



Summary of the 2018 Community Conversations Regarding Youth and Caregiver Perspectives of the Connecticut Network of Care

Between January 2018 and April 2018, a replication of the Community Conversation process was completed to gather input from families and youth regarding the Network of Care in Connecticut. A total of 33 conversations including 298 adults and 88 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, 2016 and 2017, 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 with support from an evaluator at 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.

2018 Community Conversations Summary

Strengths of the Network of Care

Access to services. Parents and caregivers report that access to services such as respite and some in-home resources have improved and that these services offer significant support for families. Some family members also report that they are able to access information about services from 211. Youth reported that there are a number of community and school-related resources, such as after-school clubs and sports, and community resources available for them to engage in many of which contain skill-building activities.

Cultural Responsiveness. Families report that there are programs and services that are responsive to their cultural needs and these program and services are highly valued. These programs tend to be actively involved in the community. Community members also reported that some organizations have supported services for Spanish speaking families.

Peer-to-Peer Support. Families value peer support services such as support groups, advocacy and having other family members providing informing about community resources. Families appreciate when community groups come together to form supportive networks.

Individualized Care. Caregivers and youth report more positive results when their treatment and supports are based on the needs that they identify and when the supports encompass the whole family. Caregivers report that there are some agencies that go above and beyond to support the needs of families and youth, these agencies spend the time to understand the needs of each family and work in partnership with families to develop individualized service plans. Youth and caregivers believe that tailoring programs and services to the needs of families and youth is the best strategy.

Care Coordination. Youth and young adults indicated that when youth are supported in navigating different systems, they have better outcomes.

School Resources. Parents value the flexibility inherent in those districts and schools that encourage teachers and school staff to develop creative solutions when problems emerge. Some schools also offer specialized programs such as life skills and provide individualized attention to students which is greatly valued by parents. Families appreciate when there is partnership and collaboration between schools and community resources.

School Staff. Youth report that there are teachers within their schools who clearly enjoy their jobs as evidenced by how they interact with students both in and outside of the classroom. Parents and caregivers also report that there are some dedicated and skilled teachers and school staff who are invested in the students they work with and with their families.

School Leadership. The Board of Education in some communities have established mechanisms to listen to the students encouraging them to present innovative ideas and working with the students to implement these ideas.

Department of Children and Families. Community members noted that DCF has offered support and been responsive to families. They report that some DCF workers are doing a good job responding to the needs of families.

Department of Developmental Services. Families report positive interactions with the Department of Developmental Services and appreciate receiving funding for grants, respite, and camps for youth.

Community Resources. Families report that there are community services such as family resource centers, faith-based resources, and libraries that are supportive of the needs of families in the community. Families report that they value those agencies that are active in the community.

Resources Needed

Information about Services. Families and caregivers report that there is a lack of information about the services that are available. Some report that they do not have access to information about services offered in the community or the schools, and they report that school staff and community providers do not know about all services within the network of care. Families desire a directory of services that have information presented in a straight forward manner without jargon or acronyms.

Access to services. Families and caregivers report that some services are not available to them due to a lack of staff or program capacity to deliver services. Specifically, parents report a need for increased service capacity to provide: advocacy; respite; substance abuse treatment; and ABA services. Youth identified the need to have more contact with their DCF workers. The youth report that DCF foster care staff tend to listen more to the foster parent than the youth when there is a complaint or situation that needs to be addressed.

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.

Referrals to Needed Services. Parents and caregivers report that some agencies do not do a sufficient job of directing families to services that they need or helping families to navigate different systems.

Culturally, Linguistically and Appropriate Services. Parents and caregivers report that there is a need for a more diverse workforce to reflect and respond to the communities being served. They indicate that there is a significant need for more culturally and linguistically appropriate services within the network of care including, but not limited to, translation of program materials for those who do not speak English and improved translation services. Students report that in some schools there not any adults who speak the languages spoken by students within the school.

Respect in School: Youth spoke of a lack of respect in the schools and inconsistency in how students are treated by their teachers with some students getting more attention and others being left behind. Students reported that some teachers speak negatively about students who are not in honors or advanced placement classes.

School Structure: Youth reported that assigning students to tracks as early as middle school, makes it difficult for students not placed in the honors track to be able to take honors and AP classes in high school which limits their opportunities for success.

School Safety: Students want enhanced school safety including additional guards, metal detectors, and training on what to do if there is an active shooter. Families report that students need resources to help deal with concerns surrounding school shootings and bullying.

School Staff. Caregivers and youth report that students need more support in school and indicate the need for additional social workers, guidance counselors, teachers, and school staff. Youth also report that there is often a lack of support and minimal effort to engage them by teachers, guidance counselors, and other school staff.

School Resources: Students spoke of the need for enhanced resources in the schools. There is a need to ensure that the food served in school is edible (e.g., not moldy or spoiled) that restrooms are adequately cleaned, and schools are free of vermin. Youth also report that they do not have access to the resources (e.g., computers, reliable internet connections, innovative teaching strategies such as videos) they need to do their work in school or at home.

Enhanced Curricula: Students expressed the need for the curricula to be improved and to have classes on things that students need to know to be healthy and, to support their peers, including more information on physical and emotional health. The quality of the current curricula and the ability to engage students needs improvement, they specifically recommend enhanced programs on substance abuse prevention and academics such as the ALEKS Math program.

Recreational Activities. Families note that while there are some activities for youth within communities, there is a need for additional free or low-cost community-based recreational activities.

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. In addition, family members advocated for new strategies to prevent school staff and teacher turnover.

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 systems-level and agency decision-making tables. While progress has been made in families having a seat at systems-level tables, families are not included in decision-making for state or local agencies.

Respect for Families. Not all services offered within the network of care are responsive to families and treat families with respect. Caregivers report that some agency staff does not spend the time needed to build a relationship with them that is based on mutual respect leaving some to believe that providers do not care. In addition, families report that some providers do not return phone calls or follow-up with them which can lead to a lack of trust and feeling disrespected.

Respect for Fathers. Caregivers believe that more can be done across systems to respect the role of fathers. Caregivers report that fathers are treated differently than mothers by the system as a whole, and by staff working in the system. Both parents need to be contacted when updates are made regarding a child's care.

Respect for Families Who Are Not English Speakers. Parents and caregivers who do not speak English report that their opinion is not taken into consideration in determining the plan of care for their child and family. The system needs to employ more staff who speak the languages of the families being served so that all families can have a voice in treatment decisions.

Youth Voice: Mechanisms need to be in place across the network of care so that youth can offer ideas and give constructive feedback.

Family Voice. Caregivers and youth should have a say in their plan of care. Community members report not being heard by service providers regarding issues with youth. Some families report DCF making decisions in haste, not listening, and blaming families.

Communication between Providers. Participants report that some agencies do not do a good job of directing families to needed services and helping families navigate services between systems. Caregivers note that there could be better communication between state agencies including DCF, DDS, and DSS. They also report that DCF needs to improve communication between departments within their agency and with families and providers.

School Climate. Students report that the school climate in some places is negative and the students are experiencing bullying, racism, and classism that goes unaddressed. Parents report that there is a lack of respect in the schools. This includes how teachers interact with students and parents; how students interact with teachers and each other; and how parents interact with teachers. There is a need to address this culture to create a more positive educational environment.

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.

Cost of Care. High out-of-pocket costs for services are a burden to families who are already struggling to meet their basic needs.

Transportation. Access to reliable public transportation is a barrier to accessing the services needed by families. Reliable transportation is also a barrier for youth to access activities.

Legal issues. Community members noted that the legal system could use improvement in reducing the length of time it takes for matters to come before the court. It is also noted that offenders need to be monitored more to ensure the safety of victims and the community.

Basic Needs. Community members report needing more affordable housing and more information about housing. Families also note needing more support so that they can stay employed while taking care of a child with medical or mental health needs.

Professional Development

Training for Families and Caregivers. Families appreciate the opportunities to learn during training and workshops. However, additional training is needed to enhance the capacity of family members to be the best advocates for their family. This includes training on the system including, what service options are available and how to access these services, and training for caregivers so they know the questions to ask so that they can determine the most appropriate services and providers for their family.

Staff Training on Culturally Responsive and Linguistically Appropriate Services. Across the network of care, staff needs training regarding how to partner with families and deliver services that are culturally responsive and linguistically appropriate.

Staff Training to Engage Families. Across the network of care training is needed for state department, community agency and school staff who interact with families to enhance their awareness and skills in listening to families and 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.

Staff Training on Supporting Family Voice. Training is also needed throughout the network of care for staff to carefully ask questions about family preferences regarding services and to actively listen to what families are saying, so that family voice is the driver of care decisions. This careful attention to listening to families will facilitate building rapport and enhance trust in the relationship so that families feel comfortable in their work with providers and providers actively partner with families receiving services.

Training for School Staff. Students suggest that teachers receive training on how to treat students with respect and how to interact with each student as an individual. Caregivers report that teachers, paraprofessionals, and other school staff require additional training and ongoing coaching regarding how to identify and support the needs of all children. Parents recommend that community agencies could provide support and training on issues such as working with youth impacted by trauma. In addition to providing the training to school staff, this collaboration could help develop a partnership between community agencies and schools.

Training for the Judicial System. Families indicate that there is a need for court personnel to receive training to help them to understand mental health.

ACKNOWLEDGEMENTS

CONNECTing Children and Families to Care is a statewide initiative to create partnerships among families, state agencies, and service providers at the local, regional and state levels to develop a single-point-of-access or “No Wrong Door” approach to the delivery of children’s services within Connecticut.

We would like to acknowledge the collaboration and contributions of the partnering organizations working on the CONNECTing initiative, as well as, the extraordinary number of local and regional providers and families working on behalf of children with special health and behavioral health care needs.

Our partnering organizations, alphabetically listed, include:



Beacon Health Options serves as the Administrative Service Organization for Medicaid and HUSKY in Connecticut with a mission to help people live their lives to the fullest potential.



The Child Health and Development Institute is a catalyst for improving the health, mental health and early care systems for children in Connecticut with a mission to ensure healthy outcomes for all children in Connecticut by advancing effective policies, stronger systems, and innovative practices.



Working together with families and communities to improve child safety, ensure that more children have permanent families, and advance the overall well-being of children is the central focus of the Department of Children and Families (DCF).



FAVOR INC. is a non-profit statewide, multicultural family-led organization that serves families who have children and youth with mental and behavioral health challenges by providing training, technical assistance, and direct family peer support services.



The State of Connecticut General Assembly Public Acts 13-178 and 15-27 and the PA 13-178 Children’s Behavioral Health Plan Implementation Advisory Board for their planning and implementation role in the behavioral health plan for children.



The Consultation Center at Yale is a university-based organization that offers a range of services, training and research to individuals, organizations, businesses and governmental agencies throughout Connecticut, the U.S. and internationally. The Center’s mission is to promote health and wellness, prevent mental health and substance abuse problems, and enhance equity and social justice.

Additionally, we would like to thank the Substance Abuse and Mental Health Services Administration (SAMHSA) under the U.S. Department of Health and Human Services for grant funding, technical assistance and project oversight.

