	Service Access to Service +	EDT card is a godsend. State supports for low income for people that can't work are helping.	2
55	Service Access to Service +	It's good to have transportation (med cabs, bus) although not always reliable	1
56	Service Access to Service +	State offices and providers should be on a convenient bus route where someone doesn't have to transfer many times.	1
57	Service Access to Service +	Find appropriate programs for my daughter like Ability Beyond Disability	
58	Service Access to Service +	It was fairly easy to apply and get approved for SSI	2
59	Service Access to Service +	The clinics around our area that had been opened, have helped a lot of people without insurance (you don't have to go to the ER no more)	3
60	Service Access to Service +	One parent explained that she has a relationship with the ambulance service. She using it frequently to get help. If they need to go to the ER, they will get services more quickly by calling the ambulance rather than setting in the ER waiting.	1
61	Service Access to Service +	Sharon has services in the school system for kids on the spectrum; although these services are very basic, they exist where other schools are lacking similar services.	3
62	Service Access to Service +	The Educational Connection does Birth to Three which is great.	1
63	Service Access to Service +	There have some improvements transportation especially related to school. The schools got new buses that were very needed.	2
64	Service Access to Service +	After school daycare program through Education Connection (Now called EdAdvance). They went out of their way to help.	
65	Service Access to Service +	Center for Youth and Families (CYF)- all the staff. CYS has a social anxiety group, peer-based groups for children, autism peer groups. CYS has late hours. Schools and courts refer families to CYF	
66	Service Access to Service +	Education system is supportive once you get on them. All participants agreed with this statement	6
67	Service Access to Service +	FAVOR advocates- Favor staff assist with getting evaluations done. One parent has a son and had to go travel to New Britain to try and get an evaluation done. Parent had problems setting it up and Favor help facilitate that process.	3
68	Service Access to Service +	Headstart Program	
69	Service Access to Service +	IICAPs	
70	Service Access to Service +	Partial Hospital programs	
71	Service Access to Service +	School psychologist	
72	Service Access to Service +	Wellmore Care coordination	
73	Service Access to Service +	AA/NA, tough love, 12-step programs	4

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74	Service Access to Service +	Boys & Girls Club helps children with activities and sports. Others mentioned the Police Action League (PAL), YMCA, North End Recreational. Grainville Academy brings youth on college tours.	6
75	Service Access to Service +	In Wolcott, there is a complex that has all the services people need. Another mentioned a Berkley complex that had the same before cuts were made.	1
76	Service Access to Service +	New Opportunities of Greater Waterbury helps people in a number of ways- energy assistance, financial assistance	
77	Service Access to Service +	Pay it forward, each one teach one. One participant's church has a Social Action Group to direct people to resources.	
78	Service Access to Service +	Schools sponsor lunches for children to eat even during vacation breaks, the summertime and days off from school.	
79	Service Access to Service +	Senior Citizen Centers. There are programs available to help seniors like activities, meals, learning about nutrition, exercise. Silver Sneakers (a program through her insurance) helps with exercise. Community Centers are helpful.	3
80	Service Access to Service +	The churches have a lot of programs. Groups for domestic violence, AIDs, food/clothes food drives especially during Thanksgiving. One individual stated that the church is the most powerful organization around. Another commented that the church plays a big role. In general, there was a lot of agreement by participants that the church plays a central role. Salvation Army, Goodwill and other clothing banks are helpful	5
81	Service Access to Service +	Police Action League (PAL) gives you something to do	
82	Service Access to Service +	Waterbury Youth Services (WYS)- keeps you out of trouble. Another mentioned WYS helps you get out of the house and have something to do. Another youth noted that WYS helps with writing college essays and have a summer employment program. Also mentioned was WYS's free school tutors	4
83	Service Access to Service +	Department of social services helps with food and essentials like food and medical care. Help, Inc. helps a participant's younger sister do activities.	
84	Service Access to Service +	Medical and rehabilitation centers and hospitals help when you get hurt and need physical therapy	
85	Service Access to Service +	New Opportunities, Inc. (NOW) they have a lot of services and help. Lots of programs.	3
86	Service Access to Service +	Districts are a problem. Transportation to the Boys & Girls club is based on district which leaves me out.	
87	Service Access to Service +	Decrease the cost for YMCA-it's \$40 but that is too much for many kids.	
88	Service Access to Service +	More youth action groups to inform and help change the world. Youth are important for the future.	
89	Service Access to Service +	Safe zones in the city, safe and tolerant places for teens, LBGT teens to go. Take bullying, seriously, crack down on violence	
90	Service Access to Service +	After school activities – high school	1
91	Service Access to Service +	BCO: program that helps kids experience different work sites	1
92	Service Access to Service +	Service dogs	1
93	Service Access to Service +	Shepards Meadow- Horse Therapy	1
94	Service Access to Service +	Advertise 211 more – such as TV advertisements. Schools should tell parents about EMPS also pediatricians.	2
95	Service Access to Service +	EMPS & 211 – helpful in school	2
96	Service Access to Service +	Focus center for Autism – for lower functioning	1
97	Service Access to Service +	IOL- school recovery program	1
98	Service Access to Service +	More availability (beds) at ER	3
99	Service Access to Service +	PHP @ Charlotte Hungerford	1

	Code	Note	# of Times
100	Service Access to Service +	ABC Mouse- online program	3
101	Service Access to Service +	After school services programs i.e. Project Reach? Teen Room @ Youth Bureau	2
102	Service Access to Service +	ASRC- Autism Fair	1
103	Service Access to Service +	CBH Respite	1
104	Service Access to Service +	CBT through husky helped with transportation to appointment	2
105	Service Access to Service +	Child guidance care coordination	3
106	Service Access to Service +	Collaboratives help find resources available for family members	0
107	Service Access to Service +	Community Health Center and website helps	1
108	Service Access to Service +	DCF Voluntary	2
109	Service Access to Service +	DDS- great behaviorist in home	2
110	Service Access to Service +	Doctors and therapists help	
111	Service Access to Service +	Google and 211 have helped find resources	1
112	Service Access to Service +	Husky- system where you can call to get information such as assessments	2
113	Service Access to Service +	Meetings affiliated with FAVOR	1
114	Service Access to Service +	National night out in Hubbard Park/NAACP Fair/Health Fair- helped with resources	2
115	Service Access to Service +	New Opportunities	1
116	Service Access to Service +	Services in the home help a lot – good to bridge to the community	2
117	Service Access to Service +	Social workers on staff at doctors’ offices	3
118	Service Access to Service +	Special Olympics	1
119	Service Access to Service +	Summer camps for autistic children in Middletown	1
120	Service Access to Service +	Support groups help	2
121	Service Access to Service +	Tutoring for children	1
122	Service Access to Service +	Guidance counselor suggested DCF voluntary- social workers sent to the house and helped	1
123	Service Access to Service +	Advocacy system – NAMI, Keep the Promise, FAVOR	1
124	Service Access to Service +	School psychologist, guidance counselor, social worker helped with PPTs while child had issues in school	1
125	Service Access to Service +	All schools have psychologists and participants have heard that it has been very helpful. Others clarified that prior to the program that started 2 years ago, families in Plymouth and Terryville needed to travel to New Britain. There was 2 psychologist but now there are 4 full time psychologists (1 in each school) and 2 social workers.	3
126	Service Access to Service +	Combine offices using a service center model. Go to one place to access any service (DDS, DSS, DMHAS, DCF) without the lines. Example given of how each branch of the military used to have separate recruiting offices but now they have one office and a recruiters from each branch share the space.	
127	Service Access to Service +	DDS and DMHAS now are delaying the start of services due to cutbacks. Need to be timely with services.	
128	Service Access to Service +	Family Resource Center does Conscience Discipline and has a home-visits grant	
129	Service Access to Service +	Food pantry in town	
130	Service Access to Service +	Good high school with lots of programs –band, drama, activities	

	Code	Note	# of Times
131	Service Access to Service +	Great human services department in the town	
132	Service Access to Service +	In-home programs	
133	Service Access to Service +	Local Prevention Council (LPC) in the area is very active. They received a SAMHSA drug free community grant.	
134	Service Access to Service +	Lots of PLTI (Parent leadership Training Institute) branches	
135	Service Access to Service +	Lots of youth organizations including:2 Cub Scout troops, 1 Boy Scout troop, many Girl Scout troops. Boy Scout summer camp, LEO Future Business Leaders, Young Lions Club, United Way Youth Board, KIM Kids in Middle School	4
136	Service Access to Service +	Need public transportation or for the services to come here.	
137	Service Access to Service +	Nutmeg Big Brothers/ Big Sisters has been a big help. The Nutmeg program is nationally recognized. Also noted were the in-school peer to peer mentoring and the In-school adult to youth mentoring programs.	3
138	Service Access to Service +	Senior citizen group interact with the high school students once a month and hold 2 activities per year. They started a book club with the youth. They read the same book and discuss based on their perspectives.	
139	Service Access to Service +	Several preschool and school readiness programs including a sliding scale preschool programs , free of charge preschool through the Board of Ed., program through the Learning Center, Head Start program	3
140	Service Access to Service +	United Way and 211 is really good in the town	
141	Service Access to Service +	Bilingual Services being offered in schools with the help of SCOW & the Regional Interpreter for the district	1
142	Service Access to Service +	Cuno – offers similar programs like YMCA. Has scholarships	1
143	Service Access to Service +	DCF gives resources to Foster Parents.	1
144	Service Access to Service +	Energy Assistance Programs through New Opportunities	1
145	Service Access to Service +	Food Services/pantries (e.g. Master’s Manna, New Opportunities)	1
146	Service Access to Service +	Meriden Public Library offers a Computer/technology workshop	1
147	Service Access to Service +	Mobile Library offered Meriden Public Library Book Mobile	1
148	Service Access to Service +	Mobile Units for Dental & Breast Cancer Screening offered	1
149	Service Access to Service +	My City Kitchen – offers education of youth regarding nutrition and cooking	1
150	Service Access to Service +	REACH programs being offered in schools. Recommended by teachers for children who are in need of extra support academies and gyms activities. They provide transportation	1
151	Service Access to Service +	Robotics program in some Meriden schools	1
152	Service Access to Service +	SCOW (Spanish Community of Wallingford) and their resource	1
153	Service Access to Service +	SNAP Services offered through SCOW – parents can get connected	1
154	Service Access to Service +	STEM Academy – Program for Science, technology and Mathematics. Scholarships available	1
155	Service Access to Service +	Wallingford Public Library offers homework help 2 days a week.	1
156	Service Access to Service +	WIC Services offered through SCOW – Parents can get connected	1
157	Service Access to Service +	YMCA has middle school resources for youth. Has special needs resources.	1
158	Service Access to Service +	F- Bringing back community based services, child guidance and other services in the community.	
159	Service Access to Service +	F- More evidence-based programming. State has moved to EBP eliminating a lot of waste	
160	Service Access to Service +	Church and other community based activities available for children and families	2

	Code	Note	# of Times
161	Service Access to Service +	Recovery services, programming, and other new telephonic support for young adults, 15-25y.o. has improved compared to a few years ago	
162	Service Access to Service +	Some schools are identifying issues earlier and services can be started sooner	2
163	Service Access to Service -	Resources need to be available and known to leaders in community	
164	Service Access to Service -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
165	Service Access to Service -	Lack of workshops, grants, scholarships for education to support children who are low risk but parents can't afford supplemental programs to help child grow	2
166	Service Access to Service -	Language barrier; families do not get help because they don't understand or is not understood	4
167	Service Access to Service -	Opportunities for Latin community involvement	1
168	Service Access to Service -	Haitian youth and families-not enough services in the city	1p
169	Service Access to Service -	16-23 yr old males not able to access services in certain services	1f
170	Service Access to Service -	African American male youth are not provided with enough services	1p/1f
171	Service Access to Service -	Budget cuts impacting the juvenile court system did not involve the local communities and providers, as transportation is a major concern for families and people feel left out of the process even though it will fall on them to manage the aftermath of these decisions	1p/1f
172	Service Access to Service -	Families need mentors and role models, as single parents or families where both parents work are not able to consistently be involved with their children and kids need others to motivate them and hold them accountable	2f/1p
173	Service Access to Service -	Haitian youth and families-not enough services in the city	1p
174	Service Access to Service -	Hispanic youth with need for autism services do not have enough access and resources	1p/1f
175	Service Access to Service -	Not enough mentorships, as guides and mentors were important in years past to individuals. Local mentors who live in the communities are necessary, not just corporate mentors who may live elsewhere	2f
176	Service Access to Service -	School and college readiness are issues for Black youth, along with job training and skills	1p/1f
177	Service Access to Service -	211 has not been a helpful resource in finding additional resources.	1
178	Service Access to Service -	Child missing school and provider and school aren't helping him to go back to school. Schools don't understand MH issues...medication needs.	2
179	Service Access to Service -	Hospital just refers to the same places/providers.	2
180	Service Access to Service -	Medication assistance – examples were shared of daughter with medical complication d/t mismessages around seizure meds (i.e. migraines). Ended up in the ED. Doctor told her it wasn't related. BH Care saying they can't see her unless shed medicated and she doesn't want to take meds.	1
181	Service Access to Service -	More acute care hospitals. Child is at Griffin and then gets sent to Yale. You hope that they have a bed. I was in the ED for a day and half waiting for a bed. You can't bring a child in crisis anywhere except Yale.	3
182	Service Access to Service -	More options for testing. I didn't have an issue with insurance, it was a matter of finding the provider. I have great insurance and we had to wait months (ADHD and autism)	2
183	Service Access to Service -	Need more early identification and detection of mental health issues.	2

	Code	Note	# of Times
184	Service Access to Service -	Pop – women and women with small children. There’s nothing for K-6.	2
185	Service Access to Service -	Transportation...mentioned in context as a barrier in examples shared.	2
186	Service Access to Service -	We have a friend that couldn’t get help close to home so she literally tried to get on TV (the Dr Phil show, etc.).	2
187	Service Access to Service -	We need more respite. I’ve had to sleep in the basement, on the floor, etc. what was the point of entering DCF anyway? DCF came and took their license but the kids were still there. See if they are even eligible to be around kids. There should be background checks for foster parents. (1 in my neighborhood turned out to be sex offender.)	2
188	Service Access to Service -	(general) Medical appointments are taking a long time to access for HUSKY families/moms.	3
189	Service Access to Service -	Certain barriers d/t gender, race, etc.? WOMEN being able to get their OBGYN appointments. There is a 6 month wait list.	3
190	Service Access to Service -	HILL HEALTH – Waiting a year for OB/GYN appt so I’m going to a PCP instead.	1
191	Service Access to Service -	Jobs for people who are 1st time felons	1
192	Service Access to Service -	More and better childcare options	5
193	Service Access to Service -	More community workshops for families have seminars for families to provide education about services and insurance etc.	4
194	Service Access to Service -	There’s a lot of resources out there but not everyone can access them because you don’t know about them.	3
195	Service Access to Service -	Transportation is a barrier because the process can be a challenge...didn’t elaborate	2
196	Service Access to Service -	What services most needed –Big bros and big sisters, youth peer support activities (for girls etc.), homework help and mentors (HS kids with younger kids),	
197	Service Access to Service -	Birth to 3 has helped, but the services are only for one month.	
198	Service Access to Service -	Due to lack of personnel, the therapies are being decreased and the reason that I was given was that the insurance won’t pay for any more than those that are being offered. This is happening at Yale.	3
199	Service Access to Service -	HUSKY B requires that appointments are given on a monthly basis (you have to wait a month before you can make an appointment), but if I wait for the month to make an appointment, it will take more than a month for my child to get a follow up appointment.	
200	Service Access to Service -	It took me about 1 ½ years to be able to connect to a professional that can understand my child Condition.	5
201	Service Access to Service -	Lack of bilingual staff. Language is a big barrier. Because I don’t understand English, it takes longer to obtain an appointment.	10
202	Service Access to Service -	Long waiting lists for everything.	10
203	Service Access to Service -	More bilingual staff.	
204	Service Access to Service -	One on One is really helping my child, but is really limited.	
205	Service Access to Service -	Some school have sensory rooms, but they are really small, they need to be bigger and all schools should have them.	
206	Service Access to Service -	To obtain services in school you really have to fight with the school system.	6
207	Service Access to Service -	When my child started Head Start, the teacher and I noticed something was wrong about my child so I took it upon myself to get a private psychologist, it’s been six months and I’m still looking for one.	3
208	Service Access to Service -	You have to ask the right question to the right person to be able to access services.	8
209	Service Access to Service -	Didn’t have any foster homes available in her town and had to move to new haven unwillingly.	1
210	Service Access to Service -	Marrakech should offer More educational trips ... ex to a bank to learn how to manage accounts.	3

	Code	Note	# of Times
211	Service Access to Service -	Was getting ready to be admitted to CHAPS (independent living) program and DCF froze the process until she completed therapy ... therapy has since been completed and she's still not moving towards CHAPS.	1
212	Service Access to Service -	6-7 months waiting for help and then get care coordination. Begging for DCF to help.	
213	Service Access to Service -	A treater left an agency and family wanted to go with, but couldn't see dr. anymore. Yelled at them until they made an exception. Rigid on who they accept. Lack of availability should encourage resources creativity	
214	Service Access to Service -	Appropriate access to services when a child needs it.	
215	Service Access to Service -	Asking for help, voluntary services ASD, doesn't qualify, DDS, not low enough IQ, PHP didn't fit. 1 yr and hasn't had a provider, no meds... IICAPS, private insurance only has certain amount of spots.	
216	Service Access to Service -	By the time DCF is involved, school is done, hosp is done, parents are angry and tired of it all. DCF social workers are taking brunt of it.	
217	Service Access to Service -	Can't access services without an IPF stay. This is too late and reactive.	
218	Service Access to Service -	CRISIS is not always SI or HI, and there is no flexibility with admissions for HLOC.	
219	Service Access to Service -	Data base of all we have and where it is, and what it is. Same paperwork over and over- families continue to complete paperwork.	
220	Service Access to Service -	Dept help families with commercial insurance with coverage for identified child with needs. Copays, services gets out of control quickly. DCF worker gives number and then to call and there is no success ever.	
221	Service Access to Service -	Dr. offices, collaborative care impacts. All in one office and all in one visit. Concierge service. Dr's need to be more collaborative.	
222	Service Access to Service -	EMPS- told them not to call you because I can't help you	
223	Service Access to Service -	Families do not know about services because they are isolated, do not have knowledge of services if they are not connected with a service already.	
224	Service Access to Service -	Have to go to hartford, new haven, at least 45 min away and there is nothing closer. Cost sharing of services, state agencies	
225	Service Access to Service -	length of time 13hrs to see me at hospital. By the time they see him, he looks awesome. "what are you doing to this kid?" parent is the problem and you don't know anything about your own kid.	
226	Service Access to Service -	Medication providing issues, because of barriers with transitions from HLOC to LLOC. Waitlist for med mgmt.	
227	Service Access to Service -	Mentor programs community roundtable, mom and dad need life skills. Team of mentors to help and go to family.	
228	Service Access to Service -	Parents with limitations, then providers will be deny them for services. Won't go back, families can't follow through, families are sinking. No one will take responsibility. What do you do when no one will accept you?	
229	Service Access to Service -	Private insurance, shut down a lot because of it.	
230	Service Access to Service -	Providers are driven by numbers. They have to work with a certain number of ppl in a year. What goal is there still to meet and ask for extension. If they extend a service then another family loses out on the service.	
231	Service Access to Service -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
232	Service Access to Service -	same district and prayed they would call DCF for help.	
233	Service Access to Service -	Support groups	8

	Code	Note	# of Times
234	Service Access to Service -	The right program and person- fit for the family, but finding them is challenging. The guidance/support helps	
235	Service Access to Service -	Transportation issues getting to service appointments, gas, travel time.	
236	Service Access to Service -	Waiting for beds still.	
237	Service Access to Service -	When you receive treatment through one place and then you have to go through them for med mgmt. prescribers won't work with you if you don't go to them for other services. Can no longer see them if you leave.	
238	Service Access to Service -	windham, natchaug, all the hospitals. Begging them and pleading. Camping out of hospital to get services.	
239	Service Access to Service -	8 months to get an apt. waiting time for services. Even after apt was booked it was done by a speech therapist. Another 4 months after autism specialist. 0-3 was not a good experience. They tried using a model. Non-verbal and sensory/processing issues. 5yrs oldhe started picking those things up they were not meeting where he was at.	
240	Service Access to Service -	Access to all care for everyone.	
241	Service Access to Service -	Biggest roadblocks was finding access	4
242	Service Access to Service -	BRS, level up program- funding gotten taken away and it was good, showed kids how to work, vocational, try things out and if it wasn't a good fit they tried something else until it worked. Under 21 yrs old. 3 months ended after that they had to leave program. Meeting to discuss what happened to the program? FUNDING. forward motion and then backwards.	
243	Service Access to Service -	DDS involvement. Age 3 he knew so he started trying to get involved. Category 8, needs to be an 8yr old. Couldn't secure anything. Self funded insurance with no ABA coverage. Specific in lines of insurance to not get it. Health care exchange got ABA premium and out of pocket, 8,000 in services. Insurance plan, and ABA. never even got to the point where he had reached the total out of pocket minimum. applied for HUSKY but got denied. They wouldn't put him on it and had an appeal. 100 families per year. small pool. married, and 1 son. there are worse off families, single parent, and more kids. he was not a high priority to them, but he is to me.	
244	Service Access to Service -	Mobile Crisis- DMHAS (they don't have it, don't come to the house)	1
245	Service Access to Service -	No waitlists for services	
246	Service Access to Service -	Not enough ppl doing the work- providers, not enough services	5
247	Service Access to Service -	Possible solution about autism, hard time learning about it. Grow out of dx? They never mentioned anything and then they didn't know. No education on types of treatment, resources, no one to guide you. They wait and then no directions at all once the actual diagnosis is given.	
248	Service Access to Service -	Respite, very disappointed to hear that they are closing down some. Being in new places, respite to come to your home and give them a break. Do stuff around your house. Like they do for the elderly. Home visits, nursing aids. Home based respite.	
249	Service Access to Service -	Services are too costly and schools shy away from programs	3
250	Service Access to Service -	Should not be this hard when everyone is stressed. And supposed to navigate a path. Tell same story over and over again. Stressed over making the phone calls. I'm in mental health... I should know what to do. "not my thing"	5
251	Service Access to Service -	So many things never happened that sounded great and they just never worked.	
252	Service Access to Service -	There are wonderful programs out there and the people I know talk about them and my son was never able to access due to ? Not knowing the right person? This is not fair or efficient.	
253	Service Access to Service -	Transitional services, lack of availability	3

	Code	Note	# of Times
254	Service Access to Service -	4yr old in 0-3 friendship school transition, and then summer time came. LEARN, there was nothing in the summer. No TVCCA, tried calling to enroll. He is on the waiting list. Put him on at 1mnth and he is still waitlist.	
255	Service Access to Service -	Additional para professionals, specific training/tools, how do I handle my own child	7
256	Service Access to Service -	CT Behavioral Health, Cheshire and Millport? All the para's from new haven. We need help at home. when I left birth to three, there is NOTHING. I want to continue and I try and it doesn't help.	
257	Service Access to Service -	Need to have PPT, and ask for a meeting and a training.	
258	Service Access to Service -	New London officer used to run a free martial arts program, no age, boxing, this is just what kids need.	
259	Service Access to Service -	No one contacts you to help support you and you have been on a list for ages.	
260	Service Access to Service -	Support groups	
261	Service Access to Service -	Too far for new London/Groton- support groups, additional support groups, additional funding for support groups.	
262	Service Access to Service -	Tried to get ABA in home and husband insurance doesn't cover and we find out we don't qualify for HUSKY. We have been looking for services for 2-3 yrs. And still don't have anything. Once I got pregnant I qualified for HUSKY. Once school starts he can't get in home ABA.	
263	Service Access to Service -	Education: Lack of information of special education services. More training for special education teachers and lack of support and resources. Transportation, difference in bus stop and home address, small kids have to walk from school.	3
264	Service Access to Service -	Housing: Waiting list is too long.	1
265	Service Access to Service -	Medical: high cost for private insurance, lack of effective medical care. Lack of financial help for uninsured. Undocumented/Uninsured with high medical needs threat of deportation. Medical staff not asking if there is documents.	7
266	Service Access to Service -	Medical: Waiting period is long for services for child when it needs a referral. Hospitals don't inform, such as when define a patient can be seen at a certain hospital due to age, level of emergency. Doctors state if hospital brings interpreters it is patient responsible for cost.	5
267	Service Access to Service -	Services: Barriers accessing services. Need more orientation and Knowledge of services. Services are very expensive. A lot of information, but not enough orientation how to get the information. Connect families with the services, families can get educated overall and also with families with children with special education. Lack of support. Immigrants/ undocumented need to know be more inform.	9
268	Service Access to Service -	Appropriate programming for ages. Point system is not appropriate for adolescents.	
269	Service Access to Service -	Calling cards to talk to ppl. Family members. Not allowed to make long distance phone calls at GH's.	
270	Service Access to Service -	Cut costs on visiting my brother, not paying for train rides. Brother is in NJ.	
271	Service Access to Service -	Dr appointments. They won't make them or don't want to. Specific examples. Therapy appointments. DCF is not making it easy. They want you to go to group and I don't like groups and then it all gets out. Ppl tell each others stories- things do not stay confidential. Male, female, individual therapy.	
272	Service Access to Service -	Lately budget cuts on certain things that benefit kids. Braids, hair apts they can't afford anymore and it is making it hard.	
273	Service Access to Service -	Not having access to your own home. Everyday I am dropped off and I sit outside until my foster parent gets home. I don't have keys to the house and can't go inside without them there. Depends on family.	
274	Service Access to Service -	Transportation for programs.	

	Code	Note	# of Times
275	Service Access to Service -	Race is a barrier in that some programs are only accessible to certain genders or races.	1
276	Service Access to Service -	Services aren't provided when kids witness traumatic events (like someone getting shot, experiencing foster care, fathers in jail, bullying, etc.) Providers aren't knocking at the door when these things happen, but families do get help from Hartford Proud.	Several
277	Service Access to Service -	Transportation is needed to get to programs.	3
278	Service Access to Service -	Barrier finding a therapist that specialized in attachment, trauma, adoption (specific to child's needs). Also trouble finding a therapist that took young children.	Several
279	Service Access to Service -	Barrier with daughter being too young to be hospitalized (under 5 years old).	1
280	Service Access to Service -	Case management is needed, Independent of DCF. That would be able to inform and navigate through any system.	Several
281	Service Access to Service -	Denied several times by DDS before they can get services for child	Few
282	Service Access to Service -	Due to budget cuts at DDS =loss of services until child turns 18. Waitlist for housing and other services are so unrealistic that a lot of people don't even bother putting name on waitlists.	Several
283	Service Access to Service -	Had to call 211 took to get voluntary services and it took 8 weeks to get voluntary services Another person reported it took them 6-8 weeks to get voluntary services.	3
284	Service Access to Service -	Not enough respite, parents need a break.	Several
285	Service Access to Service -	Reports of 3 month wait list for IICAPS	2
286	Service Access to Service -	Rural locations have more difficulty finding a therapist and if you do find someone that isn't in network you have to pay more.	1
287	Service Access to Service -	Some people report trouble accessing needed services	3
288	Service Access to Service -	There is a 10-12 year waitlist to get a social worker with the Division of Autism.	1
289	Service Access to Service -	Trouble finding case management to help guide you through the maze of the entire service system	2
290	Service Access to Service -	Voluntary services difficult to navigate.	2
291	Service Access to Service -	Waited a long time to get ABA services, not enough providers or resources- demand is bigger than the services.	Several
292	Service Access to Service -	Difficult to access legal aid when needed. It's either hard to obtain or put on a 6 month waitlist.	1
293	Service Access to Service -	More behavioral health providers are needed	1
294	Service Access to Service -	Need more assistance and support for families that were separated. Especially for kids who were separated from their parents.	1
295	Service Access to Service -	Need more pro-bono legal services	1
296	Service Access to Service -	Need non-medical transportation to appointments like probation, state offices or court.	Majority
297	Service Access to Service -	Not enough family therapists and not enough availably.	1
298	Service Access to Service -	Social security disability application process needs to be improved and streamlined. People often have to apply several times which is very time consuming and meanwhile supports are needed. On average it takes 3-5 years to get disability. A doctor should make the decision, not a judge, and decision needs to be based on fact.	6
299	Service Access to Service -	Transportation isn't always convenient or affordable. Rockville busses don't run on time. Often have to transfer or take several busses. Many State offices aren't on a bus route.	9

	Code	Note	# of Times
300	Service Access to Service -	We need a one stop shopping for all services needed including social security, medical, behavioral health, and prescriber. Don't want to go to multiple places	Majority
301	Service Access to Service -	It's hard to find the help that is really needed. It's hard to get into the programs once you find the right one. There's a run around when given the information, instead of saying you qualify or not at the moment they make you run around for no reason. There is lack of information to parents or guardians about available services and free programs.	5
302	Service Access to Service -	Most of the programs available are too costly no way to pay for them	
303	Service Access to Service -	There are no recreational programs for young adults with special needs. My child is always alone no friends whatsoever	
304	Service Access to Service -	We might have information about programs, but is so hard to get in. The bureaucracy of the programs make it hard to access the program in a timely manner. Waiting list are a year or longer. The government invests lots of money in programs, but the way that is disperse and some of the agencies that are in charge of managing the program makes it hard to access the programs.	5
305	Service Access to Service -	When applying for DSS programs, they won't recognize the need of my child even when you get help from a lawyer. Before cutting benefits off the DSS office needs to investigate the situation don't just look a numbers (my child is constantly getting cut off because he works a few hours a week and they count more than that) it's a hassle when you have to run around to prove something that happens the same way all the time).	5
306	Service Access to Service -	When the child is not a citizen is really hard to access the necessary programs.	
307	Service Access to Service -	When the child needs a certain test done to determine a diagnostic, we get a referral from the Doctors office, there's a run around (that's not us, referred somewhere else etc.), until you finally get to the right place. There are long waiting lists for diagnostics tests	4
308	Service Access to Service -	CMHA closed their local mental health facility. As a result, families have to go to Torrington to get mental health services. There are no local behavioral health services and the nearest DSS office is in Torrington is at risk of closing. Torrington is 45 minutes away. Many planners assume that the new bus route from Torrington to Waterbury will help families. The State Representative indicated that this is a factor in the decision making around closing the DSS office. However, the people in Hartford forget that there are other towns in the region. Families cannot easily get to Torrington from the other towns, so they are not able to access the new bus service.	4
309	Service Access to Service -	Private insurance needs to cover more of the services that are needed. One mother described being denied services by Blue Cross/Blue Shield (her primary) even though the child was on Katie Beckett. It appears that the primary insurance is denying services that the state will provide, but having to go through them first is cumbersome and causes delays.	2
310	Service Access to Service -	The parent was told that she could not bring her child to the community collaborative. It is very difficult to go to Danbury or Torrington to attend the community collaborative meetings, especially since she needs to either bring her child or find babysitting for him.	2

	Code	Note	# of Times
311	Service Access to Service -	There are not a lot of local resources available to parents and there is lack of information about what is available including 211 and EMPS. There is only one pediatrician and this means that parents need to go to the ER for services. There are no specialists so parents have to take their children to Hartford for these services. Psychiatric care for children is almost nonexistent. Parents need to go to Torrington and Hartford. This conversation lead to a side conversation about possible places where they might be able to find alternative services, but the discussion was not informed by knowledge of whether there were services in those areas.	4
312	Service Access to Service -	There is a need for respite services. One parent expressed feeling extremely isolated. "I don't have a babysitter or respite care. I feel isolated. I can't work because I need to care for my child 24/7.	3
313	Service Access to Service -	There is no wheelchair clinic between here and Hartford.	2
314	Service Access to Service -	There was a discussion among the parents about the misperception that the area is affluent because some celebrities have houses there. There is a difference between people who come in for the weekend or vacations and those that live year-round in the communities. Residents are not that affluent and they have difficulties getting affordable, local, quality care for their children. Many locals must take jobs outside the region because there is a lack of local jobs. There are no steady paying jobs up for hire and the cost of living is high.	2
315	Service Access to Service -	They need specialists locally. Insurance restricts families to using services in CT even when services in MA or NY are closer	3
316	Service Access to Service -	We need access to DDS and social security services in the community.	2
317	Service Access to Service -	211 does not answer the phone and are not responsive. Crisis intervention is not available on Sundays so families are forced to call 911 and end up back in the system. Others discussed difficulty of not being able to get help from services on Sundays. Lack of consistency among crisis workers	3
318	Service Access to Service -	Change times of meeting to allow parents to attend	
319	Service Access to Service -	Juvenile Justice system is punitive rather than helpful. Court dates are during the day when parents are working. Children need behavioral health services rather than Juvenile Justice. Within the Juvenile Justice courts, the rights of step-parents are not recognized or valued.	2
320	Service Access to Service -	Lack of doctors and pediatricians	
321	Service Access to Service -	Lack of public transportation system in Torrington.	
322	Service Access to Service -	Lack of respite services.	
323	Service Access to Service -	Agencies do not do a good job, workers are not conscientious. One agency does not know what the other is doing. They makes us fill out paperwork, paperwork, paperwork- it's too much.Children are having Children, doing drugs and have no services	1
324	Service Access to Service -	Emergency rooms and hospitals- long waits. One person reported waiting over 16 hours. Another said that it depended on the insurance and that there was a lack of respect. Another said that she felt waits were based on crisis.	4
325	Service Access to Service -	More police protection, police need to be more available, more caring. Another mentioned the term Community Policing	1
326	Service Access to Service -	Put agencies back into the community. Discussed the Berkley complex which had a health clinic, child care, teenager meetings, was connected to Woodrow Wilson School. One participant stated that having eyes watching and looking out for one another deterred crime. A few more nodded and verbalized agreement.	

	Code	Note	# of Times
327	Service Access to Service -	Services are disconnected	
328	Service Access to Service -	Teenagers lack guidance from responsible adults. Need more programs like Big Brother/Big Sisters. Need a safe place for teenagers 13-17yr olds to get together. Lack of involvement from the parents. Families are not responsible. Most of group signified agreement.	3
329	Service Access to Service -	*You have to go to the ER to get services	3
330	Service Access to Service -	Better trained school psychologists	2
331	Service Access to Service -	Budget cuts – affecting services?	1
332	Service Access to Service -	Child having med wash- no place to go to do this besides home or ER	2
333	Service Access to Service -	In past – EMPS didn’t want to send out/slow to respond – varying response times	3
334	Service Access to Service -	Lack of beds at ER	3
335	Service Access to Service -	Lack of mental health services in Farmington Valley – unless it’s a private practitioner	2
336	Service Access to Service -	More community based services closer to home	3
337	Service Access to Service -	Places to get help besides the ER	3
338	Service Access to Service -	Programs that are voluntary for kids	1
339	Service Access to Service -	Transportation – to get to these services	2
340	Service Access to Service -	Waitlist for services	3
341	Service Access to Service -	Awareness about resources	3
342	Service Access to Service -	Called DCF; mentioned special needs and was referred to hotline- this was 3.5 years ago and call back never happened	1
343	Service Access to Service -	Co-pays are expensive/also deductibles	3
344	Service Access to Service -	Denial of special needs	1
345	Service Access to Service -	Families forced to find services on their own	3
346	Service Access to Service -	Insurance – Husky-secondary/primary where Husky will pick up rest of copays NOT in all states	2
347	Service Access to Service -	Lack of bilingual therapists	2
348	Service Access to Service -	Lack of knowledge and knowing where to go for services for families- lack of information for families	3
349	Service Access to Service -	Language barriers w/ service providers	2
350	Service Access to Service -	Mailing list for kids with disabilities	3
351	Service Access to Service -	Private insurance has barrier and more expensive	2
352	Service Access to Service -	Transportation	2
353	Service Access to Service -	Waiting list for child advocate and nothing happened	1
354	Service Access to Service -	Waiting lists are long but once therapy is put in place it does benefit the children	1
355	Service Access to Service -	Finding services takes a lot of research and time	4
356	Service Access to Service -	Finding services is like a full time job	4
357	Service Access to Service -	It is hard to understand and navigate the system	4

	Code	Note	# of Times
358	Service Access to Service -	All attendees spoke about Terryville /Plymouth being is an odd catchment area. The town is the most western town in Region 6. The area is affiliated with the New Britain DCF office but no one wants to go to New Britain and there is no direct route there. Parents said that it was much easier going Rt. 8 either towards Waterbury or towards Torrington rather than having to take Rt. 72 to 84 to get to New Britain. Coverage of area depends on service: DDS affiliated office is Newington, DSS office is New Britain, SSA office is Torrington. They did not even know the local offices for DMHAS and BRS. Need improved access to services.	5
359	Service Access to Service -	Currently when youth are not attending school, you can apply for Family with Service Needs (FWSN). This will no longer be an option. There is very little community support to enforce or support attendance and there will be less when it is no longer a court related issue.	
360	Service Access to Service -	DSS office- the lines are too long. The office is difficult to get to and when you get there you may not even get seen.	
361	Service Access to Service -	Homeless population. There are a lot of children that are couch surfers. Parents wonder if they are doing enough for the homeless. There are no shelters in the area and no domestic violence shelters	3
362	Service Access to Service -	Lack of physicians. There are no pediatricians in the area. No family practices, no social workers, no therapists or LCSWs, no APRNs. Families need to go to Bristol, New Britain, Avon or Torrington. No behavioral health services at all.	
363	Service Access to Service -	Lack of respite services	
364	Service Access to Service -	No public transportation	
365	Service Access to Service -	Positive Behavioral Supports- school based climate initiative may or may not be helpful	
366	Service Access to Service -	The school psychologist's role is specific to supporting the school but the child also has a home life and they do not address those needs.	
367	Service Access to Service -	There is no current DAR officers. No School Resource Officer (SRO) since July	
368	Service Access to Service -	CT Works doesn't offer bilingual services to help with resume, applications & job placements	1
369	Service Access to Service -	Lack of transportation - Meriden & Wallingford public bus stops at 5pm	1
370	Service Access to Service -	Need more bilingual services especially in hospitals	1
371	Service Access to Service -	Need more resources for Domestic Violence & Homeless	1
372	Service Access to Service -	No Free breakfast/lunch in Wallingford- only in Housing and Parks & Rec(only in summer)	1
373	Service Access to Service -	Technology has posed a barrier to access of services at DSS	1
374	Service Access to Service -	Wallingford Public Library does not offer bilingual services to access computer workshops	1
375	Service Access to Service -	F- Increased awareness in general, earlier intervention, diagnosed younger. Increase awareness and earlier response.	1
376	Service Access to Service -	F- Need increased accessibility to and about services	
377	Service Access to Service -	F- Problem with transitioning in general, Young adults transitioning out of mental health services, from school to school or family to family. Not a lot of support with housing, education, food. If 18 or older there is nothing there. It remains a concern.	2
378	Service Access to Service -	F-Foster mom talked about lack of DCF support when child is arrested. There is no help. Especially if after the age of 18. Lack of support. One kid just given list of shelters. Look at second chance society- what is the eligibility?	3
379	Service Access to Service -	P- Lack of bi-lingual staff and providers. Long-wait lists for psychologists/testing when schools need the diagnosis.	

	Code	Note	# of Times
380	Service Access to Service -	Technology- make it more accessible for families-conference calling, video conferencing to link people, families and for engagement.	
381	Service Access to Service -	More peer to peer supports needed, such as fathers helping other fathers	2
382	Service Access to Service -	More services for parents re-entering the community after prison	3
383	Service Agency Policies +	Stamford Juvenile review board. Instead of being charged/locked up they are given a chance and find ways to bring the parents and families in and direct their attention to positive things and work with the youth. Diversion.	
384	Service Agency Policies +	DCF Voluntary services; the program is a help to families that are challenged and do not have resources to get care.	2
385	Service Agency Policies +	Hospital hub where specialists come (one stop shopping) get all the apt done in one day, and just send to next one and come monthly, or on a cycle.	
386	Service Agency Policies +	Waterford Country school I could contact my person, Late night calls, safe home Norwich office	
387	Service Agency Policies +	Decrease the cost for YMCA-it's \$40 but that is too much for many kids.	
388	Service Agency Policies +	CBT through husky helped with transportation to appointment	2
389	Service Agency Policies +	Social workers on staff at doctors' offices	3
390	Service Agency Policies +	F- DCF has made a lot of changes. The decent decree was a negative but it has resulted in positive outcomes with everyone working together. There was a recent negative incident. We cannot let that set us back.	
391	Service Agency Policies -	PTO used to be that function and now they are focused on fundraising mainly.	
392	Service Agency Policies -	Families not having internet or access to electronics. Schools should be thoughtful in how new information is dispersed/shared, given	1
393	Service Agency Policies -	Substitute teachers should be trainer prior to taking over a class	1
394	Service Agency Policies -	Even after signing a release, they should be able to share data, parents still have to repeat themselves.	3
395	Service Agency Policies -	Schools divulge information about students too freely. They don't protect the student's privacy and will talk about things openly or yelling it out in front of others. Does HIPPA cover schools talking about student's medical/BH information openly and/or publicly? When concerns were shared, the school didn't care until threatened to sue.	4
396	Service Agency Policies -	Foster parent used to save receipts and then say that she paid out of pocket and got reimbursed. And she was a provider that works in the judicial system.	
397	Service Agency Policies -	DCF ... Should be a certain amount of strikes a worker should get with complaints ... constant reports of not listening or supporting clients should get a response.	1
398	Service Agency Policies -	Doing intake with therapist in front of foster mom was humiliating. She felt she had no choice at the time.	2
399	Service Agency Policies -	Marrakech should offer More educational trips ... ex to a bank to learn how to manage accounts.	3
400	Service Agency Policies -	Was getting ready to be admitted to CHAPS (independent living) program and DCF froze the process until she completed therapy ... therapy has since been completed and she's still not moving towards CHAPS.	1
401	Service Agency Policies -	Data base of all we have and where it is, and what it is. Same paperwork over and over- families continue to complete paperwork.	
402	Service Agency Policies -	EMPS can't put hands on, they write paperwork, and document incident and get credit for visit but don't do anything.	
403	Service Agency Policies -	EMPS told them to call cops next time and that they could not help.	

	Code	Note	# of Times
404	Service Agency Policies -	EMPS wants to fill out 30pgs while your kid is in crisis. Cut down on paperwork for a family in crisis.	
405	Service Agency Policies -	Have to go to hartford, new haven, at least 45 min away and there is nothing closer. Cost sharing of services, state agencies	
406	Service Agency Policies -	Many agencies paying out millions of dollars for the same services, or different agencies.	
407	Service Agency Policies -	Providers are driven by numbers. They have to work with a certain number of ppl in a year. What goal is there still to meet and ask for extension. If they extend a service then another family loses out on the service.	
408	Service Agency Policies -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
409	Service Agency Policies -	Care coordinator/case management assigned to the family and stay with them through the lifespan. Check in's- why didn't it work, mistakes made, keep track of services. Objective person to not waste time and money. Not time limited, assessments at points,	4
410	Service Agency Policies -	cellular problem, let me help you with the other issues, autism, It is helpful when a Dr. treated him as a whole person. Failure to respond to an individual and their needs like any other patient.	4
411	Service Agency Policies -	licensed, or reviewable service. NO CHECK IN for most services and leads to no accountability.	5
412	Service Agency Policies -	Better community support, take the time with each kid. There is always a reason why kids act the way they are.	
413	Service Agency Policies -	new London, board of Ed needs to be more involved. Nothing happens writing up kids on the bus, it is sad be helpers. .	
414	Service Agency Policies -	Calling cards to talk to ppl. Family members. Not allowed to make long distance phone calls at GH's.	
415	Service Agency Policies -	DCF needs to do better background checks on foster parents. Foster parents trapping a girl in the basement and then they would tell sibling not to let her out. Seclusion.	
416	Service Agency Policies -	Foster family screening, make sure it isn't just for the damn money and make sure they are mentally fit to have children.	
417	Service Agency Policies -	Foster home separation between boys and girls. There is crazy stuff happening in the home. They should not put in same rooms, or across the halls.	
418	Service Agency Policies -	Hospitals need to learn to talk to you. Nurses are nasty and rude to you. Booty juice so you fall asleep and don't cause trouble. (on unit and ED)	
419	Service Agency Policies -	Permission during the weekends is stupid and we need to be able to get permission from our foster homes.	
420	Service Agency Policies -	Point system is stupid and annoying for program. "rude to peers" and can't have a bad day. They need to have age appropriate programming and incentives.	
421	Service Agency Policies -	satisfaction surveys, we only do that for OPP and we should be doing more.	
422	Service Agency Policies -	Need more parents involved in the PTO meetings on an ongoing basis, not just when decisions are made. Parents should be held accountable for their children and they shouldn't need family engagement strategies. They should mandate parents to attend a certain number of PTO meetings per year. Parents should make appointments with superintendents.	1
423	Service Agency Policies -	Race is a barrier in that some programs are only accessible to certain genders or races.	1
424	Service Agency Policies -	Stop taking kids from families.	1
425	Service Agency Policies -	Agencies (DCF, state agencies and providers) don't have clear picture of outcomes they want. Involved more in process then in the helping.	1
426	Service Agency Policies -	Ending social progression in schools so kids aren't just promoted. Many don't learn how to read but still graduate.	4

	Code	Note	# of Times
427	Service Agency Policies -	When applying for DSS programs, they won't recognize the need of my child even when you get help from a lawyer. Before cutting benefits off the DSS office needs to investigate the situation don't just look a numbers (my child is constantly getting cut off because he works a few hours a week and they count more than that) it's a hassle when you have to run around to prove something that happens the same way all the time).	5
428	Service Agency Policies -	All services should be under one umbrella	
429	Service Agency Policies -	Change times of meeting to allow parents to attend	
430	Service Agency Policies -	Hours of meetings and services during working hours makes it difficult for families.	
431	Service Agency Policies -	Longer time with certain programs for instance FAVOR advocates have only 6 months, IICAPS is time-limited	2
432	Service Agency Policies -	Food prices have increased but food stamps have been cut despite the higher need. Automated letters go out from DSS that are wrong. People are under a lot of pressure. Unemployment, economic issues	2
433	Service Agency Policies -	CBH respite- will take children for weekends but children don't know them- services through DDS	1
434	Service Agency Policies -	Denial of special needs	1
435	Service Agency Policies -	Parent feels she needs to be there with behaviorist	1
436	Service Agency Policies -	Schools following the IEPs – especially in high schools (Lincoln and Platt in Meriden)	2
437	Service Agency Policies -	Hospitals discharge patients too early because of pressure from insurance companies	2
438	Service Agency Policies -	More money for background checks for mentors or waive the fee.	
439	Service Agency Policies -	Housing Shelters are very chaotic – length of stay is only 3 months	1
440	Service Agency Policies -	Start early with Birth-3 y.o. and begin with assessment.	
441	Service Communication with Families +	DCF was very helpful being an advocate for my child, making sure that I was getting any information I needed during the adoption process. Seminars and different opportunities to learn about adoption/kinship. Confusing interstate compact was made easier by DCF worker.	
442	Service Communication with Families +	Access to nutrition; strong programs like WIC SNAP. Can help bilingual families	2
443	Service Communication with Families +	Opportunities for families to education themselves	1
444	Service Communication with Families +	Families are receiving appropriate support to maintain consistency and stability within the home. Grandparents or caregivers are able to be nurturing and loving and can get help to better connect and stay current through service providers and programs.	1f
445	Service Communication with Families +	Being that my children are deaf, the doctors have good communication with me. The doctor follows thru and goes to the school to check that everything is working good.	
446	Service Communication with Families +	The teacher that my son has now really works with my child and keeps good communication with me.	
447	Service Communication with Families +	Learning about son and dx. Learning about dx. Liked that I have learned and become educated about my child.	
448	Service Communication with Families +	Pediatritian- good luck with him. Parents voiced concerned about his progress and the rec LEARN 0-3. 18months dx. Responded quickly, pediartrian visit and then quickly had ppl visiting home.	

	Code	Note	# of Times
449	Service Communication with Families +	Birth to three is really good. Understand your kid in the early development. Education on what is right and what is wrong. Transition work needs help.	
450	Service Communication with Families +	Birth to three with youngest daughter. They tell family right where they are. And work with them, birth defect and worked with her to improve confidence. Ability to work with her and improved her quality of life.	4
451	Service Communication with Families +	Creative potential, most effective and best service. Therapeutic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they take her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
452	Service Communication with Families +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
453	Service Communication with Families +	Waterford had made a mistake on a PPT and mom emailed school and it was changed within a week. Very responsive and partnered with families.	
454	Service Communication with Families +	EMPS calling family even years after crisis to follow up- strength	1
455	Service Communication with Families +	Foster Grandparents Program is very helpful. Close and supportive connection between the foster grandparents and the children.	2
456	Service Communication with Families +	Collaboratives help find resources available for family members	0
457	Service Communication with Families +	Doctors should give many recommendations/options other than meds-nontraditional (herbal doctors & services)	3
458	Service Communication with Families +	Meetings affiliated with FAVOR	1
459	Service Communication with Families +	Guidance counselor suggested DCF voluntary- social workers sent to the house and helped	1
460	Service Communication with Families +	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4
461	Service Communication with Families +	Resources are shared through word of mouth amongst parents	1
462	Service Communication with Families +	Ask families what they need first before just pursuing services, offering referrals and having parents do the work, or coming up with ideas	2
463	Service Communication with Families -	Early communication to families about their children.	