Codes used to Categorize Community Conversation Data

Service Characteristics = SER

Access to service- SER Access (+/-)
Agency policies- SER Policy (+/-)
Communication with families- SER Commun (+/-)
Individualized- SER Indiv (+/-)
Strength-based- SER Stren (+/-)
Quality of service- SER QService (+/-)
Quality of Staff- SER QStaff (+/-)
Professional Development- SER ProfDev (+/-)
Respect- SER Respect (+/-)
Information- SER Info (+/-)
Culture- SER Cult (+/-)

Schools = SCH

School Resources- SCH Resource (+/-)
School Climate- SCH Climate (+/-)
Professional development- SCH ProfDev (+/-)
Access to services- SCH Access (+/-)
Quality of Service- SCH QService (+/-)
Quality of Staff- SCHQ Staff (+/-)
Respect- SCH Respect (+/-)
Culture- SCH Cult (+/-)
Communication- SCH Commun (+/-)

Community Characteristics = COMM

Community Resources- COMMResource (+/-)
Social Principles- SOCPrin (+/-)

Family Support = FS

Caregiver Support- FS Caregiver (+/-)
Youth Support- FS Youth (+/-)
Recreational- FS Rec (+/-)
Basic Needs- FS Needs (+/-)
Caregiver Training- FS Train (+/-)
Culture- FS Cult (+/-)

System Characteristics = SYS

Family Voice- SYS Voice (+/-)
Family Choice- SYS Choice (+/-)
Insurance- SYS Insure (+/-)
Information-SYS Info (+/-)
Transitions- SYS Trans (+/-)
Communication- SYS Commun (+/-)
Professional Development- SYS ProfDev (+/-)
Policies_ SYS Policy (+/-)
System Gaps- SYS Gaps (+/-)
Advocacy- SYS Advocacy (+/-)
Staff Turnover- SYS Turnover (+/-)
Respect- SYS Respect (+/-)
Culture- SYS Cult (+/-)

Codes				
#	Adult	Code	Comments	Number of Times
1	Adult	Community Resource - COMM_Resource -	Torrington is lacking a higher level of care. Child had to leave the community when she needed to be hospitalized.	Consensus
2	Adult	Community Resource - COMM_Resource -	The teen center does not provide enough supervision- the kids can just go outside on their own- it is a free for all. Not enough activities, no variety of activities. Coe park is a drug hang out.	Consensus
3	Adult	Community Resource - COMM_Resource -	Torrington needs more resources. Another parent said more resources but no higher taxes.	2
4	Adult	Community Resource - COMM_Resource -	Torrington is overloaded, there have been town budget cuts and the principle was fired for advocating for a child whose IEP recommended a paraprofessional.	1
5	Adult	Community Resource - COMM_Resource -	Teen center needs more programs and more of a variety for kids and more supervision.	Consensus
6	Adult	Community Resource - COMM_Resource -	Torrington should have programming for gifted children.	1
7	Adult	Community Resource - COMM_Resource -	Hard to find things in the community. There are not a lot of recreational activities for younger kids for this population and children. Lack of activities for elementary and middle school aged children.	General Agreement
8	Adult	Community Resource - COMM_Resource -	Lack of recreational activities for special needs children and youth.	2
9	Adult	Community Resource - COMM_Resource -	More after school programming. A need for more diverse after school programs, more than just sports (art, technology, music.)	2

10	Adult	Community Resource - COMM_Resource -	More recreational activities, best buddies, unified sports, recreational opportunities for special needs children.	2
11	Adult	Community Resource - COMM_Resource -	Recreational- Parks in Waterbury "stink and are all destroyed." Parks are all but useable. Swing sets have no swings, parks are deteriorating, not safe, and unkept. "Kids don't have a resource."	3
12	Adult	Community Resource - COMM_Resource -	There is little in the way of arts/ museums and culture in Waterbury. Most activities are outside of Waterbury.	
13	Adult	Community Resource - COMM_Resource -	These are all of our kids. Continue to support against stigma of mental health.	1
14	Adult	Community Resource - COMM_Resource -	Lack of staff from different cultures. African father has a strong accent feels he's not understood and sometimes just ignored.	1
15	Adult	Community Resource - COMM_Resource -	Pool pass in Meriden is expensive for families to afford (parents and children pay separate)	3
16	Adult	Community Resource - COMM_Resource -	City pools cost more than YMCA membership (New Britain) (Meriden)	2
17	Adult	Community Resource - COMM_Resource -	Meriden Public Library should have sensory areas for children with disabilities	1
18	Adult	Community Resource - COMM_Resource -	Find a role model to help your child succeed so they can see someone like them succeed.	1
19	Adult	Community Resource - COMM_Resource -	Department of public work- potholes, streets aren't fixed	2
20	Adult	Community Resource - COMM_Resource -	A new welcome agency for new comers.	2
21	Adult	Community Resource - COMM_Resource -	More after school, afternoon, weekend	2

22	Adult	Community Resource - COMM_Resource -	More social entertainment in town- more music concerts on the green.	1
23	Adult	Community Resource - COMM_Resource -	More marketing, promotion for community events, services and activities (look at other communities to imitate).	4
24	Adult	Community Resource - COMM_Resource -	More money for activities.	2
25	Adult	Community Resource - COMM_Resource -	More faith based program that are offered in the community.	2
26	Adult	Community Resource - COMM_Resource -	Offer faith based bible study.	3
27	Adult	Community Resource - COMM_Resource -	Special needs awareness/engagement/educationa l services/programs.	2
28	Adult	Community Resource - COMM_Resource -	Improve application process for services in the community- for food application ie; New Opportunités. Master's Manna has your information in their system.	2
29	Adult	Community Resource - COMM_Resource -	Not being able to get certain services close to home is difficult.	2
30	Adult	Community Resource - COMM_Resource -	Provide equal opportunities for sports and appropriate peer interactions/peer groups for children in special ed.	General Consensus
31	Adult	Community Resource - COMM_Resource -	Not enough community conversations around mental health services	1
32	Adult	Community Resource - COMM_Resource -	Need to be more community centered. Culturally sensitive training for workers.	8
33	Adult	Community Resource - COMM_Resource -	Get to know the community and their needs	7
34	Adult	Community Resource - COMM_Resource -	Better services/ support for grandparents for raising grandchildren	10

35	Adult	Community Resource - COMM_Resource -	Terriville Public Library was cut from being open 52 hours to 35 hours, lost several staff, not open on Saturday's, and now have no new materials purchased.	1
36	Adult	Community Resource - COMM_Resource -	More childcare needed before and after school especially for kids over 6th grade.	3
37	Adult	Community Resource - COMM_Resource -	(Re: school transportation) My daughter's bus is supposed to arrive at 6:38, the other morning it came at 6:23, none of the kids got the bus. The bus shows up at all times, 3 kids didn't go to school the other day because the bus didn't show up. So we got up earlier today and the bus came early so we made it but 2 other kids missed it and missed school. And it's cold and it's still dark. We've called and complained... i called NAME and all i have to do now is fill out a paper. If anything happens, i go through him now and his handling it. (Asked for what his role is. NAME is the parent liaison advocate in NH Public Schools.)	3
38	Adult	Community Resource - COMM_Resource +	Goshen community has been supportive. Parent reached out to the school and fire department to keep an eye out for his child and to help find resources and support.	1

39	Adult	Community Resource - COMM_Resource +	Activities for children were important. Daughter does dance (Center for Dance) and horseback riding. Community based support such as the Open Dale Farm-daughter bonded with the horses and it is therapeutic for her. Martial arts help kids focus and is very helpful. The martial arts facility is willing to work with families on how much they can pay and have a sliding scale fee so parents can afford it. Police Action League (PAL) helps youth with sports and discipline, support and are good role-models. Boys and Girls Scouting programs. The Girl Scouts waive the fee if it is not affordable. The 4H club does not charge anything.	5
40	Adult	Community Resource - COMM_Resource +	Chucky Cheese has sensory Sundays.	1
41	Adult	Community Resource - COMM_Resource +	Cheshire pool accommodates incontinence with appropriate swimwear. Open to population and inclusive.	1
42	Adult	Community Resource - COMM_Resource +	There are swim lessons at the hospital for special care. It is very inexpensive and my son loves it.	1
43	Adult	Community Resource - COMM_Resource +	Best Buddies program, Special Olympics programs provide sport and recreational opportunities.	
44	Adult	Community Resource - COMM_Resource +	Unified sports in school system in region 10. Child has been interested in basketball because the older brother says. Child just started in the basketball program in January.	1

45	Adult	Community Resource - COMM_Resource +	YMCA in town, the child goes to the YMCA under the mentor's membership and they play basketball and other sports and activities.	1
46	Adult	Community Resource - COMM_Resource +	Staywell Health Center- a lot of program, SNAP, OBGYN, Mental Health, Resources	1
47	Adult	Community Resource - COMM_Resource +	Act 4 Ministries- Supports/assists with uniforms for families	1
48	Adult	Community Resource - COMM_Resource +	Now, Inc.- Energy program, pantry, case management services gives resources	1
49	Adult	Community Resource - COMM_Resource +	Cultural and Family support: For one parent from Sri Lanka, she is supported by close knit community within Waterbury. Mother discussed wanted to share the Sri Lanka culture and language of Tamil with her son. Mother also discussed mosque as a community. An albanian mother did not find that the ALbanians in Waterbury have a community but she relies on her sister and other family members for support.	1
50	Adult	Community Resource - COMM_Resource +	Activites- Grandmother of a child with Autism discussed the Autism Walks event. Libraries have activites. Chucky Cheese was mentioned as a place to bring children to play with other kids.	3
51	Adult	Community Resource - COMM_Resource +	Financial supports to aid in father engagement.	4
52	Adult	Community Resource - COMM_Resource +	There is movement in the community. More media coverage of mental health for parents.	1
53	Adult	Community Resource - COMM_Resource +	Some resources that help when leaving prison and reconnecting with workforce.	2
54	Adult	Community Resource - COMM_Resource +	Afterschool programs are helpful.	1

55	Adult	Community Resource - COMM_Resource +	Was invited to a resource fair. Received good information...need more of this.	1
56	Adult	Community Resource - COMM_Resource +	Bringing back community based services, child guidance and other services in the community.	2
57	Adult	Community Resource - COMM_Resource +	Sunday playgroup called Connect to Play in Newington- helpful program and different groups offered for different ages	1
58	Adult	Community Resource - COMM_Resource +	Wallingford Parks and Rec offers activities for children with special needs such as	1
59	Adult	Community Resource - COMM_Resource +	Tuesday story time offered at Meriden Public Library along with crafts, kids really enjoy this	1
60	Adult	Community Resource - COMM_Resource +	Meriden Challengers Baseball program open to children with special needs, program is run through Meriden Little League. Bowling program offered as well	1
61	Adult	Community Resource - COMM_Resource +	The Meriden YMCA offers gymnastic program but you have to pay for membership. YMCA offers scholarship program to help families pay. YMCA membership offers access to pool at Mountain Mist.	2
62	Adult	Community Resource - COMM_Resource +	Community Services Department in City Hall offers information for youth, calendar list of food pantries, and other community resources (New Britain)	1
63	Adult	Community Resource - COMM_Resource +	Meriden Parks and Rec pool pass pays for entire year and access to pools across town	2
64	Adult	Community Resource - COMM_Resource +	Camp Nerden - special needs camp offered in Middlefield- staff trained to work with special needs kids	1