	Code	Note	# of Times
464	Service Communication with Families -	Resources need to be available and known to leaders in community	
465	Service Communication with Families -	Families not having internet or access to electronics. Schools should be thoughtful in how new information is dispersed/shared, given	1
466	Service Communication with Families -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
467	Service Communication with Families -	School needs better communication between families and staff	1
468	Service Communication with Families -	Spanish families need to search for information	1
469	Service Communication with Families -	Teachers, staff need etiquette training. Do not know how to interact with parents. Training is effected by budget cuts	2
470	Service Communication with Families -	With my worker...he has a high case load. We need more workers. It's hard to communicate with my worker and be constant when he has to deal with 16-20 other cases. There should be more workers and spread them out rather than bunch them up so much.	1
471	Service Communication with Families -	Communicate the process – this is what's going to happen, this is what you have to do, this is what will happen next, this is WHY they're doing what they're doing	6
472	Service Communication with Families -	I had to search for someone that had a child with the same condition to be able to ask about services. When I asked a Social Worker I only was given a phone number only and it took about a month to get a response from the phone number.	3
473	Service Communication with Families -	It's hard to understand the diagnostics, most of the time you are given papers with information that is hard to understand and most of the time they won't explain in terms that are easy to understand.	10
474	Service Communication with Families -	My child is graded in school the same way as the other kids, she has ADD and won't learn the same way so she gets frustrated and don't really knows how to communicate that to the teacher and the teacher takes it as if my daughter is misbehaving.	
475	Service Communication with Families -	Special Ed teachers don't communicate with the regular teachers on what is going on with my child or any	
476	Service Communication with Families -	The school don't always give you the right information.	6
477	Service Communication with Families -	The speech therapist states that my child is improving, but I don't see it. I voice my opinion and they still reduce therapy.	5
478	Service Communication with Families -	You have to ask the right question to the right person to be able to access services.	8
479	Service Communication with Families -	DCF ... worker doesn't share info about resources or resource fairs with youth.	6
480	Service Communication with Families -	DCF ... workers don't let youth what's going on with their own cases.	6
481	Service Communication with Families -	DCF ... workers wont share information with youth about funds and things that foster parents should be doing with and for them financially,	1

	Code	Note	# of Times
482	Service Communication with Families -	Does not know about services for youth or how to access them.	6
483	Service Communication with Families -	A school concern is the communication. Post hospital, when kids are coming back to school, providers do not give info to school. Hasn't been in school and needs info. Tries to communicate with family, but parent is in crisis mode. Back into school and try to make a plan but don't have information.	
484	Service Communication with Families -	Better communication for how families find out about services, trainings, support groups.	
485	Service Communication with Families -	Children while in DCF care at facilities have been victimized as reported by parent/child.	
486	Service Communication with Families -	DCF contractors and the timeframes are very difficult. 3 months/6 months to conduct service. 2-3x where provider disappears in middle of BH plan. Wasted 6 hours of time on BH plan and no plan at the end of the day. Provider never told them they were not going to stay open and just closed without notification.	
487	Service Communication with Families -	DCF sw was supposed to be preventative measure in schools. Can't force ppl in there.	
488	Service Communication with Families -	Families do not know about services because they are isolated, do not have knowledge of services if they are not connected with a service already.	
489	Service Communication with Families -	Improved communication system, so families know what is available. Improved communication to schools, providers and families.	
490	Service Communication with Families -	Joshua ctr calls troop d when kids have a melt down. Brought to hosp without acknowledgement	
491	Service Communication with Families -	More information that hospitals can provide for families utilizing their services. Out of the box ideas or services are not communicated to families by hospitals.	
492	Service Communication with Families -	Our family telling our story again and again. Open up and then a provider needs to close or they leave.	
493	Service Communication with Families -	Parents are overwhelmed, and no one will listen to us. DCF is where the burden falls upon.	
494	Service Communication with Families -	Parents with skills and training that can help other families. Pool of families. Inappropriate clothing, simple solutions. Poverty, not being called on for basic needs not being met.	
495	Service Communication with Families -	police called, joshua ctr never called them	
496	Service Communication with Families -	Poor communicating, didn't meet criteria but then HLOC doesn't fit either.	
497	Service Communication with Families -	Providers don't discuss d/c plan with parents. Not treated equally.	
498	Service Communication with Families -	cellular problem, let me help you with the other issues, autism, It is helpful when a Dr. treated him as a whole person. Failure to respond to an individual and their needs like any other patient.	4
499	Service Communication with Families -	Didn't know what overall goal was for any of the services.	3

	Code	Note	# of Times
500	Service Communication with Families -	IEP added therapists name for the school, and would add it like it was part of the plan and then never communicated with anyone. Medications... interfering with ability to learn, mom had to force dr to come to meeting. School and dr. neither communicate together.	
501	Service Communication with Families -	No follow through	
502	Service Communication with Families -	The ability for providers to be more curious with families, they might get something they don't know by asking families.	
503	Service Communication with Families -	There are wonderful programs out there and the people I know talk about them and my son was never able to access due to ? Not knowing the right person? This is not fair or efficient.	
504	Service Communication with Families -	Special Ed teachers, and providers, RAGE, I need to know how to handle it. He is 5 now, and it is not going to get easier. I need to know how to handle him appropriately at home with me.	
505	Service Communication with Families -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
506	Service Communication with Families -	Medical: Waiting period is long for services for child when it needs a referral. Hospitals don't inform, such as when define a patient can be seen at a certain hospital due to age, level of emergency. Doctors state if hospital brings interpreters it is patient responsible for cost.	5
507	Service Communication with Families -	Communication about policies that are implemented and we are not told about. They need to let us know stuff and they don't let us know. I.e.. Holiday party and activities they don't tell us about.	
508	Service Communication with Families -	consistent communication, need to call them and they don't call you. Vacation always, and don't tell us. We need them and we can get a hold of them. Better communication.	
509	Service Communication with Families -	DCF doesn't offer any information when moving kids around. There needs to be improved communication about where I am going and who is taking me. Both parties need to know.	
510	Service Communication with Families -	DCF workers need to be with the child more, they need to know the child. How do you think that kid feels bouncing them around, especially if it isn't there choice.	
511	Service Communication with Families -	Type of school you get placed. Listen to students and what they want to do afterwards. Vocationally.	
512	Service Communication with Families -	Lack of advertisement about programs to minorities and people of low incomes- you don't get programs in the local communities that engage youth.	Majority
513	Service Communication with Families -	Reports the language in the TPR and DCF legal paperwork is too confusing and the terms uncared for vs neglect is important to understand.	1
514	Service Communication with Families -	There isn't enough advertising about school programs- others stated programs aren't consistent in all schools.	3
515	Service Communication with Families -	When applying for DSS programs, they won't recognize the need of my child even when you get help from a lawyer. Before cutting benefits off the DSS office needs to investigate the situation don't just look a numbers (my child is constantly getting cut off because he works a few hours a week and they count more than that) it's a hassle when you have to run around to prove something that happens the same way all the time).	5

	Code	Note	# of Times
516	Service Communication with Families -	CT Medical Home wasn't helpful. It wasn't clear what they could do for me. They put me on a waitlist. I was kicked off without telling me.	2
517	Service Communication with Families -	DDS requested testing for Katie Beckett. The mother had this done by the school even though they can't actually do it because the child is nonverbal. DDS never met with her to introduce her to what services were available to her family.	1
518	Service Communication with Families -	Private insurance do not inform parents of community resources and resources like testing and where to go. Parents did not know that the school system is responsible for testing.	2
519	Service Communication with Families -	There is a breakdown of information. Information is not reaching families who need it.	
520	Service Communication with Families -	Lack of knowledge and knowing where to go for services for families- lack of information for families	3
521	Service Communication with Families -	Language barriers w/ service providers	2
522	Service Communication with Families -	More advertisement of resources	3
523	Service Communication with Families -	Parent feels she needs to be there with behaviorist	1
524	Service Communication with Families -	Waiting list for child advocate and nothing happened	1
525	Service Communication with Families -	Felt like doctors brushed off issues	1
526	Service Communication with Families -	Early childhood council has worked with the police but sometimes there is lack of communication. Example given was that the police were chasing a criminal through the neighborhood and none of the home –based daycares had been notified.	
527	Service Communication with Families -	Engagement of parents to attend workshops	1
528	Service Communication with Families -	More involvement to teach parents to help kids with Homework – should be taking place at the child's school	1
529	Service Communication with Families -	Child needs to be put first and providers need to listen	
530	Service Communication with Families -	DCF needs to change their image, as some families face challenges but would not call for help due to fear of removal of children. This may not be accurate but families perceive DCF's purpose to be removing kids.	3
531	Service Individualized +	Dr. Mayo/Head Start special ed – the results that I've seen for my children. (i.e. child was not speaking, how they work with the family, set goals w/ us, have a policy council to make sure everything is done the right way)	3
532	Service Individualized +	Care coordination looked at my kid individually and what would be best for him. IPF process help. Individualized support, not "cookie cutter"- lot's of not fitting before.	6
533	Service Individualized +	BRS, level up program- funding gotten taken away and it was good, showed kids how to work, vocational, try things out and if it wasn't a good fit they tried something else until it worked. Under 21 yrs old. 3 months ended after that they had to leave program. Meeting to discuss what happened to the program? FUNDING. forward motion and then backwards.	

	Code	Note	# of Times
534	Service Individualized +	Creative potential, most effective and best service. Therapeutic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they take her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
535	Service Individualized +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
536	Service Individualized +	More of special needs students partnering with other schools	2
537	Service Individualized -	Need to hold off on labeling and different interventions first. If a youth is struggling it doesn't mean there has to be a dx right away or they are a "problem".	
538	Service Individualized -	Schools are a problem, no outreach programs, took creativity out of the education. Not individualized.	
539	Service Individualized -	Needed services depend on the kids. I heard they're cutting back on a lot of things at DCF. Things should be tailored to the individual kid. Honest conversations when kids come into care.	1
540	Service Individualized -	DCF sends kids to therapist they can't relate to.	5
541	Service Individualized -	cellular problem, let me help you with the other issues, autism, It is helpful when a Dr. treated him as a whole person. Failure to respond to an individual and their needs like any other patient.	4
542	Service Individualized -	Eye dr, pediatrician, they don't think about who they are treating. Detached retina for a year and the eye dr. didn't notice. Pediatrician didn't look at him as a whole person, focuses on him as a diagnosis. Mental health problem is individual of any other issues. No crossover when whole health is concerned. "all i see is black" "no it's a letter", then think the kid is not understanding because he has a disability. ppl don't look at MH problems in relation to other issues. unwilling to bear the brunt of a disability.	5
543	Service Individualized -	Lack of flexibility, fit the program to the individual child needs. Not child into program and make them work with it.	
544	Service Individualized -	No tweaking services to fit kids	5
545	Service Individualized -	Not meeting the needs of an individual.	
546	Service Individualized -	Pounding a kid into a program to make it fit, even though we all know it is not the right type of service.	5
547	Service Individualized -	The overuse of evidence based models, they can be great but not for everyone. Kids fault if the program is not working well.	
548	Service Individualized -	There is no adaptability, no flexibility- nothing is a straight line, not one kid is the same	
549	Service Individualized -	Exactly the same for every kid. Natchaug. I can repeat the words they say.	
550	Service Individualized -	IICAPS, is not the best. Too rigid, team did not engage, didn't individualize for my family.	
551	Service Individualized -	Dr appointments. They won't make them or don't want to. Specific examples. Therapy appointments. DCF is not making it easy. They want you to go to group and I don't like groups and then it all gets out. Ppl tell each others stories- things do not stay confidential. Male, female, individual therapy.	
552	Service Individualized -	Discharge planning – all depends on staff on duty at hospital	2
553	Service Individualized -	Appropriate match with a counselor for youth, not just any counselor to talk to but more solution focused	

	Code	Note	# of Times
554	Service Strength-based +	The diversity of the NH (DCF) office is a strength.	
555	Service Strength-based +	Care Coordination strength of family, letting your family know, natural supports even if you don't know. They were my champion. Help you recognize that you can do this.	
556	Service Strength-based +	No, it has not gotten better. I have nothing positive to say. But the strength based stuff has helped. Build on the success.	
557	Service Strength-based +	Hartford Proud is a strength in this community, there are over 100 kids that participate. The program keeps kids out of trouble and is positive. It teaches kids how to get along and work together as one group with programming offered every day. Youth spoke about how helpful Hartford Proud is to them. "It gives us a way to express ourselves through dance". Children of all ages get together to show off their abilities and gives them a chance to get out of CT for events. It builds character and they get to meet new people. There is an after school program with homework time for over 100 kids with no funding. The youth help each other. They have block parties and other community events like cleaning local parks. YMCA, Boys & Girls clubs are different, people don't feel safe there, but with Hartford proud they all know each other.	Several
558	Service Strength-based +	Peer to Peer mentoring is a strength	1
559	Service Strength-based +	Hartford Proud is a strength (helps relieve stress, keeps me out of trouble and stops me from fighting, gives me something to do after school). Hartford Proud helps me with school because you can't go if you don't get your grades up or if you get in trouble at school. Also, helps me maintain friendships, gives me leadership skills, and get respect from being in certain positions (captain). The leader of the Drill team helps me (Terry)	Majority
560	Service Strength-based +	Our Piece of the Pie is a strength in the community.	1
561	Service Strength-based +	The fact that we are even having these community conversations is a strength. This is a priority for state and they are paying attention to mental health concerns.	1
562	Service Strength-based +	Boys & Girls Club helps children with activities and sports. Others mentioned the Police Action League (PAL), YMCA, North End Recreational. Grainville Academy brings youth on college tours.	6
563	Service Strength-based +	Senior Citizen Centers. There are programs available to help seniors like activities, meals, learning about nutrition, exercise. Silver Sneakers (a program through her insurance) helps with exercise. Community Centers are helpful.	3
564	Service Strength-based +	The churches have a lot of programs. Groups for domestic violence, AIDs, food/clothes food drives especially during Thanksgiving. One individual stated that the church is the most powerful organization around. Another commented that the church plays a big role. In general, there was a lot of agreement by participants that the church plays a central role. Salvation Army, Goodwill and other clothing banks are helpful	5
565	Service Strength-based +	Volunteers are a positive. A lot of agencies have volunteers. It is a big plus for the agency and the volunteer.	2
566	Service Strength-based +	Juvenile Review Board (mentioned by adult group leader) helps divert kids and supports the whole family with their needs. It is strengths-based and a strong system.	
567	Service Strength-based +	Alarm on door to alarm parents if children leave	2
568	Service Strength-based +	F- More evidence-based programming. State has moved to EBP eliminating a lot of waste	
569	Service Quality of service +	Stamford Juvenile review board. Instead of being charged/locked up they are given a chance and find ways to bring the parents and families in and direct their attention to positive things and work with the youth. Diversion.	
570	Service Quality of service +	Access to nutrition; strong programs like WIC SNAP. Can help bilingual families	2

	Code	Note	# of Times
571	Service Quality of service +	For youth at risk due to higher need mental health issues, they are able to access services and 211 is responsive as the main resource	1p
572	Service Quality of service +	Families are receiving appropriate support to maintain consistency and stability within the home. Grandparents or caregivers are able to be nurturing and loving and can get help to better connect and stay current through service providers and programs.	1f
573	Service Quality of service +	Advocate (master's level credentials in Ed) has been a big support. People hire him and he's pro-bono. He's a parent of a child w/ special needs and does this to help families. He's a personal friend that helps me out. He teaches at the college level and is also certified by the state if CT to observe and document what's going on with the kid.	1
574	Service Quality of service +	Good experience when daughter became court-involved....She was hospitalized in Riverview, which was a good experience because "things finally started to happen...things started settling down..." They were so complete with the physical, evaluations, was there for 6 months (admitted April and Discharged in Sept). They didn't just DISCHARGE her. It took a while but it gave her a break with everything going on and gave us a break. Before then every night we didn't know what would happen. When she was there, I knew she was doing well and I could sleep. The staff there were wonderful. They worked with us after my father in law and mother passed away (within a week) and they worked with us tremendously. They would pick her up from wherever we were and we could drop her off. They were very accommodating.	1
575	Service Quality of service +	Positive experience at PCRC IOP because when we left it became a better environment at home. They helped us get a handle of things.	1
576	Service Quality of service +	Providers/doctors listen to the parents more....use a 72-hour hold more.	1
577	Service Quality of service +	Yale PHP was good. Son not always great in groups but it worked there and he did very well. It was a break from school and he liked going there.	1
578	Service Quality of service +	DCF works with you. Doesn't matter what the position is, you can mess up in school and they'll still work with you....	1
579	Service Quality of service +	The diversity of the NH (DCF) office is a strength.	
580	Service Quality of service +	Dr. Mayo/Head Start special ed – the results that I've seen for my children. (i.e. child was not speaking, how they work with the family, set goals w/ us, have a policy council to make sure everything is done the right way)	3
581	Service Quality of service +	HUSKY covered services are good...sufficient	4
582	Service Quality of service +	Alternative therapy has work really well.	
583	Service Quality of service +	Being that my children are deaf, the doctors have good communication with me. The doctor follows thru and goes to the school to check that everything is working good.	
584	Service Quality of service +	Birth to 3 has helped, but the services are only for one month.	
585	Service Quality of service +	One on One is really helping my child, but is really limited.	
586	Service Quality of service +	The in home therapy is really working.	
587	Service Quality of service +	The private psychologist that I found has really help. She goes to meetings with me, but I have to pay out of pocket.	
588	Service Quality of service +	The speech therapy at Clifford Bears is the only place that I feel that has helped me with my child.	
589	Service Quality of service +	Children's Center of Hamden a good residential.	1
590	Service Quality of service +	DCF helps with an apartment (CHAPS program).	2

	Code	Note	# of Times
591	Service Quality of service +	Good supports @ church.	1
592	Service Quality of service +	Marrakech ... can talk freely with the counselors. They give great feedback.	2
593	Service Quality of service +	Marrakech has helped with a class I was failing.	1
594	Service Quality of service +	Marrakech offers classes on healthy relationships that are helpful.	2
595	Service Quality of service +	Solnit ... (the unlocked unit) gives you more opportunities and things to do. The locked unit is extremely depressing. (experienced both)	1
596	Service Quality of service +	Care coordination has changed my life and given me confidence. Biggest strength	
597	Service Quality of service +	Care coordination looked at my kid individually and what would be best for him. IPF process help. Individualized support, not "cookie cutter"- lot's of not fitting before.	6
598	Service Quality of service +	Care Coordination strength of family, letting your family know, natural supports even if you don't know. They were my champion. Help you recognize that you can do this.	
599	Service Quality of service +	Hospital hub where specialists come (one stop shopping) get all the apt done in one day, and just send to next one and come monthly, or on a cycle.	
600	Service Quality of service +	Mona was instrumental- medical home Care coordinator. Navigational nightmare, waitlists, insurance access. Hospital referred her to generations for primary, helped asses needs and got into specialists and help. See 3 (15) was supposed to see this. Moved to CT and within 3 months she had them all in. no issues since i have been here.	3
601	Service Quality of service +	TEEG, helped support \$\$ for camp. I couldn't afford but it was a great program. CHR referred him. Care coordination worked on anger and it helped him through the process. Kept him occupied and gave him pro-social activities.	
602	Service Quality of service +	Took years of trying to find the right programs and then care coordination helped me get to the places I need to get to and linked to programs I had no knowledge of.	6
603	Service Quality of service +	UCFS community network program and like services focused on prevention for families.	
604	Service Quality of service +	BRS, level up program- funding gotten taken away and it was good, showed kids how to work, vocational, try things out and if it wasn't a good fit they tried something else until it worked. Under 21 yrs old. 3 months ended after that they had to leave program. Meeting to discuss what happened to the program? FUNDING. forward motion and then backwards.	
605	Service Quality of service +	Care coordination, worked for certain things really well. The person and their commitment. Helpful, especially at PPT's. There were some things that didn't work well- not available.	
606	Service Quality of service +	EMPS, has saved my sanity- 211. Didn't have to use the ED and wait in the waiting room. They show up quietly and discretely. EMPS will come out if you are in danger?	2
607	Service Quality of service +	Pediatricians, pretty good experiences overall. Depression, anxiety. Hired an APRN in her practice and sent her son down the hall. Assessment, meds all in one place. IT WAS PHENOMINAL. Out of the box, and take responsibility.	2
608	Service Quality of service +	Pediatritian- good luck with him. Parents voiced concerned about his progress and the rec LEARN 0-3. 18months dx. Responded quickly, pediartian visit and then quickly had ppl visiting home.	
609	Service Quality of service +	beacon, birth to three. 12 years old, had for 8 years. Speech delayed when little. 4yr old. LEARN. Prentice school? Understand what they can do with them and how you can help. Friendship school	

	Code	Note	# of Times
610	Service Quality of service +	Birth to three is really good. Understand your kid in the early development. Education on what is right and what is wrong. Transition work needs help.	
611	Service Quality of service +	Birth to three with youngest daughter. They tell family right where they are. And work with them, birth defect and worked with her to improve confidence. Ability to work with her and improved her quality of life.	4
612	Service Quality of service +	Care coordination was wonderful, pulling everyone together	4
613	Service Quality of service +	CPAC is great in Niantic. Parental support.	
614	Service Quality of service +	CPAC, niantic. Helped through the school with PPT.	
615	Service Quality of service +	Creative Potential got invested with the kids and they have the right personality and they can engage	
616	Service Quality of service +	Creative potential, most effective and best service. Therapuetic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they taker her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
617	Service Quality of service +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
618	Service Quality of service +	Equine therapy, horses healing humans. Evidence based is fine but the art and horses therapy is so much better. Getting ppl to move and get out. My son is happy to be there and is more verbal when he is with the horses healing humans programs.	
619	Service Quality of service +	Family peer support specialist family advocate through FAVOR, attending PPT's. They knew the ins and outs and helps push families to ask for the right things and get what they need. Bx plan. Know the local community and can help make connections.	
620	Service Quality of service +	MDFT and MST, and I liked the services for the most part. The time frame didn't work and there were better services.	
621	Service Quality of service +	Natchaug PHP was amazing in Groton. I have left some PHP's in the past and was disgusted with the service and this one was amazing.	
622	Service Quality of service +	Pet therapy at sandy hook. Broke the ice and see how the animals can effect ppl the way humans can't. That would be great to have more of.	
623	Service Quality of service +	Community:Community sports are offered, Possible community support are given. Bilingual services offered in the Windham/Willimantic area. Security is positive in the area. Prevention in law enforcement and Fire Department is positive. Positive support given to immigrants in Willimantic.	6
624	Service Quality of service +	Medical: Medical Assistance, faster medical support, undocumented individuals get medical support, Free medical insurance.	4
625	Service Quality of service +	DCF has fun events, holiday parties, Toad's place, the thought that they try to make things interesting and meet others (mix and mingle).	
626	Service Quality of service +	DCF is paying for my college applications and helped me with all of the paperwork and financial stuff.	

	Code	Note	# of Times
627	Service Quality of service +	Natchaug Inpatient is a nice place. The system is good. They can work on the food though. Ice cream Sunday days... had a birthday cake for me. Coffee in the morning is really nice.	
628	Service Quality of service +	OPP has helped meeting other ppl, connections made so that you are not so alone	
629	Service Quality of service +	OPP is great- helping with life skills	
630	Service Quality of service +	OPP works- the ppl, caring about us, staff- a lot to offer "I love ppl"	
631	Service Quality of service +	Social worker ensured one student stayed in same school even with an hour ride.	
632	Service Quality of service +	New Visions, 860 dance studio, and Gifted Ones are other programs in the community that help- these programs aren't funded by the state, people fundraise to support these programs.	Several
633	Service Quality of service +	Services aren't provided when kids witness traumatic events (like someone getting shot, experiencing foster care, fathers in jail, bullying, etc.) Providers aren't knocking at the door when these things happen, but families do get help from Hartford Proud.	Several
634	Service Quality of service +	Church helps me stay positive	14
635	Service Quality of service +	Hartford Proud is a strength (helps relieve stress, keeps me out of trouble and stops me from fighting, gives me something to do after school). Hartford Proud helps me with school because you can't go if you don't get your grades up or if you get in trouble at school. Also, helps me maintain friendships, gives me leadership skills, and get respect from being in certain positions (captain). The leader of the Drill team helps me (Terry)	Majority
636	Service Quality of service +	Our Piece of the Pie is a strength in the community.	1
637	Service Quality of service +	Youth Service Corps helps me by paying me to do what I love and help the kids. The youth keep me motivated and positive and keep me out of trouble.	2
638	Service Quality of service +	211 is helpful – (was able to access an advocate through them). Both the online and phone resources are helpful.	3
639	Service Quality of service +	Best buddies program is a strength	Several
640	Service Quality of service +	EMPS calling family even years after crisis to follow up- strength	1
641	Service Quality of service +	Hasn't had a problem accessing services and support (able to get a neuropsych eval and able to find therapy). Easter Seals was particularly helpful.	1
642	Service Quality of service +	If DCF is the “parent” they provide good care with regards to prescriptions , medical coverage, mental health coverage (covered by Medicaid)	1
643	Service Quality of service +	Respite is helpful	1
644	Service Quality of service +	Support groups are a strength especially when childcare is provided, like the NCCC parent and sibling support group. Parents are connected and aware of services	Several
645	Service Quality of service +	The crisis counselors via the juvenile justice program are a strength.	1
646	Service Quality of service +	Unified sports (outside of school) i.e. challenger baseball games, unified bowling are a strength.	Several
647	Service Quality of service +	Voluntary services from DCF was helpful- accessed services through them	1
648	Service Quality of service +	DCF's priority is to keep kids safe. Some social workers are better than others. Providing day care is very important because parents can get back to work and know that their kids are cared for and safe. A DCF worker provided me gift a crib, clothes and gift cards for things I needed.	5

	Code	Note	# of Times
649	Service Quality of service +	There are good programs and services out there. Such as DBT. This changed me and helped me become a more confident person. I learned mindfulness and setting boundaries and it helped me deal with stressors.	1
650	Service Quality of service +	The clinics around our area that had been opened, have helped a lot of people without insurance (you don't have to go to the ER no more)	3
651	Service Quality of service +	Salisbury Central does a good job overall with SPED. In particular, the Paraprofessionals that are working with kids this year are better trained and more responsive than in past years. They make an effort to help the kids.	3
652	Service Quality of service +	Sharon Hospital is good for physical therapy and testing. They are in the process of becoming a nonprofit now.	1
653	Service Quality of service +	After school daycare program through Education Connection (Now called EdAdvance). They went out of their way to help.	
654	Service Quality of service +	FAVOR advocates- Favor staff assist with getting evaluations done. One parent has a son and had to go travel to New Britain to try and get an evaluation done. Parent had problems setting it up and Favor help facilitate that process.	3
655	Service Quality of service +	Foster Grandparents Program is very helpful. Close and supportive connection between the foster grandparents and the children.	2
656	Service Quality of service +	The churches have a lot of programs. Groups for domestic violence, AIDs, food/clothes food drives especially during Thanksgiving. One individual stated that the church is the most powerful organization around. Another commented that the church plays a big role. In general, there was a lot of agreement by participants that the church plays a central role. Salvation Army, Goodwill and other clothing banks are helpful	5
657	Service Quality of service +	YMCA helps me stay out of trouble and work on my goals	
658	Service Quality of service +	Police Action League (PAL) gives you something to do	
659	Service Quality of service +	Waterbury Youth Services (WYS)- keeps you out of trouble. Another mentioned WYS helps you get out of the house and have something to do. Another youth noted that WYS helps with writing college essays and have a summer employment program. Also mentioned was WYS's free school tutors	4
660	Service Quality of service +	City of Waterbury Public works department cleans the streets and parks everyday	
661	Service Quality of service +	Juvenile Review Board (mentioned by adult group leader) helps divert kids and supports the whole family with their needs. It is strengths-based and a strong system.	
662	Service Quality of service +	CCMC psych ward has been super helpful and it's locked	1
663	Service Quality of service +	DCF voluntary- x2 kids – helped with in home supports	1
664	Service Quality of service +	EMPS was quick to respond – was there within an hour	2
665	Service Quality of service +	Grace Webb in Hartford – super helpful	1
666	Service Quality of service +	Head psychiatrist at CCMC- wonderful	1
667	Service Quality of service +	IICAPS has been helpful – all depends on connection between child and therapist	2
668	Service Quality of service +	IOL has been extremely helpful	1
669	Service Quality of service +	DDS- great behaviorist in home	2
670	Service Quality of service +	Doctors and therapists help	
671	Service Quality of service +	Resources provided are excellent (i.e. FAVOR, care coordinators)	3
672	Service Quality of service +	Services in the home help a lot – good to bridge to the community	2

	Code	Note	# of Times
673	Service Quality of service +	Waiting lists are long but once therapy is put in place it does benefit the children	1
674	Service Quality of service +	Guidance counselor suggested DCF voluntary- social workers sent to the house and helped	1
675	Service Quality of service +	Advocacy system – NAMI, Keep the Promise, FAVOR	1
676	Service Quality of service +	FAVOR helped with PPT process	1
677	Service Quality of service +	Bristol police department were helpful in domestic violence situation	1
678	Service Quality of service +	Attendees heard that EMPS has improved in their response time in the last year. Also reported hearing from families that the EMPS seem much better with following up with families served.	2
679	Service Quality of service +	Great human services department in the town	
680	Service Quality of service +	United Way and 211 is really good in the town	
681	Service Quality of service +	P and F commented- In 2000, DCF resisted change. Now more willing to listen. Listening to parents, involving parents, mood has changed, attitude has changed. F- Looking for family strengths rather than problems/faults. Attitude change- has been more welcoming to families. A more strengths based approach.	2
682	Service Quality of service +	DCF helpful in providing financial resources related to housing and basic needs for a family in need when a relative child was placed in the home with little notice	
683	Service Quality of service +	DCF is making more efforts to be family friendly, leading, re-training staff, and more responsive	2
684	Service Quality of service +	DCF pursues reunification and works to facilitate visits even if there are some concerns about the parent whom the child was removed from	
685	Service Quality of service +	Groups like CBHAC are helpful and the information shared can be used by families	3
686	Service Quality of service -	School lunches need to be healthier, full of preservatives and kitchen staff do not prepare correctly	2
687	Service Quality of service -	211 has not been a helpful resource in finding additional resources.	1
688	Service Quality of service -	Don't overmedicate children. 1 medication made son violent so they prescribed another to counteract the violence and it didn't help. 1 example of meds making child worse.	2
689	Service Quality of service -	EDs doesn't always have psych staff MDs/psychologists...have them available to the EDs all hours rather than making child wait because child looks totally different after a few hours.	3
690	Service Quality of service -	Experience with BH Care was not helpful. "Threw her into a group" because they don't do individual therapy anymore. "They threw her in with all these bad kids."	1
691	Service Quality of service -	Medication assistance – examples were shared of daughter with medical complication d/t mismessages around seizure meds (i.e. migraines). Ended up in the ED. Doctor told her it wasn't related. BH Care saying they can't see her unless shed medicated and she doesn't want to take meds.	1
692	Service Quality of service -	Proper discharge plan. Don't just give us a name on a piece of paper. Set things up with the OP before we leave.	2
693	Service Quality of service -	Yale has EPIC so now they can see information in their whole system. Parent arrived w/ their card and Yale said they don't need it because they have all the info already. Not all offices are part of EPIC...	2
694	Service Quality of service -	Better customer service, call families back, even if you don't have the solution right now tell the family you will look into it and get back to them in a few days.	6

	Code	Note	# of Times
695	Service Quality of service -	DCF – they harass me about taking a drug test. My case is not open as far as drugs go. They didn’t find any neglect and yet I figured they could help me. The supports I’ve asked for for a year haven’t happened and yet they want me to do a drug test when they haven’t helped. I looked on the website so I know my rights. I am not getting the help I’m supposed to get. Youre not giving me what my children needs...	1
696	Service Quality of service -	Hospital system – not supportive at all. When you try to get adequate information, they don’t give it to you. Poor quality of hospital staff, not sure if it was lack of training or poor recruitment? Possible language barrier bc of accent? I would have called the family, apologized, and say that I want to understand you. Staff need to show more compassion.	1
697	Service Quality of service -	Public transportation – if the bus doesn’t come on time to pick up my son, I have to “uber” him to school.	1
698	Service Quality of service -	SHOW MORE COMPASSION. Every time you pick up the phone, we need to understand that the person on the other end of the phone is going through something...Some staff are so rude and need to learn to slow their role. It’s part of their job to listen to me.	12
699	Service Quality of service -	Bring your own translator when attending meetings (the ones that are provided might translate in a way that benefit the school, provider, etc.).	
700	Service Quality of service -	HUSKY B requires that appointments are given on a monthly basis (you have to wait a month before you can make an appointment), but if I wait for the month to make an appointment, it will take more than a month for my child to get a follow up appointment.	
701	Service Quality of service -	The program Step Kids didn’t work for my child.	
702	Service Quality of service -	The speech therapist states that my child is improving, but I don’t see it. I voice my opinion and they still reduce therapy.	5
703	Service Quality of service -	Children’s Center of Hamden ... always ran away ... didn’t like it	1
704	Service Quality of service -	DCF .. getting a hold of workers to obtain needed bus passes is a hassle we go weeks without bus passes.	4
705	Service Quality of service -	DCF guilt trips you when you express concerns so you drop them.	1
706	Service Quality of service -	DCF needs to better screen foster parents. Her foster mom had been evicted several times ... another foster parent wasn’t stable mentally.	2
707	Service Quality of service -	DCF refused to allow workers don’t screen foster homes... kids are just dropped off in not good homes.	3
708	Service Quality of service -	Feels therapy is being forced on her ... even after expressing no connection or progress.	1
709	Service Quality of service -	Foster mom got mad and messed up youth’s clothes by pouring products on them.	1
710	Service Quality of service -	Foster parent refused to allow kids to use the bathroom more than 2x a day.	1
711	Service Quality of service -	Foster parents act so fake in front of social workers then are mean to kids.	5
712	Service Quality of service -	Foster parents should have to turn in receipts for everything. Asked foster mom to help buy clothes because she had gained weight .. foster mom refused ... foster mom takes constant trips.	3
713	Service Quality of service -	Marrakech ... budget always getting cut so learning different things has stopped.	4
714	Service Quality of service -	Solnit ... extremely boring and depressing. Enjoyed being on meds (all that helped her get by)	1

	Code	Note	# of Times
715	Service Quality of service -	we don't understand why she is here. We are not seeing that? They are making accomodations to the extreme demands. Don't listen to parents. Tell kid they tell the parent to implement things that are not realistic in the home to maintain like a hospital or program. Partnering with parents and looking at realistic solutions. It becomes a setup for families when a kid comes home.	
716	Service Quality of service -	A school social worker won't see a kid because her schedule is full. They want to wait until he gets to a point where he has a crisis.	
717	Service Quality of service -	A treater left an agency and family wanted to go with, but couldn't see dr. anymore. Yelled at them until they made an exception. Rigid on who they accept. Lack of availability should encourage resources creativity	
718	Service Quality of service -	Care coordination is intensive, and not every family is willing to go through process.	
719	Service Quality of service -	Children while in DCF care at facilities have been victimized as reported by parent/child.	
720	Service Quality of service -	Data base of all we have and where it is, and what it is. Same paperwork over and over- families continue to complete paperwork.	
721	Service Quality of service -	DCF contractors and the timeframes are very difficult. 3 months/6 months to conduct service. 2-3x where provider disapears in middle of BH plan. Wasted 6 hours of time on BH plan and no plan at the end of the day. Provider never told them they were not going to stay open and just closed without notification.	
722	Service Quality of service -	DCF threatens to take children away from families on a regular basis. I have been in the room when DCF has lied to a parent in a meeting.	
723	Service Quality of service -	EMPS can't put hands on, they write paperwork, and document incident and get credit for visit but don't do anything.	
724	Service Quality of service -	EMPS told them to call cops next time and that they could not help.	
725	Service Quality of service -	EMPS- told them not to call you because I can't help you	
726	Service Quality of service -	Joshua ctr calls troop d when kids have a melt down. Brought to hosp without acknowledgement	
727	Service Quality of service -	length of time 13hrs to see me at hospital. By the time they see him, he looks awesome. "what are you doing to this kid?" parent is the problem and you don't know anything about your own kid.	
728	Service Quality of service -	Medication providing issues, because of barriers with transitions from HLOC to LLOC. Waitlist for med mgmt.	
729	Service Quality of service -	Our family telling our story again and again. Open up and then a provider needs to close or they leave.	
730	Service Quality of service -	PHP, IOP< EDT takes over the meds and then go through whole process again	
731	Service Quality of service -	police called, joshua ctr never called them	
732	Service Quality of service -	Providers are driven by numbers. They have to work with a certain number of ppl in a year. What goal is there still to meet and ask for extension. If they extend a service then another family loses out on the service.	
733	Service Quality of service -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
734	Service Quality of service -	Threaten to take kid away. Forced kids in the parents car from PHP LOC because they didn't want to transport to hospital.	
735	Service Quality of service -	8 months to get an apt. waiting time for services. Even after apt was booked it was done by a speech therapist. Another 4 months after autism specialist. 0-3 was not a good experience. They tried using a model. Non-verbal and sensory/processing issues. 5yrs oldhe started picking those things up they were not meeting where he was at.	

	Code	Note	# of Times
736	Service Quality of service -	Can't pretend we are helping ppl if we are not.	3
737	Service Quality of service -	Care coordination couldn't follow through with certain services, not enough \$	
738	Service Quality of service -	Care coordination, worked for certain things really well. The person and their commitment. Helpful, especially at PPT's. There were some things that didn't work well- not available.	
739	Service Quality of service -	Eye dr, pediatriitian, they don't think about who they are treating. Detached retina for a year and the eye dr. didn't notice. Pediatrician didn't look at him as a whole person, focuses on him as a diagnosis. Mental health problem is individual of any other issues. No crossover when whole health is concerned. "all i see is black" "no it's a letter", then think the kid is not understanding because he has a disability. ppl dont look at MH problems in relation to other issues. unwilling to bear the brunt of a disability.	5
740	Service Quality of service -	licensed, or reviewable service. NO CHECK IN for most services and leads to no accountability.	5
741	Service Quality of service -	No continuity of services	
742	Service Quality of service -	No follow through	
743	Service Quality of service -	No, it has not gotten better. I have nothing positive to say. But the strength based stuff has helped. Build on the success.	
744	Service Quality of service -	Privately insured intensive inhome, anthem paid for. TERRIBLE. Intensive in home BH services. Person didn't show up half the time. Lack of accountability, never closed it out.	
745	Service Quality of service -	Quality of the service sucks- example is private insurance, home based services.	3
746	Service Quality of service -	So many things never happened that sounded great and they just never worked.	
747	Service Quality of service -	Speech and OT- went to one place and then I would advanced tx solutions, did something different from school, and then no one called each other. Outpatient provider were going in different directions with OT and speech... then the providers. School was more successful with their programming.	
748	Service Quality of service -	Better quality counseling would help.	
749	Service Quality of service -	Child is in PHP, and the parent is called to come pick up the child. Called to come pick up the kids during the day and they should know how to manage the kids, and they shouldn't be calling families out to get them.	
750	Service Quality of service -	IICAPS, is not the best. Too rigid, team did not engage, didn't individualize for my family.	
751	Service Quality of service -	insurance more organized. They give you a password and automated. It is awful. Help us with our special needs children	
752	Service Quality of service -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
753	Service Quality of service -	MDFT and MST, and I liked the services for the most part. The time frame didn't work and there were better services.	
754	Service Quality of service -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
755	Service Quality of service -	A lot of stealing in GH's and placements.	

	Code	Note	# of Times
756	Service Quality of service -	Appropriate people working in placements. They do not know how to work with troubled children. Being disrespectful. Instigating. Treating children like they are not ppl. CCOH.	
757	Service Quality of service -	Appropriate programming for ages. Point system is not appropriate for adolescents.	
758	Service Quality of service -	Be in a stable foster home and stay in same school. Or foster home in same town if possible. Don't move them across the state.	
759	Service Quality of service -	DCF sucks	
760	Service Quality of service -	DCF thinks they have the right to control what rights we have and what we don't. Legal rights. Educated on what the rights are and what is true. DCF thinks they can control us more then regular kids.	
761	Service Quality of service -	DCF Workers are not consistent with visits. They are available when they need something but not when we need something. Visitations do not happen like they are supposed to.	
762	Service Quality of service -	DCF workers need to listen to kids. If kids are saying things that are happening and believing them and looking into the stories and not brushing things off like they don't matter or aren't true.	
763	Service Quality of service -	Dr appointments. They won't make them or don't want to. Specific examples. Therapy appointments. DCF is not making it easy. They want you to go to group and I don't like groups and then it all gets out. Ppl tell each others stories- things do not stay confidential. Male, female, individual therapy.	
764	Service Quality of service -	Foster daughter vs. daughter... help me feel like I belong.	
765	Service Quality of service -	FOSTER HOMES- recurrent theme. Not positive. I'd rather go to natchaug or a hospital.	
766	Service Quality of service -	If DCF can't supervise then they need to find someone that can. Annoying how long it takes to set up stuff. DCF takes their time when they don't want me to see her.	
767	Service Quality of service -	In foster homes it took me an hour to get to school, didn't know what a therapeutic foster home is, and I agreed and once I was in the car I found out I was going to Hartford. More training and more education, treated the same bad way. There was no communication and things are not explained well.	
768	Service Quality of service -	Type of school you get placed. Listen to students and what they want to do afterwards. Vocationally.	
769	Service Quality of service -	Understanding behavioral issues and responding appropriately to young adults. They need to make sure they are not yelling at ppl and listen to us when we explain we need space and time.	
770	Service Quality of service -	We need our DCF worker for consent and they are never available to give consent.	
771	Service Quality of service -	Going to a psychiatrist doesn't work, they just charge money. Instead train parents to help and train the providers to understand parents needs. Put the funding where it's needed.	1
772	Service Quality of service -	The Parent University isn't helpful, they don't feel like they are learning anything.	1
773	Service Quality of service -	Affordable care exchange was a disaster getting on and disaster adding someone	1
774	Service Quality of service -	Child's diagnosis disappeared after getting into DCF care. Thought is DCF is trying to make the child look good so they can foster her out.	1

	Code	Note	# of Times
775	Service Quality of service -	DCF lies to parents, they lie for each other, are dysfunctional, and aren't held accountable. (one person reported DCF told them they could do anything they want because they are DCF). (Another person reported DCF refuses to email the parent (paper trail) and uses phones only).DCF has an image problem and doesn't have a good reputation. Most people don't think of positive things when thinking about DCF. DCF would be the last place you would call to help families. Mediocre families are better at caring for children than DCF. DCF responds often from a child welfare perspective rather than social service/helping. They can't differentiate between neglect and those needing help.	6
776	Service Quality of service -	Feels like child was just warehoused in residential-learned new behaviors and didn't get treatment	1
777	Service Quality of service -	211 is a joke because they say someone will get back to you and they don't. They give out misinformation about the shelter system- Was told a shelter didn't exist that did. 211 sent people to shelter that was closed.	2
778	Service Quality of service -	At a lot of places you end up getting the run around. You ask for help and are told to call/go somewhere else and then years later you still don't have services	3
779	Service Quality of service -	Had about 7 or 8 prescribers over my lifetime because they don't know what they are doing. Often feel overmedicated and feel misdiagnosed, like they are throwing meds at you to try.	4
780	Service Quality of service -	Lack of DCF follow through on investigations or providing supports. Have to threaten them to get anything done. Some DCF workers don't care. Lack of support from DCF on previous open case.	2
781	Service Quality of service -	Logisticare is a major concern. One time they were 45 min late and I had to miss my doctor's appointment. Sometimes rides are cancelled or no show.	Everyone
782	Service Quality of service -	Even though there's a lot of programs and agencies that can help my disable child find jobs there's not enough supervision. My child can't work by himself	
783	Service Quality of service -	The after school programs don't have the appropriate staff. I'm afraid to bring my child to the program and that there's no one that can take good care of her	
784	Service Quality of service -	When going to different agencies to apply I feel scared and don't think I'm going to be treated well. There's a negative vibe when going to the DSS office, the employees are rude and don't make you feel like a human being. They never have the information we need.	5
785	Service Quality of service -	CT Medical Home wasn't helpful. It wasn't clear what they could do for me. They put me on a waitlist. I was kicked off without telling me.	2
786	Service Quality of service -	The Medical supply company is horrible. Families are forced to wait because of the need for insurance.	1
787	Service Quality of service -	The Salisbury visiting nurses don't help either. They don't share information about resources e.g., Katie Beckett waiver. A nurse told the mother that there were no services available to her.	2
788	Service Quality of service -	211 does not answer the phone and are not responsive. Crisis intervention is not available on Sundays so families are forced to call 911 and end up back in the system. Others discussed difficulty of not being able to get help from services on Sundays. Lack of consistency among crisis workers	3
789	Service Quality of service -	Hours of meetings and services during working hours makes it difficult for families.	
790	Service Quality of service -	Mixed experiences with programs such as IICAPs	2

	Code	Note	# of Times
791	Service Quality of service -	Once DCF gets involved, it is hard to get rid of them. Some workers are difficult. One father spoke about having a very difficult experience with DCF. One mother discussed her difficulties and struggles with her child's placement and said that her voice went unheard. Parents feel intimidated about fighting back towards DCF. DCF dropped the ball. They do not put kids back into the home and help the entire family. Who polices DCF? Need someone outside of DCF to police the system. Negative experiences with DCF in Torrington. One parent discussed a difficult time when a tape recorder was brought in. There are potentially punitive actions by DCF. DCF described as a "DCF Machine". Parent described catching DCF in lies.	2
792	Service Quality of service -	The Board of Ed. Doesn't have a clue. They don't know the new laws. For instance regarding truancy issues, the Board of Ed. And school were not up-to-date on the laws. Two parents also spoke about being told that their child was doing fine only to find out later that their child was lagging behind.	2
793	Service Quality of service -	Agencies do not do a good job, workers are not conscientious. One agency does not know what the other is doing. They makes us fill out paperwork, paperwork, paperwork- it's too much.Children are having Children, doing drugs and have no services	1
794	Service Quality of service -	Emergency rooms and hospitals- long waits. One person reported waiting over 16 hours. Another said that it depended on the insurance and that there was a lack of respect. Another said that she felt waits were based on crisis.	4
795	Service Quality of service -	Food prices have increased but food stamps have been cut despite the higher need. Automated letters go out from DSS that are wrong. People are under a lot of pressure.Unemployment, economic issues	2
796	Service Quality of service -	Variety of opinions shared on the help that police and 911 offer. Some remarked that police often took too long to respond and did not help and did not want to hear it. Others expressed that they can help.	10
797	Service Quality of service -	Group-homes- care and well-being of residents	1
798	Service Quality of service -	Issue with guidance counselor	1
799	Service Quality of service -	Not directing children positively	1
800	Service Quality of service -	Transitioning to schools at different levels and following IEPs is challenging	2
801	Service Quality of service -	Weakness in the pediatric services- it doesn't feel as though kids were screened correctly	3
802	Service Quality of service -	Felt like doctors brushed off issues	1
803	Service Quality of service -	Therapists brushed off issues that child/teen had	1
804	Service Quality of service -	DCF doesn't put effort in	1
805	Service Quality of service -	F- DCF is dropping the ball too many times. DCF uses other agencies for foster care but the agencies are not followed-up on. Agencies do not do a good job supporting parents. DCF needs to be more active in how those agencies are doing/inspect them more often.	
806	Service Quality of service -	F-Foster mom talked about lack of DCF support when child is arrested. There is no help. Especially if after the age of 18. Lack of support. One kid just given list of shelters. Look at second chance society- what is the eligibility?	3
807	Service Quality of service -	Special ed services not always responsive and helpful	2
808	Service Quality of Staff +	DCF was very helpful being an advocate for my child, making sure that I was getting any information I needed during the adoption process. Seminars and different opportunities to learn about adoption/kinship. Confusing interstate compact was made easier by DCF worker.	

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809	Service Quality of Staff +	Advocate (master's level credentials in Ed) has been a big support. People hire him and he's pro-bono. He's a parent of a child w/ special needs and does this to help families. He's a personal friend that helps me out. He teaches at the college level and is also certified by the state if CT to observe and document what's going on with the kid.	1
810	Service Quality of Staff +	I like having a DCF worker I can relate to	1
811	Service Quality of Staff +	My worker helped me get the equipment I need (sports equipment/shoes for school). They think I have more to offer than whats in front on me	1
812	Service Quality of Staff +	Dr. Mayo/Head Start special ed – the results that I've seen for my children. (i.e. child was not speaking, how they work with the family, set goals w/ us, have a policy council to make sure everything is done the right way)	3
813	Service Quality of Staff +	Being that my children are deaf, the doctors have good communication with me. The doctor follows thru and goes to the school to check that everything is working good.	
814	Service Quality of Staff +	The private psychologist that I found has really help. She goes to meetings with me, but I have to pay out of pocket.	
815	Service Quality of Staff +	Feels she can connect with DCF social worker who goes above and beyond.	1
816	Service Quality of Staff +	Marrakech ... can talk freely with the counselors. They give great feedback.	2
817	Service Quality of Staff +	Therapist helped reconnect me with my mom and get back to a healthy relationship with herThis therapist was connected to my residential so when I was discharged so was he.	1
818	Service Quality of Staff +	Mona was instrumental- medical home Care coordinator. Navigational nightmare, waitlists, insurance access. Hospital referred her to generations for primary, helped asses needs and got into specialists and help. See 3 (15) was supposed to see this. Moved to CT and within 3 months she had them all in. no issues since i have been here.	3
819	Service Quality of Staff +	Took years of trying to find the right programs and then care coordination helped me get to the places I need to get to and linked to programs I had no knowledge of.	6
820	Service Quality of Staff +	Birth to three with youngest daughter. They tell family right where they are. And work with them, birth defect and worked with her to improve confidence. Ability to work with her and improved her quality of life.	4
821	Service Quality of Staff +	Creative Potential got invested with the kids and they have the right personality and they can engage	
822	Service Quality of Staff +	Creative potential, most effective and best service. Therapuetic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they taker her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
823	Service Quality of Staff +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
824	Service Quality of Staff +	Palmer alternative HS in Montville. They bent over backwards to help her. They did everything they could. The teacher even came to home to help support us better.	
825	Service Quality of Staff +	town of groton family services diane	8
826	Service Quality of Staff +	Clinician, good experience at Waterford Country School, understanding and big help. Helped me look at things differently	

	Code	Note	# of Times
827	Service Quality of Staff +	Finally I have a good foster family. I have a key for the first time, I am treated with respect. One of the few homes where I have privacy and my own space.	
828	Service Quality of Staff +	Good driver- comfortable with, familiar ppl	
829	Service Quality of Staff +	OPP works- the ppl, caring about us, staff- a lot to offer "I love ppl"	
830	Service Quality of Staff +	Hartford Proud is a strength (helps relieve stress, keeps me out of trouble and stops me from fighting, gives me something to do after school). Hartford Proud helps me with school because you can't go if you don't get your grades up or if you get in trouble at school. Also, helps me maintain friendships, gives me leadership skills, and get respect from being in certain positions (captain). The leader of the Drill team helps me (Terry)	Majority
831	Service Quality of Staff +	The crisis counselors via the juvenile justice program are a strength.	1
832	Service Quality of Staff +	DCF's priority is to keep kids safe. Some social workers are better than others. Providing day care is very important because parents can get back to work and know that their kids are cared for and safe. A DCF worker provided me with a crib, clothes and gift cards for things I needed.	5
833	Service Quality of Staff +	Shelter case manager helped me get an apartment and helped with referrals to programs.	1
834	Service Quality of Staff +	Some therapists are really great. They are efficient in prescribing meds, and there are a lot of options for medications and other forms of therapies.	2
835	Service Quality of Staff +	Salisbury Central does a good job overall with SPED. In particular, the Paraprofessionals that are working with kids this year are better trained and more responsive than in past years. They make an effort to help the kids.	3
836	Service Quality of Staff +	FAVOR advocates- Favor staff assist with getting evaluations done. One parent has a son and had to go travel to New Britain to try and get an evaluation done. Parent had problems setting it up and Favor help facilitate that process.	3
837	Service Quality of Staff +	Good experience with therapist at Wellness Center	
838	Service Quality of Staff +	Variety of opinions shared on the help that police and 911 offer. Some remarked that police often took too long to respond and did not help and did not want to hear it. Others expressed that they can help.	10
839	Service Quality of Staff +	Wellmore- you can build trust with the counselors	
840	Service Quality of Staff +	Boys and girls club staff keeping kids in line	1
841	Service Quality of Staff +	DDS- great behaviorist in home	2
842	Service Quality of Staff +	Doctors and therapists help	
843	Service Quality of Staff +	Resources provided are excellent (i.e. FAVOR, care coordinators)	3
844	Service Quality of Staff -	Continue training for school security guards, resources officers, police on how to handle students in crisis	5
845	Service Quality of Staff -	Substitute teachers should be trained prior to taking over a class	1
846	Service Quality of Staff -	Teachers, staff need etiquette training. Do not know how to interact with parents. Training is affected by budget cuts	2
847	Service Quality of Staff -	Medication assistance – examples were shared of daughter with medical complication d/t miscommunications around seizure meds (i.e. migraines). Ended up in the ED. Doctor told her it wasn't related. BH Care saying they can't see her unless she's medicated and she doesn't want to take meds.	1
848	Service Quality of Staff -	Foster parent used to save receipts and then say that she paid out of pocket and got reimbursed. And she was a provider that works in the judicial system.	

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849	Service Quality of Staff -	When you ask about services or ask questions, people aren't friendly. Why are you working with public and when you don't know how to interact with them.	3
850	Service Quality of Staff -	Clifford Beers keep changing their therapist, they are always changing so my child doesn't get to develop a relationship with them and is hard to open up.	2
851	Service Quality of Staff -	More bilingual staff.	
852	Service Quality of Staff -	DCF .. getting a hold of workers to obtain needed bus passes is a hassle we go weeks without bus passes.	4
853	Service Quality of Staff -	DCF .. workers don't answer their phones or return calls for days.	2
854	Service Quality of Staff -	DCF ... feels workers don't like kids.	2
855	Service Quality of Staff -	DCF ... Should be a certain amount of strikes a worker should get with complaints ... constant reports of not listening or supporting clients should get a response.	1
856	Service Quality of Staff -	DCF ... worker not helpful with paying for school fees, activities... always says no.	1
857	Service Quality of Staff -	DCF ... workers lie in files b/c they don't like you.	2
858	Service Quality of Staff -	DCF ... workers receive your file with your background before even meeting you and already have a negative perception.	3
859	Service Quality of Staff -	DCF A lot of the workers just do the job for the money.	2
860	Service Quality of Staff -	DCF guilt trips you when you express concerns so you drop them.	1
861	Service Quality of Staff -	DCF refused to allow workers don't screen foster homes... kids are just dropped off in not good homes.	3
862	Service Quality of Staff -	DCF should be more understanding especially since kids don't ask to be in DCF.	3
863	Service Quality of Staff -	Solnit was not a good experience ... staff were so mean	1
864	Service Quality of Staff -	No progress reports on children when they go to school, OT, speech and no updates. And being told but not seeing it in the home. Not getting speech or OT when it was on the plan. Not enough staff	
865	Service Quality of Staff -	Not enough qualified providers in the Northeastern area.	
866	Service Quality of Staff -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
867	Service Quality of Staff -	Threaten to take kid away. Forced kids in the parents car from PHP LOC because they didn't want to transport to hospital.	
868	Service Quality of Staff -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
869	Service Quality of Staff -	TVCCA, new London. Needs cultural competence training. See last name and instantly a bilingual professional. Why are you assuming? Helped with paperwork. Going to an agency where they can interact with her kids would be helpful. "Helping fill it out/doing it for me." checked white on application. what is wrong with you? common sense, blatant racism.	
870	Service Quality of Staff -	Appropriate people working in placements. They do not know how to work with troubled children. Being disrespectful. Instigating. Treating children like they are not ppl. CCOH.	
871	Service Quality of Staff -	DCF workers are so different. They need to be more consistent.	

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872	Service Quality of Staff -	DCF workers need to be with the child more, they need to know the child. How do you think that kid feels bouncing them around, especially if it isn't there choice.	
873	Service Quality of Staff -	Fix DCF workers	
874	Service Quality of Staff -	Foster family screening, make sure it isn't just for the damn money and make sure they are mentally fit to have children.	
875	Service Quality of Staff -	Hospitals need to learn to talk to you. Nurses are nasty and rude to you. Booty juice so you fall asleep and don't cause trouble. (on unit and ED)	
876	Service Quality of Staff -	I had a good mentor and they had great personality and worked well with me. (TSS?)	
877	Service Quality of Staff -	Kids are treated differently. They should all be consistent. It shouldn't depend on worker and situation.	
878	Service Quality of Staff -	new driver- OPP	
879	Service Quality of Staff -	We need our DCF worker for consent and they are never available to give consent.	
880	Service Quality of Staff -	Senior Citizens aren't cared for. Need better oversight in convalescent homes. Housing is needed for senior citizens	1
881	Service Quality of Staff -	211 not manned all the time (one person reported years ago they would leave their name but no one called back). Someone stated they felt the quality of counselors at 211 varies vastly (experience level differs amongst counselors), they get the impression telephone counselors are burned out.	3
882	Service Quality of Staff -	Child's diagnosis disappeared after getting into DCF care. Thought is DCF is trying to make the child look good so they can foster her out.	1
883	Service Quality of Staff -	DCF lies to parents, they lie for each other, are dysfunctional, and aren't held accountable. (one person reported DCF told them they could do anything they want because they are DCF). (Another person reported DCF refuses to email the parent (paper trail) and uses phones only). DCF has an image problem and doesn't have a good reputation. Most people don't think of positive things when thinking about DCF. DCF would be the last place you would call to help families. Mediocre families are better at caring for children than DCF. DCF responds often from a child welfare perspective rather than social service/helping. They can't differentiate between neglect and those needing help.	6
884	Service Quality of Staff -	DCF social workers constantly changing.	1
885	Service Quality of Staff -	Trouble finding case management to help guide you through the maze of the entire service system	2
886	Service Quality of Staff -	211 is a joke because they say someone will get back to you and they don't. They give out misinformation about the shelter system- Was told a shelter didn't exist that did. 211 sent people to shelter that was closed.	2
887	Service Quality of Staff -	Lack of DCF follow through on investigations or providing supports. Have to threaten them to get anything done. Some DCF workers don't care. Lack of support from DCF on previous open case.	2
888	Service Quality of Staff -	My child has a "Case Manager" that I don't feel that she helps at all.	
889	Service Quality of Staff -	When going to different agencies to apply I feel scared and don't think I'm going to be treated well. There's a negative vibe when going to the DSS office, the employees are rude and don't make you feel like a human being. They never have the information we need.	5
890	Service Quality of Staff -	Schools keep switching paraprofessionals around. Each time they do, the new ones don't know the child's needs.	3
891	Service Quality of Staff -	The Salisbury visiting nurses don't help either. They don't share information about resources e.g., Katie Beckett waiver. A nurse told the mother that there were no services available to her.	2

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892	Service Quality of Staff -	211 does not answer the phone and are not responsive. Crisis intervention is not available on Sundays so families are forced to call 911 and end up back in the system. Others discussed difficulty of not being able to get help from services on Sundays. Lack of consistency among crisis workers	3
893	Service Quality of Staff -	Once DCF gets involved, it is hard to get rid of them. Some workers are difficult. One father spoke about having a very difficult experience with DCF. One mother discussed her difficulties and struggles with her child's placement and said that her voice went unheard. Parents feel intimidated about fighting back towards DCF. DCF dropped the ball. They do not put kids back into the home and help the entire family. Who polices DCF? Need someone outside of DCF to police the system. Negative experiences with DCF in Torrington. One parent discussed a difficult time when a tape recorder was brought in. There are potentially punitive actions by DCF. DCF described as a "DCF Machine". Parent described catching DCF in lies.	2
894	Service Quality of Staff -	Variety of opinions shared on the help that police and 911 offer. Some remarked that police often took too long to respond and did not help and did not want to hear it. Others expressed that they can help.	10
895	Service Quality of Staff -	Issue with guidance counselor	1
896	Service Quality of Staff -	Police need psychological training, trauma and compassion	3
897	Service Quality of Staff -	Police- looking at children as threats- lack of training & understanding of special needs kids- not helping with bullying in schools, responding differently based on race and ethnicity	3
898	Service Quality of Staff -	Weakness in the pediatric services- it doesn't feel as though kids were screened correctly	3
899	Service Quality of Staff -	Felt like doctors brushed off issues	1
900	Service Quality of Staff -	Therapists brushed off issues that child/teen had	1
901	Service Professional Development +	PLTI (Parent Leadership Training Institute) training	1
902	Service Professional Development +	DCF working to have conversations instead of jumping to substantiation- different perspective than previously.	
903	Service Professional Development +	Education through Care Coordination about process, confirming what I know and knowing that I am not alone. Education through parents, and then educate providers in turn. Dr., PCP, counselor, skills group, schools, 504, been helpful, what can I ask for? What I am allowed to ask for?	
904	Service Professional Development +	Mall security have a problem with kids just hanging out- for just standing. They don't let you sit down and say "keep walking". Mall security is on your case about everything. Mall security should not leave the building- that is for the police to handle.	3
905	Service Professional Development +	Boys and girls club staff keeping kids in line	1
906	Service Professional Development +	Behaviorists and mentors through Husky – help parents to do what they need to do	3
907	Service Professional Development +	Police have been trained in Safe Party Dispersal techniques	

	Code	Note	# of Times
908	Service Professional Development +	F- There is more opportunity for training for families, family champions and having providers educated about including families. Workforce development initiative- using families and youth as professionals. 5-10 people in room are now involved and employed through workforce development- great and growing- a couple more people clapped at the comment.	1
909	Service Professional Development -	Better customer service, call families back, even if you don't have the solution right now tell the family you will look into it and get back to them in a few days.	6
910	Service Professional Development -	Providers need to be better trained in cultural competency and be better trained before just throwing them out there (interns, unseasoned staff). They (staff) need to be shadowed and given feedback. You can't just become a hairdresser without experience...it's the same thing for providers. You can have the theory but you need the practice.	5
911	Service Professional Development -	Providers need to build better relationships w/ the client. Families are fearful...	5
912	Service Professional Development -	SHOW MORE COMPASSION. Every time you pick up the phone, we need to understand that the person on the other end of the phone is going through something...Some staff are so rude and need to learn to slow their role. It's part of their job to listen to me.	12
913	Service Professional Development -	When paying bills, it's hard when you talk to them on the phone and they tell you they don't have your information on file. (non-healthcare specific)	1
914	Service Professional Development -	I had to search for someone that had a child with the same condition to be able to ask about services. When I asked a Social Worker I only was given a phone number only and it took about a month to get a response from the phone number.	3
915	Service Professional Development -	DCF ... feels workers don't like kids.	2
916	Service Professional Development -	DCF ... Should be a certain amount of strikes a worker should get with complaints ... constant reports of not listening or supporting clients should get a response.	1
917	Service Professional Development -	DCF ... should prep social workers sooner than later for their client's transitions.	2
918	Service Professional Development -	DCF ... workers discourage kids from complaining and pushing issues/concerns with foster parents.	2
919	Service Professional Development -	DCF ... workers lie in files b/c they don't like you.	2
920	Service Professional Development -	Relocated to a foster home in new haven ... not familiar with new haven. Reported to worker that she wasn't getting along with foster mom and the foster mom's daughter which went ignored.	1
921	Service Professional Development -	DCF contractors and the timeframes are very difficult. 3 months/6 months to conduct service. 2-3x where provider disappears in middle of BH plan. Wasted 6 hours of time on BH plan and no plan at the end of the day. Provider never told them they were not going to stay open and just closed without notification.	
922	Service Professional Development -	EMPS- told them not to call you because I can't help you	
923	Service Professional Development -	Not enough qualified providers in the Northeastern area.	

	Code	Note	# of Times
924	Service Professional Development -	Refusal to accept accountability- state agency and providers.	
925	Service Professional Development -	Threaten to take kid away. Forced kids in the parents car from PHP LOC because they didn't want to transport to hospital.	
926	Service Professional Development -	cellular problem, let me help you with the other issues, autism, It is helpful when a Dr. treated him as a whole person. Failure to respond to an individual and their needs like any other patient.	4
927	Service Professional Development -	Learn to be more compassionate, Dr.'s need to be more understanding.	
928	Service Professional Development -	Police have gotten some training, but they need additional training	
929	Service Professional Development -	Privately insured intensive inhome, anthem paid for. TERRIBLE. Intensive in home BH services. Person didn't show up half the time. Lack of accountability, never closed it out.	
930	Service Professional Development -	Some officers do well, and some don't, can't stop with the trainings. 1 training is not enough, so much changes.	4
931	Service Professional Development -	A lot of stealing in GH's and placements.	
932	Service Professional Development -	Appropriate people working in placements. They do not know how to work with troubled children. Being disrespectful. Instigating. Treating children like they are not ppl. CCOH.	
933	Service Professional Development -	Cultural education for foster parents on grooming, different hair needs, skin needs. Explain different things to families about hygiene. Resources on people that can help.	
934	Service Professional Development -	DCF needs to do better background checks on foster parents. Foster parents trapping a girl in the basement and then they would tell sibling not to let her out. Seclusion.	
935	Service Professional Development -	DCF workers are so different. They need to be more consistent.	
936	Service Professional Development -	Dr appointments. They won't make them or don't want to. Specific examples. Therapy appointments. DCF is not making it easy. They want you to go to group and I don't like groups and then it all gets out. Ppl tell each others stories- things do not stay confidential. Male, female, individual therapy.	
937	Service Professional Development -	Foster home separation between boys and girls. There is crazy stuff happening in the home. They should not put in same rooms, or across the halls.	
938	Service Professional Development -	Hospitals need to learn to talk to you. Nurses are nasty and rude to you. Booty juice so you fall asleep and don't cause trouble. (on unit and ED)	
939	Service Professional Development -	In foster homes it took me an hour to get to school, didn't know what a therapeutic foster home is, and I agreed and once I was in the car I found out I was going to Hartford. More training and more education, treated the same bad way. There was no communication and things are not explained well.	
940	Service Professional Development -	Understanding behavioral issues and responding appropriately to young adults. They need to make sure they are not yelling at ppl and listen to us when we explain we need space and time.	
941	Service Professional Development -	A woman I know gave the lady \$100 at an agency and pushed kid up the list. I don't want another person in the house.	

	Code	Note	# of Times
942	Service Professional Development -	Child is in PHP, and the parent is called to come pick up the child. Called to come pick up the kids during the day and they should know how to manage the kids, and they shouldn't be calling families out to get them.	
943	Service Professional Development -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
944	Service Professional Development -	TVCCA, new London. Needs cultural competence training. See last name and instantly a bilingual professional. Why are you assuming? Helped with paperwork. Going to an agency where they can interact with her kids would be helpful. "Helping fill it out/doing it for me." checked white on application. what is wrong with you? common sense, blatant racism.	
945	Service Professional Development -	211 not manned all the time (one person reported years ago they would leave their name but no one called back). Someone stated they felt the quality of counselors at 211 varies vastly (experience level differs amongst counselors), they get the impression telephone counselors are burned out.	3
946	Service Professional Development -	DCF lies to parents, they lie for each other, are dysfunctional, and aren't held accountable. (one person reported DCF told them they could do anything they want because they are DCF). (Another person reported DCF refuses to email the parent (paper trail) and uses phones only). DCF has an image problem and doesn't have a good reputation. Most people don't think of positive things when thinking about DCF. DCF would be the last place you would call to help families. Mediocre families are better at caring for children than DCF. DCF responds often from a child welfare perspective rather than social service/helping. They can't differentiate between neglect and those needing help.	6
947	Service Professional Development -	Medical doctor isn't educated about autism and behavior health services.	1
948	Service Professional Development -	Trouble finding case management to help guide you through the maze of the entire service system	2
949	Service Professional Development -	211 is a joke because they say someone will get back to you and they don't. They give out misinformation about the shelter system- Was told a shelter didn't exist that did. 211 sent people to shelter that was closed.	2
950	Service Professional Development -	Had about 7 or 8 prescribers over my lifetime because they don't know what they are doing. Often feel overmedicated and feel misdiagnosed, like they are throwing meds at you to try.	4
951	Service Professional Development -	More training on behavioral health for consumers. Also need legal trainings for consumers.	1
952	Service Professional Development -	It's hard to find the help that is really needed. It's hard to get into the programs once you find the right one. There's a run around when given the information, instead of saying you qualify or not at the moment they make you run around for no reason. There is lack of information to parents or guardians about available services and free programs.	5
953	Service Professional Development -	The after school programs don't have the appropriate staff. I'm afraid to bring my child to the program and that there's no one that can take good care of her	
954	Service Professional Development -	There are not enough trained personnel to work with young adults with special needs	

	Code	Note	# of Times
955	Service Professional Development -	Educate intake people so they can adequately assess and give direction. These intake people should not be funded through the state because state run services do not make recommendations based on the family's needs.	
956	Service Professional Development -	Lack of consistent expertise or wiliness to help. Accountability.	2
957	Service Professional Development -	Lack of self-care for families because of all they deal with	3
958	Service Professional Development -	Not directing children positively	1
959	Service Professional Development -	Police need psychological training, trauma and compassion	3
960	Service Professional Development -	In case of a natural disaster or other emergency scenario, the first responders need to be trained on special needs children. If police need to come into the home, they would like police to come in cautiously and with an understanding of special needs behaviors. Parent mentioned Autism Speaks "Safe Return" training	2
961	Service Professional Development -	F- DCF is dropping the ball too many times. DCF uses other agencies for foster care but the agencies are not followed-up on. Agencies do not do a good job supporting parents. DCF needs to be more active in how those agencies are doing/inspect them more often.	
962	Service Respect +	Turned an experience with DCF into a positive, DCF has a new face, not to take your kids away and start to work with each other. Learn the language, and communicate.	
963	Service Respect +	EMPS, has saved my sanity- 211. Didn't have to use the ED and wait in the waiting room. They show up quietly and discretely. EMPS will come out if you are in danger?	2
964	Service Respect +	Finally I have a good foster family. I have a key for the first time, I am treated with respect. One of the few homes where I have privacy and my own space.	
965	Service Respect -	Teachers, staff need etiquette training. Do not know how to interact with parents. Training is effected by budget cuts	2
966	Service Respect -	Being more understanding of how hard college is.	1
967	Service Respect -	We need more respite. I've had to sleep in the basement, on the floor, etc. what was the point of entering DCF anyway? DCF came and took their license but the kids were still there. See if they are even eligible to be around kids. There should be background checks for foster parents. (1 in my neighborhood turned out to be sex offender.)	2
968	Service Respect -	Providers need to build better relationships w/ the client. Families are fearful...	5
969	Service Respect -	When you ask about services or ask questions, people aren't friendly. Why are you working with public and when you don't know how to interact with them.	3
970	Service Respect -	Sometimes when I have a concern in school, my concern is not addressed.	
971	Service Respect -	DCF .. workers don't answer their phones or return calls for days.	2
972	Service Respect -	DCF ... social workers only listen to foster parents.	2
973	Service Respect -	DCF should be more understanding especially since kids don't ask to be in DCF.	3
974	Service Respect -	Providers don't discuss d/c plan with parents. Not treated equally.	
975	Service Respect -	Threaten to take kid away. Forced kids in the parents car from PHP LOC because they didn't want to transport to hospital.	
976	Service Respect -	Learn to be more compassionate, Dr.'s need to be more understanding.	

	Code	Note	# of Times
977	Service Respect -	Appropriate people working in placements. They do not know how to work with troubled children. Being disrespectful. Instigating. Treating children like they are not ppl. CCOH.	
978	Service Respect -	DCF thinks they have the right to control what rights we have and what we don't. Legal rights. Educated on what the rights are and what is true. DCF thinks they can control us more then regular kids.	
979	Service Respect -	DCF worker saying you can't visit certain family mbrs. If their background checks are fine then we should be able to go, if we can't then we have no one. We are old enough to know and to let you know if something bad happens. Let us make decisions.	
980	Service Respect -	DCF Workers are not consistent with visits. They are available when they need something but not when we need something. Visitations do not happen like they are supposed to.	
981	Service Respect -	Dr appointments. They won't make them or don't want to. Specific examples. Therapy appointments. DCF is not making it easy. They want you to go to group and I don't like groups and then it all gets out. Ppl tell each others stories- things do not stay confidential. Male, female, individual therapy.	
982	Service Respect -	Easily replaceable. Not treated well in the home at all. No crimes, I was not a bad kid. And they had messed up kids in the home. They treated me like a criminal. I was there because I did "something". Didn't ask DCF for my files and they knew nothing about me. DCF needs to tell foster families about the kids they are taking and they should tell the kids about the foster homes they are going to.	
983	Service Respect -	Foster daughter vs. daughter... help me feel like I belong.	
984	Service Respect -	Kids are treated differently. They should all be consistent. It shouldn't depend on worker and situation.	
985	Service Respect -	Listen to me when I say it isn't working. Don't tell me what is good for me or helpful.	
986	Service Respect -	Three years without a key. Trust them to be in the home without them there. Trust us to make good choices. 5 Min home alone. Shouldn't have to sit outside and be cold or hot. It makes a child feel uncomfortable in the house. Imagine if I was in a bad area, or doing bad things waiting to get inside. Over six "bad" foster homes before found a good one.	
987	Service Respect -	Treat you like you're a foster kid. A nobody!	
988	Service Respect -	Understanding behavioral issues and responding appropriately to young adults. They need to make sure they are not yelling at ppl and listen to us when we explain we need space and time.	
989	Service Respect -	Cultural competence training, humility	
990	Service Respect -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
991	Service Respect -	Lack of cultural competence, discrimination against documented and undocumented people	3
992	Service Respect -	Youth need more guidance, there are programs in place for kids but they don't always show respect.	1

	Code	Note	# of Times
993	Service Respect -	DCF lies to parents, they lie for each other, are dysfunctional, and aren't held accountable. (one person reported DCF told them they could do anything they want because they are DCF). (Another person reported DCF refuses to email the parent (paper trail) and uses phones only).DCF has an image problem and doesn't have a good reputation. Most people don't think of positive things when thinking about DCF. DCF would be the last place you would call to help families. Mediocre families are better at caring for children than DCF. DCF responds often from a child welfare perspective rather than social service/helping. They can't differentiate between neglect and those needing help.	6
994	Service Respect -	Lack of DCF follow through on investigations or providing supports. Have to threaten them to get anything done. Some DCF workers don't care. Lack of support from DCF on previous open case.	2
995	Service Respect -	When going to different agencies to apply I feel scared and don't think I'm going to be treated well. There's a negative vibe when going to the DSS office, the employees are rude and don't make you feel like a human being. They never have the information we need.	5
996	Service Respect -	Emergency rooms and hospitals- long waits. One person reported waiting over 16 hours. Another said that it depended on the insurance and that there was a lack of respect. Another said that she felt waits were based on crisis.	4
997	Service Respect -	Respect people regardless of the way they look and don't judge them based on how they look	1
998	Service Respect -	Bilingual families asked to choose a language when speaking to child	1
999	Service Respect -	Parent feels she needs to be there with behaviorist	1
1000	Service Respect -	Felt like doctors brushed off issues	1
1001	Service Respect -	Therapists brushed off issues that child/teen had	1
1002	Service Respect -	In case of a natural disaster or other emergency scenario, the first responders need to be trained on special needs children. If police need to come into the home, they would like police to come in cautiously and with an understanding of special needs behaviors. Parent mentioned Autism Speaks "Safe Return" training	2
1003	Service Respect -	F- There has to be sensitivity to people's needs.	
1004	Service Respect -	DCF sometimes "stalk" parents in order to track them down vs. just calling and leaving messages, need to respect parents time	
1005	Service Information +	Learned a lot about health insurance- education, school system, IEP process. Getting involved and knowing where I need to go and be.	
1006	Service Information +	211 is helpful – (was able to access an advocate through them). Both the online and phone resources are helpful.	3
1007	Service Information +	ASRC- Autism Fair	1
1008	Service Information -	Need to get information to where families are-churches, schools, community	
1009	Service Information -	Parents don't know if a child is special needs or not. Blaming achievement gap on kids and not recognizing actual issues and changing education system to serve all youth.	
1010	Service Information -	No one to guide you to that right spot. Providers don't even know. There is a lot to keep track of and learn. Need to know where to go	5

	Code	Note	# of Times
1011	Service Information -	Services: Barriers accessing services. Need more orientation and Knowledge of services. Services are very expensive. A lot of information, but not enough orientation how to get the information. Connect families with the services, families can get educated overall and also with families with children with special education. Lack of support. Immigrants/ undocumented need to know be more inform.	9
1012	Service Information -	When going to different agencies to apply I feel scared and don't think I'm going to be treated well. There's a negative vibe when going to the DSS office, the employees are rude and don't make you feel like a human being. They never have the information we need.	5
1013	Service Information -	Schools should provide more printed and electronic brochures and information related to protocols for all to access easily. Parents should be given more information about rules and school policies at the start of the school year.	
1014	School Resources +	School based diversionary initiative	
1015	School Resources +	Winthrop school is a mbr of church and they can become partners in change. More like that program.	
1016	School Resources +	Guide to special education (Sped resources)	2
1017	School Resources +	Power school helps parents get information	1
1018	School Resources +	Special education services, testing and evaluation	3
1019	School Resources +	School – you can have a “future project.” Mine was about mental health and my friend did “pants up” and “BYOB (be your own beautiful)” These projects were good	
1020	School Resources +	My child is doing Band in school and its helping her to be more outgoing.	
1021	School Resources +	Some of the after school programs that are offered through Parks and Recreations are helpful also.	
1022	School Resources +	School Programs (CAN and Construction)	1
1023	School Resources +	4 kids, called school sw, lunch bunch is helpful. Siblings of explosive children. Lisbon has been a great town.	
1024	School Resources +	care coordination, outpost care coordinators in schools.	
1025	School Resources +	Outposting at schools, DCF social worker has made a difference	4
1026	School Resources +	School has sw who is the point person and tries to connect families with services- school personnel need to be informed about what is available in their area.	
1027	School Resources +	Access was through the IEP at school. School brought it to the family mbr. BRS brought this to the school and then the school referred.	
1028	School Resources +	Speech and OT- went to one place and then I would advanced tx solutions, did something different from school, and then no one called each other. Outpatient provider were going in different directions with OT and speech... then the providers. School was more successful with their programming.	
1029	School Resources +	dual language, old southwest elementary. LEARN in the back. Most amazing school for special ed.	
1030	School Resources +	East lyme public schools, left Groton and the school is so much better. In East Lyme 1-1 and heavy learning disability. Survived the entire month with no 1-1 and once mistake was made they got it for her. School system came together and supported her.	
1031	School Resources +	Pet therapy at sandy hook. Broke the ice and see how the animals can effect ppl the way humans can't. That would be great to have more of.	

	Code	Note	# of Times
1032	School Resources +	Waterford country school. Went to public school and couldn't maintain in there, she was way below her peers. Went after a year and a half and is now at year with her peers. Take care of the animals and teaches the kids responsibility and compassion. ropes course	
1033	School Resources +	Waterford school system special education system, was very helpful. Want to move back to waterford out of new long. If we needed something, they took care of it. Partnered with. Food and things for presents and food.	
1034	School Resources +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1035	School Resources +	School helps me (teachers and principal are helpful), I learn math and reading	3
1036	School Resources +	Schools are a strength to meet the child's needs and programming is available. School moved faster than expected to meet child's needs. (One person reported when her child started Kindergarten she was denied a para, the school then made adjustments and found a special education program that met her needs). Paras are very helpful and needed- preventative. Gifted teachers & counselors that take time to meet w/ parents and communicate noted as a strength.	6
1037	School Resources +	DDS requested testing for Katie Beckett. The mother had this done by the school even though they can't actually do it because the child is nonverbal. DDS never met with her to introduce her to what services were available to her family.	1
1038	School Resources +	Salisbury Central does a good job overall with SPED. In particular, the Paraprofessionals that are working with kids this year are better trained and more responsive than in past years. They make an effort to help the kids.	3
1039	School Resources +	Sharon has services in the school system for kids on the spectrum; although these services are very basic, they exist where other schools are lacking similar services.	3
1040	School Resources +	There have some improvements transportation especially related to school. The schools got new buses that were very needed.	2
1041	School Resources +	School psychologist	
1042	School Resources +	The schools not have robo-calls to help with communicating things that are going on.	
1043	School Resources +	School system we get an education and learn. Programs offered within the school system were also noted: Programs like GEAR-up, 2 mentioned the ROTC program, Strains program at the technical high school helps you get ready for college, Grandville Academy helps with life skills and work readiness. STEM Career Academy, through Reed School, has programs for technical skills. In school, you get to meet new people.	8
1044	School Resources +	Free lunch in the school system	
1045	School Resources +	Transportation is an issue- the bus fare increased. There are discount passes for college students but not for middle and high school youth. There are no youth bus passes. One youth mentioned not being able to attend a field trip in which he needed to take the bus. Another person mentioned the price indicating that kids do not carry around dimes and nickels, either round to quarters and dollars. They should not charge 5 year olds bus fare at all. Afterschool buses should be provided everyday now they are just on certain days- Tues/Thurs.	9
1046	School Resources +	School should offer internships. Guidance counselors in Waterbury do not help with internships while in other towns the counselors will set up internships for kids in whatever fields they are interested.	3

	Code	Note	# of Times
1047	School Resources +	Driver's Ed. Should be provided in all schools at a low cost.	
1048	School Resources +	AP material should be required. All material should be open to all students. Technical schools should have the opportunity to take AP classes. Some kids want both. All schools should provide trades training – have more exposure to trades. More choice of electives. AP classes should be offered in the summer.	5
1049	School Resources +	Interview for high school and have days you can shadow or attend.	
1050	School Resources +	D.A.R.E programs	1
1051	School Resources +	Late buses for after school are helpful – high school	1
1052	School Resources +	Schools have provided some resources	1
1053	School Resources +	ABC Mouse- online program	3
1054	School Resources +	After school services programs i.e. Project Reach? Teen Room @ Youth Bureau	2
1055	School Resources +	More of special needs students partnering with other schools	2
1056	School Resources +	School psychologist, guidance counselor, social worker helped with PPTs while child had issues in school	1
1057	School Resources +	All schools have psychologists and participants have heard that it has been very helpful. Others clarified that prior to the program that started 2 years ago, families in Plymouth and Terryville needed to travel to New Britain. There was 2 psychologist but now there are 4 full time psychologists (1 in each school) and 2 social workers.	3
1058	School Resources +	Community has PTAs, SEPTO (Special Ed PTO)	
1059	School Resources +	Good high school with lots of programs –band, drama, activities	
1060	School Resources +	Nutmeg Big Brothers/ Big Sisters has been a big help. The Nutmeg program is nationally recognized. Also noted were the in-school peer to peer mentoring and the In-school adult to youth mentoring programs.	3
1061	School Resources +	Bilingual Services being offered in schools with the help of SCOW & the Regional Interpreter for the district	1
1062	School Resources +	REACH programs being offered in schools. Recommended by teachers for children who are in need of extra support academies and gyms activities. They provide transportation	1
1063	School Resources +	Robotics program in some Meriden schools	1
1064	School Resources +	STEM Academy – Program for Science, technology and Mathematics. Scholarships available	1
1065	School Resources +	P- Schools are more open to sharing information	
1066	School Resources -	Need more creativity. Limited to magnet schools, need them in the public schools.	
1067	School Resources -	Need outreach programs attached to the schools, mentoring- big brother/big sister.	Agreed
1068	School Resources -	Need to have services for 4th grade on to help youth make good choices.	
1069	School Resources -	No Community outreach ppl that are employed by the schools anymore.	
1070	School Resources -	Schools are a problem, no outreach programs, took creativity out of the education. Not individualized.	
1071	School Resources -	Schools need to be able to treat youth as individuals and have the availability to do so.	
1072	School Resources -	Schools need to be held accountable, and educate parents. There is no current education happening.	
1073	School Resources -	Lack of school life skill and recreation programs e.g. cooking, art, swimming, music	1
1074	School Resources -	Lack of workshops, grants, scholarships for education to support children who are low risk but parents can't afford supplemental programs to help child grow	2

	Code	Note	# of Times
1075	School Resources -	Schools/community should have social groups for children without stigma/labeling (mental health community and school supports)	1
1076	School Resources -	There should be a nutrition guide to help children with Special Ed./ADHD Foods that give the child energy and good immune system support when on medication	3
1077	School Resources -	Students are graduating high school but cannot read and write proficiently, thus, they cannot attain jobs. Need to address the education first and foremost, along with job training programs specifically for young men.	3f/1p
1078	School Resources -	Teachers are not optimistic and don't encourage students enough	1f
1079	School Resources -	Child missing school and provider and school aren't helping him to go back to school. Schools don't understand MH issues...medication needs.	2
1080	School Resources -	EMPS/211 came to the school but they didn't need to be there. The school didn't know what to do.	1
1081	School Resources -	School not supportive, even encourages her not to come to school. Youth reports that there was no social worker available to help. Once she was hospitalized, the school didn't know what to do.	1
1082	School Resources -	Schools should have more staff for kids to go to. Doesn't have to be a counselor...could be a peer counselor...someone to touch base with kids for a few minutes to check in...to help prevent suicide, decrease being bullied...and this is the first thing that seems to get cut.	2
1083	School Resources -	I wish I had in High School ...like in group homes, some kids had an advocate for school specifically. I didn't have that. I'm not special education so I sat in the back of the class by myself which put me behind in my Sr year of high school. Having an advocate in school, I know my Sr year wouldn't have been so bad. (Group leader specified that this comment is regarding the suggestion to have a carve-out to have an advocate even if you don't have SpED).	1
1084	School Resources -	Some school have sensory rooms, but they are really small, they need to be bigger and all schools should have them.	
1085	School Resources -	The school should bring an expert in a certain condition to speak with parents, so that they could be better informed about the condition and services.	
1086	School Resources -	Alternative school .. doesn't offer much ..there's no nurse ..no after school programs ... no interaction with other schools (sports teams).	2
1087	School Resources -	A school social worker won't see a kid because her schedule is full. They want to wait until he gets to a point where he has a crisis.	
1088	School Resources -	Schools are not using 504 plans	
1089	School Resources -	schools burden is huge, state agency support for their burden.	
1090	School Resources -	IEP added therapists name for the school, and would add it like it was part of the plan and then never communicated with anyone. Medications... interfering with ability to learn, mom had to force dr to come to meeting. School and dr. neither communicate together.	
1091	School Resources -	School based health centers sound like a good thing to me, identifying needs, real time instead of nurse office. Family can go during the day for family tx.	5

	Code	Note	# of Times
1092	School Resources -	school is failing the kids- this one person who became head of pupil personnel services. Lucked out. Help with transition (maps). Biggest waste of time. Everyone that knows you and attends. Superintendent, principal, support ppl. What is going to help this kid? Use the DOCUMENT. sounds good on paper, and then no one ever used it again. mom had to write up bio and weaks/strengths.	5
1093	School Resources -	Why don't we use education system better to identify a kid having a hard time. BUDGETS. GIVE SCHOOLS MORE MONEY, instead of going to the hospital. Made a priority to hire well trained prof.	
1094	School Resources -	Kids had a great para-professional in elementary school throughout stay and then when he transitioned to middle school, there was no para and he did so poorly. Parent saying they need to handle transitions and they are not listening.	
1095	School Resources -	Lack of para's in schools.	
1096	School Resources -	Need to have PPT, and ask for a meeting and a training.	
1097	School Resources -	Not enough people to help support in the school setting. Teachers can't do everything all the time. They have a classroom full of kids.	
1098	School Resources -	Teaching kids about weapons, and bullying. Training them, talking from someone that has been bullied or was bullying. Like scared straight. Lighting fires... things like that. Education	
1099	School Resources -	Board of Education is a problem. Schools cut funds for programs that the kids needed. They are trying to shut down 2 schools in Hartford due to lack of funding.	Several
1100	School Resources -	Music and other programs were removed out of the school system, but other towns still have music programs. We need more of these programs, not less.	2
1101	School Resources -	Need after school activities for the kids to teach them skills like resume writing and sewing class. Parents would like to get involved to teach them music.	2
1102	School Resources -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several
1103	School Resources -	Lack of programs in the school. Lack of learning in the schools.	2
1104	School Resources -	Experienced issues with professionals not wanting to give a diagnosis until a certain age (i.e. schizophrenia) so you have to go through medication trials and errors and in the meantime not getting help. One person reported Easter seals didn't want to diagnose son even though family wanted them to. Concern because if there isn't a diagnosis prior to starting school; the school system resists providing services or it takes longer to get services because of money.	Several
1105	School Resources -	Issues getting assistance from the school to meet child's needs (i.e. paraprofessional to help w/ communication.	3
1106	School Resources -	There should be a clear map of agencies and what each does. Almost like a Navigation of the System. There can be a Menu of services and definitions (people aren't aware of what is available). There should be a Triage of services for mental health like there is for medical. For example if you have a fever you do a, b, then c. If this information was available it should be distributed when a child is identified in the schools (or given out at PPT meetings)	Several

	Code	Note	# of Times
1107	School Resources -	With all the funding cuts, now my child teacher don't have someone to help in the classroom so it's harder for her to pay the necessary attention to each child	
1108	School Resources -	Schools keep switching paraprofessionals around. Each time they do, the new ones don't know the child's needs.	3
1109	School Resources -	Schools need more autism services local so that kids don't need to go to Sharon to get these services.	2
1110	School Resources -	There is a severe lack of available paraprofessionals for afterschool and summer activities. Parents are often told that they need to pay for someone to be with their child or their child cannot participate. The parents described a recent movie event where a child with a disability couldn't participate because parent was not able to be there with the child or hire someone to be the child. Another example was given of a child that could access the stage because there was not ramp.	2
1111	School Resources -	Lack of school funding	
1112	School Resources -	Put agencies back into the community. Discussed the Berkley complex which had a health clinic, child care, teenager meetings, was connected to Woodrow Wilson School. One participant stated that having eyes watching and looking out for one another deterred crime. A few more nodded and verbalized agreement.	
1113	School Resources -	School liaisons are helpful but there are not enough of them especially for middle and high school. The guidance counselors are overwhelmed.	
1114	School Resources -	Help with bullying in school	1
1115	School Resources -	More assemblies in school around not doing drugs and alcohol	1
1116	School Resources -	School not paying for evaluations	2
1117	School Resources -	Schools lacking knowledge of resources	3
1118	School Resources -	Child Guidance in the school system	1
1119	School Resources -	All schools should have nurse and social worker to support classroom teachers and children	
1120	School Resources -	Earlier interventions needed in schools and across entire system to prevent need for more intensive interventions	4
1121	School Resources -	More services and supports at an earlier age for adolescents transitioning to post high school life. Schools need to better support the transition to adulthood.	3
1122	School Resources -	More social workers in the classroom to assist teachers and help plan interventions to support children with needs	
1123	School Resources -	Schools need to have more resources internally to address mental health and special education, such as nurse and social worker	
1124	School Resources -	Schools should provide more printed and electronic brochures and information related to protocols for all to access easily. Parents should be given more information about rules and school policies at the start of the school year.	
1125	School Climate +	Shelton schools helping more than East Haven did. They let educators be educators and have rule of the classroom. 2 paras in the classroom all the time and caseworkers are available to each child.	1
1126	School Climate +	School – you can have a “future project.” Mine was about mental health and my friend did “pants up” and “BYOB (be your own beautiful)” These projects were good	
1127	School Climate +	Being in school is a positive reinforcement.	3
1128	School Climate +	School has been more accepting of mental health issues, truancy (daughter) depends on school district- anxiety, adaptable, plainfield principals are OK, teachers are more difficult.	

	Code	Note	# of Times
1129	School Climate +	dual language, old southwest elementary. LEARN in the back. Most amazing school for special ed.	
1130	School Climate +	East lyme public schools, left Groton and the school is so much better. In East Lyme 1-1 and heavy learning disability. Survived the entire month with no 1-1 and once mistake was made they got it for her. School system came together and supported her.	
1131	School Climate +	Palmer alternative HS in Montville. They bent over backwards to help her. They did everything they could. The teacher even came to home to help support us better.	
1132	School Climate +	We want put both our boys at waterford country school, 7 kids in a classroom.	
1133	School Climate +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1134	School Climate +	Kids in the community and in the schools are very accepting of other children with physical and emotional challenges.	1
1135	School Climate +	Salisbury Central does a good job overall with SPED. In particular, the Paraprofessionals that are working with kids this year are better trained and more responsive than in past years. They make an effort to help the kids.	3
1136	School Climate +	There is good collaboration between schools within the regional school system e.g., working to improve ADA compliant recreational facilities. This effort resulted from the advocacy of one parent who brought attention to violations in school playground. The parent got federal regulators involved. They sent a company from California to do an assessment of the playground and found 85 violations. Local governments in the region became concerned about their possible compliance issues, which has resulted in them playing more attention to the issue around ADA.	4
1137	School Climate +	School system we get an education and learn. Programs offered within the school system were also noted: Programs like GEAR-up, 2 mentioned the ROTC program, Strains program at the technical high school helps you get ready for college, Grandville Academy helps with life skills and work readiness. STEM Career Academy, through Reed School, has programs for technical skills. In school, you get to meet new people.	8
1138	School Climate +	Teachers should be more supportive. Teachers are paid to teach kids but they should also care more. There is favoritism by teachers and counselors. Teachers should be more professional. Some teachers do not know what they are doing. I know teachers that are teaching classes they do not even care about- if they do not care, then why should I. There should be smaller classrooms. Some teachers set you up for failure and the counselors don't care. The counselors only care about the money. If there is a problem, then they just switch your class but that doesn't solve the problem- the student needs help. Some teachers have had bad experiences with bad kids so they are mean to all students- even the good ones. Teachers can help students more by making them want to learn by being enthusiastic and creative.	
1139	School Climate +	Schools need to improve on heating/air conditioning. The school environment need to be more comfortable.	
1140	School Climate +	Improve school lunches. It impacts thinking and the lunches taste terrible. School lunches should be healthier. Teachers get to buy lunch – not the school lunch but different food, why can't kids have the same choice.	
1141	School Climate +	Gym class in school- helps get energy out	1
1142	School Climate +	Helpful teacher in school	1
1143	School Climate +	Math teacher in school is really nice	1

	Code	Note	# of Times
1144	School Climate +	Practicing fire drills and lock downs in school	1
1145	School Climate -	Schools are unsafe because bullying continues until the victim retaliates	1
1146	School Climate -	Schools divulge information about students too freely. They don't protect the student's privacy and will talk about things openly or yelling it out in front of others. Does HIPPA cover schools talking about student's medical/BH information openly and/or publicly? When concerns were shared, the school didn't care until threatened to sue.	4
1147	School Climate -	Schools don't listen until you have a lawyer. Then they wanted to do testing at the end of the year. They need to do testing in the beginning of the year.	2
1148	School Climate -	Schools don't want to deal with mediation until they have a lawyer. They think parents don't have the strength and ability when they do.	2
1149	School Climate -	Schools should do testing in the beginning of the year, NOT at the end of the year.	3
1150	School Climate -	Students are not always told why school staff is in the room even though it's in their IEP.	3
1151	School Climate -	Teachers don't follow students IEPs. What's listed in the IEP (accommodation, supports) are not practiced in the classroom (i.e. Daughter has short-term memory loss – supposed to be reading the test to the student, taking notes more slowly)	3
1152	School Climate -	My worker did all of the school papers (documentation) and put on the paper "social worker." So the school staff asked what it meant. I responded that it meant DCF social worker and staff said they didn't want me in the class. Sometimes referring to (the DCF staff) as a social worker calls more attention to it.	1
1153	School Climate -	The times I got into trouble at school, they always thought I started it. But there were other things that happened. But I didn't always start trouble. They didn't always believe me.	1
1154	School Climate -	Schools are not family-friendly	5
1155	School Climate -	Schools making decisions without us and making us feel like we cannot ask questions. I learned that my child's school is becoming a magnet school and I found out on the news. I asked about curriculum changes, etc and they weren't helpful..didn't provide the info. They treat us like we're dumb.	4
1156	School Climate -	School is no a safe place for my child. They don't know how to deal with my child so they rather call me to pick him up instead of dealing with the situation.	10
1157	School Climate -	Some school have sensory rooms, but they are really small, they need to be bigger and all schools should have them.	
1158	School Climate -	suspension rates in rgn 3. looking to target schools that have high rates.	
1159	School Climate -	School- need to shut it down, it has been awful.	
1160	School Climate -	Major concern is about schools. Behaviors with parents and students in New London. I don't want my kids going to new London because the bx is so bad. 6 yr. old tripping you and saying he will kill you. I have to move towns because I don't want them to go to New London.	
1161	School Climate -	Not enough people to help support in the school setting. Teachers can't do everything all the time. They have a classroom full of kids.	
1162	School Climate -	Waterford country school. Went to public school and couldn't maintain in there, she was way below her peers. Went after a year and a half and is now at year with her peers. Take care of the animals and teaches the kids responsibility and compassion. ropes course	

	Code	Note	# of Times
1163	School Climate -	One of the youth reported school isn't fair. Teachers picking favorites/ racism in school.	2
1164	School Climate -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several
1165	School Climate -	Bullying is a concern.	1
1166	School Climate -	Schools need to be improved. Need better academics. Update teaching methods so teachers can teach to the current generation. Schools should be less strict.	4
1167	School Climate -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1168	School Climate -	With all the funding cuts, now my child teacher don't have someone to help in the classroom so it's harder for her to pay the necessary attention to each child	
1169	School Climate -	There is a severe lack of available paraprofessionals for afterschool and summer activities. Parents are often told that they need to pay for someone to be with their child or their child cannot participate. The parents described a recent movie event where a child with a disability couldn't participate because parent was not able to be there with the child or hire someone to be the child. Another example was given of a child that could access the stage because there was not ramp.	2
1170	School Climate -	5 elementary schools feed into 1 middle school. Class sizes are too big after the transition.	2
1171	School Climate -	Problem with sending kids home from school if they are out of uniform. The uniform does not include footwear. Kids get picked on for not having certain types of shoes.	2
1172	School Climate -	Girls get off the hook easier- especially girl accelerating in academics	1
1173	School Climate -	Help with bullying in school	1
1174	School Climate -	Make consequences more clear in school and outside of school before things happen	1
1175	School Climate -	More assemblies in school around not doing drugs and alcohol	1
1176	School Climate -	More public speakers in schools to boost kid's confidence to do better encouraging people to speak up more	1
1177	School Climate -	Bullying in schools not recognized by children and adults	3
1178	School Climate -	More advocacy for no bullying in school- live up to no tolerance policy	4
1179	School Climate -	Ratio of students to staff	2
1180	School Climate -	Bullying still prevalent in the schools/schools in denial	1
1181	School Climate -	Gangs still prevalent in the schools/schools in denial	1
1182	School Climate -	All schools should have nurse and social worker to support classroom teachers and children	

	Code	Note	# of Times
1183	School Professional Development +	Continue education in Special Education to help teachers understand behaviors and ways to work with children Children with mental health diagnosis, challenging behaviors, triggered in school by other students and then they get in trouble	2
1184	School Professional Development +	Continue training for school security guards, resources officers, police on how to handle students in crisis	5
1185	School Professional Development +	The school worked in positive way with her and her child compared to when they lived in their country	1
1186	School Professional Development +	Shelton schools helping more than East Haven did. They let educators be educators and have rule of the classroom. 2 paras in the classroom all the time and caseworkers are available to each child.	1
1187	School Professional Development +	Guidance Counselors in schools are very helpful. They listen.	1
1188	School Professional Development +	School has been more accepting of mental health issues, truancy (daughter) depends on school district- anxiety, adaptable, plainfield principals are OK, teachers are more difficult.	
1189	School Professional Development +	School reported they learned more empathy for families due to the jargon at MH tables (in relation to their own PPT meetings)- think of language when you are in meetings.	
1190	School Professional Development +	Schools are becoming social service agencies. These agencies with a database, info of all the programs. Professional development.	
1191	School Professional Development +	Schools branching out and working on professional development, MH awareness in adults and children.	
1192	School Professional Development +	East lyme public schools, left Groton and the school is so much better. In East Lyme 1-1 and heavy learning disability. Survived the entire month with no 1-1 and once mistake was made they got it for her. School system came together and supported her.	
1193	School Professional Development +	Waterford had made a mistake on a PPT and mom emailed school and it was changed within a week. Very responsive and partnered with families.	
1194	School Professional Development +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1195	School Professional Development +	Schools are a strength to meet the child's needs and programming is available. School moved faster than expected to meet child's needs. (One person reported when her child started Kindergarten she was denied a para, the school then made adjustments and found a special education program that met her needs). Paras are very helpful and needed- preventative. Gifted teachers & counselors that take time to meet w/ parents and communicate noted as a strength.	6
1196	School Professional Development +	Salisbury Central does a good job overall with SPED. In particular, the Paraprofessionals that are working with kids this year are better trained and more responsive than in past years. They make an effort to help the kids.	3
1197	School Professional Development +	Conference opportunities. Conferences let youth get together for workshops and getting idea for giving back to the community. Kaynor Tech High School sent kids to the Youth-to-Youth conference. There is a Peace Jam Conference	3

	Code	Note	# of Times
1198	School Professional Development +	Teachers should be more supportive. Teachers are paid to teach kids but they should also care more. There is favoritism by teachers and counselors. Teachers should be more professional. Some teachers do not know what they are doing. I know teachers that are teaching classes they do not even care about- if they do not care, then why should I. There should be smaller classrooms. Some teachers set you up for failure and the counselors don't care. The counselors only care about the money. If there is a problem, then they just switch your class but that doesn't solve the problem- the student needs help. Some teachers have had bad experiences with bad kids so they are mean to all students- even the good ones. Teachers can help students more by making them want to learn by being enthusiastic and creative.	
1199	School Professional Development +	Nurses in schools aren't helpful.	
1200	School Professional Development +	Teachers should attend a class every month about treating kids better. Others mentioned positive relations, building respect, change common core and asking kids how they learn best- example given of combining classes so there are 2 teachers and student work in groups. Match students by their needs in learning.	3
1201	School Professional Development +	Teachers should stop babying students, teach more independence, treat them like adults.	
1202	School Professional Development +	Interview for high school and have days you can shadow or attend.	
1203	School Professional Development +	Teachers in training are receiving more education related to mental health and how to identify	
1204	School Professional Development -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
1205	School Professional Development -	School lunches need to be healthier, full of preservatives and kitchen staff do not prepare correctly	2
1206	School Professional Development -	School needs better communication between families and staff	1
1207	School Professional Development -	Substitute teachers should be trained prior to taking over a class	1
1208	School Professional Development -	Teachers, staff need etiquette training. Do not know how to interact with parents. Training is effected by budget cuts	2
1209	School Professional Development -	Board of Education members should be the voice of the family members and should speak up for all youth, not just some in the education system	1f/1p
1210	School Professional Development -	School not supportive, even encourages her not to come to school. Youth reports that there was no social worker available to help. Once she was hospitalized, the school didn't know what to do.	1
1211	School Professional Development -	School system pushed my son through. East Haven schools didn't help.	1
1212	School Professional Development -	Schools divulge information about students too freely. They don't protect the student's privacy and will talk about things openly or yelling it out in front of others. Does HIPPA cover schools talking about student's medical/BH information openly and/or publicly? When concerns were shared, the school didn't care until threatened to sue.	4

	Code	Note	# of Times
1213	School Professional Development -	Schools don't want to deal with mediation until they have a lawyer. They think parents don't have the strength and ability when they do.	2
1214	School Professional Development -	My worker did all of the school papers (documentation) and put on the paper "social worker." So the school staff asked what it meant. I responded that it meant DCF social worker and staff said they didn't want me in the class. Sometimes referring to (the DCF staff) as a social worker calls more attention to it.	1
1215	School Professional Development -	The times I got into trouble at school, they always thought I started it. But there were other things that happened. But I didn't always start trouble. They didn't always believe me.	1
1216	School Professional Development -	Schools are not family-friendly	5
1217	School Professional Development -	Schools making decisions without us and making us feel like we cannot ask questions. I learned that my child's school is becoming a magnet school and I found out on the news. I asked about curriculum changes, etc and they weren't helpful..didn't provide the info. They treat us like we're dumb.	4
1218	School Professional Development -	My child is graded in school the same way as the other kids, she has ADD and won't learn the same way so she gets frustrated and don't really knows how to communicate that to the teacher and the teacher takes it as if my daughter is misbehaving.	
1219	School Professional Development -	Special Ed teachers don't communicate with the regular teachers on what is going on with my child or any	
1220	School Professional Development -	Teachers should be better informed about the child's condition. Special Ed teachers need to communicate better with the regular teachers.	
1221	School Professional Development -	The school makes some decisions about my child that most of the time I don't agree with.	2
1222	School Professional Development -	The schools should have at least one staff that have knowledge about different programs so that they will be able to direct a parent the right direction.	
1223	School Professional Development -	The teachers are not aware or understand the different conditions that the kids have.	4
1224	School Professional Development -	Discrimination in the schools, calling careline against certain families/kids.	
1225	School Professional Development -	Some districts are starting to be trained in MH, and it is not trickling down to special ed system, wait to get to the point where they are SI., not able to access counseling, transportation to get services. More successful when they have MH in schools. No access for students to intervene early. waiting to IPF, and it is too late. depends on district. have had responsive team. not enough school psychologists, assessments, can't have a crisis today because i am at a different school today. (shared resources). finally the school will listen to me (sandy hook). anxious kid who couldn't go to school and called DCF on them. investigation for nothing, because school couldn't respond appropriately.	
1226	School Professional Development -	Teachers need more training with MH plans.	
1227	School Professional Development -	Schools- train ppl. They need to lower their expectations. Anxiety, depression, anger and attitude. Teacher's aid gets mad and blows out of the room. Professionals should know what they should do and have better training.	