65	Adult	Community Resource - COMM_Resource +	Incentives by local attorneys (like movie passes or sports games for good grades) encourage kids to attend and do well in school.	1
66	Adult	Community Resource - COMM_Resource +	Casa Boricua-Mostly for seniors but a good place to access other resources	5
67	Adult	Community Resource - COMM_Resource +	Meriden Public Library (is close)- accessible for all and also centralized. Able to walk to if you live nearby.	1
68	Adult	Community Resource - COMM_Resource +	Transportation (accessible and cheap)- have a Bus and Train station	2
69	Adult	Community Resource - COMM_Resource +	YMCA- give financial aid support and is also centralized (easy to get to). Has lots of programs for kids if you can afford them.	1
70	Adult	Community Resource - COMM_Resource +	Beat the Street (its free)- programs and activities for children-to keep them off of the street after school	2
71	Adult	Community Resource - COMM_Resource +	Health Department- A lot of information for resources	2
72	Adult	Community Resource - COMM_Resource +	Town Hall- has a social services department	1
73	Adult	Community Resource - COMM_Resource +	New Opportunities-lots of resourcers from housing to food pantries	1
74	Adult	Community Resource - COMM_Resource +	Food banks/Soup Kitchens in churches and at Master's Manna on certain days	3
75	Adult	Community Resource - COMM_Resource +	Salvation Army- Free Mental Health Services, Physicals, rental assistance, soup kitchen	3
76	Adult	Community Resource - COMM_Resource +	Boys and Girls Club- has afterschool activities at an affordable price. They work with the family financially.	1

77	Adult	Community Resource - COMM_Resource +	The programs in school and DCF are all important. I like that they are helping my son. The community resources are also helpful. They provide protection even though it's a small community. I don't see the help in other areas. For me it's been the best.	1
78	Adult	Community Resource - COMM_Resource +	The church help with our kids. Twice a week.	1
79	Adult	Community Resource - COMM_Resource +	After school programs are helpful... kids love the routine	1
80	Adult	Community Resource - COMM_Resource +	PCRC family support group is good ("Natines Group")	3
81	Adult	Community Resource - COMM_Resource +	Watertown has a lot of special ed. sports programs.	1
82	Adult	Community Resource - COMM_Resource +	Good services at IHF	15
83	Adult	Community Resource - COMM_Resource +	Through IHF I got to know the system and been involved to give my children a better way	3
84	Adult	Community Resource - COMM_Resource +	A cooperative police chief who gets it and works with a number of agencies (especially DOMUS) in the area to increase communication and train officers.	3
85	Adult	Community Resource - COMM_Resource +	Library system has made remarkable improvements in engaging diverse population of Stamford. Previously, patrons were predominantly Caucasian but now it is very mixed in terms of use by different racial groups. Library programs have been responsive to community needs, including discussions on everyday democracy and undoing racism.	3
86	Adult	Community Resource - COMM_Resource +	Domestic violence shelter and men's shelter are helpful	1
87	Adult	Community Resource - COMM_Resource +	Summer activities for youth through various entities are rich, whether through City of Stamford or other organizations.	3

88	Adult	Community Resource - COMM_Resource +	Plymouth Parks and Rec has given the kids something to be involved in and has coaches as mentors, its affordable, and has year round activities. Summer camp is affordable and gives school aged children something to do- each week has a theme such as field trips, water slide, ice cream truck, Police K-9, and talent shows.	All
89	Adult	Community Resource - COMM_Resource +	Plymouth Police Department has officers that try to connect with the kids. They are understanding and helpful. Police Chief shared strategies that the family provided with officers on how to deal with their child with mental health needs.	1
90	Adult	Community Resource - COMM_Resource +	Fire Department Junior Corp and Ambulance Explorers- gives kids an opportunity to learn and get involved in the community, real life experience, and offer emergency service trainings.	All
91	Adult	Community Resource - COMM_Resource +	The library offers many programs especially for kids pre-school to 6th grade.	All
92	Adult	Community Resource - COMM_Resource +	Boy Scouts and Girl Scouts is a resource for youth. There is a Boy Scout camp In the town that is available and utilized by the schools and community groups to support the youth in the community.	1
93	Adult	Community Resource - COMM_Resource +	Wellness center comes 2x a month to provide services to help families.	1
94	Adult	Community Resource - COMM_Resource +	Food Pantry exists in town as a resource to provide food for the community.	All

95	Adult	Community Resource - COMM_Resource +	Channel 3 kid camp is amazing. They allow kids to come with disabilities and behavioral issues and they can still be included in the camp experience.	
96	Adult	Community Resource - COMM_Resource +	The Resource Center at Troup School was most helpful. I'm trying to get it back by volunteering. I spoke with the principle. I'm trying to get the services back. Legal Services, CAA (community action agency), diaper bank, early bird drop-off program were all helpful.	2
97	Adult	Community Resource - COMM_Resource +	Diaper banks and food banks that come once a month.	1
98	Adult	Social Principles - COMM_SocialPrin -	Cultural indifference	3
99	Adult	Basic Needs - FS_Needs -	Financial strain due to lost work and wages to attend appointments and court. Financial ccost for counseling for all children in the home impacted by an even, hospital bills, medical bills, etc. Financial strain across the board. There are programs out there to help but for them to pay you need to first show a receipt that it was paid and often families do not have the resources to pay first. The financial help comes when the court case starts but families need help earlier. Most of the costs occur at the time of the crime and shortly afterwards but it takes a while to get to the court process and by then people's housing and utilities can be at risk. Reimbursements should be sooner. The process, not the paperwork, is overly complicated and they nitpick the responses on the application.	All

100	Adult	Basic Needs - FS_Needs -	When people are actually getting their needs met, the children and families are successful.	
101	Adult	Basic Needs - FS_Needs -	Housing is becoming an issue now that son is 21; mom has gone to probate but state won't provide funding to support his son. Son cannot live by himself. 2700 people are on a waitlist. The only way for him to get help is for him to go to a hospital or for the mom to die. State does not pay for residential but pays for day school. 60 people are on the emergency list – they have nowhere to go; go to hospital or respite.	1
102	Adult	Basic Needs - FS_Needs -	More information on affordable housing for the spanish community	3
103	Adult	Basic Needs - FS_Needs -	Support with getting the help families need in certain areas so kids can stay with their families. It's not always about neglect.	1
104	Adult	Basic Needs - FS_Needs -	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-judgemental.	All
105	Adult	Basic Needs - FS_Needs -	More focus on the workforce. People really do want to work.	1
106	Adult	Basic Needs - FS_Needs -	There has to be sensitivity to people's needs.	2
107	Adult	Basic Needs - FS_Needs -	Cost of Housing is high. Unable to find affordable housing.	2
108	Adult	Basic Needs - FS_Needs -	Cost of living is high- Economy is not good.	2
109	Adult	Basic Needs - FS_Needs -	Improve application process for services in the community- for food application ie; New Opportunitites. Master's Manna has your information in their system.	2

110	Adult	Basic Needs - FS_Needs -	Families need housing, food, transportation; these basics need to be met before families other needs are addressed.	1
111	Adult	Basic Needs - FS_Needs -	Don't meet family's needs	4
112	Adult	Basic Needs - FS_Needs -	Public housing is for people 55 and older. No public housing for younger households. Affordable housing is a problem. High taxes for homeowners.	2
113	Adult	Basic Needs - FS_Needs -	Supporting families with basic needs- food, clothing, and shelter.	1
114	Adult	Basic Needs - FS_Needs +	WIC program-Nurtrition for children, Food	3
115	Adult	Basic Needs - FS_Needs +	Chrysalis Center-very helpful for those in need of emergency shelter and counseling in regards to physical and sexual assault	2
116	Adult	Basic Needs - FS_Needs +	Town Hall- has a social services department	1
117	Adult	Basic Needs - FS_Needs +	New Opportunities-lots of resourcers from housing to food pantries	1
118	Adult	Basic Needs - FS_Needs +	Food banks/Soup Kitchens in churches and at Master's Manna on certain days	3
119	Adult	Basic Needs - FS_Needs +	Birth Right 0-3 program, helps families from pregnancy to 3 years old with diaper banks/clothing	2
120	Adult	Basic Needs - FS_Needs +	Salvation Army- Free Mental Health Services, Physicals, rental assistance, soup kitchen	3
121	Adult	Basic Needs - FS_Needs +	Food Stamps- still able to access.Helps with their finances.	1
122	Adult	Basic Needs - FS_Needs +	WIC (0-5)- Program is welcomed. Assists with milk and formulas.	3
123	Adult	Basic Needs - FS_Needs +	Workforce and Labor Department-Group forgot the name of the actual place that helps with job searchers and resumes. They are able to get assistance im job hunt.	1

124	Adult	Basic Needs - FS_Needs +	Food Pantry exists in town as a resource to provide food for the community.	All
125	Adult	Caregiver Support - FS_Caregiver -	Biological families: "sometimes dealing with the bio-families is more harmful." It can impact the kids negatively and can be very emotional. The bio connection can be wonderful but it is not wonderful without the social workers' involvement. Bio fam often blames foster families. DCF social workers need to initiate & oversee the connection between the bio-family & foster-family in order for it to be successful	Consensus
126	Adult	Caregiver Support - FS_Caregiver -	Relative/kinship caregivers- only get 9 hours if that of training and are left on our own.	3
127	Adult	Caregiver Support - FS_Caregiver -	MST takes a whole family approach- need services that provide individual support and whole family support.	1
128	Adult	Caregiver Support - FS_Caregiver -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	

129	Adult	Caregiver Support - FS_Caregiver -	The process is too long- the cases get continued and continued and continued- it impacts working families but the court does not care. One parent talked about son getting into trouble for vandalism- son turned himself in, got probation and community service- it should have been a quick process. Son got more than others with more serious offenses. Inconsistent-depends on the judge. A judge can be lenient or strict. The courts are behind the times. Few years back the courts said you should all be treated like adults every crime and punishment perspective but now there is a shift to understanding kids but people in the system are still on the older model and perspective. Another discussed that the court system does not do well with mental illness- they did not identify a mental health issue or send the child to a program.	
130	Adult	Caregiver Support - FS_Caregiver -	PHP at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapist.	Consensus
131	Adult	Caregiver Support - FS_Caregiver -	Susan B. Anthony, helpful for domestic violence support. It is hard to talk about outside the group and with people who do not understand. Often get questions like, "why didn't you leave?" from those who do not understand.	3
132	Adult	Caregiver Support - FS_Caregiver -	The lawyer help with custody but parents felt like they had an uphill battle from square 1.	3

133	Adult	Caregiver Support - FS_Caregiver -	<p>Financial strain due to lost work and wages to attend appointments and court. Financial cost for counseling for all children in the home impacted by an even, hospital bills, medical bills, etc. Financial strain across the board. There are programs out there to help but for them to pay you need to first show a receipt that it was paid and often families do not have the resources to pay first. The financial help comes when the court case starts but families need help earlier. Most of the costs occur at the time of the crime and shortly afterwards but it takes a while to get to the court process and by then people's housing and utilities can be at risk. Reimbursements should be sooner. The process, not the paperwork, is overly complicated and they nitpick the responses on the application.</p>	All
134	Adult	Caregiver Support - FS_Caregiver -	<p>The system is set up to protect the offender and the victim continues to be victimized by the offender. The systems-police, courts, DCF, child support do not hold the offender accountable. One mother discussed father/offender was released after court. While she is now responsible for all the child's care, treatment, and picking up the pieces as a single mother while the father is now free to do as he wishes and goes on vacations. The father is not being held accountable and has zero consequences and zero responsibilities.</p>	All

135	Adult	Caregiver Support - FS_Caregiver -	<p>All the family members agreed that the timeline between the disclosure of a crime and the offender actually getting charged is too long. And even after being charged, they are released quickly. One family member reported that after the disclosure, it took 6 months before the charge, due to the investigation period and then offender was released in one day. All the while she feared for her safety and the safety of her child. In addition, the court case can go on for 2-3 years without progress due to continuance. One group member discussed the slowness of the system. The police treat the investigation as a criminal trial and need to have all the evidence before the arrest but families need the arrest to happen right away. These types of court cases need to be looked at individually and set up a different process. System was slow and the child feared that offender would come back- what do you say to your child. You say it will be ok but you don't know yourself. Should treat it like a murder where they take the suspect into custody right away and investigate it while the person is in custody.</p>	All
136	Adult	Caregiver Support - FS_Caregiver -	<p>There is inadequate monitoring of offenders while on release and the victims feel unsafe. Victims continue to be fearful, constantly looking over their shoulder, may need to move to feel safer. Lack of follow through one offender was arrested on another charge while on parole and little happened. The charges get knocked down during the plea deal.</p>	All

137	Adult	Caregiver Support - FS_Caregiver -	<p>DCf gave one parent misinformation. Father was told he could not see the kids because his own father was the perpetrator. The mother told them not to let the grandfather see the child but they never reached out to him. The father called DCF and got nowhere. It ended up causing rifts in the family. Others said that DCF workers were hard to get ahold of and not responsive by phone. Family member felt victimized by the system. DCF doesn't know how to talk to people. Families are fearful that DCF will take away their kids. The things DCF workers said made sense but they need to work on how they say things. The way DCF explains it sounds like blame, i.e., "how could you let it happen in your house, under your roof?"</p>	All
138	Adult	Caregiver Support - FS_Caregiver -	<p>Victims go through a lot, flashbacks especially when the offender is getting released emotional and physical symptoms.</p>	2
139	Adult	Caregiver Support - FS_Caregiver -	<p>Insurance - even if you have good insurance, they fight you. Insurance sucks! They profit for not doing their job, insurance for profit-they line their pockets and benefit by not covering things. The co-pays can add up. You need to advocate for yourself. One family member discussed that the insurance company took money back from a doctor and now the family is being billed for something they thought was covered.</p>	Consensus

140	Adult	Caregiver Support - FS_Caregiver -	Develop services for fathers, everything is geared towards mothers and women.	3
141	Adult	Caregiver Support - FS_Caregiver -	Calling providers 3 or 4 times for an appointment and it is confusing for families and have barriers within an agency.	
142	Adult	Caregiver Support - FS_Caregiver -	Parents with disabilities themselves have trouble receiving services and help.	
143	Adult	Caregiver Support - FS_Caregiver -	VEYO medical cab told family they couldn't have a ride unless they paid them themselves. The driver insisted the person pay a sizeable sum of money for the ride.	
144	Adult	Caregiver Support - FS_Caregiver -	DCF foster care issues with paperwork and medical issues. Foster children can't get good medical care unless the social worker is on top of it.	
145	Adult	Caregiver Support - FS_Caregiver -	When people are actually getting their needs met, the children and families are successful.	
146	Adult	Caregiver Support - FS_Caregiver -	Have more services for families transitioning from birth to three programs to regular ed.	
147	Adult	Caregiver Support - FS_Caregiver -	There needs to be additional supports for the caregivers	

148	Adult	Caregiver Support - FS_Caregiver -	<p>Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.</p>	2
149	Adult	Caregiver Support - FS_Caregiver -	<p>Regarding services, parent said, "They send you down roads and roadblocks, Can't the agencies do the legwork for you. Child has behaviors such as punching windows. If the child is not sent to the hospital then there is nothing that they can do about it. It's circular, we've been down every road. Case worker said, "if he's not on the ambulance, don't call me."</p>	General Agreement

150	Adult	Caregiver Support - FS_Caregiver -	<p>It's overwhelming to handle all the pieces. Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.</p>	Consensus
151	Adult	Caregiver Support - FS_Caregiver -	<p>A certain number of hours of service are provided weekly but if the parent needs more then they need to pay out of pocket.</p>	
152	Adult	Caregiver Support - FS_Caregiver -	<p>Meetings like this, inforamtional meetings, support groups, providers and families coming together. Also support groups at ideal times with childcare/ or funding for childcare and more local like in a local library or church.</p>	Consensus
153	Adult	Caregiver Support - FS_Caregiver -	<p>Police need to be trained on behavioral health issues. Give the police a heads up. Police may not know what to do. Parents fear that the police may restrain the child. One parent talked about one town in which it was a meet your local first responders day. Families met their local police and got to know them. Questionnaire for families that go to the police so police are aware in case they get called to the home of a child with special needs.</p>	General Agreement

154	Adult	Caregiver Support - FS_Caregiver -	Providers need to accommodate times for families. More staff for weekends and evenings.	Consensus
155	Adult	Caregiver Support - FS_Caregiver -	Parent was interested in ASD services and what they could afford but did not want to risk losing BSP services. Did not know how one service might affect the other.	1
156	Adult	Caregiver Support - FS_Caregiver -	One family member was on the verge of getting the BSP program but due to the budget freeze, open slots are now closed. DDS cuts, no longer have case management for people under 18. They used to have 18 transitions advisors but that number has been cut to 2 people for the whole state.	2
157	Adult	Caregiver Support - FS_Caregiver -	DSS (Medicaid) wanted family to have to spend a lot of money for the programs. It is costly if families have resources.	1
158	Adult	Caregiver Support - FS_Caregiver -	Response time from schools to families is too long or not at all.	2
159	Adult	Caregiver Support - FS_Caregiver -	Community System Inclusion (CSI)-seemed like a good program but when parent selected another and wanted to return to CSI, she did not get calls back. Parent feels selecting the other program may have lead them to be holding it against her.	1
160	Adult	Caregiver Support - FS_Caregiver -	Parents felt that they are not well-versed in the programs for transitioning to adulthood.	2

161	Adult	Caregiver Support - FS_Caregiver -	School system updates are not timely or accurate. Schools say child is progressing but not really progressing. Parent did not want her child just to progress but to succeed. One parent also said that the school system was "strongly suggesting medication" said things like, "its not a bad thing to put your child on meds."	2
162	Adult	Caregiver Support - FS_Caregiver -	Parents are overwhelmed. Between the paperwork and all the hoops you have to jump through. Social workers can help with the process, help with the paperwork and help navigate the system.	2
163	Adult	Caregiver Support - FS_Caregiver -	Make it easier for families to find services, access and information for families.	2
164	Adult	Caregiver Support - FS_Caregiver -	Meetings that happen in Hartford are not convenient to parents in other parts of the state	1
165	Adult	Caregiver Support - FS_Caregiver -	Pediatrician was very helpful in providing services and suggestions and even helped parents go to the legislative office system to advocate.	2
166	Adult	Caregiver Support - FS_Caregiver -	Wishes families were more forceful in asking for services; for example a child has no ADL – (activities for daily living) on child's PPT; parents should be advocating for this.	1
167	Adult	Caregiver Support - FS_Caregiver -	Lack of extended family supports; friends do not have the skills or the abilities to deal with children's aggression	3

168	Adult	Caregiver Support - FS_Caregiver -	The needs of the parents go along with what the budget is of the school system; parents have to push back and be strong about the services that the children need; parent would suggest things such as apps that could be used by child but would get a response saying it is not needed or not in the budget. Family had to go to the extreme of getting an advocate and an attorney to make the school system listen.	2
169	Adult	Caregiver Support - FS_Caregiver -	Housing is becoming an issue now that son is 21; mom has gone to probate but state won't provide funding to support his son. Son cannot live by himself. 2700 people are on a waitlist. The only way for him to get help is for him to go to a hospital or for the mom to die. State does not pay for residential but pays for day school. 60 people are on the emergency list – they have nowhere to go; go to hospital or respite.	1
170	Adult	Caregiver Support - FS_Caregiver -	Getting son on social security benefits was very overwhelming for parent. It was a huge undertaking involving probate etc. Mom felt that it was overwhelming but doable; feels for families who do not have the skills or resources to do it	1
171	Adult	Caregiver Support - FS_Caregiver -	Would like to get more services; it is becoming more difficult for one parent to be alone with child 2	2
172	Adult	Caregiver Support - FS_Caregiver -	Lower functioning populations have more difficult	2
173	Adult	Caregiver Support - FS_Caregiver -	Had to pay out of pocket for four months because they did not want to lose worker that was good with son	2

174	Adult	Caregiver Support - FS_Caregiver -	Need help with aggression of son now that he is getting older and more difficult to manage	2
175	Adult	Caregiver Support - FS_Caregiver -	Having statewide meetings more locally or finding ways to involve parents all over the state to have their voices being heard.	1
176	Adult	Caregiver Support - FS_Caregiver -	Making all acronyms from all state agencies and providers clearer for families	1
177	Adult	Caregiver Support - FS_Caregiver -	Respite is not consistent; there is no one on one at the respite center and only one respite center in their areas; family was not contacted when there is an opening at a respite center; it is also hard to request to get into the respite center-family has a mix up with dates and scheduling and found the respite center was not flexible with them.	2
178	Adult	Caregiver Support - FS_Caregiver -	Hospital has discharged child prematurely from the hospital when parent felt that child was still presenting issues that should have kept him in the hospital.	2
179	Adult	Caregiver Support - FS_Caregiver -	Although Light House is a food program, they do not have groups after 5:30pm	3
180	Adult	Caregiver Support - FS_Caregiver -	Traditional mental health system is not meeting the needs of the DDS families. Family went to UCFS for diagnostic testing and counseling. Family was told that they were being discharged due to being too much of a challenge. Family didn't thing that this was fair due to both children in the home being verbal. Family was told to do more DDS services and to have a structured enviroment at home like school.	1