	Code	Note	# of Times
1228	School Professional Development -	Specialty school, to NFA transferring. ACES and Sachem. They need to actually think about where they are placing kids. There are serious consequences. They shouldn't have to feel like they are "special". They need to respond to needs and not behaviors. Impacts my education and how I feel. I am miserable, I don't learn anything.	
1229	School Professional Development -	Education: Lack of information of special education services. More training for special education teachers and lack of support and resources. Transportation, difference in bus stop and home address, small kids have to walk from school.	3
1230	School Professional Development -	Too much responsibility to the social worker when a child has special needs, and they don't consider the teacher to get trained in special education.	1
1231	School Professional Development -	Need more parents involved in the PTO meetings on an ongoing basis, not just when decisions are made. Parents should be held accountable for their children and they shouldn't need family engagement strategies. They should mandate parents to attend a certain number of PTO meetings per year. Parents should make appointments with superintendents.	1
1232	School Professional Development -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several
1233	School Professional Development -	Schools need to be improved. Need better academics. Update teaching methods so teachers can teach to the current generation. Schools should be less strict.	4
1234	School Professional Development -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1235	School Professional Development -	Schools keep switching paraprofessionals around. Each time they do, the new ones don't know the child's needs.	3
1236	School Professional Development -	Have people in the schools who are trained to see when advocates are needed.	
1237	School Professional Development -	The Board of Ed. Doesn't have a clue. They don't know the new laws. For instance regarding truancy issues, the Board of Ed. And school were not up-to-date on the laws. Two parents also spoke about being told that their child was doing fine only to find out later that their child was lagging behind.	2
1238	School Professional Development -	There is a serious drug problem especially with 15-25/35 year olds. Discussed narcotics and overdoses. Asked how the youth getting the heroin. The government needs to become more involved in stopping drugs from coming into the country. One person said that the system (referencing the drug problem) is not designed to work. Drugs will always be in existence. We need to start when someone is crying out for help before they turn to drugs. Teachers and parents need to catch it earlier. Legalizing marijuana sends mixed messages-we need to get these kids off the streets.	5
1239	School Professional Development -	More public speakers in schools to boost kid's confidence to do better encouraging people to speak up more	1

	Code	Note	# of Times
1240	School Professional Development -	Better trained school psychologists	2
1241	School Professional Development -	Bullying in schools not recognized by children and adults	3
1242	School Professional Development -	Failure to test kids or following up with what happens at prior schools	2
1243	School Professional Development -	Issue with guidance counselor	1
1244	School Professional Development -	Lack of knowledge of school staff	2
1245	School Professional Development -	More advocacy for no bullying in school- live up to no tolerance policy	4
1246	School Professional Development -	Schools following the IEPs – especially in high schools (Lincoln and Platt in Meriden)	2
1247	School Professional Development -	Schools not helping other students understand students with challenges and why they are separate	2
1248	School Professional Development -	Early interventions and MH diagnosis by schools not happening until roughly 8 years old	
1249	School Professional Development -	More cultural sensitivity from school staff when speaking with parents	
1250	School Professional Development -	School staff need more training to deal with mental health	2
1251	School Professional Development -	Schools are sometimes too quick to suspend or expel students	
1252	School Professional Development -	Some schools don't communicate well with parents	
1253	School Professional Development -	There is not enough communication between school systems and the larger system, especially with DCF, and a universal packet should be available for sharing	
1254	School Professional Development -	Young teens are leaving school and DCF and school systems are not doing enough to intervene	
1255	School Access to Services +	School system we get an education and learn. Programs offered within the school system were also noted: Programs like GEAR-up, 2 mentioned the ROTC program, Strains program at the technical high school helps you get ready for college, Grandville Academy helps with life skills and work readiness. STEM Career Academy, through Reed School, has programs for technical skills. In school, you get to meet new people.	8
1256	School Access to Services +	Conference opportunities. Conferences let youth get together for workshops and getting idea for giving back to the community. Kaynor Tech High School sent kids to the Youth-to-Youth conference. There is a Peace Jam Conference	3

	Code	Note	# of Times
1257	School Access to Services +	Transportation is an issue- the bus fare increased. There are discount passes for college students but not for middle and high school youth. There are no youth bus passes. One youth mentioned not being able to attend a field trip in which he needed to take the bus. Another person mentioned the price indicating that kids do not carry around dimes and nickels, either round to quarters and dollars. They should not charge 5 year olds bus fare at all. Afterschool buses should be provided everyday now they are just on certain days- Tues/Thurs.	9
1258	School Access to Services +	Math labs should be longer	
1259	School Access to Services +	AP material should be required. All material should be open to all students. Technical schools should have the opportunity to take AP classes. Some kids want both. All schools should provide trades training – have more exposure to trades. More choice of electives. AP classes should be offered in the summer.	5
1260	School Access to Services -	Need more creativity. Limited to magnet schools, need them in the public schools.	
1261	School Access to Services -	No Community outreach ppl that are employed by the schools anymore.	
1262	School Access to Services -	Schools keeping families and other systems out.	
1263	School Access to Services -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
1264	School Access to Services -	Lack of school life skill and recreation programs e.g. cooking, art, swimming, music	1
1265	School Access to Services -	There should be a nutrition guide to help children with Special Ed./ADHD Foods that give the child energy and good immune system support when on medication	3
1266	School Access to Services -	Job training should start in 9th grade, similar to shop classes in the past for those not planning on going to college	2f
1267	School Access to Services -	Students are graduating high school but cannot read and write proficiently, thus, they cannot attain jobs. Need to address the education first and foremost, along with job training programs specifically for young men.	3f/1p
1268	School Access to Services -	Medical needs of children are not being met in addition to their MH needs. (In school) teachers don't know the previous years' experience and how it can impact them this year. Schools say it's the budget that keeps them from doing what children need.	1
1269	School Access to Services -	Parents have documents from others (doctors, requests for testing, etc.) and the school doesn't want to agree. They know nothing about mental health and	3
1270	School Access to Services -	School not helpful. We are currently working on another placement because hes in seclusion in school every few days for 2-3 hours. Mom has 2 doctors coming to the PPT hoping that we don't have to hire a lawyer. Mom doesn't find out about seclusion until the next day at times.	1
1271	School Access to Services -	School records don't always reflect what parents understand is in the IEP.	3
1272	School Access to Services -	School system pushed my son through. East Haven schools didn't help.	1
1273	School Access to Services -	Schools don't listen until you have a lawyer. Then they wanted to do testing at the end of the year. They need to do testing in the beginning of the year.	2
1274	School Access to Services -	Schools don't want to deal with mediation until they have a lawyer. They think parents don't have the strength and ability when they do.	2

	Code	Note	# of Times
1275	School Access to Services -	Schools should have more staff for kids to go to. Doesn't have to be a counselor...could be a peer counselor...someone to touch base with kids for a few minutes to check in...to help prevent suicide, decrease being bullied...and this is the first thing that seems to get cut.	2
1276	School Access to Services -	Teachers don't follow students IEPs. What's listed in the IEP (accommodation, supports) are not practiced in the classroom (i.e. Daughter has short-term memory loss – supposed to be reading the test to the student, taking notes more slowly)	3
1277	School Access to Services -	I wish I had in High School ...like in group homes, some kids had an advocate for school specifically. I didn't have that. I'm not special education so I sat in the back of the class by myself which put me behind in my Sr year of high school. Having an advocate in school, I know my Sr year wouldn't have been so bad. (Group leader specified that this comment is regarding the suggestion to have a carve-out to have an advocate even if you don't have SpED).	1
1278	School Access to Services -	A school concern is the communication. Post hospital, when kids are coming back to school, providers do not give info to school. Hasn't been in school and needs info. Tries to communicate with family, but parent is in crisis mode. Back into school and try to make a plan but don't have information.	
1279	School Access to Services -	DCF sw was supposed to be preventative measure in schools. Can't force ppl in there.	
1280	School Access to Services -	Schools are not using 504 plans	
1281	School Access to Services -	School switching too much because of foster placement. Effects grades and school performance.	
1282	School Access to Services -	Specialty school, to NFA transferring. ACES and Sachem. They need to actually think about where they are placing kids. There are serious consequences. They shouldn't have to feel like they are "special". They need to respond to needs and not behaviors. Impacts my education and how I feel. I am miserable, I don't learn anything.	
1283	School Access to Services -	No special Ed in new London during summertime.	
1284	School Access to Services -	Issues getting assistance from the school to meet child's needs (i.e. paraprofessional to help w/ communication.	3
1285	School Access to Services -	There isn't enough advertising about school programs- others stated programs aren't consistent in all schools.	3
1286	School Access to Services -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1287	School Access to Services -	Schools need more autism services local so that kids don't need to go to Sharon to get these services.	2
1288	School Access to Services -	There is a severe lack of available paraprofessionals for afterschool and summer activities. Parents are often told that they need to pay for someone to be with their child or their child cannot participate. The parents described a recent movie event where a child with a disability couldn't participate because parent was not able to be there with the child or hire someone to be the child. Another example was given of a child that could access the stage because there was not ramp.	2
1289	School Access to Services -	School liaisons are helpful but there are not enough of them especially for middle and high school. The guidance counselors are overwhelmed.	
1290	School Access to Services -	Not all schools used 211 or EMPS	3
1291	School Access to Services -	A trained teacher aid that can float	3

	Code	Note	# of Times
1292	School Access to Services -	Child Guidance in the school system	1
1293	School Access to Services -	Not enough staff in the school system to manage children	3
1294	School Access to Services -	Ratio of students to staff	2
1295	School Access to Services -	Schools following the IEPs – especially in high schools (Lincoln and Platt in Meriden)	2
1296	School Access to Services -	Transitioning to schools at different levels and following IEPs is challenging	2
1297	School Access to Services -	The school psychologist's role is specific to supporting the school but the child also has a home life and they do not address those needs.	
1298	School Access to Services -	All schools should have nurse and social worker to support classroom teachers and children	
1299	School Access to Services -	Earlier interventions needed in schools and across entire system to prevent need for more intensive interventions	4
1300	School Access to Services -	Early interventions and MH diagnosis by schools not happening until roughly 8 years old	
1301	School Quality of Service +	School has been more accepting of mental health issues, truancy (daughter) depends on school district- anxiety, adaptable, plainfield principals are OK, teachers are more difficult.	
1302	School Quality of Service +	Waterford Country school I could contact my person, Late night calls, safe home Norwich office	
1303	School Quality of Service +	dual language, old southwest elementary. LEARN in the back. Most amazing school for special ed.	
1304	School Quality of Service +	East lyme public schools, left Groton and the school is so much better. In East Lyme 1-1 and heavy learning disability. Survived the entire month with no 1-1 and once mistake was made they got it for her. School system came together and supported her.	
1305	School Quality of Service +	Palmer alternative HS in Montville. They bent over backwards to help her. They did everything they could. The teacher even came to home to help support us better.	
1306	School Quality of Service +	Waterford country school. Went to public school and couldn't maintain in there, she was way below her peers. Went after a year and a half and is now at year with her peers. Take care of the animals and teaches the kids responsibility and compassion. ropes course	
1307	School Quality of Service +	Waterford had made a mistake on a PPT and mom emailed school and it was changed within a week. Very responsive and partnered with families.	
1308	School Quality of Service +	Waterford school system special education system, was very helpful. Want to move back to waterford out of new long. If we needed something, they took care of it. Partnered with. Food and things for presents and food.	
1309	School Quality of Service +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1310	School Quality of Service +	Schools are a strength to meet the child's needs and programming is available. School moved faster than expected to meet child's needs. (One person reported when her child started Kindergarten she was denied a para, the school then made adjustments and found a special education program that met her needs). Paras are very helpful and needed- preventative. Gifted teachers & counselors that take time to meet w/ parents and communicate noted as a strength.	6
1311	School Quality of Service +	The school has helped me a lot	
1312	School Quality of Service +	Charter school. Better education at the charter school than in the regular system.	

	Code	Note	# of Times
1313	School Quality of Service +	Education system is supportive once you get on them. All participants agreed with this statement	6
1314	School Quality of Service +	School system we get an education and learn. Programs offered within the school system were also noted: Programs like GEAR-up, 2 mentioned the ROTC program, Strains program at the technical high school helps you get ready for college, Grandville Academy helps with life skills and work readiness. STEM Career Academy, through Reed School, has programs for technical skills. In school, you get to meet new people.	8
1315	School Quality of Service +	Waterbury school lunches, some kids don't eat at all because the food is terrible.	
1316	School Quality of Service +	Teachers should be more supportive. Teachers are paid to teach kids but they should also care more. There is favoritism by teachers and counselors. Teachers should be more professional. Some teachers do not know what they are doing. I know teachers that are teaching classes they do not even care about- if they do not care, then why should I. There should be smaller classrooms. Some teachers set you up for failure and the counselors don't care. The counselors only care about the money. If there is a problem, then they just switch your class but that doesn't solve the problem- the student needs help. Some teachers have had bad experiences with bad kids so they are mean to all students- even the good ones. Teachers can help students more by making them want to learn by being enthusiastic and creative.	
1317	School Quality of Service +	Math labs should be longer	
1318	School Quality of Service +	Better drug, alcohol and sex ed classes. Teach you about sperm and eggs but not to do afterwards. Another student asked for clarification and said information about parenting	2
1319	School Quality of Service +	In English class actually work on creating a college essay.	
1320	School Quality of Service +	AP material should be required. All material should be open to all students. Technical schools should have the opportunity to take AP classes. Some kids want both. All schools should provide trades training – have more exposure to trades. More choice of electives. AP classes should be offered in the summer.	5
1321	School Quality of Service +	Improve school lunches. It impacts thinking and the lunches taste terrible. School lunches should be healthier. Teachers get to buy lunch – not the school lunch but different food, why can't kids have the same choice.	
1322	School Quality of Service +	Charter and magnet schools are responsive and helpful	
1323	School Quality of Service +	Some schools are identifying issues earlier and services can be started sooner	2
1324	School Quality of Service -	Sometimes when I have a concern in school, my concern is not addressed.	
1325	School Quality of Service -	There is a lack of preparation from the school system.	10
1326	School Quality of Service -	Alternative school .. doesn't offer much ..there's no nurse ..no after school programs ... no interaction with other schools (sports teams).	2
1327	School Quality of Service -	Alternative school .. you don't learn the same things as regular schools.	3
1328	School Quality of Service -	Alternative schools ... feels they dumb you down.	1
1329	School Quality of Service -	School Kids should be learning things that will actually help them after they graduate.	1
1330	School Quality of Service -	school is failing the kids- this one person who became head of pupil personnel services. Lucked out. Help with transition (maps). Biggest waste of time. Everyone that knows you and attends. Superintendent, principal, support ppl. What is going to help this kid? Use the DOCUMENT. sounds good on paper, and then no one ever used it again. mom had to write up bio and weaks/strengths.	5

	Code	Note	# of Times
1331	School Quality of Service -	School- need to shut it down, it has been awful.	
1332	School Quality of Service -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several
1333	School Quality of Service -	Lack of programs in the school. Lack of learning in the schools.	2
1334	School Quality of Service -	Schools need to be improved. Need better academics. Update teaching methods so teachers can teach to the current generation. Schools should be less strict.	4
1335	School Quality of Service -	Ending social progression in schools so kids aren't just promoted. Many don't learn how to read but still graduate.	4
1336	School Quality of Service -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1337	School Quality of Service -	With all the funding cuts, now my child teacher don't have someone to help in the classroom so it's harder for her to pay the necessary attention to each child	
1338	School Quality of Service -	Schools following the IEPs – especially in high schools (Lincoln and Platt in Meriden)	2
1339	School Quality of Staff +	The teacher that my son has now really works with my child and keeps good communication with me.	
1340	School Quality of Staff +	Guidance Counselors in schools are very helpful. They listen.	1
1341	School Quality of Staff +	Waterford Country school I could contact my person, Late night calls, safe home Norwich office	
1342	School Quality of Staff +	East lyme public schools, left Groton and the school is so much better. In East Lyme 1-1 and heavy learning disability. Survived the entire month with no 1-1 and once mistake was made they got it for her. School system came together and supported her.	
1343	School Quality of Staff +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1344	School Quality of Staff +	Teachers should be more supportive. Teachers are paid to teach kids but they should also care more. There is favoritism by teachers and counselors. Teachers should be more professional. Some teachers do not know what they are doing. I know teachers that are teaching classes they do not even care about- if they do not care, then why should I. There should be smaller classrooms. Some teachers set you up for failure and the counselors don't care. The counselors only care about the money. If there is a problem, then they just switch your class but that doesn't solve the problem- the student needs help. Some teachers have had bad experiences with bad kids so they are mean to all students- even the good ones. Teachers can help students more by making them want to learn by being enthusiastic and creative.	
1345	School Quality of Staff +	Nurses in schools aren't helpful.	

	Code	Note	# of Times
1346	School Quality of Staff +	School should offer internships. Guidance counselors in Waterbury do not help with internships while in other towns the counselors will set up internships for kids in whatever fields they are interested.	3
1347	School Quality of Staff +	Teachers should stop babying students, teach more independence, treat them like adults.	
1348	School Quality of Staff +	Guidance counselors should take students seriously, do not be neglectful be respectful.	
1349	School Quality of Staff +	Helpful teacher in school	1
1350	School Quality of Staff +	Math teacher in school is really nice	1
1351	School Quality of Staff +	School psychologist, guidance counselor, social worker helped with PPTs while child had issues in school	1
1352	School Quality of Staff +	Some teachers ("master" teachers) are very committed and effective despite challenges in certain communities, especially in urban settings.	
1353	School Quality of Staff -	Schools- train ppl. They need to lower their expectations. Anxiety, depression, anger and attitude. Teacher's aid gets mad and blows out of the room. Professionals should know what they should do and have better training.	
1354	School Quality of Staff -	IEP, 504, missing and don't put PPT info into place. Para was supposed to travel with kid but para got surgery and didn't come. Didn't listen to parent. Teacher needs to split attention and can't focus individually	
1355	School Respect +	Foster Grandparents Program is very helpful. Close and supportive connection between the foster grandparents and the children.	2
1356	School Respect +	Teachers should be more supportive. Teachers are paid to teach kids but they should also care more. There is favoritism by teachers and counselors. Teachers should be more professional. Some teachers do not know what they are doing. I know teachers that are teaching classes they do not even care about- if they do not care, then why should I. There should be smaller classrooms. Some teachers set you up for failure and the counselors don't care. The counselors only care about the money. If there is a problem, then they just switch your class but that doesn't solve the problem- the student needs help. Some teachers have had bad experiences with bad kids so they are mean to all students- even the good ones. Teachers can help students more by making them want to learn by being enthusiastic and creative.	
1357	School Respect +	Teachers should attend a class every month about treating kids better. Others mentioned positive relations, building respect, change common core and asking kids how they learn best- example given of combining classes so there are 2 teachers and student work in groups. Match students by their needs in learning.	3
1358	School Respect +	Guidance counselors should take students seriously, do not be neglectful be respectful.	
1359	School Respect -	Students are not always told why school staff is in the room even though it's in their IEP.	3
1360	School Respect -	More cultural sensitivity from school staff when speaking with parents	
1361	FS Caregiver Support +	There are a lot of organizations in Stamford "serving" families and youth	
1362	FS Caregiver Support +	DCF Voluntary services; the program is a help to families that are challenged and do not have resources to get care.	2
1363	FS Caregiver Support +	Family involvement with community partners e.g. FAVOR, CPAC, Ombudsperson	2
1364	FS Caregiver Support +	Opportunities for families to education themselves	1
1365	FS Caregiver Support +	PLTI (Parent Leadership Training Institute) training	1
1366	FS Caregiver Support +	Working well – Bring a friend to PPT that can help you advocate. Sometimes they ask questions you don't think of. Recording PPT is helpful – they take it more seriously.	2

	Code	Note	# of Times
1367	FS Caregiver Support +	Helped me with my daughter. Me being in the system as a single parent, I was really worried until DCF came to my house to say they can give me everything to get me started (as a Mom)	1
1368	FS Caregiver Support +	This parent support group (Wellness support group) at Clifford Beers	3
1369	FS Caregiver Support +	Care coordination has changed my life and given me confidence. Biggest strength	
1370	FS Caregiver Support +	Care coordination looked at my kid individually and what would be best for him. IPF process help. Individualized support, not "cookie cutter"- lot's of not fitting before.	6
1371	FS Caregiver Support +	Care Coordination strength of family, letting your family know, natural supports even if you don't know. They were my champion. Help you recognize that you can do this.	
1372	FS Caregiver Support +	Community supports for families, basic needs of the adults.	
1373	FS Caregiver Support +	DCF working to have conversations instead of jumping to substantiation- different perspective than previously.	
1374	FS Caregiver Support +	Education through Care Coordination about process, confirming what I know and knowing that I am not alone. Education through parents, and then educate providers in turn. Dr., PCP, counselor, skills group, schools, 504, been helpful, what can I ask for? What I am allowed to ask for?	
1375	FS Caregiver Support +	Mona was instrumental- medical home Care coordinator. Navigational nightmare, waitlists, insurance access. Hospital referred her to generations for primary, helped asses needs and got into specialists and help. See 3 (15) was supposed to see this. Moved to CT and within 3 months she had them all in. no issues since i have been here.	3
1376	FS Caregiver Support +	Opportunities for parents at system tables- this has become more common.	
1377	FS Caregiver Support +	Parents learn and can inform each other about misconceptions and empowering each other- dispel rumors	
1378	FS Caregiver Support +	Took years of trying to find the right programs and then care coordination helped me get to the places I need to get to and linked to programs I had no knowledge of.	6
1379	FS Caregiver Support +	Turned an experience with DCF into a positive, DCF has a new face, not to take your kids away and start to work with each other. Learn the language, and communicate.	
1380	FS Caregiver Support +	UCFS community network program and like services focused on prevention for families.	
1381	FS Caregiver Support +	EMPS, has saved my sanity- 211. Didn't have to use the ED and wait in the waiting room. They show up quietly and discretely. EMPS will come out if you are in danger?	2
1382	FS Caregiver Support +	Learned a lot about health insurance- education, school system, IEP process. Getting involved and knowing where I need to go and be.	
1383	FS Caregiver Support +	Learning about son and dx. Learning about dx. Liked that I have learned and become educated about my child.	
1384	FS Caregiver Support +	Pediatritian- good luck with him. Parents voiced concerned about his progress and the rec LEARN 0-3. 18months dx. Responded quickly, pediartian visit and then quickly had ppl visiting home.	
1385	FS Caregiver Support +	beacon, birth to three. 12 years old, had for 8 years. Speech delayed when little. 4yr old. LEARN. Prentice school? Understand what they can do with them and how you can help. Friendship school	
1386	FS Caregiver Support +	Birth to three is really good. Understand your kid in the early development. Education on what is right and what is wrong. Transition work needs help.	

	Code	Note	# of Times
1387	FS Caregiver Support +	Birth to three with youngest daughter. They tell family right where they are. And work with them, birth defect and worked with her to improve confidence. Ability to work with her and improved her quality of life.	4
1388	FS Caregiver Support +	CPAC is great in Niantic. Parental support.	
1389	FS Caregiver Support +	Creative potential, most effective and best service. Therapeutic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they take her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
1390	FS Caregiver Support +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
1391	FS Caregiver Support +	Family peer support specialist family advocate through FAVOR, attending PPT's. They knew the ins and outs and helps push families to ask for the right things and get what they need. Bx plan. Know the local community and can help make connections.	
1392	FS Caregiver Support +	Nurturing families, mind over mood. Post partum depression, a lot of families can't drive	
1393	FS Caregiver Support +	Palmer alternative HS in Montville. They bent over backwards to help her. They did everything they could. The teacher even came to home to help support us better.	
1394	FS Caregiver Support +	Waterford had made a mistake on a PPT and mom emailed school and it was changed within a week. Very responsive and partnered with families.	
1395	FS Caregiver Support +	Waterford school system special education system, was very helpful. Want to move back to waterford out of new long. If we needed something, they took care of it. Partnered with. Food and things for presents and food.	
1396	FS Caregiver Support +	Adult services are given for education, parenting classes	3
1397	FS Caregiver Support +	Community supports. My parents help me. Other family members help me (grandmother, siblings, cousin, mom, dad). Mom helps me with homework. Friends help keep me out of trouble and protect me.	10
1398	FS Caregiver Support +	Feeling forced to sign TPR with DCF so their child can get better access to services such as health care and residential. Feel like they are trading "custody for care." Another stated they didn't have to give up rights but still got help.	4
1399	FS Caregiver Support +	Support groups are a strength especially when childcare is provided, like the NCCC parent and sibling support group. Parents are connected and aware of services	Several
1400	FS Caregiver Support +	Went through a domestic adoption and received services and support	1
1401	FS Caregiver Support +	DCF's priority is to keep kids safe. Some social workers are better than others. Providing day care is very important because parents can get back to work and know that their kids are cared for and safe. A DCF worker provided me gift a crib, clothes and gift cards for things I needed.	5
1402	FS Caregiver Support +	Shelter case manager helped me get an apartment and helped with referrals to programs.	1
1403	FS Caregiver Support +	Families informally network together to educate themselves about SPED and other issues that affect their children with physical or emotional challenges.	2

	Code	Note	# of Times
1404	FS Caregiver Support +	Continued peer to peer support	
1405	FS Caregiver Support +	FAVOR advocates- Favor staff assist with getting evaluations done. One parent has a son and had to go travel to New Britain to try and get an evaluation done. Parent had problems setting it up and Favor help facilitate that process.	3
1406	FS Caregiver Support +	Resourcefulness of parents to find services. Due to lack of support, parents have had to help themselves and other parents	
1407	FS Caregiver Support +	Foster Grandparents Program is very helpful. Close and supportive connection between the foster grandparents and the children.	2
1408	FS Caregiver Support +	Our voices. Family champions have learned to use their voice. We are walking champions. You need to help the adults too, helping just the child will not work. All of the champions are strengths.	1
1409	FS Caregiver Support +	Juvenile Review Board (mentioned by adult group leader) helps divert kids and supports the whole family with their needs. It is strengths-based and a strong system.	
1410	FS Caregiver Support +	Information provided at support groups have encouraged parents to be proactive	3
1411	FS Caregiver Support +	Self-care opportunity for parents	4
1412	FS Caregiver Support +	This support group (NAMI parent support group in Canton) has provided support and resources to people involved – NAMI, Office of Health Care Advocate, DCF Voluntary	6
1413	FS Caregiver Support +	Behaviorists and mentors through Husky – help parents to do what they need to do	3
1414	FS Caregiver Support +	Help from other families- recommendations on what worked for others	2
1415	FS Caregiver Support +	Support groups help	2
1416	FS Caregiver Support +	Support groups while kids are in school	3
1417	FS Caregiver Support +	NAMI support group	6
1418	FS Caregiver Support +	Community has PTAs, SEPTO (Special Ed PTO)	
1419	FS Caregiver Support +	In-home programs	
1420	FS Caregiver Support +	Lots of PLTI (Parent leadership Training Institute) branches	
1421	FS Caregiver Support +	Parents are under a lot of stress these days. They need help.	
1422	FS Caregiver Support +	Strong religious and faith community. 27 churches in town, 9 generally very active and 5 are very active with youth. Pastor Bill and other leaders really want to make a difference. Churches are involved with the local prevention council.	5
1423	FS Caregiver Support +	DCF gives resources to Foster Parents.	1
1424	FS Caregiver Support +	Resources are shared through word of mouth amongst parents	1
1425	FS Caregiver Support +	Shortened activity/workshops to maintain attendance & interest	1
1426	FS Caregiver Support +	SNAP Services offered through SCOW – parents can get connected	1
1427	FS Caregiver Support +	WIC Services offered through SCOW – Parents can get connected	1
1428	FS Caregiver Support +	Youth & Children as well as their families are being served & connected through this program.	1
1429	FS Caregiver Support +	DCF helpful in the past with parents who adopt, take in grandchildren, or take in foster children	
1430	FS Caregiver Support +	DCF pursues reunification and works to facilitate visits even if there are some concerns about the parent whom the child was removed from	
1431	FS Caregiver Support +	DCF responsive to fathers more often and communicative	2

	Code	Note	# of Times
1432	FS Caregiver Support +	DCF visitations and time with families has increased, as they call in advance now instead of surprise visits. Families feel less threatened by these visits.	4
1433	FS Caregiver Support +	Family brunch for family champions helpful in building connections and confidence	
1434	FS Caregiver Support +	Groups like CBHAC are helpful and the information shared can be used by families	3
1435	FS Caregiver Support +	Parents and grandparents are more involved in activities and events	5
1436	FS Caregiver Support -	Parents don't know if a child is special needs or not. Blaming achievement gap on kids and not recognizing actual issues and changing education system to serve all youth.	
1437	FS Caregiver Support -	Parents need to know how to work the system and push back. Instead of being told what to do and automatically know.	
1438	FS Caregiver Support -	People are getting left behind, not going to where they need to go. Need to reel ppl in more.	
1439	FS Caregiver Support -	Schools keeping families and other systems out.	
1440	FS Caregiver Support -	Stamford is surrounded by money but there are many of us struggling.	
1441	FS Caregiver Support -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
1442	FS Caregiver Support -	Lack of workshops, grants, scholarships for education to support children who are low risk but parents can't afford supplemental programs to help child grow	2
1443	FS Caregiver Support -	Parents fear asking for help; fear not knowing their rights	1
1444	FS Caregiver Support -	School needs better communication between families and staff	1
1445	FS Caregiver Support -	Board of Education members should be the voice of the family members and should speak up for all youth, not just some in the education system	1f/1p
1446	FS Caregiver Support -	Parents don't always know how to say what they need or where to take their concerns.	1f
1447	FS Caregiver Support -	DCF – they harass me about taking a drug test. My case is not open as far as drugs go. They didn't find any neglect and yet I figured they could help me. The supports I've asked for for a year haven't happened and yet they want me to do a drug test when they haven't helped. I looked on the website so I know my rights. I am not getting the help I'm supposed to get. You're not giving me what my children needs...	1
1448	FS Caregiver Support -	Jobs for people who are 1st time felons	1
1449	FS Caregiver Support -	I had to search for someone that had a child with the same condition to be able to ask about services. When I asked a Social Worker I only was given a phone number only and it took about a month to get a response from the phone number.	3
1450	FS Caregiver Support -	I had to search for someone that had a child with the same condition to be able to ask about services. When I asked a Social Worker I only was given a phone number only and it took about a month to get a response from the phone number.	3
1451	FS Caregiver Support -	Lack of bilingual staff. Language is a big barrier. Because I don't understand English, it takes longer to obtain an appointment.	10
1452	FS Caregiver Support -	The school don't always give you the right information.	6
1453	FS Caregiver Support -	The school makes some decisions about my child that most of the time I don't agree with.	2
1454	FS Caregiver Support -	The speech therapist states that my child is improving, but I don't see it. I voice my opinion and they still reduce therapy.	5

	Code	Note	# of Times
1455	FS Caregiver Support -	we don't understand why she is here. We are not seeing that? They are making accomodations to the extreme demands. Don't listen to parents. Tell kid they tell the parent to implement things that are not realistic in the home to maintain like a hospital or program. Partnering with parents and looking at realistic solutions. It becomes a setup for families when a kid comes home.	
1456	FS Caregiver Support -	A school concern is the communication. Post hospital, when kids are coming back to school, providers do not give info to school. Hasn't been in school and needs info. Tries to communicate with family, but parent is in crisis mode. Back into school and try to make a plan but don't have information.	
1457	FS Caregiver Support -	By the time DCF is involved, school is done, hosp is done, parents are angry and tired of it all. DCF social workers are taking brunt of it.	
1458	FS Caregiver Support -	Dept help families with commercial insurance with coverage for identified child with needs. Copays, services gets out of control quickly. DCF worker gives number and then to call and there is no success ever.	
1459	FS Caregiver Support -	Empowering families, making things affordable	
1460	FS Caregiver Support -	EMPS can't put hands on, they write paperwork, and document incident and get credit for visit but don't do anything.	
1461	FS Caregiver Support -	EMPS told them to call cops next time and that they could not help.	
1462	FS Caregiver Support -	Human service indiviudals that retire or learn a lot, can help families and volunteer.	
1463	FS Caregiver Support -	If a family is not doing well they can't afford to not know how the system works.	
1464	FS Caregiver Support -	Improved communication system, so families know what is available. Improved communication to schools, providers and families.	
1465	FS Caregiver Support -	Joshua ctr calls troop d when kids have a melt down. Brought to hosp without acknowledgement	
1466	FS Caregiver Support -	length of time 13hrs to see me at hospital. By the time they see him, he looks awesome. "what are you doing to this kid?" parent is the problem and you don't know anything about your own kid.	
1467	FS Caregiver Support -	Mentor programs community roundtable, mom and dad need life skills. Team of mentors to help and go to family.	
1468	FS Caregiver Support -	More information that hospitals can provide for families utilizing their services. Out of the box ideas or services are not communicated to families by hospitals.	
1469	FS Caregiver Support -	No progress reports on children when they go to school, OT, speech and no updates. And being told but not seeing it in the home. Not getting speech or OT when it was on the plan. Not enough staff	
1470	FS Caregiver Support -	Our family telling our story again and again. Open up and then a provider needs to close or they leave.	
1471	FS Caregiver Support -	Parents are overwhelmed, and no one will listen to us. DCF is where the burden falls upon.	
1472	FS Caregiver Support -	Parents with limitations, then providers will be deny them for services. Won't go back, families can't follow through, families are sinking. No one will take responsibility. What do you do when no one will accept you?	
1473	FS Caregiver Support -	Parents with skills and training that can help other families. Pool of families. Inappropriate clothing, simple solutions. Poverty, not being called on for basic needs not being met.	
1474	FS Caregiver Support -	Poor communicating, didn't meet criteria but then HLOC doesn't fit either.	
1475	FS Caregiver Support -	Providers are driven by numbers. They have to work with a certain number of ppl in a year. What goal is there still to meet and ask for extension. If they extend a service then another family loses out on the service.	

	Code	Note	# of Times
1476	FS Caregiver Support -	Providers don't discuss d/c plan with parents. Not treated equally.	
1477	FS Caregiver Support -	Where is the HLOC? Who is funding it? Who provides it? If no one can take my kid, what does that leave my family?	8
1478	FS Caregiver Support -	windham, natchaug, all the hospitals. Begging them and pleading. Camping out of hospital to get services.	
1479	FS Caregiver Support -	DDS involvement. Age 3 he knew so he started trying to get involved. Category 8, needs to be an 8yr old. Couldn't secure anything. Self funded insurance with no ABA coverage. Specific in lines of insurance to not get it. Health care exchange got ABA premium and out of pocket, 8,000 in services. Insurance plan, and ABA. never even got to the point where he had reached the total out of pocket minimum. applied for HUSKY but got denied. They wouldn't put him on it and had an appeal. 100 families per year. small pool. married, and 1 son. there are worse off families, single parent, and more kids. he was not a high priority to them, but he is to me.	
1480	FS Caregiver Support -	Having someone say, that is something I can't help you with. Worst thing to hear as a parent and not knowing who can help me.	5
1481	FS Caregiver Support -	Parents don't know where to start. They don't understand the system. Very overwhelmed. They need more assistance with starting out.	5
1482	FS Caregiver Support -	Should not be this hard when everyone is stressed. And supposed to navigate a path. Tell same story over and over again. Stressed over making the phone calls. I'm in mental health... I should know what to do. "not my thing"	5
1483	FS Caregiver Support -	Worry about what to do after the school system. Once the school ends obligation to a child families are very scared of what happens.	3
1484	FS Caregiver Support -	You become the case worker for your child. Not the mom anymore. "I direct the care" everywhere I go. Reducing meds, and I am not going to do it until he stabilizes.	2
1485	FS Caregiver Support -	Additional para professionals, specific training/tools, how do I handle my own child	7
1486	FS Caregiver Support -	Child is in PHP, and the parent is called to come pick up the child. Called to come pick up the kids during the day and they should know how to manage the kids, and they shouldn't be calling families out to get them.	
1487	FS Caregiver Support -	CT Behavioral Health, Cheshire and Millport? All the para's from new haven. We need help at home. when I left birth to three, there is NOTHING. I want to continue and I try and it doesn't help.	
1488	FS Caregiver Support -	IICAPS, is not the best. Too rigid, team did not engage, didn't individualize for my family.	
1489	FS Caregiver Support -	insurance more organized. They give you a password and automated. It is awful. Help us with our special needs children	
1490	FS Caregiver Support -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
1491	FS Caregiver Support -	More educational advocates, have more background in that. Mentors are great but don't have enough knowledge.	
1492	FS Caregiver Support -	No one contacts you to help support you and you have been on a list for ages.	
1493	FS Caregiver Support -	Parent mentors- ask if they have had similar situations. These are the resources, and these are the problems, we have to learn from people that have been there and gone through it.	

	Code	Note	# of Times
1494	FS Caregiver Support -	Special Ed teachers, and providers, RAGE, I need to know how to handle it. He is 5 now, and it is not going to get easier. I need to know how to handle him appropriately at home with me.	
1495	FS Caregiver Support -	State agencies (School and DCF) need to listen to parents, and actually hear them.	
1496	FS Caregiver Support -	Tried to get ABA in home and husband insurance doesn't cover and we find out we don't qualify for HUSKY. We have been looking for services for 2-3 yrs. And still don't have anything. Once I got pregnant I qualified for HUSKY. Once school starts he can't get in home ABA.	
1497	FS Caregiver Support -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
1498	FS Caregiver Support -	Services: Barriers accessing services. Need more orientation and Knowledge of services. Services are very expensive. A lot of information, but not enough orientation how to get the information. Connect families with the services, families can get educated overall and also with families with children with special education. Lack of support. Immigrants/ undocumented need to know be more inform.	9
1499	FS Caregiver Support -	Families should unite together and attend meetings in the community to let state representatives and legislators what they need and hold them accountable.	2
1500	FS Caregiver Support -	Need more parents involved in the PTO meetings on an ongoing basis, not just when decisions are made. Parents should be held accountable for their children and they shouldn't need family engagement strategies. They should mandate parents to attend a certain number of PTO meetings per year. Parents should make appointments with superintendents.	1
1501	FS Caregiver Support -	The Parent University isn't helpful, they don't feel like they are learning anything.	1
1502	FS Caregiver Support -	There is a generational gap of grandparents helping to raise their grandchildren. How they raised their kids is different. We should be using grandparents to help.	1
1503	FS Caregiver Support -	To help, we need people to listen, not just follow text book approach.	1
1504	FS Caregiver Support -	Lack of parent involvement	1
1505	FS Caregiver Support -	Stop taking kids from families.	1
1506	FS Caregiver Support -	Agencies should provide clear outcomes that are clearly defined. Parents are clear of what kids need but agencies don't listen.	2
1507	FS Caregiver Support -	Calling different places and you get different information depending on who you call. Feel like you get more information from parents than anyone else	1
1508	FS Caregiver Support -	DCF lies to parents, they lie for each other, are dysfunctional, and aren't held accountable. (one person reported DCF told them they could do anything they want because they are DCF). (Another person reported DCF refuses to email the parent (paper trail) and uses phones only). DCF has an image problem and doesn't have a good reputation. Most people don't think of positive things when thinking about DCF. DCF would be the last place you would call to help families. Mediocre families are better at caring for children than DCF. DCF responds often from a child welfare perspective rather than social service/helping. They can't differentiate between neglect and those needing help.	6

	Code	Note	# of Times
1509	FS Caregiver Support -	Experienced issues with professionals not wanting to give a diagnosis until a certain age (i.e. schizophrenia) so you have to go through medication trials and errors and in the meantime not getting help. One person reported Easter seals didn't want to diagnose son even though family wanted them to. Concern because if there isn't a diagnosis prior to starting school; the school system resists providing services or it takes longer to get services because of money.	Several
1510	FS Caregiver Support -	Legal system is a barrier (cost). Feel like they needed to hire a lawyer to get basic rights and they shouldn't have to. For example, had to hire a lawyer before able to get further funding. Trouble navigating the legal system with regards to foster care and school system. Feel like their voice isn't heard regarding their own child.	Several
1511	FS Caregiver Support -	More respite – family wants to be able to take breaks. Even if the state says they will pay for it (\$35 an hour to get someone to babysit spec ed kids) the family needs to hire the person themselves and aren't sure about how to go about doing this. It's hard to find someone who understands their child's needs.	3
1512	FS Caregiver Support -	Not enough child care, parents feel like they can't attend meetings. Child care should be provided.	1
1513	FS Caregiver Support -	Not enough respite, parents need a break.	Several
1514	FS Caregiver Support -	Parents helping other parents w/ lived experience is one of the best methods to get support and information- need more.	Several
1515	FS Caregiver Support -	Reports the language in the TPR and DCF legal paperwork is too confusing and the terms uncared for vs neglect is important to understand.	1
1516	FS Caregiver Support -	Some language barriers in particular with paperwork given to families (in school, legal and state assistance paperwork not being translated. Example given in East Granby school system that the school forms aren't understood by parents and they just need assistance to complete. Multi needs- Families from India, Asian, Lebanon. Also, parents with cognitive limitations trouble navigating the system, need additional support.	1
1517	FS Caregiver Support -	Suggested that once a month parents with kids in voluntary services or committed and can sit down with social workers, supervisors, and other DCF staff to voice their concerns. It would be good to know about all the meetings in the region parents can attend. However, often these meetings to give DCF feedback are during when parents work. Can they be streamed live or recorded?	3
1518	FS Caregiver Support -	There should be a clear map of agencies and what each does. Almost like a Navigation of the System. There can be a Menu of services and definitions (people aren't aware of what is available). There should be a Triage of services for mental health like there is for medical. For example if you have a fever you do a, b, then c. If this information was available it should be distributed when a child is identified in the schools (or given out at PPT meetings)	Several
1519	FS Caregiver Support -	At a lot of places you end up getting the run around. You ask for help and are told to call/go somewhere else and then years later you still don't have services	3
1520	FS Caregiver Support -	Had about 7 or 8 prescribers over my lifetime because they don't know what they are doing. Often feel overmedicated and feel misdiagnosed, like they are throwing meds at you to try.	4
1521	FS Caregiver Support -	Need more assistance and support for families that were separated. Especially for kids who were separated from their parents.	1
1522	FS Caregiver Support -	Transportation isn't always convenient or affordable. Rockville busses don't run on time. Often have to transfer or take several busses. Many State offices aren't on a bus route.	9

	Code	Note	# of Times
1523	FS Caregiver Support -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1524	FS Caregiver Support -	Inform parents of their child rights to obtain the services and that it be in a manner that is easy to understand (easy language),	4
1525	FS Caregiver Support -	It's hard to find the help that is really needed. It's hard to get into the programs once you find the right one. There's a run around when given the information, instead of saying you qualify or not at the moment they make you run around for no reason. There is lack of information to parents or guardians about available services and free programs.	5
1526	FS Caregiver Support -	Parents aren't informed about who has the information and services (needs to be clear). Where to find the appropriate information about services. The materials that are translated in Spanish to be in a language that is easy to understand, simple and adequate.	
1527	FS Caregiver Support -	When going to different agencies to apply I feel scared and don't think I'm going to be treated well. There's a negative vibe when going to the DSS office, the employees are rude and don't make you feel like a human being. They never have the information we need.	5
1528	FS Caregiver Support -	When the child needs a certain test done to determine a diagnostic, we get a referral from the Doctors office, there's a run around (that's not us, referred somewhere else etc.), until you finally get to the right place. There are long waiting lists for diagnostics tests	4
1529	FS Caregiver Support -	CMHA closed their local mental health facility. As a result, families have to go to Torrington to get mental health services. There are no local behavioral health services and the nearest DSS office is in Torrington is at risk of closing. Torrington is 45 minutes away. Many planners assume that the new bus route from Torrington to Waterbury will help families. The State Representative indicated that this is a factor in the decision making around closing the DSS office. However, the people in Hartford forget that there are other towns in the region. Families cannot easily get to Torrington from the other towns, so they are not able to access the new bus service.	4
1530	FS Caregiver Support -	On mother arranged for a caregiver at a cost of \$25/hr. This caregiver cancelled many times (unreliable).	1
1531	FS Caregiver Support -	The Medical supply company is horrible. Families are forced to wait because of the need for insurance.	1
1532	FS Caregiver Support -	The parent was told that she could not bring her child to the community collaborative. It is very difficult to go to Danbury or Torrington to attend the community collaborative meetings, especially since she needs to either bring her child or find babysitting for him.	2
1533	FS Caregiver Support -	There is a need for respite services. One parent expressed feeling extremely isolated. "I don't have a babysitter or respite care. I feel isolated. I can't work because I need to care for my child 24/7.	3

	Code	Note	# of Times
1534	FS Caregiver Support -	There is a severe lack of available paraprofessionals for afterschool and summer activities. Parents are often told that they need to pay for someone to be with their child or their child cannot participate. The parents described a recent movie event where a child with a disability couldn't participate because parent was not able to be there with the child or hire someone to be the child. Another example was given of a child that could access the stage because there was not ramp.	2
1535	FS Caregiver Support -	Change times of meeting to allow parents to attend	
1536	FS Caregiver Support -	Have people in the schools who are trained to see when advocates are needed.	
1537	FS Caregiver Support -	Juvenile Justice system is punitive rather than helpful. Court dates are during the day when parents are working. Children need behavioral health services rather than Juvenile Justice. Within the Juvenile Justice courts, the rights of step-parents are not recognized or valued.	2
1538	FS Caregiver Support -	No social /emotional support for bio families or foster families	
1539	FS Caregiver Support -	When families are in crisis, they do not have the time to do things like file grievances.	
1540	FS Caregiver Support -	A positive place for adults to go and talk about issues, express yourself in a safe way. Having more community conversations. More open school forums, Family brunch meetings.	3
1541	FS Caregiver Support -	Lack of help to parents who are new to this experience	2
1542	FS Caregiver Support -	Respite cannot be voluntary and there needs to be respite for the parent- retreat for parents?	1
1543	FS Caregiver Support -	Alarm on door to alarm parents if children leave	2
1544	FS Caregiver Support -	Lack of self-care for families because of all they deal with	3
1545	FS Caregiver Support -	Load that families have to juggle	3
1546	FS Caregiver Support -	Lower income populations experience more challenges	3
1547	FS Caregiver Support -	Parent feels she needs to be there with behaviorist	1
1548	FS Caregiver Support -	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4
1549	FS Caregiver Support -	Childcare needs to be offered	1
1550	FS Caregiver Support -	Engagement of parents to attend workshops	1
1551	FS Caregiver Support -	Meriden and Wallingford can work together to cross train families on computer	1
1552	FS Caregiver Support -	More involvement to teach parents to help kids with Homework – should be taking place at the child's school	1
1553	FS Caregiver Support -	Places that provide training do not provide child care	1
1554	FS Caregiver Support -	F- Encourage and build support /training for parents. Encourage their ability to address concerns in a grass roots, safe place for support. F- Create a team where parents can feel safe to tell their story and many can offer help. A place you can go or call that is neutral and non-judgmental that can help with navigating the system.	1
1555	FS Caregiver Support -	F-Foster mom talked about lack of DCF support when child is arrested. There is no help. Especially if after the age of 18. Lack of support. One kid just given list of shelters. Look at second chance society- what is the eligibility?	3

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1556	FS Caregiver Support -	F-Lack of support for families. Lack of education and training. Parents feel like a “hot potato” being passed from one to the next. Another family member described it being like a “revolving door”.	1
1557	FS Caregiver Support -	F-Stop stigma. Use positive approach. Stop tying families’ hands	
1558	FS Caregiver Support -	P- Little protection when it comes to domestic violence by the children. Child hurting families or siblings. Nothing is available to help.	
1559	FS Caregiver Support -	P-Families reach out for help through voluntary services which have less slots. When child gets worse family status goes to “uncared for” especially when the family is trying to protect other children in the home. Families feel stuck in the middle. They are changed to involuntary, forced into custody, tried and have to surrender custody to get access to services- then are treated as neglectful. F-Parents are afraid of going to DCF for help due to reprisal or getting in trouble. Subject to scrutiny and judgement but should be praised and valued for coming for help. F- Not enough shared data on how to handle kids in the right way. F- Too much looking for a villain rather than looking for how to help the child. Children are victims, they need to get help not blame. Look for solutions not fault.	4
1560	FS Caregiver Support -	Consumers need outlets to network and get ideas/support from others	
1561	FS Caregiver Support -	DCF at times not able to help families with financial and basic needs resources	2
1562	FS Caregiver Support -	DCF looks at the condition of the home and may pass judgment instead of looking at the person/parent , their beliefs, and their history.	
1563	FS Caregiver Support -	DCF tends to focus more energy on younger kids and not with teenagers and late adolescents, thus, less support for family with older kids	
1564	FS Caregiver Support -	Fathers are not receiving communication from DCF regularly	
1565	FS Caregiver Support -	More adult education for parents so they can better support their children in completing homework	
1566	FS Caregiver Support -	More peer to peer supports needed, such as fathers helping other fathers	2
1567	FS Caregiver Support -	More services for parents re-entering the community after prison	3
1568	FS Caregiver Support -	More support and programming for fathers	2
1569	FS Caregiver Support -	More support for co-parenting	
1570	FS Caregiver Support -	Schools should provide more printed and electronic brochures and information related to protocols for all to access easily. Parents should be given more information about rules and school policies at the start of the school year.	
1571	FS Youth Support +	Restorative justice practices have led to some improvements in how they approach children with charges.	
1572	FS Youth Support +	Stamford Juvenile review board. Instead of being charged/locked up they are given a chance and find ways to bring the parents and families in and direct their attention to positive things and work with the youth. Diversion.	
1573	FS Youth Support +	There are a lot of organizations in Stamford "serving" families and youth	
1574	FS Youth Support +	Education system is able to support children with challenges and disabilities	1p/1f
1575	FS Youth Support +	Daughter has anxiety and Bridges got her to go in an elevator after 6 years of not being able to do it. Helped her with her anxiety.	1
1576	FS Youth Support +	Yale PHP was good. Son not always great in groups but it worked there and he did very well. It was a break from school and he liked going there.	1

	Code	Note	# of Times
1577	FS Youth Support +	DCF works with you. Doesn't matter what the position is, you can mess up in school and they'll still work with you....	1
1578	FS Youth Support +	Fresh Start program – helped me with my academics and socializing. I don't like socializing. Its helping me get ready for college	1
1579	FS Youth Support +	Have an educational surrogate or advocate without having to be SpED and/or in college.	1
1580	FS Youth Support +	Helped me with my daughter. Me being in the system as a single parent, I was really worried until DCF came to my house to say they can give me everything to get me started (as a Mom)	1
1581	FS Youth Support +	Joining the YAB = gives us opportunities , gives us a voice, Believing I can do something w/out getting in trouble	2
1582	FS Youth Support +	My child is doing Band in school and its helping her to be more outgoing.	
1583	FS Youth Support +	The speech therapy at Clifford Bears is the only place that I feel that has helped me with my child.	
1584	FS Youth Support +	The teacher that my son has now really works with my child and keeps good communication with me.	
1585	FS Youth Support +	Current foster mom is very good. New to the foster home ... doesn't want to seem like a burden .. so doesn't really ask for anything extra.	2
1586	FS Youth Support +	DCF helps with an apartment (CHAPS program).	2
1587	FS Youth Support +	DCF pays for college.	6
1588	FS Youth Support +	Feels she can connect with DCF social worker who goes above and beyond.	1
1589	FS Youth Support +	Marrakech ... can talk freely with the counselors. They give great feedback.	2
1590	FS Youth Support +	Marrakech ... takes us on college trips.	5
1591	FS Youth Support +	Marrakech ... we get paid for doing things.	4
1592	FS Youth Support +	Marrakech has helped with a class I was failing.	1
1593	FS Youth Support +	Therapist helped reconnect me with my mom and get back to a healthy relationship with herThis therapist was connected to my residential so when I was discharged so was he.	1
1594	FS Youth Support +	When kids graduate highschool they get computers and sometimes even a printer.	6
1595	FS Youth Support +	Care coordination looked at my kid individually and what would be best for him. IPF process help. Individualized support, not "cookie cutter"- lot's of not fitting before.	6
1596	FS Youth Support +	School has been more accepting of mental health issues, truancy (daughter) depends on school district- anxiety, adaptable, plainfield principals are OK, teachers are more difficult.	
1597	FS Youth Support +	TEEG, helped support \$\$ for camp. I couldn't afford but it was a great program. CHR referred him. Care coordination worked on anger and it helped him through the process. Kept him occupied and gave him pro-social activities.	
1598	FS Youth Support +	BRS, level up program- funding gotten taken away and it was good, showed kids how to work, vocational, try things out and if it wasn't a good fit they tried something else until it worked. Under 21 yrs old. 3 months ended after that they had to leave program. Meeting to discuss what happened to the program? FUNDING. forward motion and then backwards.	
1599	FS Youth Support +	Pediatritian- good luck with him. Parents voiced concerned about his progress and the rec LEARN 0-3. 18months dx. Responded quickly, pediartian visit and then quickly had ppl visiting home.	
1600	FS Youth Support +	DCF is paying for my college applications and helped me with all of the paperwork and financial stuff.	

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1601	FS Youth Support +	Finally I have a good foster family. I have a key for the first time, I am treated with respect. One of the few homes where I have privacy and my own space.	
1602	FS Youth Support +	beacon, birth to three. 12 years old, had for 8 years. Speech delayed when little. 4yr old. LEARN. Prentice school? Understand what they can do with them and how you can help. Friendship school	
1603	FS Youth Support +	Birth to three with youngest daughter. They tell family right where they are. And work with them, birth defect and worked with her to improve confidence. Ability to work with her and improved her quality of life.	4
1604	FS Youth Support +	Creative Potential got invested with the kids and they have the right personality and they can engage	
1605	FS Youth Support +	Creative potential, most effective and best service. Therapuetic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they taker her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
1606	FS Youth Support +	Creative potential, you don't need 211. lacey is on the phone and calms them down on the phone. They straightened our stuff out so we can help get better and do it ourselves.	
1607	FS Youth Support +	Equine therapy, horses healing humans. Evidence based is fine but the art and horses therapy is so much better. Getting ppl to move and get out. My son is happy to be there and is more verbal when he is with the horses healing humans programs.	
1608	FS Youth Support +	Palmer alternative HS in Montville. They bent over backwards to help her. They did everything they could. The teacher even came to home to help support us better.	
1609	FS Youth Support +	Pet therapy at sandy hook. Broke the ice and see how the animals can effect ppl the way humans can't. That would be great to have more of.	
1610	FS Youth Support +	Waterford country school. Went to public school and couldn't maintain in there, she was way below her peers. Went after a year and a half and is now at year with her peers. Take care of the animals and teaches the kids responsibility and compassion. ropes course	
1611	FS Youth Support +	Waterford school system special education system, was very helpful. Want to move back to waterford out of new long. If we needed something, they took care of it. Partnered with. Food and things for presents and food.	
1612	FS Youth Support +	We want put both our boys at waterford country school, 7 kids in a classroom.	
1613	FS Youth Support +	Affordable recreation activities for children	1
1614	FS Youth Support +	Education: Special Education up to Middle School, Education system is better than other States and Countries. Teachers get proper education/training in various subjects. Bilingual staff is well trained in CT. School is secure, compare to other States Peer mentorship offered. Bilingual programs are available. Before and after school program. School transportation is good.	10
1615	FS Youth Support +	New Visions, 860 dance studio, and Gifted Ones are other programs in the community that help- these programs aren't funded by the state, people fundraise to support these programs.	Several
1616	FS Youth Support +	Peer to Peer mentoring is a strength	1

	Code	Note	# of Times
1617	FS Youth Support +	Community supports. My parents help me. Other family members help me (grandmother, siblings, cousin, mom, dad). Mom helps me with homework. Friends help keep me out of trouble and protect me.	10
1618	FS Youth Support +	Hartford Proud is a strength (helps relieve stress, keeps me out of trouble and stops me from fighting, gives me something to do after school). Hartford Proud helps me with school because you can't go if you don't get your grades up or if you get in trouble at school. Also, helps me maintain friendships, gives me leadership skills, and get respect from being in certain positions (captain). The leader of the Drill team helps me (Terry)	Majority
1619	FS Youth Support +	School helps me (teachers and principal are helpful), I learn math and reading	3
1620	FS Youth Support +	Youth Service Corps helps me by paying me to do what I love and help the kids. The youth keep me motivated and positive and keep me out of trouble.	2
1621	FS Youth Support +	If DCF is the "parent" they provide good care with regards to prescriptions, medical coverage, mental health coverage (covered by Medicaid)	1
1622	FS Youth Support +	Schools are a strength to meet the child's needs and programming is available. School moved faster than expected to meet child's needs. (One person reported when her child started Kindergarten she was denied a para, the school then made adjustments and found a special education program that met her needs). Paras are very helpful and needed- preventative. Gifted teachers & counselors that take time to meet w/ parents and communicate noted as a strength.	6
1623	FS Youth Support +	Summer youth employment programs are helpful	2
1624	FS Youth Support +	Kids in the community and in the schools are very accepting of other children with physical and emotional challenges.	1
1625	FS Youth Support +	Continued peer to peer support	
1626	FS Youth Support +	Boys & Girls Club helps children with activities and sports. Others mentioned the Police Action League (PAL), YMCA, North End Recreational. Grainville Academy brings youth on college tours.	6
1627	FS Youth Support +	School system we get an education and learn. Programs offered within the school system were also noted: Programs like GEAR-up, 2 mentioned the ROTC program, Strains program at the technical high school helps you get ready for college, Grandville Academy helps with life skills and work readiness. STEM Career Academy, through Reed School, has programs for technical skills. In school, you get to meet new people.	8
1628	FS Youth Support +	YMCA helps me stay out of trouble and work on my goals	
1629	FS Youth Support +	Police Action League (PAL) gives you something to do	
1630	FS Youth Support +	Waterbury Youth Services (WYS)- keeps you out of trouble. Another mentioned WYS helps you get out of the house and have something to do. Another youth noted that WYS helps with writing college essays and have a summer employment program. Also mentioned was WYS's free school tutors	4
1631	FS Youth Support +	Department of social services helps with food and essentials like food and medical care. Help, Inc. helps a participant's younger sister do activities.	
1632	FS Youth Support +	We Stand Youth is a program that teaches about mental health and helps spread awareness.	
1633	FS Youth Support +	Program called Captivating Kids. Kids from different towns get together to talk about issues/problems.	
1634	FS Youth Support +	Juvenile Review Board (mentioned by adult group leader) helps divert kids and supports the whole family with their needs. It is strengths-based and a strong system.	

	Code	Note	# of Times
1635	FS Youth Support +	Need more about life skills	
1636	FS Youth Support +	More programs for troubled teens to be able to express themselves.	
1637	FS Youth Support +	Teach more life skills	
1638	FS Youth Support +	More activities for kids. More sports. Other towns provide a lot of choices for sports- rugby, snowboarding/skiing, but Waterbury doesn't. A place to go that is 24 hours	3
1639	FS Youth Support +	More youth action groups to inform and help change the world. Youth are important for the future.	
1640	FS Youth Support +	Teachers should attend a class every month about treating kids better. Others mentioned positive relations, building respect, change common core and asking kids how they learn best- example given of combining classes so there are 2 teachers and student work in groups. Match students by their needs in learning.	3
1641	FS Youth Support +	Teachers should stop babying students, teach more independence, treat them like adults.	
1642	FS Youth Support +	Anyone paying taxes should be allowed to vote for President , even if they are 16. If they are working and paying taxes, they should vote.	
1643	FS Youth Support +	Safe zones in the city, safe and tolerant places for teens, LBGT teens to go. Take bullying, seriously, crack down on violence	
1644	FS Youth Support +	Late buses for after school are helpful – high school	1
1645	FS Youth Support +	Torch school- similar to Keystone but for younger teens- occurs at Boys and Girl Club	1
1646	FS Youth Support +	CBH also helped to bring kids out to the community	2
1647	FS Youth Support +	Tutoring for children	1
1648	FS Youth Support +	Waiting lists are long but once therapy is put in place it does benefit the children	1
1649	FS Youth Support +	Both the Plymouth Fire Department and Ambulance Corp as well as the Terryville Fire Departments have youth programs.	
1650	FS Youth Support +	Great Parks and Rec Department	
1651	FS Youth Support +	Great Student Council- 3 active students on the Board of Ed.	
1652	FS Youth Support +	Lots of youth organizations including:2 Cub Scout troops, 1 Boy Scout troop, many Girl Scout troops. Boy Scout summer camp, LEO Future Business Leaders, Young Lions Club, United Way Youth Board, KIM Kids in Middle School	4
1653	FS Youth Support +	Senior citizen group interact with the high school students once a month and hold 2 activities per year. They started a book club with the youth. They read the same book and discuss based on their perspectives.	
1654	FS Youth Support +	Strong religious and faith community. 27 churches in town, 9 generally very active and 5 are very active with youth. Pastor Bill and other leaders really want to make a difference. Churches are involved with the local prevention council.	5
1655	FS Youth Support +	Beat the Street – Recreational activities: Homework for young kids, boxing, and fitness. Takes kids out on field trips to businesses, Restaurants, manufacturers	1
1656	FS Youth Support +	Challengers – Baseball, bowling – staffed by volunteer coaches. Has special needs groups as well, Apr-June	1
1657	FS Youth Support +	Cuno – offers similar programs like YMCA. Has scholarships	1
1658	FS Youth Support +	My City Kitchen – offers education of youth regarding nutrition and cooking	1
1659	FS Youth Support +	Valentin Karate have scholarship for children & youth	1
1660	FS Youth Support +	Wallingford Public Library offers homework help 2 days a week.	1
1661	FS Youth Support +	YMCA has middle school resources for youth. Has special needs resources.	1

	Code	Note	# of Times
1662	FS Youth Support +	Youth & Children as well as their families are being served & connected through this program.	1
1663	FS Youth Support +	Recovery services, programming, and other new telephonic support for young adults, 15-25y.o. has improved compared to a few years ago	
1664	FS Youth Support -	12-14 yr olds involved with drugs is a problem, need mentoring programs or earlier interventions.	
1665	FS Youth Support -	Kid blamed for things that they didn't do- accused of offense, labeling as a "bad" kid when a dx is involved. Labeled for the rest of their school experience if they make one mistake.	
1666	FS Youth Support -	Need a better way to encourage youth with employment and "mentor" in the workforce. Better opportunities for future employment, and better socioeconomic efforts.	
1667	FS Youth Support -	Need outreach programs attached to the schools, mentoring- big brother/big sister.	Agreed
1668	FS Youth Support -	Need to have services for 4th grade on to help youth make good choices.	
1669	FS Youth Support -	Need to hold off on labeling and different interventions first. If a youth is struggling it doesn't mean there has to be a dx right away or they are a "problem".	
1670	FS Youth Support -	Parents don't know if a child is special needs or not. Blaming achievement gap on kids and not recognizing actual issues and changing education system to serve all youth.	
1671	FS Youth Support -	People are getting left behind, not going to where they need to go. Need to reel ppl in more.	
1672	FS Youth Support -	Schools need to be able to treat youth as individuals and have the availability to do so.	
1673	FS Youth Support -	Stamford is surrounded by money but there are many of us struggling.	
1674	FS Youth Support -	The youth are not getting their needs met due to the competition of agencies, lack of focus	
1675	FS Youth Support -	Lack of workshops, grants, scholarships for education to support children who are low risk but parents can't afford supplemental programs to help child grow	2
1676	FS Youth Support -	Board of Education members should be the voice of the family members and should speak up for all youth, not just some in the education system	1f/1p
1677	FS Youth Support -	Economic disparities in the area impact willingness of some youth and young adults to engage, as certain goals are not attainable for all groups	1f
1678	FS Youth Support -	Children want to learn. Some of these kids are actually very smart and we're going too slow for them.	1
1679	FS Youth Support -	(due to foster care experience) – as an adolescent in a foster home...foster parent and workers had conversations and I was not involved in the conversations and I feel that I should have been included. I didn't want to be in a foster home anymore bc I felt like things were discussed behind the scenes. If you are discussing something about the child in your care, I don't see why they shouldn't be involved.	1
1680	FS Youth Support -	Don't spoil your foster kids because you're creating a crutch. You won't be independent if you're spoiled. They're so used to getting, they won't know how to get on their own.	
1681	FS Youth Support -	Even though I'm in college now, DCF is still at my door. I had 1 bad grade out of 3...that shouldn't get me kicked out (of DCF). I don't want to hear that the 800 letter is coming. Level of work in college is very different in HS than in college. DCF is coming down on kids in college	1

	Code	Note	# of Times
1682	FS Youth Support -	I didn't get a stipend for clothes from my worker when my friends were getting stipends from their workers. I was told to get a job.	
1683	FS Youth Support -	I wish I had in High School ...like in group homes, some kids had an advocate for school specifically. I didn't have that. I'm not special education so I sat in the back of the class by myself which put me behind in my Sr year of high school. Having an advocate in school, I know my Sr year wouldn't have been so bad. (Group leader specified that this comment is regarding the suggestion to have a carve-out to have an advocate even if you don't have SpED).	1
1684	FS Youth Support -	It's hard when it turns out there's something you didn't know and your caseworker couldn't help you. Meaning...how to fill out taxes, W9, etc...how to find the information to learn how to do these things (living life)	4
1685	FS Youth Support -	Much anxiety is around DCF "leaving" and it leaves a gap. DCF is our safety net... [Group leader asked "What are the questions we (DCF) can ask early on should be asking before you leave DCF]= tell us things ahead of time. Sometimes the important information that's shared with worker doesn't make it into the case plan. All the questions you (DCF) want answered, maybe we should write them down and discuss them at the next YAB meeting.	
1686	FS Youth Support -	My brothers and sisters got adopted by 2 different families and I didn't. I feel like I lost the right to see them. I can't drag my little brothers/sisters to NH to see them. Our communication is gone.	1
1687	FS Youth Support -	My worker did all of the school papers (documentation) and put on the paper "social worker." So the school staff asked what it meant. I responded that it meant DCF social worker and staff said they didn't want me in the class. Sometimes referring to (the DCF staff) as a social worker calls more attention to it.	1
1688	FS Youth Support -	My worker is in Hartford and I live in New Haven. She comes from Stamford and can't always come to me.	1
1689	FS Youth Support -	Needed services depend on the kids. I heard they're cutting back on a lot of things at DCF. Things should be tailored to the individual kid. Honest conversations when kids come into care.	1
1690	FS Youth Support -	Stigma of being in DCF care, but I didn't let them put a label on me.	1
1691	FS Youth Support -	The times I got into trouble at school, they always thought I started it. But there were other things that happened. But I didn't always start trouble. They didn't always believe me.	1
1692	FS Youth Support -	There should be clear requirements on what's expected (mentor wanted her to do rugby and worker said no -cant do (pay) for that. It comes out of your stipend so you pay for it	1
1693	FS Youth Support -	We have shortage of foster parents and I feel that there are foster parents that shouldn't be just because of the shortage. I've been in foster homes that were closed down. My worker didn't check the home. In my first foster home, I was sleeping next to woman with amnesia. The I was in a 3 year olds room, and another was 3 kids in 1 room. Workers need to be aware of where they're putting their kids. There should be a limit of how many kids are in the home. 1 house was so overcrowded, at one point, I was in the room with the foster mother. The Hartford office calls my foster home here saying they will pay extra to have kids sleep on the couch. (How long in these settings?) Almost a year and then 4 months. They overcrowded the foster homes.	3
1694	FS Youth Support -	We need more respite. I've had to sleep in the basement, on the floor, etc. what was the point of entering DCF anyway? DCF came and took their license but the kids were still there. See if they are even eligible to be around kids. There should be background checks for foster parents. (1 in my neighborhood turned out to be sex offender.)	2

	Code	Note	# of Times
1695	FS Youth Support -	When workers place you and they write something on the form, the foster parents say they know your entire Hx and background (because of whats written).	1
1696	FS Youth Support -	With my worker...he has a high case load. We need more workers. It's hard to communicate with my worker and be constant when he has to deal with 16-20 other cases. There should be more workers and spread them out rather than bunch them up so much.	1
1697	FS Youth Support -	My child is graded in school the same way as the other kids, she has ADD and won't learn the same way so she gets frustrated and don't really knows how to communicate that to the teacher and the teacher takes it as if my daughter is misbehaving.	
1698	FS Youth Support -	Alternative schools ... feels they dumb you down.	1
1699	FS Youth Support -	Children's Center of Hamden ... always ran away ... didn't like it	1
1700	FS Youth Support -	DCF .. getting a hold of workers to obtain needed bus passes is a hassle we go weeks without bus passes.	4
1701	FS Youth Support -	DCF ... social workers only listen to foster parents.	2
1702	FS Youth Support -	DCF ... worker not helpful with paying for school fees, activities... always says no.	1
1703	FS Youth Support -	DCF ... workers discourage kids from complaining and pushing issues/concerns with foster parents.	2
1704	FS Youth Support -	DCF ... workers doesn't help with day to day stuff that a parent would ... like necessary rides.	1
1705	FS Youth Support -	DCF ... workers don't let youth what's going on with their own cases.	6
1706	FS Youth Support -	DCF ... workers receive your file with your background before even meeting you and already have a negative perception.	3
1707	FS Youth Support -	DCF guilt trips you when you express concerns so you drop them.	1
1708	FS Youth Support -	DCF refused to allow workers don't screen foster homes... kids are just dropped off in not good homes.	3
1709	FS Youth Support -	DCF sends kids to therapist they can't relate to.	5
1710	FS Youth Support -	DCF should ask youth what towns they want to live in .. given several different options ... being relocated to a new town is hard.	2
1711	FS Youth Support -	DCF should be more understanding especially since kids don't ask to be in DCF.	3
1712	FS Youth Support -	DCF should help youth with resumes, interviewing, and more transition help.	3
1713	FS Youth Support -	Didn't have any foster homes available in her town and had to move to new haven unwillingly.	1
1714	FS Youth Support -	Doing intake with therapist in front of foster mom was humiliating. She felt she had no choice at the time.	2
1715	FS Youth Support -	Feels running away from residentials and foster homes gets her more help with the things she needs ... she does this when she feels no one is listening or trying to help.	1
1716	FS Youth Support -	Feels therapy is being forced on her ... even after expressing no connection or progress.	1
1717	FS Youth Support -	Foster mom got mad and messed up youth's clothes by pouring products on them.	1
1718	FS Youth Support -	Foster parent refused to allow kids to use the bathroom more than 2x a day.	1
1719	FS Youth Support -	Foster parents act so fake in front of social workers then are mean to kids.	5
1720	FS Youth Support -	Foster parents should have to turn in receipts for everything. Asked foster mom to help buy clothes because she had gained weight .. foster mom refused ... foster mom takes constant trips.	3
1721	FS Youth Support -	Getting new therapist all the time and having to relive past and repeat history and trauma.	1

	Code	Note	# of Times
1722	FS Youth Support -	Marrakech ... feels they should give youth more options for assigned jobs within the program	1
1723	FS Youth Support -	Relocated to a foster home in new haven ... not familiar with new haven. Reported to worker that she wasn't getting along with foster mom and the foster mom's daughter which went ignored.	1
1724	FS Youth Support -	School ... cursive writing is needed and should be taught more. It affects you later in life. I don't know how to sign my name.	3
1725	FS Youth Support -	Should be able to take foster parents to court for serious issues,	1
1726	FS Youth Support -	Was getting ready to be admitted to CHAPS (independent living) program and DCF froze the process until she completed therapy ... therapy has since been completed and she's still not moving towards CHAPS.	1
1727	FS Youth Support -	we don't understand why she is here. We are not seeing that? They are making accomodations to the extreme demands. Don't listen to parents. Tell kid they tell the parent to implement things that are not realistic in the home to maintain like a hospital or program. Partnering with parents and looking at realistic solutions. It becomes a setup for families when a kid comes home.	
1728	FS Youth Support -	Children while in DCF care at facilities have been victimized as reported by parent/child.	
1729	FS Youth Support -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
1730	FS Youth Support -	Some districts are starting to be trained in MH, and it is not trickling down to special ed system, wait to get to the point where they are SI., not able to access coiunseling, transportation to get services. More successful when they have MH in schools. No access for students to intervene early. waiting to IPF, and it is too late. dpends on district. have had responsive team. not enough school psychologists, assessments, can't have a crisis today because i am at a different school today. (shared resources). finally the school will listen to me (sandy hook). anxious kid who couldn't go to school and called DCF on them. investigation for nothing, because school couldn't respond appropriately.	
1731	FS Youth Support -	System landed him in the hospital and then villify the child.	
1732	FS Youth Support -	Transition planning for older adolescents 16-17yr old to plan for adult services. Accessing up to date info, how to fill out paperwork, what to be looking for.	
1733	FS Youth Support -	Where is the HLOC? Who is funding it? Who provides it? If no one can take my kid, what does that leave my family?	8
1734	FS Youth Support -	Lack of flexibility, fit the program to the ind child needs. Not child into program and make them work with it.	
1735	FS Youth Support -	More social skills, friends, social phobia, school phobia, desensitization,social skills, job skills, life skills, family	5
1736	FS Youth Support -	Not obvious to ppl- a lot of trouble getting emergencies addressed when my child is in crisis.	
1737	FS Youth Support -	Pounding a kid into a program to make it fit, even though we all know it is not the right type of service.	5
1738	FS Youth Support -	school is failing the kids- this one person who became head of pupil personnel services. Lucked out. Help with transition (maps). Biggest waste of time. Everyone that knows you and attends. Superintendent, principal, support ppl. What is going to help this kid? Use the DOCUMENT. sounds good on paper, and then no one ever used it again. mom had to write up bio and weaks/strengths.	5
1739	FS Youth Support -	The overuse of evidence based models, they can be great but not for everyone. Kids fault if the prgram is not working well.	
1740	FS Youth Support -	Worry about what to do after the school system. Once the school ends obligation to a child families are very scared of what happens.	3

	Code	Note	# of Times
1741	FS Youth Support -	DCF needs to do better background checks on foster parents. Foster parents trapping a girl in the basement and then they would tell sibling not to let her out. Seclusion.	
1742	FS Youth Support -	DCF worker saying you can't visit certain family mbrs. If their background checks are fine then we should be able to go, if we can't then we have no one. We are old enough to know and to let you know if something bad happens. Let us make decisions.	
1743	FS Youth Support -	DCF workers need to be with the child more, they need to know the child. How do you think that kid feels bouncing them around, especially if it isn't there choice.	
1744	FS Youth Support -	DCF workers need to listen to kids. If kids are saying things that are happening and believing them and looking into the stories and not brushing things off like they don't matter or aren't true.	
1745	FS Youth Support -	Easily replaceable. Not treated well in the home at all. No crimes, I was not a bad kid. And they had messed up kids in the home. They treated me like a criminal. I was there because I did "something". Didn't ask DCF for my files and they knew nothing about me. DCF needs to tell foster families about the kids they are taking and they should tell the kids about the foster homes they are going to.	
1746	FS Youth Support -	Foster daughter vs. daughter... help me feel like I belong.	
1747	FS Youth Support -	Hair care, hygiene supplies should be readily available. Boys and girls need hygiene products.	
1748	FS Youth Support -	In foster homes it took me an hour to get to school, didn't know what a therapeutic foster home is, and I agreed and once I was in the car I found out I was going to Hartford. More training and more education, treated the same bad way. There was no communication and things are not explained well.	
1749	FS Youth Support -	Kids are treated differently. They should all be consistent. It shouldn't depend on worker and situation.	
1750	FS Youth Support -	Listen to me when I say it isn't working. Don't tell me what is good for me or helpful.	
1751	FS Youth Support -	Not having access to your own home. Everyday I am dropped off and I sit outside until my foster parent gets home. I don't have keys to the house and can't go inside without them there. Depends on family.	
1752	FS Youth Support -	School switching too much because of foster placement. Effects grades and school performance.	
1753	FS Youth Support -	Specialty school, to NFA transferring. ACES and Sachem. They need to actually think about where they are placing kids. There are serious consequences. They shouldn't have to feel like they are "special". They need to respond to needs and not behaviors. Impacts my education and how I feel. I am miserable, I don't learn anything.	
1754	FS Youth Support -	Three years without a key. Trust them to be in the home without them there. Trust us to make good choices. 5 Min home alone. Shouldn't have to sit outside and be cold or hot. It makes a child feel uncomfortable in the house. Imagine if I was in a bad area, or doing bad things waiting to get inside. Over six "bad" foster homes before found a good one.	
1755	FS Youth Support -	Treat you like you're a foster kid. A nobody!	
1756	FS Youth Support -	Type of school you get placed. Listen to students and what they want to do afterwards. Vocationally.	
1757	FS Youth Support -	Understanding behavioral issues and responding appropriately to young adults. They need to make sure they are not yelling at ppl and listen to us when we explain we need space and time.	
1758	FS Youth Support -	Better community support, take the time with each kid. There is always a reason why kids act the way they are.	

	Code	Note	# of Times
1759	FS Youth Support -	IEP, 504, missing and don't put PPT info into place. Para was supposed to travel with kid but para got surgery and didn't come. Didn't listen to parent. Teacher needs to split attention and can't focus individually	
1760	FS Youth Support -	If a kid is not educationally impacted in any way and it is social and emotional then there is no support. It's only at home. Didn't qualify for many services.	
1761	FS Youth Support -	IICAPS, is not the best. Too rigid, team did not engage, didn't individualize for my family.	
1762	FS Youth Support -	Major concern is about schools. Behaviors with parents and students in New London. I don't want my kids going to new London because the bx is so bad. 6 yr. old tripping you and saying he will kill you. I have to move towns because I don't want them to go to New London.	
1763	FS Youth Support -	Meeting the kid where they are at and trying to understand them	
1764	FS Youth Support -	Not enough fun stuff for kids, non-traditional. Youth groups. More groups in their area	
1765	FS Youth Support -	Parent adult talking to you/vs a another kid. Peer mentoring. Peer education. Take all the kids from Willimantic, and partner with another inner city and learn about leadership. Taking kids out and learning.	
1766	FS Youth Support -	Teaching kids about weapons, and bullying. Training them, talking from someone that has been bullied or was bullying. Like scared straight. Lighting fires... things like that. Education	
1767	FS Youth Support -	Board of Education is a problem. Schools cut funds for programs that the kids needed. They are trying to shut down 2 schools in Hartford due to lack of funding.	Several
1768	FS Youth Support -	Lack of advertisement about programs to minorities and people of low incomes- you don't get programs in the local communities that engage youth.	Majority
1769	FS Youth Support -	Need after school activities for the kids to teach them skills like resume writing and sewing class. Parents would like to get involved to teach them music.	2
1770	FS Youth Support -	Services aren't provided when kids witness traumatic events (like someone getting shot, experiencing foster care, fathers in jail, bullying, etc.) Providers aren't knocking at the door when these things happen, but families do get help from Hartford Proud.	Several
1771	FS Youth Support -	Someone reported what helped him when he was young was being involved in activities such as sports, boys and girls club and church. Because of these programs he didn't use drugs or go to jail like many in his community. Back when they were growing up there was always something to do outside. Kids need more activities	2
1772	FS Youth Support -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several
1773	FS Youth Support -	Youth need to provide their voice and input because only they know how other kids think. It makes a difference. "From the mouth of babes comes the truth". "Children can make a difference too"	1
1774	FS Youth Support -	Lack of positive programs for kids	1

	Code	Note	# of Times
1775	FS Youth Support -	Need a performing arts studio so kids have somewhere to go and showcase their skills. Need more dance classes in Hartford. Need more opportunities for boys to dance.	3
1776	FS Youth Support -	People can come together and show leadership by starting their own programs (Branch off to do an art class, singing group, etc...)	1
1777	FS Youth Support -	People in charge don't take opinions from youth and end up funding programs that don't help, rather than fund programs that are positive and that many people are already attending and using in the community.	1
1778	FS Youth Support -	Stop taking kids from families.	1
1779	FS Youth Support -	Teen pregnancy is a problem, STDs are an issue	2
1780	FS Youth Support -	Youth need more guidance, there are programs in place for kids but they don't always show respect.	1
1781	FS Youth Support -	Barrier finding a therapist that specialized in attachment, trauma, adoption (specific to child's needs). Also trouble finding a therapist that took young children.	Several
1782	FS Youth Support -	Budget cuts lead to services for kids being cut (i.e. mentor services)	1
1783	FS Youth Support -	Experienced issues with professionals not wanting to give a diagnosis until a certain age (i.e. schizophrenia) so you have to go through medication trials and errors and in the meantime not getting help. One person reported Easter seals didn't want to diagnose son even though family wanted them to. Concern because if there isn't a diagnosis prior to starting school; the school system resists providing services or it takes longer to get services because of money.	Several
1784	FS Youth Support -	Feels like child was just warehoused in residential-learned new behaviors and didn't get treatment	1
1785	FS Youth Support -	Insurance not covering meds after youth ages out (previously covered under waiver). \$900 month is the family portion of 3 medications on top of \$2000 a month for insurance premium. Even though doctor states its medical necessary to have brand name medications, they aren't covered by insurance.	2
1786	FS Youth Support -	Issues getting assistance from the school to meet child's needs (i.e. paraprofessional to help w/ communication.	3
1787	FS Youth Support -	Some kids don't fit the Parameters of program (i.e. Their IQ is too high/low) – the kids don't fit in a round hole but still have special needs, hard to get services	1
1788	FS Youth Support -	Sometimes all kids need are smaller preventative needs (like tutoring) but there isn't funding. When they don't get these services it escalates into something bigger and often ends up in crisis. Not enough focus on prevention services.	2
1789	FS Youth Support -	Ending social progression in schools so kids aren't just promoted. Many don't learn how to read but still graduate.	4
1790	FS Youth Support -	Need more assistance and support for families that were separated. Especially for kids who were separated from their parents.	1
1791	FS Youth Support -	Not being able to care for kids with special needs	1
1792	FS Youth Support -	Even though there's a lot of programs and agencies that can help my disable child find jobs there's not enough supervision. My child can't work by himself	

	Code	Note	# of Times
1793	FS Youth Support -	In the beginning I felt that the school didn't have the capacity, patience and ability to understand my child situation, I was constantly called to pick her up from school. When the schools integrates students with special needs and without the teachers are not fit to take care of the child needs, the school keeps calling the parents to pick up the child instead of managing the situation its easier for them (we want the best for our children, but can't keep getting out of work to pick my child up).	2
1794	FS Youth Support -	My child has a "Case Manager" that I don't feel that she helps at all.	
1795	FS Youth Support -	The after school programs don't have the appropriate staff. I'm afraid to bring my child to the program and that there's no one that can take good care of her	
1796	FS Youth Support -	There are no recreational programs for young adults with special needs. My child is always alone no friends whatsoever	
1797	FS Youth Support -	When applying for DSS programs, they won't recognize the need of my child even when you get help from a lawyer. Before cutting benefits off the DSS office needs to investigate the situation don't just look a numbers (my child is constantly getting cut off because he works a few hours a week and they count more than that) it's a hassle when you have to run around to prove something that happens the same way all the time).	5
1798	FS Youth Support -	When the child is not a citizen is really hard to access the necessary programs.	
1799	FS Youth Support -	With all the funding cuts, now my child teacher don't have someone to help in the classroom so it's harder for her to pay the necessary attention to each child	
1800	FS Youth Support -	School liaisons are helpful but there are not enough of them especially for middle and high school. The guidance counselors are overwhelmed.	
1801	FS Youth Support -	Teenagers lack guidance from responsible adults. Need more programs like Big Brother/Big Sisters. Need a safe place for teenagers 13-17yr olds to get together. Lack of involvement from the parents. Families are not responsible. Most of group signified agreement.	3
1802	FS Youth Support -	There is a serious drug problem especially with 15-25/35 year olds. Discussed narcotics and overdoses. Asked how the youth getting the heroin. The government needs to become more involved in stopping drugs from coming into the country. One person said that the system (referencing the drug problem) is not designed to work. Drugs will always be in existence. We need to start when someone is crying out for help before they turn to drugs. Teachers and parents need to catch it earlier. Legalizing marijuana sends mixed messages-we need to get these kids off the streets.	5
1803	FS Youth Support -	Programs like K21- Karate for kids on the spectrum	1
1804	FS Youth Support -	More mentors in the area	3
1805	FS Youth Support -	Social support group for kids since they struggle connecting with other kids	2
1806	FS Youth Support -	Support group for the siblings	4
1807	FS Youth Support -	A trained teacher aid that can float	3
1808	FS Youth Support -	Not directing children positively	1
1809	FS Youth Support -	Police- looking at children as threats- lack of training & understanding of special needs kids- not helping with bullying in schools, responding differently based on race and ethnicity	3
1810	FS Youth Support -	Taunting of youth who are difference-special needs- gender transitioning	1

	Code	Note	# of Times
1811	FS Youth Support -	Finding the right therapist that can handle teenagers with mental health issues	2
1812	FS Youth Support -	Therapists brushed off issues that child/teen had	1
1813	FS Youth Support -	Homeless population. There are a lot of children that are couch surfers. Parents wonder if they are doing enough for the homeless. There are no shelters in the area and no domestic violence shelters	3
1814	FS Youth Support -	In case of a natural disaster or other emergency scenario, the first responders need to be trained on special needs children. If police need to come into the home, they would like police to come in cautiously and with an understanding of special needs behaviors. Parent mentioned Autism Speaks "Safe Return" training	2
1815	FS Youth Support -	Need more opportunities for children with special needs. More social recreational opportunities. Another parent discussed having unified sporting opportunities.	1
1816	FS Youth Support -	There can be a lack of activities for kids who are not interested in sports. There are no community centers.	3
1817	FS Youth Support -	F- Bring kids to the table. Listen to them about their experiences.	
1818	FS Youth Support -	P- These are all of our kids. Continue to support against stigma of mental health. It is all about health. Insurance companies are putting stipulations on plans. Commercial insurance needs oversight. P- Intergrate mental health and general health.	1
1819	FS Youth Support -	P- Truancy laws need to be revised for special needs children. Missing school is seen as educational neglect, then DCF shows up. Also Bullying needs to be recognized as trauma and needs to be reported. P-Schools need to be more transparent about bullying. There is a pressure on the schools to cover up the problem so that they do not look bad- make reporting a positive not a negative. P- Re: truancy and Special needs- need to coordinate more with the medical community. In Danbury, the schools are more willing to learn. Doctors and insurances are on the Board.	3
1820	FS Youth Support -	Better transition services for older foster children	2
1821	FS Youth Support -	Child needs to be put first and providers need to listen	
1822	FS Youth Support -	Consumers need outlets to network and get ideas/support from others	
1823	FS Youth Support -	DCF investigator badgered a child when asking questions related to suspected abuse	
1824	FS Youth Support -	DCF tends to focus more energy on younger kids and not with teenagers and late adolescents, thus, less support for family with older kids	
1825	FS Youth Support -	Focus on building and recognizing resiliency in children by community agencies and other groups	
1826	FS Youth Support -	Foster children should receive more training and education, potentially around parenting skills. They may not have had good parenting models and support and training is necessary to stop the cycle.	
1827	FS Youth Support -	More services and supports at an earlier age for adolescents transitioning to post high school life. Schools need to better support the transition to adulthood.	3
1828	FS Youth Support -	Special ed services not always responsive and helpful	2
1829	FS Youth Support -	Strengths based supports vs. problem focused so kids will stay out of trouble if they are involved and their talents are being nurtured	
1830	FS Youth Support -	Young teens are leaving school and DCF and school systems are not doing enough to intervene	
1831	FS Recreational +	Extra-curricular activities (example given was at Tx foster home, JFS took care of them)	1

	Code	Note	# of Times
1832	FS Recreational +	My worker helped me get the equipment I need (sports equipment/shoes for school). They think I have more to offer than whats in front on me	1
1833	FS Recreational +	Some of the after school programs that are offered through Parks and Recreations are helpful also.	
1834	FS Recreational +	DCF has fun events, holiday parties, Toad's place, the thought that they try to make things interesting and meet others (mix and mingle).	
1835	FS Recreational +	Natchaug Inpatient is a nice place. The system is good. They can work on the food though. Ice cream Sunday days... had a birthday cake for me. Coffee in the morning is really nice.	
1836	FS Recreational +	Traveling, trips to NY, six flags, NH through OPP. College tour helped pay for them	
1837	FS Recreational +	Creative potential, most effective and best service. Therapuetic mentor. She really works with the kids and all of them do. She is real with the kids, they talk to them, respect them, but also demand respect back. Daughter is willing to talk to them. "something they have", work to better themselves. program and worker. 4 ppl come in, and they are all good. go in the home, with SI and HI bx. they taker her out, hiking, coping skills that actually work and are reasonable. list expectations. they are there to advocate for you. all the workers. they have supervision so they know what is going on. i am not in it alone.	
1838	FS Recreational +	Equine therapy, horses healing humans. Evidence based is fine but the art and horses therapy is so much better. Getting ppl to move and get out. My son is happy to be there and is more verbal when he is with the horses healing humans programs.	
1839	FS Recreational +	Pet therapy at sandy hook. Broke the ice and see how the animals can effect ppl the way humans can't. That would be great to have more of.	
1840	FS Recreational +	Affordable recreation activities for children	1
1841	FS Recreational +	Community:Community sports are offered, Possible community support are given. Bilingual services offered in the Windham/Willimantic area. Security is positive in the area. Prevention in law enforcement and Fire Department is positive. Positive support given to immigrants in Willimantic.	6
1842	FS Recreational +	Hartford Proud is a strength in this community, there are over 100 kids that participate.The program keeps kids out of trouble and is positive. It teaches kids how to get along and work together as one group with programming offered every day. Youth spoke about how helpful Hartford Proud is to them. "It gives us a way to express ourselves through dance". Children of all ages get together to show off their abilities and gives them a chance to get out of CT for events. It builds character and they get to meet new people. There is an after school program with homework time for over 100 kids with no funding. The youth help each other. They have block parties and other community events like cleaning local parks. YMCA, Boys & Girls clubs are different, people don't feel safe there, but with Hartford proud they all know each other.	Several
1843	FS Recreational +	New Visions, 860 dance studio, and Gifted Ones are other programs in the community that help- these programs aren't funded by the state, people fundraise to support these programs.	Several
1844	FS Recreational +	Activities help (sports, drawing, drumming, dance, music). Sports also help because coach checks in on me, talks to me, makes sure I'm doing good in school).	14

	Code	Note	# of Times
1845	FS Recreational +	Hartford Proud is a strength (helps relieve stress, keeps me out of trouble and stops me from fighting, gives me something to do after school). Hartford Proud helps me with school because you can't go if you don't get your grades up or if you get in trouble at school. Also, helps me maintain friendships, gives me leadership skills, and get respect from being in certain positions (captain). The leader of the Drill team helps me (Terry)	Majority
1846	FS Recreational +	YMCA helps me stay out of trouble and work on my goals	
1847	FS Recreational +	Police Action League (PAL) gives you something to do	
1848	FS Recreational +	Waterbury Youth Services (WYS)- keeps you out of trouble. Another mentioned WYS helps you get out of the house and have something to do. Another youth noted that WYS helps with writing college essays and have a summer employment program. Also mentioned was WYS's free school tutors	4
1849	FS Recreational +	More programs for troubled teens to be able to express themselves.	
1850	FS Recreational +	More activities for kids. More sports. Other towns provide a lot of choices for sports- rugby, snowboarding/skiing, but Waterbury doesn't. A place to go that is 24 hours	3
1851	FS Recreational +	After school activities – high school	1
1852	FS Recreational +	Field trips with school	1
1853	FS Recreational +	Programs like K21- Karate for kids on the spectrum	1
1854	FS Recreational +	Torch school- similar to Keystone but for younger teens- occurs at Boys and Girl Club	1
1855	FS Recreational +	Challengers Baseball League	1
1856	FS Recreational +	Special Olympics	1
1857	FS Recreational +	Lots of sports- basketball, soccer, baseball, little league, skate park	
1858	FS Recreational +	Beat the Street – Recreational activities: Homework for young kids, boxing, and fitness. Takes kids out on field trips to businesses, Restaurants, manufacturers	1
1859	FS Recreational +	Challengers – Baseball, bowling – staffed by volunteer coaches. Has special needs groups as well, Apr-June	1
1860	FS Recreational -	Lack of school life skill and recreation programs e.g. cooking, art, swimming, music	1
1861	FS Recreational -	After school programs in every neighborhood so we wouldn't need to worry about transportation. Open Gym, social clubs, they close the schools and kids need a safe place to be healthy, read books, homework times, mentoring programs,	10
1862	FS Recreational -	What services most needed –Big bros and big sisters, youth peer support activities (for girls etc.), homework help and mentors (HS kids with younger kids),	
1863	FS Recreational -	DCF should organize an end of the year event for all youth and workers to bond.	4
1864	FS Recreational -	Offer more community service opportunities.	3
1865	FS Recreational -	Chinese food, larger budget for fun things and necessary things.	
1866	FS Recreational -	New London officer used to run a free martial arts program, no age, boxing, this is just what kids need.	
1867	FS Recreational -	Not enough fun stuff for kids, non-traditional. Youth groups. More groups in their area	
1868	FS Recreational -	Kids need something to do to that is legal rather than getting into trouble with the law.	Several

	Code	Note	# of Times
1869	FS Recreational -	Someone reported what helped him when he was young was being involved in activities such as sports, boys and girls club and church. Because of these programs he didn't use drugs or go to jail like many in his community. Back when they were growing up there was always something to do outside. Kids need more activities	2
1870	FS Recreational -	Brook St Park is not good (people in it aren't good).	2
1871	FS Recreational -	Need a performing arts studio so kids have somewhere to go and showcase their skills. Need more dance classes in Hartford. Need more opportunities for boys to dance.	3
1872	FS Recreational -	Need more indoor activities to do in the winter (like roller-skating rink)	1
1873	FS Recreational -	People can come together and show leadership by starting their own programs (Branch off to do an art class, singing group, etc...)	1
1874	FS Recreational -	There are no recreational programs for young adults with special needs. My child is always alone no friends whatsoever	
1875	FS Recreational -	A community garden to influence healthy eating	1
1876	FS Recreational -	Need more opportunities for children with special needs. More social recreational opportunities. Another parent discussed having unified sporting opportunities.	1
1877	FS Basic Needs +	Diaper bank – gives out huggies brand now and wipes.	1
1878	FS Basic Needs +	Community supports for families, basic needs of the adults.	
1879	FS Basic Needs +	Financial support- tests, state funded/helped	
1880	FS Basic Needs +	TEEG, helped support \$\$ for camp. I couldn't afford but it was a great program. CHR referred him. Care coordination worked on anger and it helped him through the process. Kept him occupied and gave him pro-social activities.	
1881	FS Basic Needs +	OPP is great- helping with life skills	
1882	FS Basic Needs +	Waterford school system special education system, was very helpful. Want to move back to waterford out of new long. If we needed something, they took care of it. Partnered with. Food and things for presents and food.	
1883	FS Basic Needs +	Family support help with food stamps, housing	2
1884	FS Basic Needs +	Schools sponsor lunches for children to eat even during vacation breaks, the summertime and days off from school.	
1885	FS Basic Needs +	The churches have a lot of programs. Groups for domestic violence, AIDs, food/clothes food drives especially during Thanksgiving. One individual stated that the church is the most powerful organization around. Another commented that the church plays a big role. In general, there was a lot of agreement by participants that the church plays a central role. Salvation Army, Goodwill and other clothing banks are helpful	5
1886	FS Basic Needs +	Improve school lunches. It impacts thinking and the lunches taste terrible. School lunches should be healthier. Teachers get to buy lunch – not the school lunch but different food, why can't kids have the same choice.	
1887	FS Basic Needs +	Food pantry in town	
1888	FS Basic Needs +	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4

	Code	Note	# of Times
1889	FS Basic Needs +	Several preschool and school readiness programs including a sliding scale preschool programs , free of charge preschool through the Board of Ed., program through the Learning Center, Head Start program	3
1890	FS Basic Needs +	Energy Assistance Programs through New Opportunities	1
1891	FS Basic Needs +	Food Services/pantries (e.g. Master's Manna, New Opportunities)	1
1892	FS Basic Needs +	Free Breakfast/Lunch in Summer months in Meriden	1
1893	FS Basic Needs +	Mobile Units for Dental & Breast Cancer Screening offered	1
1894	FS Basic Needs +	Salvation Army feeds people	1
1895	FS Basic Needs +	SNAP Services offered through SCOW – parents can get connected	1
1896	FS Basic Needs +	WIC Services offered through SCOW – Parents can get connected	1
1897	FS Basic Needs +	DCF helpful in providing financial resources related to housing and basic needs for a family in need when a relative child was placed in the home with little notice	
1898	FS Basic Needs -	Housing is not available for lower income families although new housing developments seem to be popping up frequently	2p/2f
1899	FS Basic Needs -	It's hard when it turns out there's something you didn't know and your caseworker couldn't help you. Meaning...how to fill out taxes, W9, etc...how to find the information to learn how to do these things (living life)	4
1900	FS Basic Needs -	We have shortage of foster parents and I feel that there are foster parents that shouldn't be just because of the shortage. I've been in foster homes that were closed down. My worker didn't check the home. In my first foster home, I was sleeping next to woman with amnesia. The I was in a 3 year olds room, and another was 3 kids in 1 room. Workers need to be aware of where they're putting their kids. There should be a limit of how many kids are in the home. 1 house was so overcrowded, at one point, I was in the room with the foster mother. The Hartford office calls my foster home here saying they will pay extra to have kids sleep on the couch. (How long in these settings?) Almost a year and then 4 months. They overcrowded the foster homes.	3
1901	FS Basic Needs -	DCF .. getting a hold of workers to obtain needed bus passes is a hassle we go weeks without bus passes.	4
1902	FS Basic Needs -	DCF ... workers doesn't help with day to day stuff that a parent would ... like necessary rides.	1
1903	FS Basic Needs -	Parents with skills and training that can help other families. Pool of families. Inappropriate clothing, simple solutions. Poverty, not being called on for basic needs not being met.	
1904	FS Basic Needs -	Transportation issues getting to service appointments, gas, travel time.	
1905	FS Basic Needs -	More social skills, friends, social phobia, school phobia, desensitization,social skills, job skills, life skills, family	5
1906	FS Basic Needs -	Financially support family visits.	
1907	FS Basic Needs -	Girl hygiene, placements should be able to have access to hygiene products, short on items. No razors allowed, buy my stuff and then I have to give them to staff. Hide things because they would lose them or give them away.	
1908	FS Basic Needs -	Glasses have broken and they haven't fixed them. They couldn't cover the cost and said insurance wouldn't. They need to have contingency plans.	
1909	FS Basic Needs -	Hair care, hygiene supplies should be readily available. Boys and girls need hygiene products.	
1910	FS Basic Needs -	Higher budget for things that need to happen. Card for back to school shopping, then they don't do that. Foster family has to do that. Hair appointments, foster families need to help. \$200 for just my hair.	