181	Adult	Caregiver Support - FS_Caregiver -	Families have not received many different means of coping strategies with children; suggestions for taking a long walk are good but other creative ideas are not given	1
182	Adult	Caregiver Support - FS_Caregiver -	Family asked for 24th care for son but was refused. Family felt that DCF accused them of not having eyes on child 24 hours a day when they have already asked for services.	2
183	Adult	Caregiver Support - FS_Caregiver -	Be your child's best advocate- parents have to learn to advocate for their children.	1
184	Adult	Caregiver Support - FS_Caregiver -	Families should be receiving more information regarding available resources.	1
185	Adult	Caregiver Support - FS_Caregiver -	Parents need to be helped to keep their children at home.	2
186	Adult	Caregiver Support - FS_Caregiver -	Immigration status of families in community- families scared to apply for programs at Now, Inc. due to not knowing if they will be deported	2
187	Adult	Caregiver Support - FS_Caregiver -	More informational documentation translated into spanish	2
188	Adult	Caregiver Support - FS_Caregiver -	More medical staff that is bilingual within the community	3
189	Adult	Caregiver Support - FS_Caregiver -	One mother was struggling to find the 30 hours of in home services that her pediatrician recommended for her son. Mother would like to bring her son out more but he runs wherever he is in the community so it is difficult for her. Having another person assist her with the child in the community would offer her and her son more opportunities.	1

190	Adult	Caregiver Support - FS_Caregiver -	One parent had a negative experience at Waterbury Hospital ER for her child. It was over a 3hr wait time. The 2.5 year old was running on 102 fever and vomiting all the while with little help. Another rparent spoke of the long wait time at St. Mary's ER with her sick child.	2
191	Adult	Caregiver Support - FS_Caregiver -	Intensive in-home support for parents needed extra help. Help bringing the child into the community activities.	2
192	Adult	Caregiver Support - FS_Caregiver -	Support groups for parents to enhance sharing of information, building a support network, opportunities to learn from each other.	3
193	Adult	Caregiver Support - FS_Caregiver -	We reach out for help then they blame everything on us. Volunteering information is a curse.	1
194	Adult	Caregiver Support - FS_Caregiver -	Not treating fathers the same as mothers are treated.	All
195	Adult	Caregiver Support - FS_Caregiver -	Fathers never have a voice. They are often stigmatized by the system.	All
196	Adult	Caregiver Support - FS_Caregiver -	Not enough education for parents and grandparents so they can understand whats going on with their kids.	2
197	Adult	Caregiver Support - FS_Caregiver -	We are treated like we don't know anything because we're never given the opportunity to meaningfully be involved.	2
198	Adult	Caregiver Support - FS_Caregiver -	These are all of our kids. Continue to support against stigma of mental health.	1
199	Adult	Caregiver Support - FS_Caregiver -	Maintain families. Support as needed.	4
200	Adult	Caregiver Support - FS_Caregiver -	Support with getting the help families need in certain areas so kids can stay with their families. It's not always about neglect.	1

201	Adult	Caregiver Support - FS_Caregiver -	Make things more accessible to families. Not everyone has computers or smart phones.	1
202	Adult	Caregiver Support - FS_Caregiver -	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-judgemental.	All
203	Adult	Caregiver Support - FS_Caregiver -	Too much paperwork-families are constantly filling out multiple forms of the same paperwork. There should be a system that keeps information stored.	2
204	Adult	Caregiver Support - FS_Caregiver -	Communicate with other parents to find providers.	
205	Adult	Caregiver Support - FS_Caregiver -	The YMCA only gives 4 weeks in the summer but the minimum is \$100. It's too expensive. I would like to bring them there because it teaches them swimming but it doesn't make sense because I don't have the income so its extra \$400 a month for childcare.	6
206	Adult	Caregiver Support - FS_Caregiver -	My son is older and he disabled. There are handicapped bathrooms but I am unable to enter with him. I cant bring him into the women's bathroo, at the YMCA in Brookfield. He cant go in by himself. They escorted me out the building.	2
207	Adult	Caregiver Support - FS_Caregiver -	They have been hitting my son by the school and they are against me no one helps. The police has been agaisnt me. DCF called me and told me that my son has been hit. I have reports and have 3 people that are willing to speak on my behalf. They blame my son of being a liar.	5

208	Adult	Caregiver Support - FS_Caregiver -	Service providers don't take the time to help even when we are explaining to them and advocating for our kids. But they are rushing us out. We would want someone to navigate us and link us.	12
209	Adult	Caregiver Support - FS_Caregiver -	They wont help me but will help my son.	6
210	Adult	Caregiver Support - FS_Caregiver -	They wont help me but will help my son.	6
211	Adult	Caregiver Support - FS_Caregiver -	Juvenile court doesn't take parents serious.	1
212	Adult	Caregiver Support - FS_Caregiver -	Transportation many families don't drive.	2
213	Adult	Caregiver Support - FS_Caregiver -	Opportunities for building our advocacy skills aren't out there. We're looking for something for autism moms to talk to other moms and we couldn't find anything around here. I thought there were was more out there other than 2 parts of the state. There's nothing in the Valley for this. If she (daughter who is a mom of toddler child with autism) could find a group that would be helpful to see what's the autism versus what's just "being a 2 year old."	1

214	Adult	Caregiver Support - FS_Caregiver -	Look at all of the school shootings. They keep saying it's about gun control but this is about mental health issues. This last one, he was a loner, a weirdo...do you know what happens if she goes off her meds (daughter), I would have to go to court. These mental patients, they have rights. But what about the rest of us? They're going out and shooting schools. Caregivers have to be afraid. You don't think NAME mother wasn't afraid? She was afraid. We need to change that when they're off their meds, the judge should put them in the hospital for 3 months where their meds are regulated and they don't come out and go off of them. It's not a gun issue. They could go in with bombs or knives, it's not about the guns.	2
215	Adult	Caregiver Support - FS_Caregiver -	DCF wants to separate children. Because I did not give my disabled child meds they gave the kids to a non-relative person instead. The kids should be with family instead of strangers regardless.	3
216	Adult	Caregiver Support - FS_Caregiver -	DCF is little to no help/support	1
217	Adult	Caregiver Support - FS_Caregiver -	DCF makes it hard for families to keep the kids within the families	3
218	Adult	Caregiver Support - FS_Caregiver -	Parents rights are taken away way too fast. When dealing with DCF our parental right are taken away eventually	5
219	Adult	Caregiver Support - FS_Caregiver -	Be family friendly/family centered/respectful	4
220	Adult	Caregiver Support - FS_Caregiver -	Better services/ support for grandparents for raising grandchildren	10

221	Adult	Caregiver Support - FS_Caregiver -	Parents are not equipped (not receiving enough support and education) to manage children through middle school years.	2
222	Adult	Caregiver Support - FS_Caregiver -	Help for families to connect between school, daycare, and home.	1
223	Adult	Caregiver Support - FS_Caregiver -	Parents may find it easy to rely on providers for support	
224	Adult	Caregiver Support - FS_Caregiver -	Offering more sensory friendly events for families to come to. Have more capability, channel 3 camp for the disability camp. Staff could handle them. 2 weeks.	
225	Adult	Caregiver Support - FS_Caregiver -	I've heard a lot of stories from families that have to fight to get their kid to ACES (school). I understand that the BOE is supposed to pay for kids to go to a different school. Parents of children with special needs have it hard... no support system. I can't work because i can't trust the bus system so i pickup/drop off my kids to school. If the (bus company) have a contract to pick up and drop off kids for school the (bus contractors) need to hit the contract where it hurts. They can't handle kids with special needs.	1
226	Adult	Caregiver Support - FS_Caregiver -	Knowing other families has helped me find helpful resources.	
227	Adult	Caregiver Support - FS_Caregiver -	Communicate with other parents to find providers.	
228	Adult	Caregiver Support - FS_Caregiver +	Other foster parents, help ourselves and coordinate the care.	1
229	Adult	Caregiver Support - FS_Caregiver +	Buddy Program	

230	Adult	Caregiver Support - FS_Caregiver +	<p>The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot- he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can continue in the support group even when your child is all set and others agreed. Agency is very consistent, they support you with stress from home-you do not feel alone. Staff help you navigate the DCF system-they hold your hand through the process. The support group and clinicians help families navigate and provide support even outside the office venue. The staff work well with other agencies and know people at the other agencies, they have built relationships that open the door. They go above and beyond, care about you, and focus on whole the family.</p>	9
231	Adult	Caregiver Support - FS_Caregiver +	<p>Favor -for children on the spectrum, favor has been helpful. One parent talked about his worker NAME and how much help she has been. He can call her anytime for support and guidance.</p>	1
232	Adult	Caregiver Support - FS_Caregiver +	<p>JRI Justice Resource Institute- new DCF program 4 day a week, intensive in-home program. One day is mentoring with the child, another day is a child-family session, it is a "whole family model."</p>	1

233	Adult	Caregiver Support - FS_Caregiver +	The VOCA support group is helpful. It provides understanding-a common shared experience. You can talk about anything and people understand, so you do not feel alone. It is important to have specialized support groups around a common experience.	All
234	Adult	Caregiver Support - FS_Caregiver +	Susan B. Anthony, helpful for domestic violence support. It is hard to talk about outside the group and with people who do not understand. Often get questions like, "why didn't you leave?" from those who do not understand.	3
235	Adult	Caregiver Support - FS_Caregiver +	Center for Youth and Families is helpful. Staff have been very helpful throughout. IF you call fo help, they help. Very family-friendly. Have services for your children as well. These issues affect the whole family, and other children need support too.	All
236	Adult	Caregiver Support - FS_Caregiver +	DCF CAIT team was very supportive and felt the process was helpful. DCF helped with referrals.	All
237	Adult	Caregiver Support - FS_Caregiver +	State police were supportive as much as they could be. Another parent found the police to be very supportive and helpful as well. One parent said the police drove by her house regularly to make sure she was safe.	3
238	Adult	Caregiver Support - FS_Caregiver +	Goshen community has been supportive. Parent reached out to the school and fire department to keep an eye out for his child and to help find resources and support.	1

239	Adult	Caregiver Support - FS_Caregiver +	Many parents spoke about the support and flexibility they received from their employers. Families needed the flexibility for follow-up appointments and court dates and employer support and understanding was vital getting through it all.	All
240	Adult	Caregiver Support - FS_Caregiver +	Friends and others who have been through this shared experience support one another through the court process.	Consensus
241	Adult	Caregiver Support - FS_Caregiver +	Providers can develop a good team around a family, and how much better the outcome can be.	
242	Adult	Caregiver Support - FS_Caregiver +	I couldn't get along without my DDS supports. The in-home supports have been very helpful.	2
243	Adult	Caregiver Support - FS_Caregiver +	Private-hire (direct hire) is much better than the agencies hiring staff, There is a better rapport between the other and the hired worker based on my experiences and what I have heard from others. The paperwork is easy to complete and you can get help with it if needed. Staff is more consistent because you chose them and the child has better attachment.	3
244	Adult	Caregiver Support - FS_Caregiver +	There are grants to help from DDS. The family grants are helpful but BPS has been better. The family grant does include behavioral support but the BPS program has home support and a home behaviorist ABA therapist.	3

245	Adult	Caregiver Support - FS_Caregiver +	Family grants, can apply 2x year for behavioral supports that can be used for a variety of things; respite care, security fences, summer camps. There are some more specific grants respite grants that can only be used for respite care.	2
246	Adult	Caregiver Support - FS_Caregiver +	Beacon Health (BHO) was very helpful with getting an in home provider (BCBA). Helped with the process and good communication.	1
247	Adult	Caregiver Support - FS_Caregiver +	DDS Behavioral Services Program (BSP). Family member said that the program provides a 30 hours per week mentor behaviorist. The mentor provides 50% respite when the child and mentor go out to do activities in the community and 50% working with family together. The behaviorist has not been in place since last April at Ed Advance in Torrington but the mentor has been consistent for 3 years. The mentor tries new ways to deal with behaviors and it has been working.	1
248	Adult	Caregiver Support - FS_Caregiver +	Institute of Professional Practice came in everyday and worked with the family on creating a schedule. IPP worked around the family's schedule.	1
249	Adult	Caregiver Support - FS_Caregiver +	DCF became involved during an unsubstantiated report related to parent's bus deiving job. DCF tried to help find services for her child who was riding in the bus with her.	1

250	Adult	Caregiver Support - FS_Caregiver +	Respite care – Family receives respite every quarter. Families get a weekend allocated to the families to go to a respite care house; four days are given to the family.; family are not ready for the overnight stays; respite care staff have around the hours staff; kids are groups are grouped by age ; gives families the ability to have one on one time with other children in the families who do not have behavioral issues	2
251	Adult	Caregiver Support - FS_Caregiver +	Parents went to receive trainings at CPAC (CT Parent Advocacy Center) and found this useful.	2
252	Adult	Caregiver Support - FS_Caregiver +	ARC– Autism Resource Center - learned many resources; attended the boot camp for understanding the IEP; they do have programs as well. However the programs only serve high functioning children	2
253	Adult	Caregiver Support - FS_Caregiver +	Light House- day treatment facility, vocational program and extended day program that focuses on self-help skills and taking people out into the community; child is in the extended day group and may be able to stay in the program until 21. Light House also has group home options.	2
254	Adult	Caregiver Support - FS_Caregiver +	DDS had home visits to family to bridge gaps that family has been receiving. DDS has also visited child's school.	2
255	Adult	Caregiver Support - FS_Caregiver +	FAVOR - Family Peer Support Specialist has been a support in the home for the family in linking to resources.	2
256	Adult	Caregiver Support - FS_Caregiver +	Care coordination is a support to family.	2

257	Adult	Caregiver Support - FS_Caregiver +	DDS grant money-family is receiving small amount that will help with services and respite for a few weekends this summer.	2
258	Adult	Caregiver Support - FS_Caregiver +	FRC Playgrounds- provides Socialization for children, peer-peer support for families, field trips, home visits	3
259	Adult	Caregiver Support - FS_Caregiver +	Family supports-happens immediately	2
260	Adult	Caregiver Support - FS_Caregiver +	Church (faith base) supports families	3
261	Adult	Caregiver Support - FS_Caregiver +	Family Resource Center at Woodrow Wilson has a playgroup for children. It helps the children socialize, learn how to play together and interact. Without the group, the children would be isolated. One mother said that her son only talks to the father and herself but tends to play alone rather than play with other children. SHe brought the child to the resources ceenter so that he could get used to socializing and learn to play with other children. FRC also offers these families a chance to interact, support and learn from each other.	3
262	Adult	Caregiver Support - FS_Caregiver +	Cultural and Family support: For one parent from Sri Lanka, she is supported by close knit community within Waterbury. Mother discussed wanted to share the Sri Lanka culture and language of Tamil with her son. Mother also discussed mosque as a community. An albanian mother did not find that the ALbanians in Waterbury have a community but she relies on her sister and other family members for support.	1

263	Adult	Caregiver Support - FS_Caregiver +	There is movement in the community. More media coverage of mental health for parents.	1
264	Adult	Caregiver Support - FS_Caregiver +	Was invited to a resource fair. Received good information...need more of this.	1
265	Adult	Caregiver Support - FS_Caregiver +	People have started working on respecting a family's culture. There is a greater respect for culture.	1
266	Adult	Caregiver Support - FS_Caregiver +	Parents share resources with one another- networking and support between parents	1
267	Adult	Caregiver Support - FS_Caregiver +	Inspiration support group (Marta) - able to connect with other families in similar situations and learn about other resources	2
268	Adult	Caregiver Support - FS_Caregiver +	Birth Right 0-3 program, helps families from pregnancy to 3 years old with diaper banks/clothing	2
269	Adult	Caregiver Support - FS_Caregiver +	Food Stamps- still able to access.Helps with their finances.	1
270	Adult	Caregiver Support - FS_Caregiver +	SCOW- (Spanish Community of Wallingford) located in Wallingford but accessible for Spanish Speaking families in Wallingford and Meriden- resources, assistance and programs for youth and families	2
271	Adult	Caregiver Support - FS_Caregiver +	Family reports getting \$500/mo in social security benefits to help child as a strength	1
272	Adult	Caregiver Support - FS_Caregiver +	The fact that support groups are happening across the state to support families is a strength	3

273	Adult	Caregiver Support - FS_Caregiver +	For me the positive is my son's school they have helped me for years and he is progressing. They have helped me in therapy. My son suffers from anxiety also and because he doesn't like lecture they help him and I like that. What I don't like its in family and children.	1
274	Adult	Caregiver Support - FS_Caregiver +	The area of medicine is very important and I appreciate it because I was always worried and they helped me. They are supportive.	1
275	Adult	Caregiver Support - FS_Caregiver +	I participate in another group that help with my son called gaffa. This is a mom who is Brazilian who started a support group focused on families who speak Portuguese. It just started. They unite on Saturday between 4-5. We have different conversations.	2
276	Adult	Caregiver Support - FS_Caregiver +	Parent support is helpful resource	1
277	Adult	Caregiver Support - FS_Caregiver +	Can bring supports to PPT that can help you advocate. Sometimes they ask questions you don't think of.	2
278	Adult	Caregiver Support - FS_Caregiver +	We like the new location of Clifford Beers in Hamden for my son. I was told that they were going to set up a parent group to happen at the same time because I'm already there. They have a sensory room that's great.	1
279	Adult	Caregiver Support - FS_Caregiver +	The participants also discussed how important it was to have a supportive network including church, family, spouses and the support group at Easter Seals.	All

280	Adult	Caregiver Support - FS_Caregiver +	Support services through IHF senior center learned how to deal with grandson's behaviors. Teaches us grandparents new skills and we get resources from them	3
281	Adult	Caregiver Support - FS_Caregiver +	Through IHF I got to know the system and been involved to give my children a better way	3
282	Adult	Caregiver Support - FS_Caregiver +	Have been educated while the time at IHF	5
283	Adult	Caregiver Support - FS_Caregiver +	FAVOR peer staff is helpful in supporting parents in PPT process.	1
284	Adult	Caregiver Support - FS_Caregiver +	Parent engagement at Pre-k level is positive, as there are home visits prior to enrollment and follow up visits after enrollment.	2
285	Adult	Caregiver Support - FS_Caregiver +	Parenting classes are being offered by individual agencies (Exchange Club, St. Joseph's Parenting Center, Building One Community) in different languages and childcare is also offered to make it accessible.	2
286	Adult	Caregiver Support - FS_Caregiver +	Plymouth Police Department has officers that try to connect with the kids. They are understanding and helpful. Police Chief shared strategies that the family provided with officers on how to deal with their child with mental health needs.	1
287	Adult	Caregiver Support - FS_Caregiver +	A Day Care exists- in order to take care of child you have to take care of the famil. The day care provider helped the family with language barrier in communicating with school.	1
288	Adult	Caregiver Support - FS_Caregiver +	Creative potential helped keep my child out of the ER and 211 for a year. They have helped support us when we really needed them.	

289	Adult	Caregiver Support - FS_Caregiver +	People actively want to help families, providers, schools all of them have good intentions.	
290	Adult	Caregiver Support - FS_Caregiver +	DCF functions/gatherings have always been great and I appreciate being involved and included, being "like" people with events, it is such a nice experience to have my children viewed as normal and the parents can talk too.	
291	Adult	Caregiver Support - FS_Caregiver +	This group is good (Clifford Beers Project Launch family group parent group /Project Launch. (re:the project launch group) The last couple months, people have been coming into our group and asking things of us and we come here for a sense of community. It seems like we're being used. That's why i asked to be paid. Show some appreciation for our time. We don't want to just have what we learned in here to stay contained. My grandchildren may need these things too. I think that NAME (NAME) gives us a choice on what we're going to do and that's good. She's good.	4
292	Adult	Caregiver Training - FS_Train -	Relative/kinship caregivers- only get 9 hours if that of training and are left on our own.	3
293	Adult	Caregiver Training - FS_Train -	Better training for bio-parents about process (adoption)	Consensus
294	Adult	Caregiver Training - FS_Train -	Parent was interested in ASD services and what they could afford but did not want to risk losing BSP services. Did not know how one service might affect the other.	1
295	Adult	Caregiver Training - FS_Train -	Parents felt that they are not well-versed in the programs for transitioning to adulthood.	2

296	Adult	Caregiver Training - FS_Train -	Make it easier for families to find services, access and information for families.	2
297	Adult	Caregiver Training - FS_Train -	Wishes families were more forceful in asking for services; for example a child has no ADL – (activities for daily living) on child's PPT; parents should be advocating for this.	1
298	Adult	Caregiver Training - FS_Train -	Be your child's best advocate- parents have to learn to advocate for their children.	1
299	Adult	Caregiver Training - FS_Train -	Parents need to be helped to keep their children at home.	2
300	Adult	Caregiver Training - FS_Train -	Training about systems and how they work. Knowledge about the resources and how to access them. Presentations about the special ed. Process.	3
301	Adult	Caregiver Training - FS_Train -	Encourage and build support/training for parents. Encourage their ability to address concerns in a grass roots, safe place for support.	1
302	Adult	Caregiver Training - FS_Train -	Support for parents on how to advocate and speak to legislators regarding funding	2
303	Adult	Caregiver Training - FS_Train -	Parents should attend parent teacher conferences and other meetings that will help them learn how to advocate for their children. Teach parents how to use technology and understand what kids are learning so they can help assist their kids. (i.e. kid gets google chrome books but the parents don't know how to use them or parents can't help homework or do the "new math").	Most
304	Adult	Caregiver Training - FS_Train -	People are not aware of or how to access 211 and also do not know the scope of 211.	2
305	Adult	Caregiver Training - FS_Train -	Help families and providers understand how to use the 211 website	3