	Code	Note	# of Times
1911	FS Basic Needs -	Not having access to your own home. Everyday I am dropped off and I sit outside until my foster parent gets home. I don't have keys to the house and can't go inside without them there. Depends on family.	
1912	FS Basic Needs -	Three years without a key. Trust them to be in the home without them there. Trust us to make good choices. 5 Min home alone. Shouldn't have to sit outside and be cold or hot. It makes a child feel uncomfortable in the house. Imagine if I was in a bad area, or doing bad things waiting to get inside. Over six "bad" foster homes before found a good one.	
1913	FS Basic Needs -	Lack of justice, human rights, gay rights aren't protected	2
1914	FS Basic Needs -	Cost of living increases (Bus fare and other things go up) but cash assistance doesn't increase. Others don't even have the cash assistance, although it's needed.	4
1915	FS Basic Needs -	Create jobs	1
1916	FS Basic Needs -	Free health care for everyone	1
1917	FS Basic Needs -	Lack of housing. Had to live in my car for a year. Shelters have closed down although there is still a need.	Majority
1918	FS Basic Needs -	Lack of jobs	Majority
1919	FS Basic Needs -	More shelters are needed, there aren't enough beds. Shelters closed down but there is still a need. With the new referral process a person needs to be evaluated first and then put on the waiting list. Can't just walk into a shelter even though it's needed that night (currently 94 women, 55 men in greater Hartford waiting for housing).	Majority
1920	FS Basic Needs -	Need non-medical transportation to appointments like probation, state offices or court.	Majority
1921	FS Basic Needs -	There was a discussion among the parents about the misperception that the area is affluent because some celebrities have houses there. There is a difference between people who come in for the weekend or vacations and those that live year-round in the communities. Residents are not that affluent and they have difficulties getting affordable, local, quality care for their children. Many locals must take jobs outside the region because there is a lack of local jobs. There are no steady paying jobs up for hire and the cost of living is high.	2
1922	FS Basic Needs -	Lack of public transportation system in Torrington.	
1923	FS Basic Needs -	Food prices have increased but food stamps have been cut despite the higher need. Automated letters go out from DSS that are wrong. People are under a lot of pressure. Unemployment, economic issues	2
1924	FS Basic Needs -	People need jobs. Many others commented with agreement. Many clapped agreement.	
1925	FS Basic Needs -	Healthier eating options- available for people with low funds	1
1926	FS Basic Needs -		
1927	FS Basic Needs -		
1928	FS Basic Needs -	Poverty impacts families. A lot of families are working 2 jobs just to get by.	
1929	FS Basic Needs -	Housing Shelters are very chaotic – length of stay is only 3 months	1
1930	FS Basic Needs -	Need more resources for Domestic Violence & Homeless	1
1931	FS Basic Needs -	No Free breakfast/lunch in Wallingford- only in Housing and Parks & Rec(only in summer)	1
1932	FS Basic Needs -	F- Problem with transitioning in general, Young adults transitioning out of mental health services, from school to school or family to family. Not a lot of support with housing, education, food. If 18 or older there is nothing there. It remains a concern.	2

	Code	Note	# of Times
1933	FS Basic Needs -	P-Results based, evidence based practices are good but it takes parents out of the equation and practice is based on model not family driven. It needs to be balanced- evidence based but also based on family needs.	
1934	FS Basic Needs -	DCF at times not able to help families with financial and basic needs resources	2
1935	FS Caregiver Training +	DCF was very helpful being an advocate for my child, making sure that I was getting any information I needed during the adoption process. Seminars and different opportunities to learn about adoption/kinship. Confusing interstate compact was made easier by DCF worker.	
1936	FS Caregiver Training +	Bilingual learning opportunities in the community	2
1937	FS Caregiver Training +	Learning English to help child	2
1938	FS Caregiver Training +	PLTI (Parent Leadership Training Institute) training	1
1939	FS Caregiver Training +	Care coordination has changed my life and given me confidence. Biggest strength	
1940	FS Caregiver Training +	Education through Care Coordination about process, confirming what I know and knowing that I am not alone. Education through parents, and then educate providers in turn. Dr., PCP, counselor, skills group, schools, 504, been helpful, what can I ask for? What I am allowed to ask for?	
1941	FS Caregiver Training +	Parents learn and can inform each other about misconceptions and empowering each other- dispel rumors	
1942	FS Caregiver Training +	Learned a lot about health insurance- education, school system, IEP process. Getting involved and knowing where I need to go and be.	
1943	FS Caregiver Training +	Learning about son and dx. Learning about dx. Liked that I have learned and become educated about my child.	
1944	FS Caregiver Training +	beacon, birth to three. 12 years old, had for 8 years. Speech delayed when little. 4yr old. LEARN. Prentice school? Understand what they can do with them and how you can help. Friendship school	
1945	FS Caregiver Training +	Birth to three is really good. Understand your kid in the early development. Education on what is right and what is wrong. Transition work needs help.	
1946	FS Caregiver Training +	Empower parenting, this is our suggestion, give tools and help	
1947	FS Caregiver Training +	Family peer support specialist family advocate through FAVOR, attending PPT's. They knew the ins and outs and helps push families to ask for the right things and get what they need. Bx plan. Know the local community and can help make connections.	
1948	FS Caregiver Training +	Parent involvement, I see more parents involved and more willing to be partners and learn/education. Not as much as I am against you. parents realizing they have to look at multi-levels for services and resources.	
1949	FS Caregiver Training +	Parent mentors- ask if they have had similar situations. These are the resources, and these are the problems, we have to learn from people that have been there and gone through it.	
1950	FS Caregiver Training +	Adult services are given for education, parenting classes	3
1951	FS Caregiver Training +	Our voices. Family champions have learned to use their voice. We are walking champions. You need to help the adults too, helping just the child will not work. All of the champions are strengths.	1

	Code	Note	# of Times
1952	FS Caregiver Training +	Too many closed houses that the banks own but the homes are not being taken care of. Instead of foreclosure teach people how to keep their house. Too many foreclosures that people will not buy due to lead paint. They should be fixed or torn down. The city looks bad. Bankers need to renovate and take care of them or tear down. One participant talked about a fire at an abandoned building on his street.	4
1953	FS Caregiver Training +	Taught IEPs and how to read them	1
1954	FS Caregiver Training +	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4
1955	FS Caregiver Training +	Lots of PLTI (Parent leadership Training Institute) branches	
1956	FS Caregiver Training +	Shortened activity/workshops to maintain attendance & interest	1
1957	FS Caregiver Training +	F- There is more opportunity for training for families, family champions and having providers educated about including families. Workforce development initiative- using families and youth as professionals. 5-10 people in room are now involved and employed through workforce development- great and growing- a couple more people clapped at the comment.	1
1958	FS Caregiver Training -	Not enough mentorships, as guides and mentors were important in years past to individuals. Local mentors who live in the communities are necessary, not just corporate mentors who may live elsewhere	2f
1959	FS Caregiver Training -	Schools need to be held accountable, and educate parents. There is no current education happening.	
1960	FS Caregiver Training -	Teach parents to be an advocate who in turn needs to teach their youth to be advocates for themselves.	
1961	FS Caregiver Training -	Opportunities for families to education themselves	1
1962	FS Caregiver Training -	Don't spoil your foster kids becasue your creating a crutch. You won't be independent if you're spoiled. They're so used to getting, they won't know how to get on their own.	
1963	FS Caregiver Training -	More community workshops for families have seminars for families to provide education about services and insurance etc.	4
1964	FS Caregiver Training -	Better communication for how families find out about services, trainings, support groups.	
1965	FS Caregiver Training -	credentialed adult peer programs	
1966	FS Caregiver Training -	Human service indiviudals that retire or learn a lot, can help families and volunteer.	
1967	FS Caregiver Training -	If a family is not doing well they can't afford to not know how the system works.	
1968	FS Caregiver Training -	Mentor programs community roundtable, mom and dad need life skills. Team of mentors to help and go to family.	
1969	FS Caregiver Training -	Parents with skills and training that can help other families. Pool of families. Inappropriate clothing, simple solutions. Poverty, not being called on for basic needs not being met.	
1970	FS Caregiver Training -	Use well trained parents, state agencies	
1971	FS Caregiver Training -	No one to guide you to that right spot. Providers don't even know. There is a lot to keep track of and learn. Need to know where to go	5
1972	FS Caregiver Training -	Providers should educate the parents on how the system works. ALL PROVIDERS providing services.	5

	Code	Note	# of Times
1973	FS Caregiver Training -	Cultural education for foster parents on grooming, different hair needs, skin needs. Explain different things to families about hygiene. Resources on people that can help.	
1974	FS Caregiver Training -	CPAC holds trainings on how to attend IEP's and school education, learn your rights. Write down what is discussed and check it over and make sure it is what you agree too.	
1975	FS Caregiver Training -	Cultural competence training, humility	
1976	FS Caregiver Training -	Special Ed teachers, and providers, RAGE, I need to know how to handle it. He is 5 now, and it is not going to get easier. I need to know how to handle him appropriately at home with me.	
1977	FS Caregiver Training -	Training program for all these concerns. Where we can work with providers, teachers, parents all at one level and all at the same time.	
1978	FS Caregiver Training -	Offer training of 5 hours with lunch included, with interpretation services.	4
1979	FS Caregiver Training -	Offer training to volunteers. Volunteers will be helping the community	4
1980	FS Caregiver Training -	Going to a psychiatrist doesn't work, they just charge money. Instead train parents to help and train the providers to understand parents needs. Put the funding where it's needed.	1
1981	FS Caregiver Training -	There is a generational gap of grandparents helping to raise their grandchildren. How they raised their kids is different. We should be using grandparents to help.	1
1982	FS Caregiver Training -	Need to teach communities that children have behaviors and special needs to build awareness, acceptance and understanding. (can host these discussions in libraries).	2
1983	FS Caregiver Training -	More training on behavioral health for consumers. Also need legal trainings for consumers.	1
1984	FS Caregiver Training -	Parents need to be more active. Become more involved in the community. Many people complain at home but not in the community. People need to attend city hall, need to stand together. People should be proactive- do not take no for an answer- push back.	6
1985	FS Caregiver Training -	Meriden and Wallingford can work together to cross train families on computer	1
1986	FS Caregiver Training -	More involvement to teach parents to help kids with Homework – should be taking place at the child's school	1
1987	FS Caregiver Training -	Places that provide training do not provide child care	1
1988	FS Caregiver Training -	F- Encourage and build support /training for parents. Encourage their ability to address concerns in a grass roots, safe place for support. F- Create a team where parents can feel safe to tell their story and many can offer help. A place you can go or call that is neutral and non-judgmental that can help with navigating the system.	1
1989	FS Caregiver Training -	F-Lack of support for families. Lack of education and training. Parents feel like a "hot potato" being passed from one to the next. Another family member described it being like a "revolving door".	1
1990	FS Caregiver Training -	More adult education for parents so they can better support their children in completing homework	
1991	FS Caregiver Training -	More peer to peer supports needed, such as fathers helping other fathers	2
1992	System Family Voice +	Given DCF goal is to keep families together, this is happening overall and focus is on children being with immediate family members	1p/1f
1993	System Family Voice +	Joining the YAB = gives us opportunities , gives us a voice, Believing I can do something w/out getting in trouble	2

	Code	Note	# of Times
1994	System Family Voice +	Special Session at the BOE where they were asking feedback on agenda for moving the BOE forward. We were from all areas of NH and got to share our input about what could be better. I suggested that they find teachers that are not burnt out.	1
1995	System Family Voice +	Networking opportunities	
1996	System Family Voice +	Number of providers at the system tables and can listen.	
1997	System Family Voice +	Opportunities for parents at system tables- this has become more common.	
1998	System Family Voice +	Parents learn and can inform each other about misconceptions and empowering each other- dispel rumors	
1999	System Family Voice +	Turned an experience with DCF into a positive, DCF has a new face, not to take your kids away and start to work with each other. Learn the language, and communicate.	
2000	System Family Voice +	Learned a lot about health insurance- education, school system, IEP process. Getting involved and knowing where I need to go and be.	
2001	System Family Voice +	CT is concerned about children, focus on us and help us- even if it sometimes feels like it isn't	
2002	System Family Voice +	Parent involvement, I see more parents involved and more willing to be partners and learn/education. Not as much as I am against you. parents realizing they have to look at multi-levels for services and resources.	
2003	System Family Voice +	The fact that we are even having these community conversations is a strength. This is a priority for state and they are paying attention to mental health concerns.	1
2004	System Family Voice +	Families informally network together to educate themselves about SPED and other issues that affect their children with physical or emotional challenges.	2
2005	System Family Voice +	There is good collaboration between schools within the regional school system e.g., working to improve ADA compliant recreational facilities. This effort resulted from the advocacy of one parent who brought attention to violations in school playground. The parent got federal regulators involved. They sent a company from California to do an assessment of the playground and found 85 violations. Local governments in the region became concerned about their possible compliance issues, which has resulted in them paying more attention to the issue around ADA.	4
2006	System Family Voice +	Our voices. Family champions have learned to use their voice. We are walking champions. You need to help the adults too, helping just the child will not work. All of the champions are strengths.	1
2007	System Family Voice +	Safe zones in the city, safe and tolerant places for teens, LGBT teens to go. Take bullying, seriously, crack down on violence	
2008	System Family Voice +	General safety- neighborhoods have shooting, crack down on crime.	
2009	System Family Voice +	Help from other families- recommendations on what worked for others	2
2010	System Family Voice +	Great Student Council- 3 active students on the Board of Ed.	
2011	System Family Voice +	F- Openness to ideas for improvement and change	
2012	System Family Voice +	F- There is more opportunity for training for families, family champions and having providers educated about including families. Workforce development initiative- using families and youth as professionals. 5-10 people in room are now involved and employed through workforce development- great and growing- a couple more people clapped at the comment.	1

	Code	Note	# of Times
2013	System Family Voice +	P and F commented- In 2000, DCF resisted change. Now more willing to listen. Listening to parents, involving parents, mood has changed, attitude has changed. F- Looking for family strengths rather than problems/faults. Attitude change- has been more welcoming to families. A more strengths based approach.	2
2014	System Family Voice +	P- Increased inclusion of families and caregivers in treatment; in medical and mental health. Engagement increased to families. F- Less provider and service-driven and more family driven. Integrating family is the most important part. They value what the family has to offer. Increased creativity and customization to the family needs. More trying to meet the family needs	3
2015	System Family Voice +	Consumers are being listened to and have opportunities to voice opinions in a variety of settings	
2016	System Family Voice +	DCF hearing parents, more understanding, and allowing them to share their stories, which fosters improved communication. DCF open to allowing parents to help train their staff through stories.	2
2017	System Family Voice +	Parents and grandparents are more involved in activities and events	5
2018	System Family Voice -	Board of Education members should be the voice of the family members and should speak up for all youth, not just some in the education system	1p/1f
2019	System Family Voice -	Need to have families join together because we are the consumers and we have a say in the education of our youth.	
2020	System Family Voice -	Budget cuts impacting the juvenile court system did not involve the local communities and providers, as transportation is a major concern for families and people feel left out of the process even though it will fall on them to manage the aftermath of these decisions	1p/1f
2021	System Family Voice -	Economic disparities in the area impact willingness of some youth and young adults to engage, as certain goals are not attainable for all groups	1f
2022	System Family Voice -	Families need to show up in numbers to Board of Ed meetings or other tables to raise concerns	1f/1p
2023	System Family Voice -	No clear path on how to get family members to the various tables to share and speak up. It is not even clear what we are selling to get them to engage and participate.	1p/1f
2024	System Family Voice -	Parents have to be engaged and heard, otherwise, the system, legislators, and providers make decisions and families are more disconnected. Parents need to speak up and not accept that things cannot be better.	3f/1p
2025	System Family Voice -	When parents did voice their opinion in the past, they felt nothing changed and they disengaged. There needs to be effort to continue to rally these parents to speak up.	1f
2026	System Family Voice -	Family had multiple reports and judge still wouldn't help so mom just gave up and decided to focus on her 2 other children.	1
2027	System Family Voice -	LISTEN to PARENTS and FAMILIES. We're not too stupid to know what's going on.	4
2028	System Family Voice -	DCF – they harass me about taking a drug test. My case is not open as far as drugs go. They didn't find any neglect and yet I figured they could help me. The supports I've asked for for a year haven't happened and yet they want me to do a drug test when they haven't helped. I looked on the website so I know my rights. I am not getting the help I'm supposed to get. You're not giving me what my children needs...	1
2029	System Family Voice -	Schools making decisions without us and making us feel like we cannot ask questions. I learned that my child's school is becoming a magnet school and I found out on the news. I asked about curriculum changes, etc and they weren't helpful..didn't provide the info. They treat us like we're dumb.	4

	Code	Note	# of Times
2030	System Family Voice -	Sometimes when I have a concern in school, my concern is not addressed.	
2031	System Family Voice -	The school makes some decisions about my child that most of the time I don't agree with.	2
2032	System Family Voice -	The speech therapist states that my child is improving, but I don't see it. I voice my opinion and they still reduce therapy.	5
2033	System Family Voice -	DCF ... workers discourage kids from complaining and pushing issues/concerns with foster parents.	2
2034	System Family Voice -	Feels running away from residentials and foster homes gets her more help with the things she needs ... she does this when she feels no one is listening or trying to help.	1
2035	System Family Voice -	Feels therapy is being forced on her ... even after expressing no connection or progress.	1
2036	System Family Voice -	Foster parents act so fake in front of social workers then are mean to kids.	5
2037	System Family Voice -	Relocated to a foster home in new haven ... not familiar with new haven. Reported to worker that she wasn't getting along with foster mom and the foster mom's daughter which went ignored.	1
2038	System Family Voice -	we don't understand why she is here. We are not seeing that? They are making accomodations to the extreme demands. Don't listen to parents. Tell kid they tell the parent to implement things that are not realistic in the home to maintain like a hospital or program. Partnering with parents and looking at realistic solutions. It becomes a setup for families when a kid comes home.	
2039	System Family Voice -	Empowering families, making things affordable	
2040	System Family Voice -	Parents are overwhelmed, and no one will listen to us. DCF is where the burden falls upon.	
2041	System Family Voice -	Family driven	4
2042	System Family Voice -	satisfaction surveys, we only do that for OPP and we should be doing more.	
2043	System Family Voice -	DCF thinks they have the right to control what rights we have and what we don't. Legal rights. Educated on what the rights are and what is true. DCF thinks they can control us more then regular kids.	
2044	System Family Voice -	DCF workers need to listen to kids. If kids are saying things that are happening and believing them and looking into the stories and not brushing things off like they don't matter or aren't true.	
2045	System Family Voice -	satisfaction surveys, we only do that for OPP and we should be doing more.	
2046	System Family Voice -	Type of school you get placed. Listen to students and what they want to do afterwards. Vocationally.	
2047	System Family Voice -	Reaching out to superintendents, what is happening in special Ed? Board? Any parent voice. Town meetings.	
2048	System Family Voice -	State agencies (School and DCF) need to listen to parents, and actually hear them.	
2049	System Family Voice -	Facilitate meeting to inform and be heard, community meetings	5
2050	System Family Voice -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
2051	System Family Voice -	Teachers don't always know what is going on with the kids and get frustrated if they have 20 kids in room and one kid with a disability that they have to focus all their attention on. Kids know when a teacher is ignoring them or just there for the paycheck. Kids are learning at lowest level and aren't keeping up with the grades so academically the schools are failing the youth. Books are needed, teachers are needed- lack of teachers. Parents feel like when they try to talk to the School system they can't get anywhere. Bullying is a problem in the school. Suspensions are an issue. Put prayer back in the school.	Several

	Code	Note	# of Times
2052	System Family Voice -	People in charge don't take opinions from youth and end up funding programs that don't help, rather than fund programs that are positive and that many people are already attending and using in the community.	1
2053	System Family Voice -	Feeling forced to sign TPR with DCF so their child can get better access to services such as health care and residential. Feel like they are trading "custody for care." Another stated they didn't have to give up rights but still got help.	4
2054	System Family Voice -	Involve parents more- ask them what they want.	Several
2055	System Family Voice -	Legal system is a barrier (cost). Feel like they needed to hire a lawyer to get basic rights and they shouldn't have to. For example, had to hire a lawyer before able to get further funding. Trouble navigating the legal system with regards to foster care and school system. Feel like their voice isn't heard regarding their own child.	Several
2056	System Family Voice -	Suggested that once a month parents with kids in voluntary services or committed and can sit down with social workers, supervisors, and other DCF staff to voice their concerns. It would be good to know about all the meetings in the region parents can attend. However, often these meetings to give DCF feedback are during when parents work. Can they be streamed live or recorded?	3
2057	System Family Voice -	Juvenile Justice system is punitive rather than helpful. Court dates are during the day when parents are working. Children need behavioral health services rather than Juvenile Justice. Within the Juvenile Justice courts, the rights of step-parents are not recognized or valued.	2
2058	System Family Voice -	Listen to parents' voice. Support parents and recognize them as experts.	
2059	System Family Voice -	Once DCF gets involved, it is hard to get rid of them. Some workers are difficult. One father spoke about having a very difficult experience with DCF. One mother discussed her difficulties and struggles with her child's placement and said that her voice went unheard. Parents feel intimidated about fighting back towards DCF. DCF dropped the ball. They do not put kids back into the home and help the entire family. Who polices DCF? Need someone outside of DCF to police the system. Negative experiences with DCF in Torrington. One parent discussed a difficult time when a tape recorder was brought in. There are potentially punitive actions by DCF. DCF described as a "DCF Machine". Parent described catching DCF in lies.	2
2060	System Family Voice -	A positive place for adults to go and talk about issues, express yourself in a safe way. Having more community conversations. More open school forums, Family brunch meetings.	3
2061	System Family Voice -	Parents need to be more active. Become more involved in the community. Many people complain at home but not in the community. People need to attend city hall, need to stand together. People should be proactive- do not take no for an answer- push back.	6
2062	System Family Voice -	People do not use their voices enough. There are negative influence. We allow outsiders to come into our community And we don't say anything. There is a feeling of not wanting to get involved, fear. People want change but do not want to take action. Another person said that some people do not want to hear your voice. They see what they want to see and hear what they want to hear. We need a better way to communicate.	2
2063	System Family Voice -	Variety of opinions shared on the help that police and 911 offer. Some remarked that police often took too long to respond and did not help and did not want to hear it. Others expressed that they can help.	10
2064	System Family Voice -	Felt like doctors brushed off issues	1
2065	System Family Voice -	Therapists brushed off issues that child/teen had	1

	Code	Note	# of Times
2066	System Family Voice -	Children need rights such as adults have rights	1
2067	System Family Voice -	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4
2068	System Family Voice -	F- Encourage and build support /training for parents. Encourage their ability to address concerns in a grass roots, safe place for support. F- Create a team where parents can feel safe to tell their story and many can offer help. A place you can go or call that is neutral and non-judgmental that can help with navigating the system.	1
2069	System Family Voice -	F- include Caribbean and other communities into cultural competency	
2070	System Family Voice -	P- Children , families and citizens of CT need to be in full partnership in supporting our children. Recognize our part as full and complete partners as citizens. Lots of clapping.	
2071	System Family Voice -	P-Families reach out for help through voluntary services which have less slots. When child gets worse family status goes to "uncared for" especially when the family is trying to protect other children in the home. Families feel stuck in the middle. They are changed to involuntary, forced into custody, tried and have to surrender custody to get access to services- then are treated as neglectful. F-Parents are afraid of going to DCF for help due to reprisal or getting in trouble. Subject to scrutiny and judgement but should be praised and valued for coming for help. F- Not enough shared data on how to handle kids in the right way. F- Too much looking for a villain rather than looking for how to help the child. Children are victims, they need to get help not blame. Look for solutions not fault.	4
2072	System Family Voice -	P-Results based, evidence based practices are good but it takes parents out of the equation and practice is based on model not family driven. It needs to be balanced- evidence based but also based on family needs.	
2073	System Family Voice -	Consumers need outlets to network and get ideas/support from others	
2074	System Family Voice -	Parents need to be more involved in education for their children, i.e. going to schools, asking questions, meeting with school staff, etc.	
2075	System Family Choice +	Learned a lot about health insurance- education, school system, IEP process. Getting involved and knowing where I need to go and be.	
2076	System Family Choice +	School districts need to be fixed. Youth questioned how 2 of his neighbors are at Kennedy and he was switched to Wallace. Fix school districts.	
2077	System Family Choice +	More activities for kids. More sports. Other towns provide a lot of choices for sports- rugby, snowboarding/skiing, but Waterbury doesn't. A place to go that is 24 hours	3
2078	System Family Choice -	My brothers and sisters got adopted by 2 different families and I didn't. I feel like I lost the right to see them. I can't drag my little brothers/sisters to NH to see them. Our communication is gone.	1
2079	System Family Choice -	To obtain services in school you really have to fight with the school system.	6
2080	System Family Choice -	Didn't have any foster homes available in her town and had to move to new haven unwillingly.	1
2081	System Family Choice -	Prefers group therapy.	2

	Code	Note	# of Times
2082	System Family Choice -	Care coordination is intensive, and not every family is willing to go through process.	
2083	System Family Choice -	Parents need to give guardianship of their child to DCF in order to receive services for a higher level of care (Residential specifically). Two current families experiencing this phenomenon.	
2084	System Family Choice -	Parents with limitations, then providers will be deny them for services. Won't go back, families can't follow through, families are sinking. No one will take responsibility. What do you do when no one will accept you?	
2085	System Family Choice -	When you receive treatment through one place and then you have to go through them for med mgmt. prescribers won't work with you if you don't go to them for other services. Can no longer see them if you leave.	
2086	System Family Choice -	NO psychiatrists available. Can't find a dr. so they stay with the one they have- even though they don't like them.	3
2087	System Family Choice -	Lack of funds, shrinking funds. Programs are being cut. As we lose funds we lose a lot of choice. Programs shrink and then kids are in programs that don't fit. We are losing it because people are looking to do more/the same with less dollars. Less choices for the kids and families.	
2088	System Family Choice -	Need more summer programs.	1
2089	System Family Choice -	Hard to find child psychiatrist that takes insurance	2
2090	System Family Choice -	Shortage on finding therapists	2
2091	System Family Choice -	Private insurance should cover what state insurance does	2
2092	System Family Choice -	All attendees spoke about Terryville /Plymouth being is an odd catchment area. The town is the most western town in Region 6. The area is affiliated with the New Britain DCF office but no one wants to go to New Britain and there is no direct route there. Parents said that it was much easier going Rt. 8 either towards Waterbury or towards Torrington rather than having to take Rt. 72 to 84 to get to New Britain. Coverage of area depends on service: DDS affiliated office is Newington, DSS office is New Britain, SSA office is Torrington. They did not even know the local offices for DMHAS and BRS. Need improved access to services.	5
2093	System Family Choice -	CT Works doesn't offer bilingual services to help with resume, applications & job placements	1
2094	System Family Choice -	Language barrier is the biggest issue	1
2095	System Family Choice -	Need more bilingual services especially in hospitals	1
2096	System Family Choice -	Wallingford Public Library does not offer bilingual services to access computer workshops	1
2097	System Family Choice -	P- Children , families and citizens of CT need to be in full partnership in supporting our children. Recognize our part as full and complete partners as citizens. Lots of clapping.	
2098	System Family Choice -	P-Families reach out for help through voluntary services which have less slots. When child gets worse family status goes to "uncared for" especially when the family is trying to protect other children in the home. Families feel stuck in the middle. They are changed to involuntary, forced into custody, tried and have to surrender custody to get access to services- then are treated as neglectful. F-Parents are afraid of going to DCF for help due to reprisal or getting in trouble. Subject to scrutiny and judgement but should be praised and valued for coming for help. F- Not enough shared data on how to handle kids in the right way. F- Too much looking for a villain rather than looking for how to help the child. Children are victims, they need to get help not blame. Look for solutions not fault.	4
2099	System Insurance +	Access to medical insurance and income eligibility opportunities	1

	Code	Note	# of Times
2100	System Insurance +	HUSKY covered services are good...sufficient	4
2101	System Insurance +	Mona was instrumental- medical home Care coordinator. Navigational nightmare, waitlists, insurance access. Hospital referred her to generations for primary, helped asses needs and got into specialists and help. See 3 (15) was supposed to see this. Moved to CT and within 3 months she had them all in. no issues since i have been here.	3
2102	System Insurance +	Medical: Medical Assistance, faster medical support, undocumented individuals get medical support, Free medical insurance.	4
2103	System Insurance +	Senior Citizen Centers. There are programs available to help seniors like activities, meals, learning about nutrition, exercise. Silver Sneakers (a program through her insurance) helps with exercise. Community Centers are helpful.	3
2104	System Insurance +	CBT through husky helped with transportation to appointment	2
2105	System Insurance +	Husky	2
2106	System Insurance +	Husky- system where you can call to get information such as assessments	2
2107	System Insurance +	F- Financial backing, increased insurance coverage	
2108	System Insurance +	F- Maintain family-driven not insurance driven care. Commercial insurance needs to be brought to the table	1
2109	System Insurance -	Private insurance didn't approve IP stay. Hospital admitted her anyway...was there for a week...was eventually approved.	1
2110	System Insurance -	(general) Medical appointments are taking a long time to access for HUSKY families/moms.	3
2111	System Insurance -	HUSKY denied dental coverage for my child's tooth that needed to be pulled.	1
2112	System Insurance -	HUSKY doesn't cover some medications and therefore need to pay out of pocket. (prenatal vitamins, need to follow the list and there are meds not on the list, even if the doc fills out the paperwork for a certain Rx, etc)	4
2113	System Insurance -	Due to lack of personnel, the therapies are being decreased and the reason that I was given was that the insurance won't pay for any more than those that are being offered. This is happening at Yale.	3
2114	System Insurance -	HUSKY B requires that appointments are given on a monthly basis (you have to wait a month before you can make an appointment), but if I wait for the month to make an appointment, it will take more than a month for my child to get a follow up appointment.	
2115	System Insurance -	There's a lack of communication between the doctors and the insurance, once the report is sent by the doctor to the insurance, it takes too long for the insurance to approve services and my child is without services for a while, there shouldn't be a period with no services.	
2116	System Insurance -	Dept help families with commercial insurance with coverage for identified child with needs. Copays, services gets out of control quickly. DCF worker gives number and then to call and there is no success ever.	
2117	System Insurance -	Private insurance, shut down a lot because of it.	
2118	System Insurance -	DDS involvement. Age 3 he knew so he started trying to get involved. Category 8, needs to be an 8yr old. Couldn't secure anything. Self funded insurance with no ABA coverage. Specific in lines of insurance to not get it. Health care exchange got ABA premium and out of pocket, 8,000 in services. Insurance plan, and ABA. never even got to the point where he had reached the total out of pocket minimum. applied for HUSKY but got denied. They wouldn't put him on it and had an appeal. 100 families per year. small pool. married, and 1 son. there are worse off families, single parent, and more kids. he was not a high priority to them, but he is to me.	

	Code	Note	# of Times
2119	System Insurance -	Get rid of insurance companies	5
2120	System Insurance -	HUSKY gets better services then private insurance. Private and medicaid have flip flopped. The services have all shifted to the other side. Get treatment faster.	
2121	System Insurance -	Insurance type shouldn't matter, but it plays a huge role in what services you can get.	
2122	System Insurance -	No place to help guide you on insurance. 27 page report filed by OHA and still not helpful. 3 yrs of writing letters and finally got my insurance company to cover ABA services. Huge accomplishment. Lot of work. A lot of work to make any changes. Classification , leads to rationing of services. Due to lack of resources. unfair.	
2123	System Insurance -	Privately insured intensive inhome, anthem paid for. TERRIBLE. Intensive in home BH services. Person didn't show up half the time. Lack of accountability, never closed it out.	
2124	System Insurance -	Glasses have broken and they haven't fixed them. They couldn't cover the cost and said insurance wouldn't. They need to have contingency plans.	
2125	System Insurance -	insurance more organized. They give you a password and automated. It is awful. Help us with our special needs children	
2126	System Insurance -	Tried to get ABA in home and husband insurance doesn't cover and we find out we don't qualify for HUSKY. We have been looking for services for 2-3 yrs. And still don't have anything. Once I got pregnant I qualified for HUSKY. Once school starts he can't get in home ABA.	
2127	System Insurance -	Medical: high cost for private insurance, lack of effective medical care. Lack of financial help for uninsured. Undocumented/Uninsured with high medical needs threat of deportation. Medical staff not asking if there is documents.	7
2128	System Insurance -	Affordable care exchange was a disaster getting on and disaster adding someone	1
2129	System Insurance -	Barrier with insurance and information and knowing when something gets covered. (i.e. Wanted geno testing and insurance company denied it unless she is inpatient)	1
2130	System Insurance -	Insurance not covering meds after youth ages out (previously covered under waiver). \$900 month is the family portion of 3 medications on top of \$2000 a month for insurance premium. Even though doctor states its medical necessary to have brand name medications, they aren't covered by insurance.	2
2131	System Insurance -	Rural locations have more difficulty finding a therapist and if you do find someone that isn't in network you have to pay more.	1
2132	System Insurance -	Most of the programs available are too costly no way to pay for them	
2133	System Insurance -	Private insurance needs to cover more of the services that are needed. One mother described being denied services by Blue Cross/Blue Shield (her primary) even though the child was on Katie Beckett. It appears that the primary insurance is denying services that the state will provide, but having to go through them first is cumbersome and causes delays.	2
2134	System Insurance -	The Medical supply company is horrible. Families are forced to wait because of the need for insurance.	1
2135	System Insurance -	They need specialists locally. Insurance restricts families to using services in CT even when services in MA or NY are closer	3
2136	System Insurance -	They need to change HUSKY so that they can access services in MA and NY; current regulations prohibit this.	2
2137	System Insurance -	Private insurance do not inform parents of community resources and resources like testing and where to go. Parents did not know that the school system is responsible for testing.	2

	Code	Note	# of Times
2138	System Insurance -	Emergency rooms and hospitals- long waits. One person reported waiting over 16 hours. Another said that it depended on the insurance and that there was a lack of respect. Another said that she felt waits were based on crisis.	4
2139	System Insurance -	Insurance – example child from MA needed services and only place that it could be found was in VA – military insurance	1
2140	System Insurance -	Major concern – child at age 13 has to give consent for parents to see medication history – private insurance	1
2141	System Insurance -	Private insurance holds you back	2
2142	System Insurance -	Self-funded insurance- autism loop hole	1
2143	System Insurance -	Co-pays are expensive/also deductibles	3
2144	System Insurance -	Insurance – Husky-secondary/primary where Husky will pick up rest of copays NOT in all states	2
2145	System Insurance -	Private insurance has barrier and more expensive	2
2146	System Insurance -	Hard to find child psychiatrist that takes insurance	2
2147	System Insurance -	Hospitals discharge patients too early because of pressure from insurance companies	2
2148	System Insurance -	Private insurance should cover what state insurance does	2
2149	System Insurance -	P- These are all of our kids. Continue to support against stigma of mental health. It is all about health. Insurance companies are putting stipulations on plans. Commercial insurance needs oversight. P- Intergrate mental health and general health.	1
2150	System Information +	DCF was very helpful being an advocate for my child, making sure that I was getting any information I needed during the adoption process. Seminars and different opportunities to learn about adoption/kinship. Confusing interstate compact was made easier by DCF worker.	
2151	System Information +	Family involvement with community partners e.g. FAVOR, CPAC, Ombudsperson	2
2152	System Information +	Power school helps parents get information	1
2153	System Information +	DCF is collaborative	2p
2154	System Information +	People seem to know where to go to access the system and then share their knowledge and experience with others	1f
2155	System Information +	Word of mouth messaging is working well and keeping families informed	1p/1f
2156	System Information +	211 gave us a presentation about how to search what's available. (however, you have to know about 211 to use it and need to practice using it)	2
2157	System Information +	Community based round table- NEST, mentor program	
2158	System Information +	Hospital hub where specialists come (one stop shopping) get all the apt done in one day, and just send to next one and come monthly, or on a cycle.	
2159	System Information +	Schools are becoming social service agencies. These agencies with a database, info of all the programs. Professional development.	
2160	System Information +	Some of the silo's are weakening, and it needs to be more. Continue breaking down and connecting with each other.	
2161	System Information +	Guide book- the Services BIBLE. Manage a kid that is not typical. Chapters on autism, MH. "how to help ppl in CT" education, insurance, etc. gave starting points. At least they had a number to send you to if they couldn't help you.	5
2162	System Information +	OPP has helped meeting other ppl, connections made so that you are not so alone	
2163	System Information +	Became aware of services in the community via local town newspapers and publications	2

	Code	Note	# of Times
2164	System Information +	Support groups are a strength especially when childcare is provided, like the NCCC parent and sibling support group. Parents are connected and aware of services	Several
2165	System Information +	Waterbury Youth Council helps us know the problems that are going on around the state	
2166	System Information +	Global Leadership Institute (GLI) also helps with knowing what is going on and they meet directly with the Mayor	
2167	System Information +	We Stand Youth is a program that teaches about mental health and helps spread awareness.	
2168	System Information +	Where does our tax money go? We should know. There should be a place for us to go to find out what the government is doing with our money	
2169	System Information +	Advertise 211 more – such as TV advertisements. Schools should tell parents about EMPS also pediatricians.	2
2170	System Information +	Information provided at support groups have encouraged parents to be proactive	3
2171	System Information +	Behaviorists and mentors through Husky – help parents to do what they need to do	3
2172	System Information +	Collaboratives help find resources available for family members	0
2173	System Information +	Community Health Center and website helps	1
2174	System Information +	Families keeping detailed records of children in case of emergencies or if police called	3
2175	System Information +	Google and 211 have helped find resources	1
2176	System Information +	Meetings affiliated with FAVOR	1
2177	System Information +	More advertisement of resources	3
2178	System Information +	National night out in Hubbard Park/NAACP Fair/Health Fair- helped with resources	2
2179	System Information +	People should be more comfortable with diagnoses so they can accept it and get help- send information multiple times	3
2180	System Information +	Taught IEPs and how to read them	1
2181	System Information +	Advocacy system – NAMI, Keep the Promise, FAVOR	1
2182	System Information +	NAMI support group	6
2183	System Information +	There is more awareness now about mental illness because of sandy hook	0
2184	System Information +	P- Increased communication. Infrastructure of system of care, both top down and across. Better communication, sharing information. The infrastructure helps give an opportunity to share info and communication. Child agencies sharing data to meet the families’ needs.	2
2185	System Information +	P-There is movement in the community. More media coverage of mental health. There is a push towards original thinking. Example: the Department of Ed. Is moving towards change, more regionalized. It’s starting to move.	
2186	System Information +	Groups like CBHAC are helpful and the information shared can be used by families	3
2187	System Information -	knowledge of court process/juvenile justice system	
2188	System Information -	Parents need to know how to work the system and push back. Instead of being told what to do and automatically know.	
2189	System Information -	Families not having internet or access to electronics. Schools should be thoughtful in how new information is dispersed/shared, given	1
2190	System Information -	Parents fear asking for help; fear not knowing their rights	1
2191	System Information -	Schools/community should have social groups for children without stigma/labeling (mental health community and school supports)	1

	Code	Note	# of Times
2192	System Information -	Spanish families need to search for information	1
2193	System Information -	There should be a nutrition guide to help children with Special Ed./ADHD Foods that give the child energy and good immune system support when on medication	3
2194	System Information -	No clear path on how to get family members to the various tables to share and speak up. It is not even clear what we are selling to get them to engage and participate.	1p/1f
2195	System Information -	More people need to know about 211/EMPS. I found out by calling HUSKY who said they could send out a crisis team with in a half an hour. They talked to both of us and recommended we go to Yale, called an ambulance and she was admitted. They called the hospital ahead of time to talk to them.	2
2196	System Information -	(Are kids aware of services?) No, because not a lot of youth know the right questions to ask	1
2197	System Information -	DCF – I don't understand why they're in my life.	1
2198	System Information -	Hospital system – not supportive at all. When you try to get adequate information, they don't give it to you. Poor quality of hospital staff, not sure if it was lack of training or poor recruitment? Possible language barrier bc of accent? I would have called the family, apologized, and say that I want to understand you. Staff need to show more compassion.	1
2199	System Information -	Jacquese and Allyson & Sarah coming back and keep the group informed about where the information is going and what's happening in the system...	6
2200	System Information -	Many times people don't know where to start when looking for services.	3
2201	System Information -	Most of the time, I find out about services by word of mouth...that's how we get the best info. When you go online, you get lost...	3
2202	System Information -	There's a lot of resources out there but not everyone can access them because you don't know about them.	3
2203	System Information -	The schools should have at least one staff that have knowledge about different programs so that they will be able to direct a parent the right direction.	
2204	System Information -	DCF ... workers wont share information with youth about funds and things that foster parents should be doing with and for them financially,	1
2205	System Information -	Does not know about services for youth or how to access them.	6
2206	System Information -	MarrakechEducational workshops ...taking care of your body .. benefits of going to the gym	3
2207	System Information -	School Kids should be learning things that will actually help them after they graduate.	1
2208	System Information -	211 or local services. 211 gives a bunch of numbers that lead to a dead end. Frustrated families.	
2209	System Information -	A school concern is the communication. Post hospital, when kids are coming back to school, providers do not give info to school. Hasn't been in school and needs info. Tries to communicate with family, but parent is in crisis mode. Back into school and try to make a plan but don't have information.	
2210	System Information -	Handbook of services would be helpful for families.	
2211	System Information -	More information that hospitals can provide for families utilizing their services. Out of the box ideas or services are not communicated to families by hospitals.	
2212	System Information -	No progress reports on children when they go to school, OT, speech and no updates. And being told but not seeing it in the home. Not getting speech or OT when it was on the plan. Not enough staff	

	Code	Note	# of Times
2213	System Information -	Not have to be DCF involved for a DCF service. Don't know programs exist until DCF is called on you. hit kids to get services, humorous	
2214	System Information -	Where are we spending our money? How do we become more efficient?	
2215	System Information -	Customer satisfaction, NOT AWARE.	5
2216	System Information -	Didn't know what overall goal was for any of the services.	3
2217	System Information -	integrating care, basic knowledge to most of things.	5
2218	System Information -	Legislative training- educating them about why services are needed and important.	
2219	System Information -	No place to help guide you on insurance. 27 page report filed by OHA and still not helpful. 3 yrs of writing letters and finally got my insurance company to cover ABA services. Huge accomplishment. Lot of work. A lot of work to make any changes. Classification , leads to rationing of services. Due to lack of resources. unfair.	
2220	System Information -	One stop shopping. Need to break up the silo's. flow chart, call this, if this.	5
2221	System Information -	Parents don't know where to start. They don't understand the system. Very overwhelmed. They need more assistance with starting out.	5
2222	System Information -	Possible solution about autism, hard time learning about it. Grow out of dx? They never mentioned anything and then they didn't know. No education on types of treatment, resources, no one to guide you. They wait and then no directions at all once the actual diagnosis is given.	
2223	System Information -	Providers should educate the parents on how the system works. ALL PROVIDERS providing services.	5
2224	System Information -	The ability for providers to be more curious with families, they might get something they don't know by asking families.	
2225	System Information -	If a kid goes out of district. Where is the money for special Ed going.	
2226	System Information -	No transition from 0-3. it would be helpful to have something in place. Booklet, or materials to take with you during your child's transitioning,	
2227	System Information -	Websites, etc.	
2228	System Information -	Education: Lack of information of special education services. More training for special education teachers and lack of support and resources. Transportation, difference in bus stop and home address, small kids have to walk from school.	3
2229	System Information -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
2230	System Information -	Lack of advertisement about programs to minorities and people of low incomes- you don't get programs in the local communities that engage youth.	Majority
2231	System Information -	Calling different places and you get different information depending on who you call. Feel like you get more information from parents than anyone else	1
2232	System Information -	Clear appeal instructions and process for complaints. If you run into a problem you should know who to call.	1
2233	System Information -	Guardian Litem wasn't identified until late in the process. Appointed lawyer to represent child had never met the child.	1
2234	System Information -	If you aren't getting what you need, you should know how to go up the ladder rather than running into several wrong doors. Need Process maps.	1

	Code	Note	# of Times
2235	System Information -	More respite – family wants to be able to take breaks. Even if the state says they will pay for it (\$35 an hour to get someone to babysit spec ed kids) the family needs to hire the person themselves and aren't sure about how to go about doing this. It's hard to find someone who understands their child's needs.	3
2236	System Information -	Reports the language in the TPR and DCF legal paperwork is too confusing and the terms uncared for vs neglect is important to understand.	1
2237	System Information -	Some language barriers in particular with paperwork given to families (in school, legal and state assistance paperwork not being translated. Example given in East Granby school system that the school forms aren't understood by parents and they just need assistance to complete. Multi needs- Families from India, Asian, Lebanon. Also, parents with cognitive limitations trouble navigating the system, need additional support.	1
2238	System Information -	Systems aren't communicating and are fragmented and segmented. The problem with the delivery of services is that it's silohed and services are constantly shifting. Information needs to be updated constantly. Workers aren't effective at solving multiple problems because they only know their corner of the world (only experts in their field).	3
2239	System Information -	There should be a clear map of agencies and what each does. Almost like a Navigation of the System. There can be a Menu of services and definitions (people aren't aware of what is available). There should be a Triage of services for mental health like there is for medical. For example if you have a fever you do a, b, then c. If this information was available it should be distributed when a child is identified in the schools (or given out at PPT meetings)	Several
2240	System Information -	There should be a website like Yelp where you can talk about issues and get support. Some people thought this would be helpful and some didn't.	3
2241	System Information -	They should inform parents about early prevention programs in the hospital so they are aware in case its needed in the future.	1
2242	System Information -	Inform parents of their child rights to obtain the services and that it be in a manner that is easy to understand (easy language),	4
2243	System Information -	It's hard to find the help that is really needed. It's hard to get into the programs once you find the right one. There's a run around when given the information, instead of saying you qualify or not at the moment they make you run around for no reason. There is lack of information to parents or guardians about available services and free programs.	5
2244	System Information -	Parents aren't informed about who has the information and services (needs to be clear). Where to find the appropriate information about services. The materials that are translated in Spanish to be in a language that is easy to understand, simple and adequate.	
2245	System Information -	When the child needs a certain test done to determine a diagnostic, we get a referral from the Doctors office, there's a run around (that's not us, referred somewhere else etc.), until you finally get to the right place. There are long waiting lists for diagnostics tests	4
2246	System Information -	One parent said that her son is on Katie Beckett waiver and DDS. However, they don't really have information about the services. DDS is not responsive.	2
2247	System Information -	The Salisbury visiting nurses don't help either. They don't share information about resources e.g., Katie Beckett waiver. A nurse told the mother that there were no services available to her.	2

	Code	Note	# of Times
2248	System Information -	There are not a lot of local resources available to parents and there is lack of information about what is available including 211 and EMPS. There is only one pediatrician and this means that parents need to go to the ER for services. There are no specialists so parents have to take their children to Hartford for these services. Psychiatric care for children is almost nonexistent. Parents need to go to Torrington and Hartford. This conversation lead to a side conversation about possible places where they might be able to find alternative services, but the discussion was not informed by knowledge of whether there were services in those areas.	4
2249	System Information -	Better access to information	
2250	System Information -	DCF is not telling families about services.	
2251	System Information -	Educate intake people so they can adequately assess and give direction. These intake people should not be funded through the state because state run services do not make recommendations based on the family's needs.	
2252	System Information -	Lack of knowledge about resources	
2253	System Information -	Private insurance do not inform parents of community resources and resources like testing and where to go. Parents did not know that the school system is responsible for testing.	2
2254	System Information -	Resourcefulness of parents to find services. Due to lack of support, parents have had to help themselves and other parents	
2255	System Information -	The Board of Ed. Doesn't have a clue. They don't know the new laws. For instance regarding truancy issues, the Board of Ed. And school were not up-to-date on the laws. Two parents also spoke about being told that their child was doing fine only to find out later that their child was lagging behind.	2
2256	System Information -	There is a breakdown of information. Information is not reaching families who need it.	
2257	System Information -	People do not know where to go to find help, example was schools and knowing the activities offered. Parents and kids do not read the information sent home. Another commented, that the information is out there- some share it and some do not so there is poor communication.	1
2258	System Information -	Find events and activities to get community to come together as a whole	3
2259	System Information -	More help for people to prepare to get jobs and find jobs	1
2260	System Information -	Scared to call DCF Voluntary care line because of DCF stereotype	1
2261	System Information -	Awareness about resources	3
2262	System Information -	Families forced to find services on their own	3
2263	System Information -	Lack of knowledge and knowing where to go for services for families- lack of information for families	3
2264	System Information -	No pre and post data given by school or standardized tests	1
2265	System Information -	Finding services takes a lot of research and time	4
2266	System Information -	Finding services is like a full time job	4
2267	System Information -	It is hard to understand and navigate the system	4
2268	System Information -	Lack of information and education with service providers such as police or therapists or pediatricians	2
2269	System Information -	Everyone waits for a crisis when really issues should be dealt with earlier	4
2270	System Information -	There should be one place to go to- to find resources	1
2271	System Information -	F- Increased awareness in general, earlier intervention, diagnosed younger. Increase awareness and earlier response.	1

	Code	Note	# of Times
2272	System Information -	Brochures and more printed information related to how DCF interacts with families and how they will respond in certain situations needed so families can better understand the role of DCF and how they can get help	2
2273	System Transitions +	Current foster mom is very good. New to the foster home ... doesn't want to seem like a burden .. so doesn't really ask for anything extra.	2
2274	System Transitions +	DCF is paying for my college applications and helped me with all of the paperwork and financial stuff.	
2275	System Transitions +	Improve transitional services by streamlining child to adult services.	
2276	System Transitions +	F- DCF has made a lot of changes. The decent decree was a negative but it has resulted in positive outcomes with everyone working together. There was a recent negative incident. We cannot let that set us back.	
2277	System Transitions -	1 application (like CORE application for colleges). They need to do this for family histories. Every provider asks you all the same questions over and over again. It got to the point where I wanted to type everything up and just hand it to every provider.	8
2278	System Transitions -	Better transition from childhood to adulthood to support continuum of care.	1
2279	System Transitions -	Don't just send kids home from the hospital (ED). They should have admitted him rather than just sending him home (post-SI attempt).	1
2280	System Transitions -	Even after signing a release, they should be able to share data, parents still have to repeat themselves.	3
2281	System Transitions -	Yale has EPIC so now they can see information in their whole system. Parent arrived w/ their card and Yale said they don't need it because they have all the info already. Not all offices are part of EPIC...	2
2282	System Transitions -	Even though I'm in college now, DCF is still at my door. I had 1 bad grade out of 3...that shouldnt get me kicked out (of DCF). I don't want to hear that the 800 letter is coming. Level of work in college is very different in HS than in college. DCF is coming down on kids in college	1
2283	System Transitions -	DCF ... should prep social workers sooner than later for their client's transitions.	2
2284	System Transitions -	DCF should help youth with resumes, interviewing, and more transition help.	3
2285	System Transitions -	Getting new therapist all the time and having to relive past and repeat history and trauma.	1
2286	System Transitions -	A school concern is the communication. Post hospital, when kids are coming back to school, providers do not give info to school. Hasn't been in school and needs info. Tries to communicate with family, but parent is in crisis mode. Back into school and try to make a plan but don't have information.	
2287	System Transitions -	By the time DCF is involved, school is done, hosp is done, parents are angry and tired of it all. DCF social workers are taking brunt of it.	
2288	System Transitions -	Transition planning for older adolescents 16-17yr old to plan for adult services. Accessing up to date info, how to fill out paperwork, what to be looking for.	
2289	System Transitions -	school is failing the kids- this one person who became head of pupil personnel services. Lucked out. Help with transition (maps). Biggest waste of time. Everyone that knows you and attends. Superintendent, principal, support ppl. What is going to help this kid? Use the DOCUMENT. sounds good on paper, and then no one ever used it again. mom had to write up bio and weaks/strengths.	5

	Code	Note	# of Times
2290	System Transitions -	Worry about what to do after the school system. Once the school ends obligation to a child families are very scared of what happens.	3
2291	System Transitions -	Help clinical day school students transition back to regular school. It is impossible right now.	
2292	System Transitions -	Birth to three is really good. Understand your kid in the early development. Education on what is right and what is wrong. Transition work needs help.	
2293	System Transitions -	Kids had a great para-professional in elementary school throughout stay and then when he transitioned to middle school, there was no para and he did so poorly. Parent saying they need to handle transitions and they are not listening.	
2294	System Transitions -	No transition from 0-3. it would be helpful to have something in place. Booklet, or materials to take with you during your child's transitioning,	
2295	System Transitions -	Terrible transition planning for groups of services. Transition/discharge planning. Supporting the transition to another program or home.	5
2296	System Transitions -	Needs to be a map to navigate the system. For example, people don't know where to go next after inpatient.	1
2297	System Transitions -	Don't make the young adult wait to turn 21 years old to start applying for the programs, it needs to start sooner so that when the age is reached the programs are in place instead of waiting	2
2298	System Transitions -	5 elementary schools feed into 1 middle school. Class sizes are too big after the transition.	2
2299	System Transitions -	Transitioning to schools at different levels and following IEPs is challenging	2
2300	System Transitions -	Different systems should collaborate better together	4
2301	System Transitions -	F- Need better transitioning for Special needs kids to community integration.	
2302	System Transitions -	F- Problem with transitioning in general, Young adults transitioning out of mental health services, from school to school or family to family. Not a lot of support with housing, education, food. If 18 or older there is nothing there. It remains a concern.	2
2303	System Transitions -	P- DCF is disjointed and fragmented between units. Investigation, ongoing units do not collaborate or communicate enough. Transition through units should be smoother.	
2304	System Transitions -	Support transitions throughout life from conception to death	
2305	System Transitions -	Better transition services for older foster children	2
2306	System Transitions -	More oversight of reunification, as some parents are not responsible and not yet ready for visits with children without supervision	2
2307	System Transitions -	More services and supports at an earlier age for adolescents transitioning to post high school life. Schools need to better support the transition to adulthood.	3
2308	System Communication +	Bring best practices to each other's cities. Some communities are different culture wise. But there are always commonalities.	
2309	System Communication +	Family involvement with community partners e.g. FAVOR, CPAC, Ombudsperson	2
2310	System Communication +	Word of mouth messaging is working well and keeping families informed	1p/1f
2311	System Communication +	DCF working to have conversations instead of jumping to substantiation- different perspective than previously.	
2312	System Communication +	Number of providers at the system tables and can listen.	

	Code	Note	# of Times
2313	System Communication +	Some of the silo's are weakening, and it needs to be more. Continue breaking down and connecting with each other.	
2314	System Communication +	Turned an experience with DCF into a positive, DCF has a new face, not to take your kids away and start to work with each other. Learn the language, and communicate.	
2315	System Communication +	Clinician, good experience at Waterford Country School, understanding and big help. Helped me look at things differently	
2316	System Communication +	Family peer support specialist family advocate through FAVOR, attending PPT's. They knew the ins and outs and helps push families to ask for the right things and get what they need. Bx plan. Know the local community and can help make connections.	
2317	System Communication +	Parent involvement, I see more parents involved and more willing to be partners and learn/education. Not as much as I am against you. parents realizing they have to look at multi-levels for services and resources.	
2318	System Communication +	The fact that we are even having these community conversations is a strength. This is a priority for state and they are paying attention to mental health concerns.	1
2319	System Communication +	There is good collaboration between schools within the regional school system e.g., working to improve ADA compliant recreational facilities. This effort resulted from the advocacy of one parent who brought attention to violations in school playground. The parent got federal regulators involved. They sent a company from California to do an assessment of the playground and found 85 violations. Local governments in the region became concerned about their possible compliance issues, which has resulted in them playing more attention to the issue around ADA.	4
2320	System Communication +	Sharing knowledge (more tools in your toolbox) and communication. We are learning techniques to find out what is needed in our community to help others	
2321	System Communication +	Global Leadership Institute (GLI) also helps with knowing what is going on and they meet directly with the Mayor	
2322	System Communication +	Program called Captivating Kids. Kids from different towns get together to talk about issues/problems.	
2323	System Communication +	Where does our tax money go? We should know. There should be a place for us to go to find out what the government is doing with our money	
2324	System Communication +	Increase forums and opportunities for parents to speak out. Need to market directly to parents in order to increase family and community involvement. Another attendees reported an event in which there was 3 full page newspaper articles, 250 flyers sent out, offered free childcare at the event and only 17 people showed up. Need to raise the social consciousness and show why it is important to families. Increase funding for Parent Leadership Training classes (PLTI). Need to meet parent's basic needs first- there is a lot of poverty in town.	4
2325	System Communication +	F- Openness to ideas for improvement and change	
2326	System Communication +	P and F commented- In 2000, DCF resisted change. Now more willing to listen. Listening to parents, involving parents, mood has changed, attitude has changed. F- Looking for family strengths rather than problems/faults. Attitude change- has been more welcoming to families. A more strengths based approach.	2
2327	System Communication +	P- Increased communication. Infrastructure of system of care, both top down and across. Better communication, sharing information. The infrastructure helps give an opportunity to share info and communication. Child agencies sharing data to meet the families' needs.	2

	Code	Note	# of Times
2328	System Communication +	P- Increased inclusion of families and caregivers in treatment; in medical and mental health. Engagement increased to families. F- Less provider and service-driven and more family driven. Integrating family is the most important part. They value what the family has to offer. Increased creativity and customization to the family needs. More trying to meet the family needs	3
2329	System Communication +	Consumers are being listened to and have opportunities to voice opinions in a variety of settings	
2330	System Communication +	DCF hearing parents, more understanding, and allowing them to share their stories, which fosters improved communication. DCF open to allowing parents to help train their staff through stories.	2
2331	System Communication -	All the agencies are all in competition and not working together	
2332	System Communication -	Communication needs to improve, need to connect people more	
2333	System Communication -	Communication of services and groups available to ppl and families don't know about them	
2334	System Communication -	Need to get information to where families are-churches, schools, community	
2335	System Communication -	Our problems are all different in communities and it is hard to find solutions when cities are different. Economics issues due to socio-economic differences. Very wealthy areas and pushing out lower income families.	
2336	System Communication -	Schools keeping families and other systems out.	
2337	System Communication -	Silo's- it is still too complicated to get information.	
2338	System Communication -	The youth are not getting their needs met due to the competition of agencies, lack of focus	
2339	System Communication -	Language barrier; families do not get help because they don't understand or is not understood	4
2340	System Communication -	Schools/community should have social groups for children without stigma/labeling (mental health community and school supports)	1
2341	System Communication -	Budget cuts impacting the juvenile court system did not involve the local communities and providers, as transportation is a major concern for families and people feel left out of the process even though it will fall on them to manage the aftermath of these decisions	1p/1f
2342	System Communication -	Clergy from different churches do not communicate enough and come together for common goal. They are failing in certain ways to meet their mission.	1f
2343	System Communication -	Communication between legislators and local communities and cities is lacking	1p/1f
2344	System Communication -	Many agencies are providing services but they are often not connected and working together	1f
2345	System Communication -	The system is broken and providers and agencies that are in position to help are not proactive enough	1f
2346	System Communication -	When parents did voice their opinion in the past, they felt nothing changed and they disengaged. There needs to be effort to continue to rally these parents to speak up.	1f
2347	System Communication -	There should be clear requirements on what's expected (mentor wanted her to do rugby and worker said no -cant do (pay) for that. It comes out of your stipend so you pay for it	1
2348	System Communication -	Communicate the process – this is what's going to happen, this is what you have to do, this is what will happen next, this is WHY they're doing what they're doing	6
2349	System Communication -	Providers need to build better relationships w/ the client. Families are fearful...	5
2350	System Communication -	Special Ed teachers don't communicate with the regular teachers on what is going on with my child or any	

	Code	Note	# of Times
2351	System Communication -	Teachers should be better informed about the child's condition. Special Ed teachers need to communicate better with the regular teachers.	
2352	System Communication -	The schools should have at least one staff that have knowledge about different programs so that they will be able to direct a parent the right direction.	
2353	System Communication -	There's a lack of communication between the doctors and the insurance, once the report is sent by the doctor to the insurance, it takes too long for the insurance to approve services and my child is without services for a while, there shouldn't be a period with no services.	
2354	System Communication -	DCF should ask youth what towns they want to live in .. given several different options ... being relocated to a new town is hard.	2
2355	System Communication -	Where are we spending our money? How do we become more efficient?	
2356	System Communication -	Where is the HLOC? Who is funding it? Who provides it? If no one can take my kid, what does that leave my family?	8
2357	System Communication -	A lot of disconnect between service providers	
2358	System Communication -	DDS, no case manager. Emergency line will point you around... try this, try that. DDS, DCF send to each other and have no idea what the other dept is doing. Educating the system about the system. All the ENERGY spent as parents. There needs to be improved communication between agencies and providers.	
2359	System Communication -	Never heard from supervisor, are we meeting your needs. Outcomes,	4
2360	System Communication -	Providers should educate the parents on how the system works. ALL PROVIDERS providing services.	5
2361	System Communication -	Speech and OT- went to one place and then I would advanced tx solutions, did something different from school, and then no one called each other. Outpatient provider were going in different directions with OT and speech... then the providers. School was more successful with their programming.	
2362	System Communication -	Clinical day school, can't touch each other and confidentiality rules. There are so many rules. Wanded, lock cell phones. Joshua Ctr. Thames Valley- it is terrible.	
2363	System Communication -	Easily replaceable. Not treated well in the home at all. No crimes, I was not a bad kid. And they had messed up kids in the home. They treated me like a criminal. I was there because I did "something". Didn't ask DCF for my files and they knew nothing about me. DCF needs to tell foster families about the kids they are taking and they should tell the kids about the foster homes they are going to.	
2364	System Communication -	In foster homes it took me an hour to get to school, didn't know what a therapeutic foster home is, and I agreed and once I was in the car I found out I was going to Hartford. More training and more education, treated the same bad way. There was no communication and things are not explained well.	
2365	System Communication -	Communication, there is none anywhere.	
2366	System Communication -	No one contacts you to help support you and you have been on a list for ages.	
2367	System Communication -	State agencies (School and DCF) need to listen to parents, and actually hear them.	
2368	System Communication -	Communication language is barrier with accessing services	1
2369	System Communication -	Legislators should be coming to these community conversations to hear first hand what is going on.	1

	Code	Note	# of Times
2370	System Communication -	Agencies should provide clear outcomes that are clearly defined. Parents are clear of what kids need but agencies don't listen.	2
2371	System Communication -	Communication should be provided in multiple methods- written and voice.	1
2372	System Communication -	Systems aren't communicating and are fragmented and segmented. The problem with the delivery of services is that it's silohed and services are constantly shifting. Information needs to be updated constantly. Workers aren't effective at solving multiple problems because they only know their corner of the world (only experts in their field).	3
2373	System Communication -	They should inform parents about early prevention programs in the hospital so they are aware in case its needed in the future.	1
2374	System Communication -	Better alignment of all the collaboratives across the region and state.	1
2375	System Communication -	Parents aren't informed about who has the information and services (needs to be clear). Where to find the appropriate information about services. The materials that are translated in Spanish to be in a language that is easy to understand, simple and adequate.	
2376	System Communication -	There is no communication between Pharmacies and Doctors that are not the ones that usually prescribe the medication (when the Doctor is not available and another one write the prescription the Pharmacy won't dispense the medication	
2377	System Communication -	One parent said that her son is on Katie Beckett waiver and DDS. However, they don't really have information about the services. DDS is not responsive.	2
2378	System Communication -	DCF is not telling families about services.	
2379	System Communication -	The Board of Ed. Doesn't have a clue. They don't know the new laws. For instance regarding truancy issues, the Board of Ed. And school were not up-to-date on the laws. Two parents also spoke about being told that their child was doing fine only to find out later that their child was lagging behind.	2
2380	System Communication -	Agencies do not do a good job, workers are not conscientious. One agency does not know what the other is doing. They makes us fill out paperwork, paperwork, paperwork- it's too much.Children are having Children, doing drugs and have no services	1
2381	System Communication -	People do not know where to go to find help, example was schools and knowing the activities offered. Parents and kids do not read the information sent home. Another commented, that the information is out there- some share it and some do not so there is poor communication.	1
2382	System Communication -	People do not use their voices enough. There are negative influence. We allow outsiders to come into our community And we don't say anything. There is a feeling of not wanting to get involved, fear. People want change but do not want to take action. Another person said that some people do not want to hear your voice. They see what they want to see and hear what they want to hear. We need a better way to communicate.	2
2383	System Communication -	People need better communication about what is going on. The news media and newspaper emphasize sports but do not talk enough about good students. Can the information be shared through Facebook, the mayor's office, 211?	5
2384	System Communication -	Communication from school to parents	2
2385	System Communication -	People do not know about 211 or EMPS	3
2386	System Communication -	Called DCF; mentioned special needs and was referred to hotline- this was 3.5 years ago and call back never happened	1

	Code	Note	# of Times
2387	System Communication -	Families forced to find services on their own	3
2388	System Communication -	It is hard to understand and navigate the system	4
2389	System Communication -	Weakness in the pediatric services- it doesn't feel as though kids were screened correctly	3
2390	System Communication -	Therapists brushed off issues that child/teen had	1
2391	System Communication -	Different systems should collaborate better together	4
2392	System Communication -	There should be one place to go to- to find resources	1
2393	System Communication -	F- DCF is dropping the ball too many times. DCF uses other agencies for foster care but the agencies are not followed-up on. Agencies do not do a good job supporting parents. DCF needs to be more active in how those agencies are doing/inspect them more often.	
2394	System Communication -	F- Enhance communication. There should be easy access to information	
2395	System Communication -	F- Individual has been a foster parent for 27 yrs and a provider. Said there are 3 sides to every story. DCF may want to share the barriers they face. Loose the idea that a problem has 1 cause. DCF has standards it has to meet and laws it has to go by.	
2396	System Communication -	F- We need to start coordinating with the educational system, Mental health and DCF. They are not talking to each other. There are too many roadblocks to get services. Need to coordinate MH, Ed. And child care systems like DCF. School system is tied to city dollars.	2
2397	System Communication -	P- DCF is disjointed and fragmented between units. Investigation, ongoing units do not collaborate or communicate enough. Transition through units should be smoother.	
2398	System Communication -	DCF workers, teachers, and other community based social workers could be more creative and need to form relationships	
2399	System Communication -	Fathers are not receiving communication from DCF regularly	
2400	System Communication -	Improved communication with stakeholders (parents, schools, clinics, etc)	4
2401	System Communication -	Interagency communication	
2402	System Communication -	Some schools don't communicate well with parents	
2403	System Communication -	There is not enough communication between school systems and the larger system, especially with DCF, and a universal packet should be available for sharing	
2404	System Professional Development +	Advisory group for community organizations	
2405	System Professional Development +	DCF discussed evidence based resources and trying to work with more flexibility. Providers looking at their own box and trying to work on it.	
2406	System Professional Development +	Joette Katz- the commissioner- big improvement, her leadership with DCF	2
2407	System Professional Development +	My DCF worker is involved in my school work and helps make sure I am doing well	
2408	System Professional Development +	Retired teachers, help tutoring and navigating.	
2409	System Professional Development +	Sharing knowledge (more tools in your toolbox) and communication. We are learning techniques to find out what is needed in our community to help others	

	Code	Note	# of Times
2410	System Professional Development +	Conference opportunities. Conferences let youth get together for workshops and getting idea for giving back to the community. Kaynor Tech High School sent kids to the Youth-to-Youth conference. There is a Peace Jam Conference	3
2411	System Professional Development +	The juvenile system. Kids are being arrested for everything. If you yell at someone you get arrested.	
2412	System Professional Development +	Abuse of authority- teachers, principals, real world bosses, police officers think they can talk down to you.	
2413	System Professional Development +	Need more about life skills	
2414	System Professional Development +	Teach more life skills	
2415	System Professional Development +	Doctors should give many recommendations/options other than meds-nontraditional (herbal doctors & services)	3
2416	System Professional Development +	F- People have started working on respecting a family's culture. There is a greater respect for culture.	
2417	System Professional Development +	P and F commented- In 2000, DCF resisted change. Now more willing to listen. Listening to parents, involving parents, mood has changed, attitude has changed. F- Looking for family strengths rather than problems/faults. Attitude change- has been more welcoming to families. A more strengths based approach.	2
2418	System Professional Development +	P- Increased inclusion of families and caregivers in treatment; in medical and mental health. Engagement increased to families. F- Less provider and service-driven and more family driven. Integrating family is the most important part. They value what the family has to offer. Increased creativity and customization to the family needs. More trying to meet the family needs	3
2419	System Professional Development +	DCF hearing parents, more understanding, and allowing them to share their stories, which fosters improved communication. DCF open to allowing parents to help train their staff through stories.	2
2420	System Professional Development +	DCF is making more efforts to be family friendly, leading, re-training staff, and more responsive	2
2421	System Professional Development +	DCF visitations and time with families has increased, as they call in advance now instead of surprise visits. Families feel less threatened by these visits.	4
2422	System Professional Development -	Mayor should be willing to take more action versus putting onus on providers or certain groups	2f/1p
2423	System Professional Development -	Family had multiple reports and judge still wouldn't help so mom just gave up and decided to focus on her 2 other children.	1
2424	System Professional Development -	(due to foster care experience) – as an adolescent in a foster home...foster parent and workers had conversations and I was not involved in the conversations and I feel that I should have been included. I didn't want to be in a foster home anymore bc I felt like things were discussed behind the scenes. If you are discussing something about the child in your care, I don't see why they shouldn't be involved.	1
2425	System Professional Development -	Even though I'm in college now, DCF is still at my door. I had 1 bad grade out of 3...that shouldnt get me kicked out (of DCF). I don't want to hear that the 800 letter is coming. Level of work in college is very different in HS than in college. DCF is coming down on kids in college	1

	Code	Note	# of Times
2426	System Professional Development -	It's hard when it turns out there's something you didn't know and your caseworker couldn't help you. Meaning...how to fill out taxes, W9, etc...how to find the information to learn how to do these things (living life)	4
2427	System Professional Development -	Much anxiety is around DCF "leaving" and it leaves a gap. DCF is our safety net... [Group leader asked "What are the questions we (DCF) can ask early on should be asking before you leave DCF]= tell us things ahead of time. Sometimes the important information that's shared with worker doesn't make it into the case plan. All the questions you (DCF) want answered, maybe we should write them down and discuss them at the next YAB meeting.	
2428	System Professional Development -	We have shortage of foster parents and I feel that there are foster parents that shouldn't be just because of the shortage. I've been in foster homes that were closed down. My worker didn't check the home. In my first foster home, I was sleeping next to woman with amnesia. The I was in a 3 year olds room, and another was 3 kids in 1 room. Workers need to be aware of where they're putting their kids. There should be a limit of how many kids are in the home. 1 house was so overcrowded, at one point, I was in the room with the foster mother. The Hartford office calls my foster home here saying they will pay extra to have kids sleep on the couch. (How long in these settings?) Almost a year and then 4 months. They overcrowded the foster homes.	3
2429	System Professional Development -	Hospital system – not supportive at all. When you try to get adequate information, they don't give it to you. Poor quality of hospital staff, not sure if it was lack of training or poor recruitment? Possible language barrier bc of accent? I would have called the family, apologized, and say that I want to understand you. Staff need to show more compassion.	1
2430	System Professional Development -	When you ask about services or ask questions, people aren't friendly. Why are you working with public and when you don't know how to interact with them.	3
2431	System Professional Development -	Social Workers and Pediatricians should be better informed about the different conditions that the kids may have (most of the time this is the first place you go and you get no answers because they don't know).	
2432	System Professional Development -	DCF should be more proactive instead of waiting for bad things to happen.	3
2433	System Professional Development -	DCF threatens to take children away from families on a regular basis. I have been in the room when DCF has lied to a parent in a meeting.	
2434	System Professional Development -	Refusal to accept accountability- state agency and providers.	
2435	System Professional Development -	Some districts are starting to be trained in MH, and it is not trickling down to special ed system, wait to get to the point where they are SI., not able to access counseling, transportation to get services. More successful when they have MH in schools. No access for students to intervene early. waiting to IPF, and it is too late. depends on district. have had responsive team. not enough school psychologists, assessments, can't have a crisis today because i am at a different school today. (shared resources). finally the school will listen to me (sandy hook). anxious kid who couldn't go to school and called DCF on them. investigation for nothing, because school couldn't respond appropriately.	
2436	System Professional Development -	Threaten to take kid away. Forced kids in the parents car from PHP LOC because they didn't want to transport to hospital.	
2437	System Professional Development -	Use well trained parents, state agencies	

	Code	Note	# of Times
2438	System Professional Development -	DDS, no case manager. Emergency line will point you around... try this, try that. DDS, DCF send to each other and have no idea what the other dept is doing. Educating the system about the system. All the ENERGY spent as parents. There needs to be improved communication between agencies and providers.	
2439	System Professional Development -	Eye dr, pediatriitian, they don't think about who they are treating. Detached retina for a year and the eye dr. didn't notice. Pediatrician didn't look at him as a whole person, focuses on him as a diagnosis. Mental health problem is individual of any other issues. No crossover when whole health is concerned. "all i see is black" "no it's a letter", then think the kid is not understanding because he has a disability. ppl dont look at MH problems in relation to other issues. unwilling to bear the brunt of a disability.	5
2440	System Professional Development -	Lack of quality individuals in these services. Additional supervision, more pay for providers, less cases so they can spend the time they need to.	5
2441	System Professional Development -	Legislative training- educating them about why services are needed and important.	
2442	System Professional Development -	No one to guide you to that right spot. Providers don't even know. There is a lot to keep track of and learn. Need to know where to go	5
2443	System Professional Development -	Provider trainings	
2444	System Professional Development -	School systems are afraid of kids with MH needs	
2445	System Professional Development -	Why don't we use education system better to identify a kid having a hard time. BUDGETS. GIVE SCHOOLS MORE MONEY, instead of going to the hospital. Made a priority to hire well trained prof.	
2446	System Professional Development -	DCF better training so they know how to work with kids and make it seem like they care.	
2447	System Professional Development -	DCF more thorough background checks into foster families	8
2448	System Professional Development -	DCF Workers are not consistent with visits. They are available when they need something but not when we need something. Visitations do not happen like they are supposed to.	
2449	System Professional Development -	DCF workers need to be with the child more, they need to know the child. How do you think that kid feels bouncing them around, especially if it isn't there choice.	
2450	System Professional Development -	DCF workers need to listen to kids. If kids are saying things that are happening and believing them and looking into the stories and not brushing things off like they don't matter or aren't true.	
2451	System Professional Development -	DCF-More training, more thorough	
2452	System Professional Development -	Fix DCF workers	
2453	System Professional Development -	If DCF can't supervise then they need to find someone that can. Annoying how long it takes to set up stuff. DCF takes their time when they don't want me to see her.	
2454	System Professional Development -	Cultural competence training, humility	

	Code	Note	# of Times
2455	System Professional Development -	More educational advocates, have more background in that. Mentors are great but don't have enough knowledge.	
2456	System Professional Development -	State agencies (School and DCF) need to listen to parents, and actually hear them.	
2457	System Professional Development -	System training	
2458	System Professional Development -	Training program for all these concerns. Where we can work with providers, teachers, parents all at one level and all at the same time.	
2459	System Professional Development -	Lack of cultural competence, discrimination against documented and undocumented people	3
2460	System Professional Development -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
2461	System Professional Development -	To help, we need people to listen, not just follow text book approach.	1
2462	System Professional Development -	Experienced issues with professionals not wanting to give a diagnosis until a certain age (i.e. schizophrenia) so you have to go through medication trials and errors and in the meantime not getting help. One person reported Easter seals didn't want to diagnose son even though family wanted them to. Concern because if there isn't a diagnosis prior to starting school; the school system resists providing services or it takes longer to get services because of money.	Several
2463	System Professional Development -	Systems aren't communicating and are fragmented and segmented. The problem with the delivery of services is that it's silohed and services are constantly shifting. Information needs to be updated constantly. Workers aren't effective at solving multiple problems because they only know their corner of the world (only experts in their field).	3
2464	System Professional Development -	Lack of DCF follow through on investigations or providing supports. Have to threaten them to get anything done. Some DCF workers don't care. Lack of support from DCF on previous open case.	2
2465	System Professional Development -	Inform parents of their child rights to obtain the services and that it be in a manner that is easy to understand (easy language),	4
2466	System Professional Development -	DDS requested testing for Katie Beckett. The mother had this done by the school even though they can't actually do it because the child is nonverbal. DDS never met with her to introduce her to what services were available to her family.	1
2467	System Professional Development -	Educate intake people so they can adequately assess and give direction. These intake people should not be funded through the state because state run services do not make recommendations based on the family's needs.	
2468	System Professional Development -	Once DCF gets involved, it is hard to get rid of them. Some workers are difficult. One father spoke about having a very difficult experience with DCF. One mother discussed her difficulties and struggles with her child's placement and said that her voice went unheard. Parents feel intimidated about fighting back towards DCF. DCF dropped the ball. They do not put kids back into the home and help the entire family. Who polices DCF? Need someone outside of DCF to police the system. Negative experiences with DCF in Torrington. One parent discussed a difficult time when a tape recorder was brought in. There are potentially punitive actions by DCF. DCF described as a "DCF Machine". Parent described catching DCF in lies.	2

	Code	Note	# of Times
2469	System Professional Development -	More police protection, police need to be more available, more caring. Another mentioned the term Community Policing	1
2470	System Professional Development -	There is a serious drug problem especially with 15-25/35 year olds. Discussed narcotics and overdoses. Asked how the youth getting the heroin. The government needs to become more involved in stopping drugs from coming into the country. One person said that the system (referencing the drug problem) is not designed to work. Drugs will always be in existence. We need to start when someone is crying out for help before they turn to drugs. Teachers and parents need to catch it earlier. Legalizing marijuana sends mixed messages-we need to get these kids off the streets.	5
2471	System Professional Development -	Lack of consistent expertise or wiliness to help. Accountability.	2
2472	System Professional Development -	More Experienced Therapists	3
2473	System Professional Development -	Some providers not comfortable providing services for kids with extensive mental illness	2
2474	System Professional Development -	Police- looking at children as threats- lack of training & understanding of special needs kids- not helping with bullying in schools, responding differently based on race and ethnicity	3
2475	System Professional Development -	Finding the right therapist that can handle teenagers with mental health issues	2
2476	System Professional Development -	Lack of information and education with service providers such as police or therapists or pediatricians	2
2477	System Professional Development -	Lack of information and education with service providers such as police or therapists or pediatricians	2
2478	System Professional Development -	Police or first responders need more training around mental health	4
2479	System Professional Development -	Police or first responders need more training around mental health	4
2480	System Professional Development -	School system needs more training around mental health and what signs to look for	1
2481	System Professional Development -	School system needs more training around mental health and what signs to look for	1
2482	System Professional Development -	F- Hold agencies accountable. Hold DCF accountable across the board. Standardize measures from DCF for agencies	1
2483	System Professional Development -	F- Increased awareness in general, earlier intervention, diagnosed younger. Increase awareness and earlier response.	1
2484	System Professional Development -	F- There has to be sensitivity to people's needs.	
2485	System Professional Development -	F-Stop stigma. Use positive approach. Stop tying families' hands	
2486	System Professional Development -	P- Children , families and citizens of CT need to be in full partnership in supporting our children. Recognize our part as full and complete partners as citizens. Lots of clapping.	

	Code	Note	# of Times
2487	System Professional Development -	P- More attention to workforce development to educate and train bilingual staff	
2488	System Professional Development -	DCF investigator badgered a child when asking questions related to suspected abuse	
2489	System Professional Development -	DCF looks at the condition of the home and may pass judgment instead of looking at the person/parent , their beliefs, and their history.	
2490	System Professional Development -	DCF should review case files and history of parents to better understand and come from a place of understanding and to support decisions around whether a case should remain open. DCF should acknowledge strengths and successes of family.	
2491	System Professional Development -	DCF workers, teachers, and other community based social workers could be more creative and need to form relationships	
2492	System Professional Development -	Some DCF workers do not carry their badge at all times and should do so when coming to a home	
2493	System Policies +	Bring best practices to each other's cities. Some communities are different culture wise. But there are always commonalities.	
2494	System Policies +	Restorative justice practices have led to some improvements in how they approach children with charges.	
2495	System Policies +	Continue training for school security guards, resources officers, police on how to handle students in crisis	5
2496	System Policies +	DCF is collaborative	2p
2497	System Policies +	Education system is able to support children with challenges and disabilities	1p/1f
2498	System Policies +	Given DCF goal is to keep families together, this is happening overall and focus is on children being with immediate family members	1p/1f
2499	System Policies +	Have an educational surrogate or advocate without having to be SpED and/or in college.	1
2500	System Policies +	DCF pays for college.	6
2501	System Policies +	Some of the silo's are weakening, and it needs to be more. Continue breaking down and connecting with each other.	
2502	System Policies +	Turned an experience with DCF into a positive, DCF has a new face, not to take your kids away and start to work with each other. Learn the language, and communicate.	
2503	System Policies +	Windham area hour exchange. Earn hours through volunteering, respite hour exchange.	
2504	System Policies +	CT is concerned about children, focus on us and help us- even if it sometimes feels like it isn't	
2505	System Policies +	DCF is paying for my college applications and helped me with all of the paperwork and financial stuff.	
2506	System Policies +	DCF's priority is to keep kids safe. Some social workers are better than others. Providing day care is very important because parents can get back to work and know that their kids are cared for and safe. A DCF worker provided me gift a crib, clothes and gift cards for things I needed.	5
2507	System Policies +	There is good collaboration between schools within the regional school system e.g., working to improve ADA compliant recreational facilities. This effort resulted from the advocacy of one parent who brought attention to violations in school playground. The parent got federal regulators involved. They sent a company from California to do an assessment of the playground and found 85 violations. Local governments in the region became concerned about their possible compliance issues, which has resulted in them playing more attention to the issue around ADA.	4
2508	System Policies +	Uniforms are good in school but include footwear in the code.	1

	Code	Note	# of Times
2509	System Policies +	The juvenile system. Kids are being arrested for everything. If you yell at someone you get arrested.	
2510	System Policies +	Transportation is an issue- the bus fare increased. There are discount passes for college students but not for middle and high school youth. There are no youth bus passes. One youth mentioned not being able to attend a field trip in which he needed to take the bus. Another person mentioned the price indicating that kids do not carry around dimes and nickels, either round to quarters and dollars. They should not charge 5 year olds bus fare at all. Afterschool buses should be provided everyday now they are just on certain days- Tues/Thurs.	9
2511	System Policies +	Application for high schools should improve. They should check applicants- more than just an essay. Someone questioned how others got in given how they act. Some people are smart but their behavior is a problem. Expressed agreement by a few others	5
2512	System Policies +	It is hard for 16 year olds to get a job. The mall only hires 18 and Dunkin Donuts you have to be 17. Once in high school, you should be able to get a job.	2
2513	System Policies +	School districts need to be fixed. Youth questioned how 2 of his neighbors are at Kennedy and he was switched to Wallace. Fix school districts.	
2514	System Policies +	Teacher background check should be more strict.	
2515	System Policies +	Where does our tax money go? We should know. There should be a place for us to go to find out what the government is doing with our money	
2516	System Policies +	Driver's Ed. Should be provided in all schools at a low cost.	
2517	System Policies +	Anyone paying taxes should be allowed to vote for President , even if they are 16. If they are working and paying taxes, they should vote.	
2518	System Policies +	Child guidance care coordination	3
2519	System Policies +	DCF Voluntary	2
2520	System Policies +	Have children stay at their home school for special services	1
2521	System Policies +	Husky- system where you can call to get information such as assessments	2
2522	System Policies +	More advocacy for no bullying in school- live up to no tolerance policy	4
2523	System Policies +	More of special needs students partnering with other schools	2
2524	System Policies +	More staff in school to help	3
2525	System Policies +	People should be more comfortable with diagnoses so they can accept it and get help- send information multiple times	3
2526	System Policies +	Police need psychological training, trauma and compassion	3
2527	System Policies +	Services in the home help a lot – good to bridge to the community	2
2528	System Policies +	Consider the cost to families when making policy. Cost prohibitive to get fishing licenses for all your children just to go fishing. 9-10 year olds now need a license to go fishing. It is not family-friendly.	
2529	System Policies +	Grants- many organizations have applied for grants, LPC, early childhood grant for modification, Parent leadership grants, PEP, Parent C in the past. Organizations do not just meet but get grants to help improve things.	
2530	System Policies +	More money for background checks for mentors or waive the fee.	
2531	System Policies +	There should be special funding for gifted and talented kids as well.	

	Code	Note	# of Times
2532	System Policies +	F- More evidence-based programming. State has moved to EBP eliminating a lot of waste	
2533	System Policies +	P- Increased communication. Infrastructure of system of care, both top down and across. Better communication, sharing information. The infrastructure helps give an opportunity to share info and communication. Child agencies sharing data to meet the families' needs.	2
2534	System Policies -	Create a way for schools to be more accountable.	
2535	System Policies -	Kid blamed for things that they didn't do- accused of offense, labeling as a "bad" kid when a dx is involved. Labeled for the rest of their school experience if they make one mistake.	
2536	System Policies -	Need a better way to encourage youth with employment and "mentor" in the workforce. Better opportunities for future employment, and better socioeconomic efforts.	
2537	System Policies -	Silo's- it is still too complicated to get information.	
2538	System Policies -	turf issues with agencies and groups	
2539	System Policies -	IEP training and conversation should be available in Spanish. IEP meetings should have better bilingual support. Meetings sometimes favor the school and not parent and child's need	2
2540	System Policies -	Lack of school life skill and recreation programs e.g. cooking, art, swimming, music	1
2541	System Policies -	School lunches need to be healthier, full of preservatives and kitchen staff do not prepare correctly	2
2542	System Policies -	Schools are unsafe because bullying continues until the victim retaliates	1
2543	System Policies -	Schools/community should have social groups for children without stigma/labeling (mental health community and school supports)	1
2544	System Policies -	More accountability within the system	1f
2545	System Policies -	Budget cuts impacting the juvenile court system did not involve the local communities and providers, as transportation is a major concern for families and people feel left out of the process even though it will fall on them to manage the aftermath of these decisions	1p/1f
2546	System Policies -	Housing is not available for lower income families although new housing developments seem to be popping up frequently	2p/2f
2547	System Policies -	Job training should start in 9th grade, similar to shop classes in the past for those not planning on going to college	2f
2548	System Policies -	Many agencies are providing services but they are often not connected and working together	1f
2549	System Policies -	Mayor should be willing to take more action versus putting onus on providers or certain groups	2f/1p
2550	System Policies -	More accountability within the system	1f
2551	System Policies -	No clear path on how to get family members to the various tables to share and speak up. It is not even clear what we are selling to get them to engage and participate.	1p/1f
2552	System Policies -	The system is broken and providers and agencies that are in position to help are not proactive enough	1f
2553	System Policies -	(DCF Intern also) My cases are out of Torrington and I live in New Haven. I can't have a NH worker bc I work here. When you get put in different placements, I understand things can move. But if its permanent, I should have worker close by. I was told I was temporary and in 4 years, they've never transfer my case to New Haven.	2
2554	System Policies -	I didn't get a stipend for clothes from my worker when my friends were getting stipends from their workers. I was told to get a job.	

	Code	Note	# of Times
2555	System Policies -	Lower the caseload of DCF workers	1
2556	System Policies -	Much anxiety is around DCF “leaving” and it leaves a gap. DCF is our safety net... [Group leader asked “What are the questions we (DCF) can ask early on should be asking before you leave DCF]= tell us things ahead of time. Sometimes the important information that’s shared with worker doesn’t make it into the case plan. All the questions you (DCF) want answered, maybe we should write them down and discuss them at the next YAB meeting.	
2557	System Policies -	There should be clear requirements on whats expected (mentor wanted her to do rugby and worker said no -cant do (pay) for that. It comes out of your stipend so you pay for it	1
2558	System Policies -	TIME (is a barrier)	1
2559	System Policies -	We have shortage of foster parents and I feel that there are foster parents that shouldn’t be just because of the shortage. I’ve been in foster homes that were closed down. My worker didn’t check the home. In my first foster home, I was sleeping next to woman with amnesia. The I was in a 3 year olds room, and another was 3 kids in 1 room. Workers need to be aware of where they’re putting their kids. There should be a limit of how many kids are in the home. 1 house was so overcrowded, at one point, I was in the room with the foster mother. The Hartford office calls my foster home here saying they will pay extra to have kids sleep on the couch. (How long in these settings?) Almost a year and then 4 months. They overcrowded the foster homes.	3
2560	System Policies -	We need more respite. I’ve had to sleep in the basement, on the floor, etc. what was the point of entering DCF anyway? DCF came and took their license but the kids were still there. See if they are even eligible to be around kids. There should be background checks for foster parents. (1 in my neighborhood turned out to be sex offender.)	2
2561	System Policies -	With my worker...he has a high case load. We need more workers. It’s hard to communicate with my worker and be constant when he has to deal with 16-20 other cases. There should be more workers and spread them out rather than bunch them up so much.	1
2562	System Policies -	Care for Kids is being cut???!!!! There will be no other subsidy for childcare ...	12
2563	System Policies -	My child is graded in school the same way as the other kids, she has ADD and won’t learn the same way so she gets frustrated and don’t really knows how to communicate that to the teacher and the teacher takes it as if my daughter is misbehaving.	
2564	System Policies -	Alternative schools... when you get into trouble you’re not allowed to attend school during the day... only after school and only for an hour	2
2565	System Policies -	DCF needs to better screen foster parents. Her foster mom had been evicted several times ... another foster parent wasn’t stable mentally.	2
2566	System Policies -	DCF refused to allow workers don’t screen foster homes... kids are just dropped off in not good homes.	3
2567	System Policies -	DCF should be more proactive instead of waiting for bad things to happen.	3
2568	System Policies -	Feels running away from residentials and foster homes gets her more help with the things she needs ... she does this when she feels no one is listening or trying to help.	1
2569	System Policies -	Foster parents should have to turn in receipts for everything. Asked foster mom to help buy clothes because she had gained weight .. foster mom refused ... foster mom takes constant trips.	3

	Code	Note	# of Times
2570	System Policies -	Should be able to take foster parents to court for serious issues,	1
2571	System Policies -	we don't understand why she is here. We are not seeing that? They are making accomodations to the extreme demands. Don't listen to parents. Tell kid they tell the parent to implement things that are not realistic in the home to maintain like a hospital or program. Partnering with parents and looking at realistic solutions. It becomes a setup for families when a kid comes home.	
2572	System Policies -	211 or local services. 211 gives a bunch of numbers that lead to a dead end. Frustrated families.	
2573	System Policies -	Asking for help, voluntary services ASD, doesn't qualify, DDS, not low enough IQ, PHP didn't fit. 1 yr and hasn't had a provider, no meds... IICAPS, private insurance only has certain amount of spots.	
2574	System Policies -	Can't access services without an IPF stay. This is too late and reactive.	
2575	System Policies -	Culture of neighbors calling on neighbors, using DCF in the wrong way.	
2576	System Policies -	DCF threatens to take children away from families on a regular basis. I have been in the room when DCF has lied to a parent in a meeting.	
2577	System Policies -	Medication providing issues, because of barriers with transitions from HLOC to LLOC. Waitlist for med mgmt.	
2578	System Policies -	Not have to be DCF involved for a DCF service. Don't know programs exist until DCF is called on you. hit kids to get services, humorous	
2579	System Policies -	Parents need to give guardianship of their child to DCF in order to receive services for a higher level of care (Residential specifically). Two current families experiencing this phenomenon.	
2580	System Policies -	Partners in policy making, creativity, about services.	
2581	System Policies -	PHP, IOP< EDT takes over the meds and then go through whole process again	
2582	System Policies -	Simplify the system- you need to. Brain swims after every meeting, support group and provider interaction.	
2583	System Policies -	Some districts are starting to be trained in MH, and it is not trickling down to special ed system, wait to get to the point where they are SI., not able to access coiunseling, transportation to get services. More successful when they have MH in schools. No access for students to intervene early. waiting to IPF, and it is too late. dpends on district. have had responsive team. not enough school psychologists, assessments, can't have a crisis today because i am at a different school today. (shared resources). finally the school will listen to me (sandy hook). anxious kid who couldn't go to school and called DCF on them. investigation for nothing, because school couldn't respond appropriately.	
2584	System Policies -	Some things that you have to do to stay faithful to the model. Middle ground for families that can't do the very intensive services. Less intense, longer education and oversight. Families that can't manage intense. 1-2x a month over the course of years.	8
2585	System Policies -	System landed him in the hospital and then villify the child.	
2586	System Policies -	Utilizing resources we have better. Too many programs, too much confusion for providers and families.	
2587	System Policies -	When you receive treatment through one place and then you have to go through them for med mgmt. prescribers won't work with you if you don't go to them for other services. Can no longer see them if you leave.	
2588	System Policies -	Dedicating more money to the system	
2589	System Policies -	Get rid of insurance companies	5

	Code	Note	# of Times
2590	System Policies -	Insurance type shouldn't matter, but it plays a huge role in what services you can get.	
2591	System Policies -	MH and SA attached to every case they hear in the courtroom. Justice for MH ill ppl to access services. Court orders from the bench saying you need to get treatment. \$2000 mandated psych. Eval. Take a lot of money for these court ordered mandates.	
2592	System Policies -	More work needs to be done about discrimination, breaking down stigma	
2593	System Policies -	One stop shopping. Need to break up the silo's. flow chart, call this, if this.	5
2594	System Policies -	System of the system. Some ppl are working in it and not running it. Giant excel sheet. Ppl who I talked to and who they sent me to. CTFSN.	
2595	System Policies -	Be in a stable foster home and stay in same school. Or foster home in same town if possible. Don't move them across the state.	
2596	System Policies -	Can our foster parents give permission and not have to wait for DCF.	
2597	System Policies -	Chinese food, larger budget for fun things and necessary things.	
2598	System Policies -	Clinical day school, can't touch each other and confidentiality rules. There are so many rules. Wanded, lock cell phones. Joshua Ctr. Thames Valley- it is terrible.	
2599	System Policies -	Communication about policies that are implemented and we are not told about. They need to let us know stuff and they don't let us know. I.e.. Holiday party and activities they don't tell us about.	
2600	System Policies -	DCF worker saying you can't visit certain family mbrs. If their background checks are fine then we should be able to go, if we can't then we have no one. We are old enough to know and to let you know if something bad happens. Let us make decisions.	
2601	System Policies -	Easily replaceable. Not treated well in the home at all. No crimes, I was not a bad kid. And they had messed up kids in the home. They treated me like a criminal. I was there because I did "something". Didn't ask DCF for my files and they knew nothing about me. DCF needs to tell foster families about the kids they are taking and they should tell the kids about the foster homes they are going to.	
2602	System Policies -	Help clinical day school students transition back to regular school. It is impossible right now.	
2603	System Policies -	Higher budget for things that need to happen. Card for back to school shopping, then they don't do that. Foster family has to do that. Hair appointments, foster families need to help. \$200 for just my hair.	
2604	System Policies -	If you are old enough to see someone then you need to trust them to make decisions.	
2605	System Policies -	Improve visits, visit family members.	
2606	System Policies -	Lately budget cuts on certain things that benefit kids. Braids, hair appts they can't afford anymore and it is making it hard.	
2607	System Policies -	Not having access to your own home. Everyday I am dropped off and I sit outside until my foster parent gets home. I don't have keys to the house and can't go inside without them there. Depends on family.	
2608	System Policies -	Specialty school, to NFA transferring. ACES and Sachem. They need to actually think about where they are placing kids. There are serious consequences. They shouldn't have to feel like they are "special". They need to respond to needs and not behaviors. Impacts my education and how I feel. I am miserable, I don't learn anything.	

	Code	Note	# of Times
2609	System Policies -	Juvenile justice system, probation officers. Only speak about one. They were horrible. Your child is done with probation, "you're the mom" and figure it out. When aunt is looking for support to probation officer and looking at behaviors. I can't be a 24 hr. cop anymore. he needs something where he is looked at all the time. I wanted to file uncared for and asked for voluntary services and they can't take open probation case. Why are they giving you another state agency when you already have one? had to file a fwsn to get help. attacking my methods because I am trying to figure out the system.	
2610	System Policies -	Going to a psychiatrist doesn't work, they just charge money. Instead train parents to help and train the providers to understand parents needs. Put the funding where it's needed.	1
2611	System Policies -	Law enforcement system needs more structure, they are doing things with no consequences. There is a divide in the community because people are stealing & killing each other.	2
2612	System Policies -	Programs lack funding. Other cities are getting funding but Hartford is not. Funding for Hartford isn't being put in the right places.	Majority
2613	System Policies -	Budget cuts are a problem	1
2614	System Policies -	Need equality in funding programs. Funding is needed for things that help the lower class.	1
2615	System Policies -	Clear appeal instructions and process for complaints. If you run into a problem you should know who to call.	1
2616	System Policies -	Feeling forced to sign TPR with DCF so their child can get better access to services such as health care and residential. Feel like they are trading "custody for care." Another stated they didn't have to give up rights but still got help.	4
2617	System Policies -	Legal system is a barrier (cost). Feel like they needed to hire a lawyer to get basic rights and they shouldn't have to. For example, had to hire a lawyer before able to get further funding. Trouble navigating the legal system with regards to foster care and school system. Feel like their voice isn't heard regarding their own child.	Several
2618	System Policies -	Short sided policies that don't look at whole picture	1
2619	System Policies -	Some language barriers in particular with paperwork given to families (in school, legal and state assistance paperwork not being translated. Example given in East Granby school system that the school forms aren't understood by parents and they just need assistance to complete. Multi needs- Families from India, Asian, Lebanon. Also, parents with cognitive limitations trouble navigating the system, need additional support.	1
2620	System Policies -	There is a slow recognition from the state to address mental health systemically- seeing things more comprehensively.	1
2621	System Policies -	Better alignment of all the collaboratives across the region and state.	1
2622	System Policies -	Budget cuts are a problem.	1
2623	System Policies -	If you get state benefits you should get free rides or a bus pass to attend state appointments or other necessary non-medical appointments (such as court or probation). Or if it can't be free then a disability subsidized rate for the bus should be offered to those that have state benefits automatically.	All
2624	System Policies -	Social security disability application process needs to be improved and streamlined. People often have to apply several times which is very time consuming and meanwhile supports are needed. On average it takes 3-5 years to get disability. A doctor should make the decision, not a judge, and decision needs to be based on fact.	6
2625	System Policies -	System is too top heavy.	6

	Code	Note	# of Times
2626	System Policies -	Transportation isn't always convenient or affordable. Rockville busses don't run on time. Often have to transfer or take several busses. Many State offices aren't on a bus route.	9
2627	System Policies -	We have to take too many surveys.	1
2628	System Policies -	We need a one stop shopping for all services needed including social security, medical, behavioral health, and prescriber. Don't want to go to multiple places	Majority
2629	System Policies -	With regards to bus passes, they sometimes get stolen before we even get them. The problem is the Logisticare name is on the envelope and people see that and steal before you even see them.	1
2630	System Policies -	Don't make the young adult wait to turn 21 years old to start applying for the programs, it needs to start sooner so that when the age is reached the programs are in place instead of waiting	2
2631	System Policies -	There is no communication between Pharmacies and Doctors that are not the ones that usually prescribe the medication (when the Doctor is not available and another one write the prescription the Pharmacy won't dispense the medication	
2632	System Policies -	We might have information about programs, but is so hard to get in. The bureaucracy of the programs make it hard to access the program in a timely manner. Waiting list are a year or longer. The government invests lots of money in programs, but the way that is disperse and some of the agencies that are in charge of managing the program makes it hard to access the programs.	5
2633	System Policies -	CMHA closed their local mental health facility. As a result, families have to go to Torrington to get mental health services. There are no local behavioral health services and the nearest DSS office is in Torrington is at risk of closing. Torrington is 45 minutes away. Many planners assume that the new bus route from Torrington to Waterbury will help families. The State Representative indicated that this is a factor in the decision making around closing the DSS office. However, the people in Hartford forget that there are other towns in the region. Families cannot easily get to Torrington from the other towns, so they are not able to access the new bus service.	4
2634	System Policies -	Private insurance needs to cover more of the services that are needed. One mother described being denied services by Blue Cross/Blue Shield (her primary) even though the child was on Katie Beckett. It appears that the primary insurance is denying services that the state will provide, but having to go through them first is cumbersome and causes delays.	2
2635	System Policies -	Public transportation across the towns in the regions is not consistently ADA compliant.	3
2636	System Policies -	The Salisbury pharmacy, supermarkets and other business are not always ADA compliant. The State Representative who was present noted that many nonconforming buildings are "grandfathered in" which means that they do not need to become ADA compliant unless there is a major renovation to the building. Recreation facilities need to be ADA compliant.	6
2637	System Policies -	They need specialists locally. Insurance restricts families to using services in CT even when services in MA or NY are closer	3
2638	System Policies -	They need to change HUSKY so that they can access services in MA and NY; current regulations prohibit this.	2
2639	System Policies -	5 elementary schools feed into 1 middle school. Class sizes are too big after the transition.	2
2640	System Policies -	Juvenile Justice system is punitive rather than helpful. Court dates are during the day when parents are working. Children need behavioral health services rather than Juvenile Justice. Within the Juvenile Justice courts, the rights of step-parents are not recognized or valued.	2

	Code	Note	# of Times
2641	System Policies -	Once DCF gets involved, it is hard to get rid of them. Some workers are difficult. One father spoke about having a very difficult experience with DCF. One mother discussed her difficulties and struggles with her child's placement and said that her voice went unheard. Parents feel intimidated about fighting back towards DCF. DCF dropped the ball. They do not put kids back into the home and help the entire family. Who polices DCF? Need someone outside of DCF to police the system. Negative experiences with DCF in Torrington. One parent discussed a difficult time when a tape recorder was brought in. There are potentially punitive actions by DCF. DCF described as a "DCF Machine". Parent described catching DCF in lies.	2
2642	System Policies -	The no child left behind law is not working. Children should be kept back if needed.	
2643	System Policies -	People need better communication about what is going on. The news media and newspaper emphasize sports but do not talk enough about good students. Can the information be shared through Facebook, the mayor's office, 211?	5
2644	System Policies -	Problem with sending kids home from school if they are out of uniform. The uniform does not include footwear. Kids get picked on for not having certain types of shoes.	2
2645	System Policies -	Put agencies back into the community. Discussed the Berkley complex which had a health clinic, child care, teenager meetings, was connected to Woodrow Wilson School. One participant stated that having eyes watching and looking out for one another deterred crime. A few more nodded and verbalized agreement.	
2646	System Policies -	There is a serious drug problem especially with 15-25/35 year olds. Discussed narcotics and overdoses. Asked how the youth getting the heroin. The government needs to become more involved in stopping drugs from coming into the country. One person said that the system (referencing the drug problem) is not designed to work. Drugs will always be in existence. We need to start when someone is crying out for help before they turn to drugs. Teachers and parents need to catch it earlier. Legalizing marijuana sends mixed messages-we need to get these kids off the streets.	5
2647	System Policies -	Uniforms are good in school but include footwear in the code.	1
2648	System Policies -	Major concern – child at age 13 has to give consent for parents to see medication history – private insurance	1
2649	System Policies -	Bullying in schools not recognized by children and adults	3
2650	System Policies -	Called DCF; mentioned special needs and was referred to hotline- this was 3.5 years ago and call back never happened	1
2651	System Policies -	Co-pays are expensive/also deductibles	3
2652	System Policies -	Failure to test kids or following up with what happens at prior schools	2
2653	System Policies -	Language barriers w/ service providers	2
2654	System Policies -	Lower income populations experience more challenges	3
2655	System Policies -	No pre and post data given by school or standardized tests	1
2656	System Policies -	Not enough staff in the school system to manage children	3
2657	System Policies -	Private insurance has barrier and more expensive	2
2658	System Policies -	Everyone waits for a crisis when really issues should be dealt with earlier	4
2659	System Policies -	DCF needs more authority	1
2660	System Policies -	Hospitals discharge patients too early because of pressure from insurance companies	2
2661	System Policies -	Children need rights such as adults have rights	1
2662	System Policies -	Private insurance should cover what state insurance does	2

	Code	Note	# of Times
2663	System Policies -	Different systems should collaborate better together	4
2664	System Policies -	Human services needs more financial support from the state	1
2665	System Policies -	All attendees spoke about Terryville /Plymouth being is an odd catchment area. The town is the most western town in Region 6. The area is affiliated with the New Britain DCF office but no one wants to go to New Britain and there is no direct route there. Parents said that it was much easier going Rt. 8 either towards Waterbury or towards Torrington rather than having to take Rt. 72 to 84 to get to New Britain. Coverage of area depends on service: DDS affiliated office is Newington, DSS office is New Britain, SSA office is Torrington. They did not even know the local offices for DMHAS and BRS. Need improved access to services.	5
2666	System Policies -	Combine offices using a service center model. Go to one place to access any service (DDS, DSS, DMHAS, DCF) without the lines. Example given of how each branch of the military used to have separate recruiting offices but now they have one office and a recruiters from each branch share the space.	
2667	System Policies -	Currently when youth are not attending school, you can apply for Family with Service Needs (FWSN). This will no longer be an option. There is very little community support to enforce or support attendance and there will be less when it is no longer a court related issue.	
2668	System Policies -	Districts are no longer relevant- have common sense re-districting. All other states provide services by county but CT does it by town or region And depending on the service they vary.	3
2669	System Policies -	Do not privatize services move back to state-run where there is accountability	
2670	System Policies -	Fully fund mandates. The school budgets do not even cover the fixed costs. The school and teachers need more money. No more unfunded mandates.	2
2671	System Policies -	Improve transitional services by streamlining child to adult services.	
2672	System Policies -	Increased funding for local early childhood councils and local prevention councils. Increase funding for schools.	
2673	System Policies -	Magnet schools are good and bad. The schools may be good but it creates a two-tiered system. All kids should get a quality education. Special education kids on an IEP may not get into magnet schools.	
2674	System Policies -	Standardize education across school districts	
2675	System Policies -	There are too many unfunded mandates. 278 mandates for schools, some are good but some are ridiculous. There should have been full funding for IDEA going back to 1973. Need to improve the funding streams at all levels: local state and federal.	3
2676	System Policies -	No Free breakfast/lunch in Wallingford- only in Housing and Parks & Rec(only in summer)	1
2677	System Policies -	F- DCF has made a lot of changes. The decent decree was a negative but it has resulted in positive outcomes with everyone working together. There was a recent negative incident. We cannot let that set us back.	
2678	System Policies -	F- Hold agencies accountable. Hold DCF accountable across the board. Standardize measures from DCF for agencies	1
2679	System Policies -	F- Individual has been a foster parent for 27 yrs and a provider. Said there are 3 sides to every story. DCF may want to share the barriers they face. Loose the idea that a problem has 1 cause. DCF has standards it has to meet and laws it has to go by.	
2680	System Policies -	F-Foster mom talked about lack of DCF support when child is arrested. There is no help. Especially if after the age of 18. Lack of support. One kid just given list of shelters. Look at second chance society- what is the eligibility?	3

	Code	Note	# of Times
2681	System Policies -	P- Federal and state review of voluntary services and policy reform at the state and federal level.	
2682	System Policies -	P- Truancy laws need to be revised for special needs children. Missing school is seen as educational neglect, then DCF shows up. Also Bullying needs to be recognized as trauma and needs to be reported. P-Schools need to be more transparent about bullying. There is a pressure on the schools to cover up the problem so that they do not look bad- make reporting a positive not a negative. P- Re: truancy and Special needs- need to coordinate more with the medical community. In Danbury, the schools are more willing to learn. Doctors and insurances are on the Board.	3
2683	System Policies -	P-Families reach out for help through voluntary services which have less slots. When child gets worse family status goes to “uncared for” especially when the family is trying to protect other children in the home. Families feel stuck in the middle. They are changed to involuntary, forced into custody, tried and have to surrender custody to get access to services- then are treated as neglectful. F-Parents are afraid of going to DCF for help due to reprisal or getting in trouble. Subject to scrutiny and judgement but should be praised and valued for coming for help. F- Not enough shared data on how to handle kids in the right way. F- Too much looking for a villain rather than looking for how to help the child. Children are victims, they need to get help not blame. Look for solutions not fault.	4
2684	System Policies -	P-Strengthen advocacy at the federal level. People often blame states but often due to federal level legislation.	
2685	System Policies -	DCF is too quick to remove children from homes	
2686	System Policies -	DCF needs to change their image, as some families face challenges but would not call for help due to fear of removal of children. This may not be accurate but families perceive DCF’s purpose to be removing kids.	3
2687	System Policies -	DCF sometimes “stalk” parents in order to track them down vs. just calling and leaving messages, need to respect parents time	
2688	System Policies -	DCF tends to focus more energy on younger kids and not with teenagers and late adolescents, thus, less support for family with older kids	
2689	System Policies -	Focus on building and recognizing resiliency in children by community agencies and other groups	
2690	System Policies -	Foster system is in need of a complete overhaul and background checks should be more comprehensive	
2691	System Policies -	More options beyond expulsion need to be considered by schools	
2692	System Policies -	More oversight of reunification, as some parents are not responsible and not yet ready for visits with children without supervision	2
2693	System Policies -	Schools are sometimes too quick to suspend or expel students	
2694	System Policies -	Some DCF workers do not carry their badge at all times and should do so when coming to a home	
2695	System Policies -	Strengths based supports vs. problem focused so kids will stay out of trouble if they are involved and their talents are being nurtured	
2696	System Policies -	Young teens are leaving school and DCF and school systems are not doing enough to intervene	
2697	System Gaps +	Families are receiving appropriate support to maintain consistency and stability within the home. Grandparents or caregivers are able to be nurturing and loving and can get help to better connect and stay current through service providers and programs.	1f
2698	System Gaps +	Districts are a problem. Transportation to the Boys & Girls club is based on district which leaves me out.	