306	Adult	Caregiver Training - FS_Train -	Parent education for families and teacher education about different families	2
307	Adult	Caregiver Training - FS_Train -	Need to have clearer insurance guidelines. Classes to have benefits explained.	
308	Adult	Caregiver Training - FS_Train -	Make programs more user friendly	
309	Adult	Caregiver Training - FS_Train -	Opportunities for building our advocacy skills aren't out there. We're looking for something for autism moms to talk to other moms and we couldn't find anything around here. I thought there were was more out there other than 2 parts of the state. There's nothing in the Valley for this. If she (daughter who is a mom of toddler child with autism) could find a group that would be helpful to see what's the autism versus what's just "being a 2 year old."	1
310	Adult	Caregiver Training - FS_Train -	Mental health is looked as bad (Stigma) to how we were raised. In certain cultures if you suffer from mental health you not supposed to speak about it or seek help because others will find out. They feel embarrassed.	6
311	Adult	Caregiver Training - FS_Train -	Need more education more focused education	7
312	Adult	Caregiver Training - FS_Train -	Parents not equipped with parenting and advocacy.	3
313	Adult	Caregiver Training - FS_Train -	Parents need more training to be better advocates for their children and families	3
314	Adult	Caregiver Training - FS_Train -	EMPS-211 needs to offer trainings in this town to spread awareness of how they can help families.	1

315	Adult	Caregiver Training - FS_Train -	Workshop that offers sensitivity training and offers help on how to respond to needs of all kids and families- i.e. Non-English families, low income families, and kids with special needs.	2
316	Adult	Caregiver Training - FS_Train -	Help engaging parents that need to be there for kids. Help get parents to the table so they can support their kids. Relationship with parents and school needs to be rebuilt.	1
317	Adult	Caregiver Training - FS_Train -	Choose love, curriculum for educators, parents and students. Middletown is looking into the program.	
318	Adult	Caregiver Training - FS_Train -	Need to have clearer insurance guidelines. Classes to have benefits explained.	
319	Adult	Caregiver Training - FS_Train -	Make programs more user friendly	
320	Adult	Caregiver Training - FS_Train +	Parents went to receive trainings at CPAC (CT Parent Advocacy Center) and found this useful.	2
321	Adult	Caregiver Training - FS_Train +	ARC– Autism Resource Center - learned many resources; attended the boot camp for understanding the IEP; they do have programs as well. However the programs only serve high functioning children	2
322	Adult	Caregiver Training - FS_Train +	Children's first initiative-trainings such as PLTI, PSEE in the past and now PEP	1
323	Adult	Caregiver Training - FS_Train +	Adult education-also has english classes	1
324	Adult	Caregiver Training - FS_Train +	NAMI family to family is a strength due to the amount of information that family learned in the training	1

325	Adult	Caregiver Training - FS_Train +	Support services through IHF senior center learned how to deal with grandson's behaviors. Teaches us grandparents new skills and we get resources from them	3
326	Adult	Caregiver Training - FS_Train +	Have been educated while the time at IHF	5
327	Adult	Culture - FS_Cult -	Mental health is looked as bad (Stigma) to how we were raised. In certain cultures if you suffer from mental health you not supposed to speak about it or seek help because others will find out. They feel embarrassed.	6
328	Adult	Culture - FS_Cult -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
329	Adult	Culture - FS_Cult -	Translation services don't translate things to doctors/families properly	7
330	Adult	Culture - FS_Cult -	Better services/ support for grandparents for raising grandchildren	10
331	Adult	Culture - FS_Cult -	Include families from other islands more.	3
332	Adult	Culture - FS_Cult +	Cultural and Family Support:For one parent from Sri Lanka, she is supported by a close kinit community within Waterbury. Mother discussed wanted to share the Sri Lanka culture and language of Tamil with her son. Mother also discussed mosque as a community. An Albanian mother did not find that the Albanians in Waterbury have a community but she relies on her sister and other family members for support.	1

333	Adult	Culture - FS_Cult +	A Day Care exists- in order to take care of child you have to take care of the family. The day care provider helped the family with language barrier in communicating with school.	1
334	Adult	Culture - FS_Cult +	Adult education-also has english classes	1
335	Adult	Culture - FS_Cult +	People have started working on respecting a family's culture. There is a greater respect for culture.	1
336	Adult	Culture_FS_Cult +	Have been educated while the time at IHF	5
337	Adult	Recreational - FS_Rec -	The teen center does not provide enough supervision- the kids can just go outside on their own- it is a free for all. Not enough activities, no variety of activities. Coe park is a drug hang out.	Consensus
338	Adult	Recreational - FS_Rec -	Hard to find things n the community. There are not a lot of recreational activites for younger kids for this population and children. Lack of activities for elementary and middle school aged children.	General Agreement
339	Adult	Recreational - FS_Rec -	More after school programming. A need for more diverse after school programs, more than just sports (art, technology, music.)	2
340	Adult	Recreational - FS_Rec -	More recreational activities, best buddies, unified sports, recreational opportunities for special needs children.	2
341	Adult	Recreational - FS_Rec -	Channel 3 camp is wonderful but too expensive.	2
342	Adult	Recreational - FS_Rec -	More after school, afternoon, weekend	2
343	Adult	Recreational - FS_Rec -	Summer camp staff support funding	

344	Adult	Recreational - FS_Rec -	Let kids play regular activities and include them. Try to figure out open coaches or adults that can manage a child that is not typical.	
345	Adult	Recreational - FS_Rec -	HUSKY pay for therapeutic summer camp	
346	Adult	Recreational - FS_Rec +	YMCA offer after school programs. They have swimming and basketball everyday.	4
347	Adult	Recreational - FS_Rec +	CAFAF/FASU unit have family outings to the Beardsly Zoo, Bronx Zoo, picnics, activities.	Consensus
348	Adult	Recreational - FS_Rec +	Chucky Cheese has sensory Sundays.	1
349	Adult	Recreational - FS_Rec +	Cheshire pool accommodates incontinence with appropriate swimwear. Open to population and inclusive.	1
350	Adult	Recreational - FS_Rec +	There are swim lessons at the hospital for special care. It is very inexpensive and my son loves it.	1
351	Adult	Recreational - FS_Rec +	Best Buddies program, Special Olympics programs provide sport and recreational opportunities.	
352	Adult	Recreational - FS_Rec +	Channel 3 camp has been wonderful for child. Family was able to have child attend for a whole week last summer which allowed child to do activities he loved and gave family respite.	2
353	Adult	Recreational - FS_Rec +	Afterschool programs are helpful.	1
354	Adult	Recreational - FS_Rec +	Wallingford Parks and Rec offers activities for children with special needs such as	1
355	Adult	Recreational - FS_Rec +	Tuesday story time offered at Meriden Public Library along with crafts, kids really enjoy this	1
356	Adult	Recreational - FS_Rec +	Meriden Challengers Baseball program open to children with special needs, program is run through Meriden Little League. Bowling program offered as well	1

357	Adult	Recreational - FS_Rec +	The Meriden YMCA offers gymnastic program but you have to pay for membership. YMCA offers scholarship program to help families pay. YMCA membership offers access to pool at Mountain Mist.	2
358	Adult	Recreational - FS_Rec +	Meriden Parks and Rec pool pass pays for entire year and access to pools across town	2
359	Adult	Recreational - FS_Rec +	Plymouth Parks and Rec has given the kids something to be involved in and has coaches as mentors, its affordable, and has year round activities. Summer camp is affordable and gives school aged children something to do- each week has a theme such as field trips, water slide, ice cream truck, Police K-9, and talent shows.	All
360	Adult	Recreational - FS_Rec +	My oldest daughter does Ice The Beef. NAME, whose son was murdered started it. It's a program that gets kids off the streets and they do art, music, poetry, etc. We need more recreational activities like this.	2
361	Adult	Recreational - FS_Rec +	When I was growing up we had wrestling at the Coliseum, we had outlets of things to do, we had laser tag, "lockouts" and now there's nothing for them to do. And programs are expensive for families and we have to think of how are we going to pick them up/drop them off.	2

362	Adult	Youth Support - FS_Youth	<p>The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot- he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can continue in the support group even when your child is all set and others agreed. Agency is very consistent, they support you with stress from home-you do not feel alone. Staff help you navigate the DCF system-they hold your hand through the process. The support group and clinicians help families navigate and provide support even outside the office venue. The staff work well with other agencies and know people at the other agencies, they have built relationships that open the door. They go above and beyond, care about you, and focus on whole the family.</p>	9
363	Adult	Youth Support - FS_Youth -	<p>School system-parent said, " I know a lot of people who knock the school system, but at East School, the principle NAME got her children on the right track. Principle advocates for child, helped transition to middle school. Special ed. program at east school and social worker help. East School may need to close due to repairs. Torrinford, NAME and NAME the school social worker give support and help. The teachers can go above and beyond.</p>	3
364	Adult	Youth Support - FS_Youth -	<p>MST takes a whole family approach-need services that provide indiidual support and whole family support.</p>	1

365	Adult	Youth Support - FS_Youth -	Torrington is lacking a higher level of care. Child had to leave the community when she needed to be hospitalized.	Consensus
366	Adult	Youth Support - FS_Youth -	Bullying in public schools. Bullied by teachers and students. Administration in Torrington does not care about the kids. Inconsistent, one child had a good teacher last year but current teacher is abusive and child does not want to go to school. Another participant heard about bullying by a teacher- even the administration can bully kids by labeling them as a "bad kid." Bullying causes trauma.	7
367	Adult	Youth Support - FS_Youth -	Torrington public school cannot handle gifted children. There are no advanced classes/	1
368	Adult	Youth Support - FS_Youth -	The process is too long- the cases get continued and continued and continued- it impacts working families but the court does not care. One parent talked about son getting into trouble for vandalism- son turned himself in, got probation and community service- it should have been a quick process. Son got more than others with more serious offenses. Inconsistent-depends on the judge. A judge can be lenient or strict. The courts are behind the times. Few years back the courts said you should all be treated like adults every crime and punishment perspective but now there is a shift to understanding kids but people in the system are still on the older model and perspective. Another discussed that the court system does not do well with mental illness- they did not identify a mental health issue or send the child to a program.	