	Code	Note	# of Times
2699	System Gaps +	It is hard for 16 year olds to get a job. The mall only hires 18 and Dunkin Donuts you have to be 17. Once in high school, you should be able to get a job.	2
2700	System Gaps +	Need more about life skills	
2701	System Gaps +	Teach more life skills	
2702	System Gaps +	More activities for kids. More sports. Other towns provide a lot of choices for sports- rugby, snowboarding/skiing, but Waterbury doesn't. A place to go that is 24 hours	3
2703	System Gaps +	AP material should be required. All material should be open to all students. Technical schools should have the opportunity to take AP classes. Some kids want both. All schools should provide trades training – have more exposure to trades. More choice of electives. AP classes should be offered in the summer.	5
2704	System Gaps +	Prostitution, crack users need to be taken care of- it affects the city.	
2705	System Gaps +	General safety- neighborhoods have shooting, crack down on crime.	
2706	System Gaps +	Grants- many organizations have applied for grants, LPC, early childhood grant for modification, Parent leadership grants, PEP, Parent C in the past. Organizations do not just meet but get grants to help improve things.	
2707	System Gaps +	Need public transportation or for the services to come here.	
2708	System Gaps -	Our problems are all different in communities and it is hard to find solutions when cities are different. Economics issues due to socio-economic differences. Very wealthy areas and pushing out lower income families.	
2709	System Gaps -	Schools keeping families and other systems out.	
2710	System Gaps -	Silo's- it is still too complicated to get information.	
2711	System Gaps -	Stamford Juvenile review board is not representative of the community, no minorities on the JRB.	
2712	System Gaps -	The youth are not getting their needs met due to the competition of agencies, lack of focus	
2713	System Gaps -	There is a need here and we need to bring ppl together, people assume because it's Stamford we don't need affordable services.	
2714	System Gaps -	turf issues with agencies and groups	
2715	System Gaps -	Families not having internet or access to electronics. Schools should be thoughtful in how new information is dispersed/shared, given	1
2716	System Gaps -	Language barrier; families do not get help because they don't understand or is not understood	4
2717	System Gaps -	Opportunities for Latin community involvement	1
2718	System Gaps -	Schools/community should have social groups for children without stigma/labeling (mental health community and school supports)	1
2719	System Gaps -	Haitian youth and families-not enough services in the city	1p
2720	System Gaps -	16-23 yr old males not able to access services in certain services	1f
2721	System Gaps -	African American male youth are not provided with enough services	1p/1f
2722	System Gaps -	Families need mentors and role models, as single parents or families where both parents work are not able to consistently be involved with their children and kids need others to motivate them and hold them accountable	2f/1p

	Code	Note	# of Times
2723	System Gaps -	Gather likeminded people and groups to take grassroots, proactive approach, as the system and government cannot be relied on	1p
2724	System Gaps -	Haitian youth and families-not enough services in the city	1p
2725	System Gaps -	Hispanic youth with need for autism services do not have enough access and resources	1p/1f
2726	System Gaps -	Many agencies are providing services but they are often not connected and working together	1f
2727	System Gaps -	School and college readiness are issues for Black youth, along with job training and skills	1p/1f
2728	System Gaps -	Students are graduating high school but cannot read and write proficiently, thus, they cannot attain jobs. Need to address the education first and foremost, along with job training programs specifically for young men.	3f/1p
2729	System Gaps -	When parents did voice their opinion in the past, they felt nothing changed and they disengaged. There needs to be effort to continue to rally these parents to speak up.	1f
2730	System Gaps -	1 application (like CORE application for colleges). They need to do this for family histories. Every provider asks you all the same questions over and over again. It got to the point where I wanted to type everything up and just hand it to every provider.	8
2731	System Gaps -	Afternoon/alternative school options would be more helpful.	3
2732	System Gaps -	EDs doesn't always have psych staff MDs/psychologists...have them available to the EDs all hours rather than making child wait because child looks totally different after a few hours.	3
2733	System Gaps -	Family had multiple reports and judge still wouldn't help so mom just gave up and decided to focus on her 2 other children.	1
2734	System Gaps -	Hospital just refers to the same places/providers.	2
2735	System Gaps -	Need more early identification and detection of mental health issues.	2
2736	System Gaps -	Pop – women and women with small children. There's nothing for K-6.	2
2737	System Gaps -	Transportation...mentioned in context as a barrier in examples shared.	2
2738	System Gaps -	(DCF Intern also) My cases are out of Torrington and I live in New Haven. I can't have a NH worker bc I work here. When you get put in different placements, I understand things can move. But if its permanent, I should have worker close by. I was told I was temporary and in 4 years, they've never transfer my case to New Haven.	2
2739	System Gaps -	It's hard when it turns out there's something you didn't know and your caseworker couldn't help you. Meaning...how to fill out taxes, W9, etc...how to find the information to learn how to do these things (living life)	4
2740	System Gaps -	Much anxiety is around DCF "leaving" and it leaves a gap. DCF is our safety net... [Group leader asked "What are the questions we (DCF) can ask early on should be asking before you leave DCF]= tell us things ahead of time. Sometimes the important information that's shared with worker doesn't make it into the case plan. All the questions you (DCF) want answered, maybe we should write them down and discuss them at the next YAB meeting.	
2741	System Gaps -	My worker is in Hartford and I live in New Haven. She comes from Stamford and can't always come to me.	1
2742	System Gaps -	TIME (is a barrier)	1

	Code	Note	# of Times
2743	System Gaps -	We have shortage of foster parents and I feel that there are foster parents that shouldn't be just because of the shortage. I've been in foster homes that were closed down. My worker didn't check the home. In my first foster home, I was sleeping next to woman with amnesia. The I was in a 3 year olds room, and another was 3 kids in 1 room. Workers need to be aware of where they're putting their kids. There should be a limit of how many kids are in the home. 1 house was so overcrowded, at one point, I was in the room with the foster mother. The Hartford office calls my foster home here saying they will pay extra to have kids sleep on the couch. (How long in these settings?) Almost a year and then 4 months. They overcrowded the foster homes.	3
2744	System Gaps -	We need more respite. I've had to sleep in the basement, on the floor, etc. what was the point of entering DCF anyway? DCF came and took their license but the kids were still there. See if they are even eligible to be around kids. There should be background checks for foster parents. (1 in my neighborhood turned out to be sex offender.)	2
2745	System Gaps -	With my worker...he has a high case load. We need more workers. It's hard to communicate with my worker and be constant when he has to deal with 16-20 other cases. There should be more workers and spread them out rather than bunch them up so much.	1
2746	System Gaps -	Care for Kids is being cut???!!!! There will be no other subsidy for childcare ...	12
2747	System Gaps -	DV (local domestic violence provider) had a class on the weekends for my kids and they lost their funding.	1
2748	System Gaps -	HUSKY doesn't cover some medications and therefore need to pay out of pocket. (prenatal vitamins, need to follow the list and there are meds not on the list, even if the doc fills out the paperwork for a certain Rx, etc)	4
2749	System Gaps -	Most of the time, I find out about services by word of mouth...that's how we get the best info. When you go online, you get lost...	3
2750	System Gaps -	Transportation is a barrier because the process can be a challenge...didn't elaborate	2
2751	System Gaps -	What services most needed –Big bros and big sisters, youth peer support activities (for girls etc.), homework help and mentors (HS kids with younger kids),	
2752	System Gaps -	Due to lack of personnel, the therapies are being decreased and the reason that I was given was that the insurance won't pay for any more than those that are being offered. This is happening at Yale.	3
2753	System Gaps -	Lack of bilingual staff. Language is a big barrier. Because I don't understand English, it takes longer to obtain an appointment.	10
2754	System Gaps -	Alternative school .. you don't learn the same things as regular schools.	3
2755	System Gaps -	DCF ... Should be a certain amount of strikes a worker should get with complaints ... constant reports of not listening or supporting clients should get a response.	1
2756	System Gaps -	DCF ... workers doesn't help with day to day stuff that a parent would ... like necessary rides.	1
2757	System Gaps -	DCF needs to better screen foster parents. Her foster mom had been evicted several times ... another foster parent wasn't stable mentally.	2
2758	System Gaps -	DCF refused to allow workers don't screen foster homes... kids are just dropped off in not good homes.	3
2759	System Gaps -	DCF should ask youth what towns they want to live in .. given several different options ... being relocated to a new town is hard.	2

	Code	Note	# of Times
2760	System Gaps -	DCF should have youth do a survey on foster home experiences.	3
2761	System Gaps -	DCF should help youth with resumes, interviewing, and more transition help.	3
2762	System Gaps -	Didn't have any foster homes available in her town and had to move to new haven unwillingly.	1
2763	System Gaps -	Marrakech ... budget always getting cut so learning different things has stopped.	4
2764	System Gaps -	Offer more community service opportunities.	3
2765	System Gaps -	School ... cursive writing is needed and should be taught more. It affects you later in life. I don't know how to sign my name.	3
2766	System Gaps -	School Kids should be learning things that will actually help them after they graduate.	1
2767	System Gaps -	Was getting ready to be admitted to CHAPS (independent living) program and DCF froze the process until she completed therapy ... therapy has since been completed and she's still not moving towards CHAPS.	1
2768	System Gaps -	211 or local services. 211 gives a bunch of numbers that lead to a dead end. Frustrated families.	
2769	System Gaps -	6-7 months waiting for help and then get care coordination. Begging for DCF to help.	
2770	System Gaps -	A treater left an agency and family wanted to go with, but couldn't see dr. anymore. Yelled at them until they made an exception. Rigid on who they accept. Lack of availability should encourage resources creativity	
2771	System Gaps -	Asking for help, voluntary services ASD, doesn't qualify, DDS, not low enough IQ, PHP didn't fit. 1 yr and hasn't had a provider, no meds... IICAPS, private insurance only has certain amount of spots.	
2772	System Gaps -	credentialed adult peer programs	
2773	System Gaps -	Medication providing issues, because of barriers with transitions from HLOC to LLOC. Waitlist for med mgmt.	
2774	System Gaps -	Not have to be DCF involved for a DCF service. Don't know programs exist until DCF is called on you. hit kids to get services, humorous	
2775	System Gaps -	Parents with limitations, then providers will be deny them for services. Won't go back, families can't follow through, families are sinking. No one will take responsibility. What do you do when no one will accept you?	
2776	System Gaps -	Providers will discharge a kid because they can't help but can't recommend anyone else. Licensed provider because of "his disability"	8
2777	System Gaps -	Some districts are starting to be trained in MH, and it is not trickling down to special ed system, wait to get to the point where they are SI., not able to access counseling, transportation to get services. More successful when they have MH in schools. No access for students to intervene early. waiting to IPF, and it is too late. depends on district. have had responsive team. not enough school psychologists, assessments, can't have a crisis today because i am at a different school today. (shared resources). finally the school will listen to me (sandy hook). anxious kid who couldn't go to school and called DCF on them. investigation for nothing, because school couldn't respond appropriately.	
2778	System Gaps -	The right program and person- fit for the family, but finding them is challenging. The guidance/support helps	
2779	System Gaps -	When you receive treatment through one place and then you have to go through them for med mgmt. prescribers won't work with you if you don't go to them for other services. Can no longer see them if you leave.	
2780	System Gaps -	8 months to get an apt. waiting time for services. Even after apt was booked it was done by a speech therapist. Another 4 months after autism specialist. 0-3 was not a good experience. They tried using a model. Non-verbal and sensory/processing issues. 5yrs oldhe started picking those things up they were not meeting where he was at.	

	Code	Note	# of Times
2781	System Gaps -	A lot of disconnect between service providers	
2782	System Gaps -	Access to all care for everyone.	
2783	System Gaps -	BRS, level up program- funding gotten taken away and it was good, showed kids how to work, vocational, try things out and if it wasn't a good fit they tried something else until it worked. Under 21 yrs old. 3 months ended after that they had to leave program. Meeting to discuss what happened to the program? FUNDING. forward motion and then backwards.	
2784	System Gaps -	Care coordination couldn't follow through with certain services, not enough \$	
2785	System Gaps -	Care coordinator/case management assigned to the family and stay with them through the lifespan. Check in's- why didn't it work, mistakes made, keep track of services. Objective person to not waste time and money. Not time limited, assessments at points,	4
2786	System Gaps -	Customer satisfaction, NOT AWARE.	5
2787	System Gaps -	DDS involvement. Age 3 he knew so he started trying to get involved. Category 8, needs to be an 8yr old. Couldn't secure anything. Self funded insurance with no ABA coverage. Specific in lines of insurance to not get it. Health care exchange got ABA premium and out of pocket, 8,000 in services. Insurance plan, and ABA. never even got to the point where he had reached the total out of pocket minimum. applied for HUSKY but got denied. They wouldn't put him on it and had an appeal. 100 families per year. small pool. married, and 1 son. there are worse off families, single parent, and more kids. he was not a high priority to them, but he is to me.	
2788	System Gaps -	Dedicating more money to the system	
2789	System Gaps -	Don't want to call the police but nothing else	
2790	System Gaps -	Eye dr, pediatriitian, they don't think about who they are treating. Detached retina for a year and the eye dr. didn't notice. Pediatrician didn't look at him as a whole person, focuses on him as a diagnosis. Mental health problem is individual of any other issues. No crossover when whole health is concerned. "all i see is black" "no it's a letter", then think the kid is not understanding because he has a disability. ppl dont look at MH problems in relation to other issues. unwilling to bear the brunt of a disability.	5
2791	System Gaps -	Guide book- the Services BIBLE. Manage a kid that is not typical. Chapters on autism, MH. "how to help ppl in CT" education, insurance, etc. gave starting points. At least they had a number to send you to if they couldn't help you.	5
2792	System Gaps -	Having someone say, that is something I can't help you with. Worst thing to hear as a parent and not knowing who can help me.	5
2793	System Gaps -	HUSKY gets better services then private insurance. Private and medicaid have flip flopped. The services have all shifted to the other side. Get treatment faster.	
2794	System Gaps -	IEP added therapists name for the school, and would add it like it was part of the plan and then never communicated with anyone. Medications... interfering with ability to learn, mom had to force dr to come to meeting. School and dr. neither communicate together.	
2795	System Gaps -	If you have a lot of money you get very good care	
2796	System Gaps -	Insurance type shouldn't matter, but it plays a huge role in what services you can get.	
2797	System Gaps -	Lack of flexibility, fit the program to the ind child needs. Not child into program and make them work with it.	

	Code	Note	# of Times
2798	System Gaps -	Lack of quality individuals in these services. Additional supervision, more pay for providers, less cases so they can spend the time they need to.	5
2799	System Gaps -	MH and SA attached to every case they hear in the courtroom. Justice for MH ill ppl to access services. Court orders from the bench saying you need to get treatment. \$2000 mandated psych. Eval. Take a lot of money for these court ordered mandates.	
2800	System Gaps -	Mobile Crisis- DMHAS (they don't have it, don't come to the house)	1
2801	System Gaps -	More work needs to be done about discrimination, breaking down stigma	
2802	System Gaps -	No continuity of services	
2803	System Gaps -	No follow through	
2804	System Gaps -	No one to guide you to that right spot. Providers don't even know. There is a lot to keep track of and learn. Need to know where to go	5
2805	System Gaps -	No place to help guide you on insurance. 27 page report filed by OHA and still not helpful. 3 yrs of writing letters and finally got my insurance company to cover ABA services. Huge accomplishment. Lot of work. A lot of work to make any changes. Classification , leads to rationing of services. Due to lack of resources. unfair.	
2806	System Gaps -	NO psychiatrists available. Can't find a dr. so they stay with the one they have- even though they don't like them.	3
2807	System Gaps -	No reporting to anyone.	5
2808	System Gaps -	No waitlists for services	
2809	System Gaps -	Not enough ppl doing the work- providers, not enough services	5
2810	System Gaps -	Not obvious to ppl- a lot of trouble getting emergencies addressed when my child is in crisis.	
2811	System Gaps -	One stop shopping. Need to break up the silo's. flow chart, call this, if this.	5
2812	System Gaps -	Possible solution about autism, hard time learning about it. Grow out of dx? They never mentioned anything and then they didn't know. No education on types of treatment, resources, no one to guide you. They wait and then no directions at all once the actual diagnosis is given.	
2813	System Gaps -	Pounding a kid into a program to make it fit, even though we all know it is not the right type of service.	5
2814	System Gaps -	Respite, very disappointed to hear that they are closing down some. Being in new places, respite to come to your home and give them a break. Do stuff around your house. Like they do for the elderly. Home visits, nursing aids. Home based respite.	
2815	System Gaps -	School based health centers sound like a good thing to me, identifying needs, real time instead of nurse office. Family can go during the day for family tx.	5
2816	System Gaps -	Services are too costly and schools shy away from programs	3
2817	System Gaps -	Speech and OT- went to one place and then I would advanced tx solutions, did something different from school, and then no one called each other. Outpatient provider were going in different directions with OT and speech... then the providers. School was more successful with their programming.	
2818	System Gaps -	Why don't we use education system better to identify a kid having a hard time. BUDGETS. GIVE SCHOOLS MORE MONEY, instead of going to the hospital. Made a priority to hire well trained prof.	

	Code	Note	# of Times
2819	System Gaps -	Worry about what to do after the school system. Once the school ends obligation to a child families are very scared of what happens.	3
2820	System Gaps -	Cut costs on visiting my brother, not paying for train rides. Brother is in NJ.	
2821	System Gaps -	Financially support family visits.	
2822	System Gaps -	Lately budget cuts on certain things that benefit kids. Braids, hair appts they can't afford anymore and it is making it hard.	
2823	System Gaps -	4yr old in 0-3 friendship school transition, and then summer time came. LEARN, there was nothing in the summer. No TVCCA, tried calling to enroll. He is on the waiting list. Put him on at 1mnth and he is still waitlist.	
2824	System Gaps -	Additional money	
2825	System Gaps -	Can we bring ppl in to work with us so that we can work with autistic kids. Specific dx	
2826	System Gaps -	CT Behavioral Health, Cheshire and Millport? All the para's from new haven. We need help at home. when I left birth to three, there is NOTHING. I want to continue and I try and it doesn't help.	
2827	System Gaps -	Expanded services	
2828	System Gaps -	IEP, 504, missing and don't put PPT info into place. Para was supposed to travel with kid but para got surgery and didn't come. Didn't listen to parent. Teacher needs to split attention and can't focus individually	
2829	System Gaps -	If a kid is not educationally impacted in any way and it is social and emotional then there is no support. It's only at home. Didn't qualify for many services.	
2830	System Gaps -	Kids had a great para-professional in elementary school throughout stay and then when he transitioned to middle school, there was no para and he did so poorly. Parent saying they need to handle transitions and they are not listening.	
2831	System Gaps -	Lack of funds, shrinking funds. Programs are being cut. As we lose funds we lose a lot of choice. Programs shrink and then kids are in programs that don't fit. We are losing it because people are looking to do more/the same with less dollars. Less choices for the kids and families.	
2832	System Gaps -	MDFT and MST, and I liked the services for the most part. The time frame didn't work and there were better services.	
2833	System Gaps -	Need to have other agencies accept private Dr assessments.	
2834	System Gaps -	Parent adult talking to you/vs a another kid. Peer mentoring. Peer education. Take all the kids from Willimantic, and partner with another inner city and learn about leadership. Taking kids out and learning.	
2835	System Gaps -	Pet therapy at sandy hook. Broke the ice and see how the animals can effect ppl the way humans can't. That would be great to have more of.	
2836	System Gaps -	Reaching out to superintendents, what is happening in special Ed? Board? Any parent voice. Town meetings.	
2837	System Gaps -	Teaching kids about weapons, and bullying. Training them, talking from someone that has been bullied or was bullying. Like scared straight. Lighting fires... things like that. Education	
2838	System Gaps -	Terrible transition planning for groups of services. Transition/discharge planning. Supporting the transition to another program or home.	5
2839	System Gaps -	Too far for new London/Groton- support groups, additional support groups, additional funding for support groups.	

	Code	Note	# of Times
2840	System Gaps -	Tried to get ABA in home and husband insurance doesn't cover and we find out we don't qualify for HUSKY. We have been looking for services for 2-3 yrs. And still don't have anything. Once I got pregnant I qualified for HUSKY. Once school starts he can't get in home ABA.	
2841	System Gaps -	Education: Lack of information of special education services. More training for special education teachers and lack of support and resources. Transportation, difference in bus stop and home address, small kids have to walk from school.	3
2842	System Gaps -	Language: Spanish barriers in special education services. Spanish barriers in medical field. Parents are not being heard due to language barriers. Translation communication gets lost, Poor interpretation services. Families with children with special education don't have the information in Spanish.	8
2843	System Gaps -	Medical: high cost for private insurance, lack of effective medical care. Lack of financial help for uninsured. Undocumented/Uninsured with high medical needs threat of deportation. Medical staff not asking if there is documents.	7
2844	System Gaps -	Medical: Waiting period is long for services for child when it needs a referral. Hospitals don't inform, such as when define a patient can be seen at a certain hospital due to age, level of emergency. Doctors state if hospital brings interpreters it is patient responsible for cost.	5
2845	System Gaps -	Offer training of 5 hours with lunch included, with interpretation services.	4
2846	System Gaps -	Services: Barriers accessing services. Need more orientation and Knowledge of services. Services are very expensive. A lot of information, but not enough orientation how to get the information. Connect families with the services, families can get educated overall and also with families with children with special education. Lack of support. Immigrants/ undocumented need to know be more inform.	9
2847	System Gaps -	Too much responsibility to the social worker when a child has special needs, and they don't considerer the teacher to get trained in special education.	1
2848	System Gaps -	Board of Education is a problem. Schools cut funds for programs that the kids needed. They are trying to shut down 2 schools in Hartford due to lack of funding.	Several
2849	System Gaps -	Communication language is barrier with accessing services	1
2850	System Gaps -	Didn't need the Yardgoats baseball stadium in Hartford, we need more schools.	1
2851	System Gaps -	Kids need something to do to that is legal rather than getting into trouble with the law.	Several
2852	System Gaps -	Law enforcement system needs more structure, they are doing things with no consequences. There is a divide in the community because people are stealing & killing each other.	2
2853	System Gaps -	Music and other programs were removed out of the school system, but other towns still have music programs. We need more of these programs, not less.	2
2854	System Gaps -	Programs lack funding. Other cities are getting funding but Hartford is not. Funding for Hartford isn't being put in the right places.	Majority
2855	System Gaps -	Race is a barrier in that some programs are only accessible to certain genders or races.	1
2856	System Gaps -	Senior Citizens aren't cared for. Need better oversight in convalescent homes. Housing is needed for senior citizens	1

	Code	Note	# of Times
2857	System Gaps -	Services aren't provided when kids witness traumatic events (like someone getting shot, experiencing foster care, fathers in jail, bullying, etc.) Providers aren't knocking at the door when these things happen, but families do get help from Hartford Proud.	Several
2858	System Gaps -	Someone reported what helped him when he was young was being involved in activities such as sports, boys and girls club and church. Because of these programs he didn't use drugs or go to jail like many in his community. Back when they were growing up there was always something to do outside. Kids need more activities	2
2859	System Gaps -	Transportation is needed to get to programs.	3
2860	System Gaps -	Budget cuts are a problem	1
2861	System Gaps -	Lack of justice, human rights, gay rights aren't protected	2
2862	System Gaps -	Lack of positive programs for kids	1
2863	System Gaps -	Lack of support for their community (town/mayor puts money into the wrong things).	1
2864	System Gaps -	Need a performing arts studio so kids have somewhere to go and showcase their skills. Need more dance classes in Hartford. Need more opportunities for boys to dance.	3
2865	System Gaps -	Need equality in funding programs. Funding is needed for things that help the lower class.	1
2866	System Gaps -	Need more indoor activities to do in the winter (like roller-skating rink)	1
2867	System Gaps -	Need more summer programs.	1
2868	System Gaps -	People can come together and show leadership by starting their own programs (Branch off to do an art class, singing group, etc...)	1
2869	System Gaps -	People in charge don't take opinions from youth and end up funding programs that don't help, rather than fund programs that are positive and that many people are already attending and using in the community.	1
2870	System Gaps -	Poverty is a problem, as is homelessness and unemployment. It's easier to make money illegally then to find a job.	2
2871	System Gaps -	Provide Resources.	1
2872	System Gaps -	Agencies (DCF, state agencies and providers) don't have clear picture of outcomes they want. Involved more in process then in the helping.	1
2873	System Gaps -	Barrier finding a therapist that specialized in attachment, trauma, adoption (specific to child's needs). Also trouble finding a therapist that took young children.	Several
2874	System Gaps -	Barrier with daughter being too young to be hospitalized (under 5 years old).	1
2875	System Gaps -	Barrier with insurance and information and knowing when something gets covered. (i.e. Wanted geno testing and insurance company denied it unless she is inpatient)	1
2876	System Gaps -	Budget cuts lead to services for kids being cut (i.e. mentor services)	1
2877	System Gaps -	Clear appeal instructions and process for complaints. If you run into a problem you should know who to call.	1
2878	System Gaps -	Due to budget cuts at DDS =loss of services until child turns 18. Waitlist for housing and other services are so unrealistic that a lot of people don't even bother putting name on waitlists.	Several
2879	System Gaps -	Guardian Litem wasn't identified until late in the process. Appointed lawyer to represent child had never met the child.	1

	Code	Note	# of Times
2880	System Gaps -	If you aren't getting what you need, you should know how to go up the ladder rather than running into several wrong doors. Need Process maps.	1
2881	System Gaps -	Insurance not covering meds after youth ages out (previously covered under waiver). \$900 month is the family portion of 3 medications on top of \$2000 a month for insurance premium. Even though doctor states its medical necessary to have brand name medications, they aren't covered by insurance.	2
2882	System Gaps -	Mentors and advocates are needed	Several
2883	System Gaps -	More respite – family wants to be able to take breaks. Even if the state says they will pay for it (\$35 an hour to get someone to babysit spec ed kids) the family needs to hire the person themselves and aren't sure about how to go about doing this. It's hard to find someone who understands their child's needs.	3
2884	System Gaps -	Needs to be a map to navigate the system. For example, people don't know where to go next after inpatient.	1
2885	System Gaps -	Not enough child care, parents feel like they can't attend meetings. Child care should be provided.	1
2886	System Gaps -	Parents often want small, preventative services but when it isn't provided or available or (maxed out) things go downhill. (For example, family asked for GPS watch for child who bolted and it wasn't covered and child continued to bolt).	Several
2887	System Gaps -	Reported there is no help available when you adopt internationally.	1
2888	System Gaps -	Rural locations have more difficulty finding a therapist and if you do find someone that isn't in network you have to pay more.	1
2889	System Gaps -	Short sided policies that don't look at whole picture	1
2890	System Gaps -	Some kids don't fit the Parameters of program (i.e. Their IQ is too high/low) – the kids don't fit in a round hole but still have special needs, hard to get services	1
2891	System Gaps -	Some language barriers in particular with paperwork given to families (in school, legal and state assistance paperwork not being translated. Example given in East Granby school system that the school forms aren't understood by parents and they just need assistance to complete. Multi needs- Families from India, Asian, Lebanon. Also, parents with cognitive limitations trouble navigating the system, need additional support.	1
2892	System Gaps -	Some people report trouble accessing needed services	3
2893	System Gaps -	Sometimes all kids need are smaller preventative needs (like tutoring) but there isn't funding. When they don't get these services it escalates into something bigger and often ends up in crisis. Not enough focus on prevention services.	2
2894	System Gaps -	Sometimes all kids need are smaller preventative needs (like tutoring) but there isn't funding. When they don't get these services it escalates into something bigger and often ends up in crisis. Not enough focus on prevention services.	2
2895	System Gaps -	Suggested that once a month parents with kids in voluntary services or committed and can sit down with social workers, supervisors, and other DCF staff to voice their concerns. It would be good to know about all the meetings in the region parents can attend. However, often these meetings to give DCF feedback are during when parents work. Can they be streamed live or recorded?	3
2896	System Gaps -	Systems aren't communicating and are fragmented and segmented. The problem with the delivery of services is that it's silohed and services are constantly shifting. Information needs to be updated constantly. Workers aren't effective at solving multiple problems because they only know their corner of the world (only experts in their field).	3

	Code	Note	# of Times
2897	System Gaps -	There is a slow recognition from the state to address mental health systemically- seeing things more comprehensively.	1
2898	System Gaps -	There isn't enough advertising about school programs- others stated programs aren't consistent in all schools.	3
2899	System Gaps -	There should be a clear map of agencies and what each does. Almost like a Navigation of the System. There can be a Menu of services and definitions (people aren't aware of what is available). There should be a Triage of services for mental health like there is for medical. For example if you have a fever you do a, b, then c. If this information was available it should be distributed when a child is identified in the schools (or given out at PPT meetings)	Several
2900	System Gaps -	There should be a website like Yelp where you can talk about issues and get support. Some people thought this would be helpful and some didn't.	3
2901	System Gaps -	Waited a long time to get ABA services, not enough providers or resources- demand is bigger than the services.	Several
2902	System Gaps -	Cost of living increases (Bus fare and other things go up) but cash assistance doesn't increase. Others don't even have the cash assistance, although it's needed.	4
2903	System Gaps -	If you get state benefits you should get free rides or a bus pass to attend state appointments or other necessary non-medical appointments (such as court or probation). Or if it can't be free then a disability subsidized rate for the bus should be offered to those that have state benefits automatically.	All
2904	System Gaps -	Not being able to care for kids with special needs	1
2905	System Gaps -	System is too top heavy.	6
2906	System Gaps -	Transportation isn't always convenient or affordable. Rockville busses don't run on time. Often have to transfer or take several busses. Many State offices aren't on a bus route.	9
2907	System Gaps -	We need a one stop shopping for all services needed including social security, medical, behavioral health, and prescriber. Don't want to go to multiple places	Majority
2908	System Gaps -	Don't make the young adult wait to turn 21 years old to start applying for the programs, it needs to start sooner so that when the age is reached the programs are in place instead of waiting	2
2909	System Gaps -	Even though there's a lot of programs and agencies that can help my disable child find jobs there's not enough supervision. My child can't work by himself	
2910	System Gaps -	Parents aren't informed about who has the information and services (needs to be clear). Where to find the appropriate information about services. The materials that are translated in Spanish to be in a language that is easy to understand, simple and adequate.	
2911	System Gaps -	There are no recreational programs for young adults with special needs. My child is always alone no friends whatsoever	
2912	System Gaps -	There are not enough trained personnel to work with young adults with special needs	
2913	System Gaps -	We might have information about programs, but is so hard to get in. The bureaucracy of the programs make it hard to access the program in a timely manner. Waiting list are a year or longer. The government invests lots of money in programs, but the way that is disperse and some of the agencies that are in charge of managing the program makes it hard to access the programs.	5

	Code	Note	# of Times
2914	System Gaps -	When applying for DSS programs, they won't recognize the need of my child even when you get help from a lawyer. Before cutting benefits off the DSS office needs to investigate the situation don't just look a numbers (my child is constantly getting cut off because he works a few hours a week and they count more than that) it's a hassle when you have to run around to prove something that happens the same way all the time).	5
2915	System Gaps -	When the child is not a citizen is really hard to access the necessary programs.	
2916	System Gaps -	With all the funding cuts, now my child teacher don't have someone to help in the classroom so it's harder for her to pay the necessary attention to each child	
2917	System Gaps -	Public transportation across the towns in the regions is not consistently ADA compliant.	3
2918	System Gaps -	The Salisbury pharmacy, supermarkets and other business are not always ADA compliant. The State Representative who was present noted that many nonconforming buildings are "grandfathered in" which means that they do not need to become ADA compliant unless there is a major renovation to the building. Recreation facilities need to be ADA compliant.	6
2919	System Gaps -	There are not a lot of local resources available to parents and there is lack of information about what is available including 211 and EMPS. There is only one pediatrician and this means that parents need to go to the ER for services. There are no specialists so parents have to take their children to Hartford for these services. Psychiatric care for children is almost nonexistent. Parents need to go to Torrington and Hartford. This conversation lead to a side conversation about possible places where they might be able to find alternative services, but the discussion was not informed by knowledge of whether there were services in those areas.	4
2920	System Gaps -	There is no wheelchair clinic between here and Hartford.	2
2921	System Gaps -	They need specialists locally. Insurance restricts families to using services in CT even when services in MA or NY are closer	3
2922	System Gaps -	Longer time with certain programs for instance FAVOR advocates have only 6 months, IICAPS is time-limited	2
2923	System Gaps -	Need specialists for unique situations	
2924	System Gaps -	No social /emotional support for bio families or foster families	
2925	System Gaps -	Special ed. –things are not in place for children who do not quite meet the requirements.	
2926	System Gaps -	People need better communication about what is going on. The news media and newspaper emphasize sports but do not talk enough about good students. Can the information be shared through Facebook, the mayor's office, 211?	5
2927	System Gaps -	People need jobs. Many others commented with agreement. Many clapped agreement.	
2928	System Gaps -	Teenagers lack guidance from responsible adults. Need more programs like Big Brother/Big Sisters. Need a safe place for teenagers 13-17yr olds to get together. Lack of involvement from the parents. Families are not responsible. Most of group signified agreement.	3
2929	System Gaps -	Better funding for college for families that can't afford it	1
2930	System Gaps -	Community activities to show that we are all the same	2
2931	System Gaps -	Farmers markets and restaurants with healthier food at reasonable prices	2
2932	System Gaps -	Healthier eating options- available for people with low funds	1
2933	System Gaps -	More adult involvement/role models helping children get involved	1
2934	System Gaps -	More help for people to prepare to get jobs and find jobs	1

	Code	Note	# of Times
2935	System Gaps -	More help in the community for families that can't afford things	1
2936	System Gaps -	More jobs	1
2937	System Gaps -	More sports for everyone	3
2938	System Gaps -	Fewer voluntary situations- such as ICP	1
2939	System Gaps -	Geographic coverage of EMPS	2
2940	System Gaps -	Lack of mental health services in Farmington Valley – unless it's a private practitioner	2
2941	System Gaps -	Lack of psychiatrists for children	3
2942	System Gaps -	More child psychiatrist	3
2943	System Gaps -	Support group for the siblings	4
2944	System Gaps -	Transportation – to get to these services	2
2945	System Gaps -	Failure to test kids or following up with what happens at prior schools	2
2946	System Gaps -	Families forced to find services on their own	3
2947	System Gaps -	Group-homes- care and well-being of residents	1
2948	System Gaps -	Lack of self-care for families because of all they deal with	3
2949	System Gaps -	Language barriers w/ service providers	2
2950	System Gaps -	Lower income populations experience more challenges	3
2951	System Gaps -	Hard to find child psychiatrist that takes insurance	2
2952	System Gaps -	Shortage on finding therapists	2
2953	System Gaps -	Finding the right therapist that can handle teenagers with mental health issues	2
2954	System Gaps -	Everyone waits for a crisis when really issues should be dealt with earlier	4
2955	System Gaps -	Private insurance should cover what state insurance does	2
2956	System Gaps -	There should be one place to go to- to find resources	1
2957	System Gaps -	Currently when youth are not attending school, you can apply for Family with Service Needs (FWSN). This will no longer be an option. There is very little community support to enforce or support attendance and there will be less when it is no longer a court related issue.	
2958	System Gaps -	Fully fund mandates. The school budgets do not even cover the fixed costs. The school and teachers need more money. No more unfunded mandates.	2
2959	System Gaps -	Homeless population. There are a lot of children that are couch surfers. Parents wonder if they are doing enough for the homeless. There are no shelters in the area and no domestic violence shelters	3
2960	System Gaps -	Just looking into restorative justice. Have a JRB	
2961	System Gaps -	Lack of physicians. There are no pediatricians in the area. No family practices, no social workers, no therapists or LCSWs, no APRNs. Families need to go to Bristol, New Britain, Avon or Torrington. No behavioral health services at all.	
2962	System Gaps -	Magnet schools are good and bad. The schools may be good but it creates a two-tiered system. All kids should get a quality education. Special education kids on an IEP may not get into magnet schools.	
2963	System Gaps -	Need more money for background checks for mentors or it should be free.	

	Code	Note	# of Times
2964	System Gaps -	No public transportation	
2965	System Gaps -	There are too many unfunded mandates. 278 mandates for schools, some are good but some are ridiculous. There should have been full funding for IDEA going back to 1973. Need to improve the funding streams at all levels: local state and federal.	3
2966	System Gaps -	There can be a lack of activities for kids who are no interested in sports. There are no community centers.	3
2967	System Gaps -	There should be special funding for gifted and talented kids as well.	
2968	System Gaps -	Childcare needs to be offered	1
2969	System Gaps -	CT Works doesn't offer bilingual services to help with resume, applications & job placements	1
2970	System Gaps -	Need more resources for Domestic Violence & Homeless	1
2971	System Gaps -	Transportation needs to be offered.	1
2972	System Gaps -	F- DCF is dropping the ball too many times. DCF uses other agencies for foster care but the agencies are not followed-up on. Agencies do not do a good job supporting parents. DCF needs to be more active in how those agencies are doing/inspect them more often.	
2973	System Gaps -	F- include Caribbean and other communities into cultural competency	
2974	System Gaps -	F- Maintain family-driven not insurance driven care. Commercial insurance needs to be brought to the table	1
2975	System Gaps -	F- Need better transitioning for Special needs kids to community integration.	
2976	System Gaps -	F- Problem with transitioning in general, Young adults transitioning out of mental health services, from school to school or family to family. Not a lot of support with housing, education, food. If 18 or older there is nothing there. It remains a concern.	2
2977	System Gaps -	F- We need to start coordinating with the educational system, Mental health and DCF. They are not talking to each other. There are too many roadblocks to get services. Need to coordinate MH, Ed. And child care systems like DCF. School system is tied to city dollars.	2
2978	System Gaps -	F- working together	
2979	System Gaps -	F-Lack of support for families. Lack of education and training. Parents feel like a "hot potato" being passed from one to the next. Another family member described it being like a "revolving door".	1
2980	System Gaps -	P- DCF is disjointed and fragmented between units. Investigation, ongoing units do not collaborate or communicate enough. Transition through units should be smoother.	
2981	System Gaps -	P- Lack of bi-lingual staff and providers. Long-wait lists for psychologists/testing when schools need the diagnosis.	
2982	System Gaps -	P- Little protection when it comes to domestic violence by the children. Child hurting families or siblings. Nothing is available to help.	
2983	System Gaps -	P- These are all of our kids. Continue to support against stigma of mental health. It is all about health. Insurance companies are putting stipulations on plans. Commercial insurance needs oversight. P- Intergrate mental health and general health.	1

	Code	Note	# of Times
2984	System Gaps -	P- Truancy laws need to be revised for special needs children. Missing school is seen as educational neglect, then DCF shows up. Also Bullying needs to be recognized as trauma and needs to be reported. P-Schools need to be more transparent about bullying. There is a pressure on the schools to cover up the problem so that they do not look bad- make reporting a positive not a negative. P- Re: truancy and Special needs- need to coordinate more with the medical community. In Danbury, the schools are more willing to learn. Doctors and insurances are on the Board.	3
2985	System Gaps -	P-Families reach out for help through voluntary services which have less slots. When child gets worse family status goes to “uncared for” especially when the family is trying to protect other children in the home. Families feel stuck in the middle. They are changed to involuntary, forced into custody, tried and have to surrender custody to get access to services- then are treated as neglectful. F-Parents are afraid of going to DCF for help due to reprisal or getting in trouble. Subject to scrutiny and judgement but should be praised and valued for coming for help. F- Not enough shared data on how to handle kids in the right way. F- Too much looking for a villain rather than looking for how to help the child. Children are victims, they need to get help not blame. Look for solutions not fault.	4
2986	System Gaps -	P-Results based, evidence based practices are good but it takes parents out of the equation and practice is based on model not family driven. It needs to be balanced- evidence based but also based on family needs.	
2987	System Gaps -	Technology- make it more accessible for families-conference calling, video conferencing to link people, families and for engagement.	
2988	System Gaps -	Better transition services for older foster children	2
2989	System Gaps -	DCF tends to focus more energy on younger kids and not with teenagers and late adolescents, thus, less support for family with older kids	
2990	System Gaps -	Foster children should receive more training and education, potentially around parenting skills. They may not have had good parenting models and support and training is necessary to stop the cycle.	
2991	System Gaps -	There is not enough communication between school systems and the larger system, especially with DCF, and a universal packet should be available for sharing	
2992	System Advocacy +	Anyone paying taxes should be allowed to vote for President , even if they are 16. If they are working and paying taxes, they should vote.	
2993	System Advocacy +	FAVOR helped with PPT process	1
2994	System Advocacy +	School psychologist, guidance counselor, social worker helped with PPTs while child had issues in school	1
2995	System Advocacy +	The office of child advocacy (state)	1
2996	System Advocacy +	P- Increased inclusion of families and caregivers in treatment; in medical and mental health. Engagement increased to families. F- Less provider and service-driven and more family driven. Integrating family is the most important part. They value what the family has to offer. Increased creativity and customization to the family needs. More trying to meet the family needs	3
2997	System Advocacy -	Teach parents to be an advocate who in turn needs to teach their youth to be advocates for themselves.	
2998	System Advocacy -	Lack of justice, human rights, gay rights aren’t protected	2

	Code	Note	# of Times
2999	System Advocacy -	Violence in the community is an issue. Noted were black on black crime, black people dying, and people killing each other). Thefts, fighting, and substance use are also problems.	6
3000	System Advocacy -	P-Strengthen advocacy at the federal level. People often blame states but often due to federal level legislation.	
3001	System Staff Turnover -	Clifford Beers keep changing their therapist, they are always changing so my child doesn't get to develop a relationship with them and is hard to open up.	2
3002	System Staff Turnover -	DCF social workers constantly changing.	1
3003	System Staff Turnover -	Schools keep switching paraprofessionals around. Each time they do, the new ones don't know the child's needs.	3
3004	System Staff Turnover -	Social worker turnover high	1
3005	Community Characteristics -	After school programs in every neighborhood so we wouldn't need to worry about transportation. Open Gym, social clubs, they close the schools and kids need a safe place to be healthy, read books, homework times, mentoring programs,	10
3006	Community Resource +	Good supports @ church.	1
3007	Community Resource +	Community supports for families, basic needs of the adults.	
3008	Community Resource +	Hartford Proud is a strength in this community, there are over 100 kids that participate. The program keeps kids out of trouble and is positive. It teaches kids how to get along and work together as one group with programming offered every day. Youth spoke about how helpful Hartford Proud is to them. "It gives us a way to express ourselves through dance". Children of all ages get together to show off their abilities and gives them a chance to get out of CT for events. It builds character and they get to meet new people. There is an after school program with homework time for over 100 kids with no funding. The youth help each other. They have block parties and other community events like cleaning local parks. YMCA, Boys & Girls clubs are different, people don't feel safe there, but with Hartford proud they all know each other.	Several
3009	Community Resource +	Church helps me stay positive	14
3010	Community Resource +	Unified sports (outside of school) i.e. challenger baseball games, unified bowling are a strength.	Several
3011	Community Resource +	The churches have a lot of programs. Groups for domestic violence, AIDs, food/clothes food drives especially during Thanksgiving. One individual stated that the church is the most powerful organization around. Another commented that the church plays a big role. In general, there was a lot of agreement by participants that the church plays a central role. Salvation Army, Goodwill and other clothing banks are helpful	5
3012	Community Resource +	Waterbury Youth Services (WYS)- keeps you out of trouble. Another mentioned WYS helps you get out of the house and have something to do. Another youth noted that WYS helps with writing college essays and have a summer employment program. Also mentioned was WYS's free school tutors	4
3013	Community Resource +	Some youth friendly businesses were discussed as helpful: Barber shops, movie theaters, banks for helping youth save money.	3
3014	Community Resource +	After school sports, going to the gym and working out at Planet Fitness	
3015	Community Resource +	Recording Studio in the mall- helps you express yourself through music.	
3016	Community Resource +	Mall security have a problem with kids just hanging out- for just standing. They don't let you sit down and say "keep walking". Mall security is on your case about everything. Mall security should not leave the building- that is for the police to handle.	3

	Code	Note	# of Times
3017	Community Resource +	Challengers Baseball League	1
3018	Community Resource +	Emergency child identification kit	4
3019	Community Resource +	New Life Church in Wallingford	2
3020	Community Resource +	Special Olympics	1
3021	Community Resource +	Food pantry in town	
3022	Community Resource +	Great Parks and Rec Department	
3023	Community Resource +	Lots of sports- basketball, soccer, baseball, little league, skate park	
3024	Community Resource +	Strong religious and faith community. 27 churches in town, 9 generally very active and 5 are very active with youth. Pastor Bill and other leaders really want to make a difference. Churches are involved with the local prevention council.	5
3025	Community Resource +	Beat the Street – Recreational activities: Homework for young kids, boxing, and fitness. Takes kids out on field trips to businesses, Restaurants, manufacturers	1
3026	Community Resource +	Challengers – Baseball, bowling – staffed by volunteer coaches. Has special needs groups as well, Apr-June	1
3027	Community Resource +	Church and other community based activities available for children and families	2
3028	Community Resource -	Someone reported what helped him when he was young was being involved in activities such as sports, boys and girls club and church. Because of these programs he didn't use drugs or go to jail like many in his community. Back when they were growing up there was always something to do outside. Kids need more activities	2
3029	Community Resource -	A community garden to influence healthy eating	1
3030	Community Resource -	Community activities to show that we are all the same	2
3031	Community Resource -	There can be a lack of activities for kids who are no interested in sports. There are no community centers.	3
3032	Community Resource -	Lack of transportation - Meriden & Wallingford public bus stops at 5pm	1