369	Adult	Youth Support - FS_Youth -	Torrington public school system- did not identify child as special ed. Just pushed her out of the school. Another parent commented that people just move out of town rather than change the system. Torrington principle fired for advocating for a paraprofesional for a special ed. child. Special ed. director on suspension for not following IEPs.	4
370	Adult	Youth Support - FS_Youth -	PHP at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapist.	Consensus
371	Adult	Youth Support - FS_Youth -	Teen center needs more programs and more of a variety for kids and more supervision.	Consensus
372	Adult	Youth Support - FS_Youth -	Educational system does not follow the IEP. IEP says half hr individual and half hour school counseling but child never got it. Need to follow IEP recommendations. The teachers say that the child is doing "fine" when they are not. One father said that the child missed 105 classes before he was notified. Schools need to work with parents to identify special ed. needs. Torrington is overloaded, there have been town budget cuts and the principle was fired for advocating for a child whose IEP recommended a paraprofessional. One father said that the school changed his son's 504 without telling him. Need to follow IEP.	Consensus

373	Adult	Youth Support - FS_Youth -	<p>All the family members agreed that the timeline between the disclosure of a crime and the offender actually getting charged is too long. And even after being charged, they are released quickly. One family member reported that after the disclosure, it took 6 months before the charge, due to the investigation period and then offender was released in one day. All the while she feared for her safety and the safety of her child. In addition, the court case can go on for 2-3 years without progress due to continuance. One group member discussed the slowness of the system. The police treat the investigation as a criminal trial and need to have all the evidence before the arrest but families need the arrest to happen right away. These types of court cases need to be looked at individually and set up a different process. System was slow and the child feared that offender would come back- what do you say to your child. You say it will be ok but you don't know yourself. Should treat it like a murder where they take the suspect into custody right away and investigate it while the person is in custody.</p>	All
374	Adult	Youth Support - FS_Youth -	<p>Schools don't call 211, they call 911. Killingly calls 911 every time. There have been elementary school students taken from school in handcuffs because of behaviors.</p>	
375	Adult	Youth Support - FS_Youth -	<p>Emergency rooms change kids diagnoses without even seeing the child.</p>	
376	Adult	Youth Support - FS_Youth -	<p>The schools don't take the proper steps necessary to help the students and instead will outpace them instead.</p>	
377	Adult	Youth Support - FS_Youth -	<p>Social skills groups need to have appropriate placements. Trying to un-train bad habits and skills learned during them.</p>	

378	Adult	Youth Support - FS_Youth -	Earlier screening and interventions would help solve issues as they happen instead of waiting for children to be out of control.	
379	Adult	Youth Support - FS_Youth -	When people are actually getting their needs met, the children and families are successful.	
380	Adult	Youth Support - FS_Youth -	Staff turnover, the child needs the consistency, structure esp. when there are multiple people involved. Service providers need to be held accountable- lack of follow-up, drop the ball, case workers keep swapping out, they have too many cases.	Consensus
381	Adult	Youth Support - FS_Youth -	Hard to find things in the community. There are not a lot of recreational activities for younger kids for this population and children. Lack of activities for elementary and middle school aged children.	General Agreement
382	Adult	Youth Support - FS_Youth -	Police need to be trained on behavioral health issues. Give the police a heads up. Police may not know what to do. Parents fear that the police may restrain the child. One parent talked about one town in which it was a meet your local first responders day. Families met their local police and got to know them. Questionnaire for families that go to the police so police are aware in case they get called to the home of a child with special needs.	General Agreement
383	Adult	Youth Support - FS_Youth -	Medication switches can be a difficult time. Child went to CCMC ER all day but there were no beds so the child ended up at St. Francis Mount Sinai campus.	2
384	Adult	Youth Support - FS_Youth -	Lack of peer-peer supports.	2

385	Adult	Youth Support - FS_Youth -	School system updates are not timely or accurate. Schools say child is progressing but not really progressing. Parent did not want her child just to progress but to succeed. One parent also said that the school system was "strongly suggesting medication" said things like, "its not a bad thing to put your child on meds."	2
386	Adult	Youth Support - FS_Youth -	Need peer-to-peer support in the area.	2
387	Adult	Youth Support - FS_Youth -	Lower functioning populations have more difficult	2
388	Adult	Youth Support - FS_Youth -	Need help with aggression of son now that he is getting older and more difficult to manage	2
389	Adult	Youth Support - FS_Youth -	Although Light House is a food program, they do not have groups after 5:30pm	3
390	Adult	Youth Support - FS_Youth -	Waterbury Hospital- waiting for more than 2 hours in the ER for child with high fever never got seen so left and went to Yale in New Haven instead	1
391	Adult	Youth Support - FS_Youth -	Security at the middle school (wallace) need metal detector two threats recently my child scared to go to school cause of the shootings happening.	1
392	Adult	Youth Support - FS_Youth -	Lack of opportunities to socialize- it is difficult to find socializing opportunities for children especially for young children. Children now play with their ipads, computers, and do not go outside or interact together in general. Technology isolates people. One grandmother found that if she brings her grandchild outside with his toys other children will come by to play. One parent lives on a main road so it is unsafe to play outside in her neighborhood.	3

393	Adult	Youth Support - FS_Youth -	Recreational- Parks in Waterbury "stink and are all destroyed." Parks are all but useable. Swing sets have no swings, parks are deteriorating, not safe, and unkept. "Kids don't have a resource."	3
394	Adult	Youth Support - FS_Youth -	One parent had a negative experience at Waterbury Hospital ER for her child. It was over a 3hr wait time. The 2.5 year old was running on 102 fever and vomiting all the while with little help. Another rparent spoke of the long wait time at St. Mary's ER with her sick child.	2
395	Adult	Youth Support - FS_Youth -	More age appropriate recreational opportunities for children. More opportunities to socialize and safe places to play, especially for children with special needs.	3
396	Adult	Youth Support - FS_Youth -	ER services specifically for children, where their needs can be prioritized.	1
397	Adult	Youth Support - FS_Youth -	Maintain families. Support as needed.	4
398	Adult	Youth Support - FS_Youth -	More supports for the youth and new comers to Meriden.	4
399	Adult	Youth Support - FS_Youth -	I had the experience that my son. I brought him to this country when he was 11 months and the school helped with therapy. When I went to Costa Rica for 10 years I came back. After high school they didn't help. So for 5 years he was at home playing with his hands. Social services referred me to DDS and they say there were no resources. I asked for citizenship and they denied it. He was unable to get help but by that time he aged out.	1

400	Adult	Youth Support - FS_Youth -	My son is older and he disabled. There are handicapped bathrooms but I am unable to enter with him. I cant bring him into the women's bathroo, at the YMCA in Brookfield. He cant go in by himself. They escorted me out the building.	2
401	Adult	Youth Support - FS_Youth -	They have been hitting my son by the school and they are against me no one helps. The police has been agaisnt me. DCF called me and told me that my son has been hit. I have reports and have 3 people that are willing to speak on my behalf. They blame my son of being a liar.	5
402	Adult	Youth Support - FS_Youth -	The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.	1

403	Adult	Youth Support - FS_Youth -	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
404	Adult	Youth Support - FS_Youth -	Child missing school and provider and school aren't helping him to go back to school. Schools don't understand MH issues.	2
405	Adult	Youth Support - FS_Youth -	The system needs to be proactive with issues our kids have.	1
406	Adult	Youth Support - FS_Youth -	Medication assistance-examples were shared of daughter with medical conditions.	1
407	Adult	Youth Support - FS_Youth -	Experience with BH Care was not helpful. Put daughter into a group because they couldn't offer her individual therapy.	1
408	Adult	Youth Support - FS_Youth -	School not supportive; even encourages her not to come to school. No social worker to help.	1
409	Adult	Youth Support - FS_Youth -	We are currently working on another placement son is always in seclusion. How is he learning anything.	1
410	Adult	Youth Support - FS_Youth -	School system pushed my son through.	1
411	Adult	Youth Support - FS_Youth -	Students are not always told why school staff is in the room even though it's in their IEP.	2
412	Adult	Youth Support - FS_Youth -	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 a half waiting for a bed. You cant bring a child in crisis anywhere except Yale.	3

413	Adult	Youth Support - FS_Youth -	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
414	Adult	Youth Support - FS_Youth -	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
415	Adult	Youth Support - FS_Youth -	Don't overmedicate children.	2
416	Adult	Youth Support - FS_Youth -	It's hard to get mental health services for my daughter. She came out of Yale (hospital) with nothing. I called and they called in a 15 day supply of meds. She ended up going in (inpatient) again soon after but we had her to go Griffin instead because of the IOP there. She had seizures from the meds. Then she missed too many dais of the IOP which counted against her. So then she was disconnected again without a psychiatrist and regular doctor wouldn't prescribe. Finally, her therapist called Griffin. BH Care wouldn't take her so her therapist called Griffin who took her for her meds only. They (BHCare) want her to do the young adult program in order to go to BHCare but she didnt want to because it was all drug addicts and she had nothing in common with them.	2
417	Adult	Youth Support - FS_Youth -	After 2 appointments they told me my daughter wasn't getting individual therapy anymore, she's going to groups and then they throw her into this group so they can charge her insurance for teaching her to hand out with drug addicts and criminals.	1

418	Adult	Youth Support - FS_Youth -	DCF picks the cases they want. I called DCF, the doctor called DCF, school called DCF, because six-year old girl was assaulted and they did nothing.	2
419	Adult	Youth Support - FS_Youth -	Look at all of the school shootings. They keep saying it's about gun control but this is about mental health issues. This last one, he was a loner, a weirdo...do you know what happens if she goes off her meds (daughter), I would have to go to court. These mental patients, they have rights. But what about the rest of us? They're going out and shooting schools. Caregivers have to be afraid. You don't think NAME mother wasn't afraid? She was afraid. We need to change that when they're off their meds, the judge should put them in the hospital for 3 months where their meds are regulated and they don't come out and go off of them. It's not a gun issue. They could go in with bombs or knives, it's not about the guns.	2
420	Adult	Youth Support - FS_Youth -	They just want to throw meds at kids, what happened to therapy? They're giving cocktails to little kids.	1
421	Adult	Youth Support - FS_Youth -	Our provider told us that our kids could bond during IOP but shouldn't connect outside of that. It's because of HIPAA but the provider doesn't really have a say in how the kids bond outside the group (i.e become friends of Facebook)	3
422	Adult	Youth Support - FS_Youth -	There's no inpatient beds for kids.	2

423	Adult	Youth Support - FS_Youth -	There should be more social skills groups for kids-not an IOP, not forced, just somewhere to interact with other kids.	2
424	Adult	Youth Support - FS_Youth -	Provide equal opportunities for sports and appropriate peer interactions/peer groups for children in special ed.	General Consensus
425	Adult	Youth Support - FS_Youth -	Not knowing about the services is the reason that there are a lot of youth on the streets using substances. If a child loses services for substance abuse or mental health they end up on the streets and they get in trouble most of the time.	4
426	Adult	Youth Support - FS_Youth -	DCF wants to separate children. Because I did not give my disabled child meds they gave the kids to a non-relative person instead. The kids should be with family instead of strangers regardless.	3
427	Adult	Youth Support - FS_Youth -	Some difficulties getting school social workers to sign children up for certain summer school programs through Person to Person, as application process was only open for several hours and many students could not participate due to limited slots. Overall, limited resources in terms of number of slots for summer programs and age restrictions after age 12 make it difficult.	4

428	Adult	Youth Support - FS_Youth -	Middle school children are most at risk in educational system and they receive the least amount of resources and mentoring and guidance counseling is lacking in Stamford and urban areas in CT. Wealthy areas in CT do the opposite and continue to provide resources to middle school youth in a way that keeps them on a positive trajectory. The achievement gap in urban areas happens in middleschool and needs are not being met.	2
429	Adult	Youth Support - FS_Youth -	Black and brown children in schools are treated differently by teachers/ system when they are struggling in school.	4
430	Adult	Youth Support - FS_Youth -	More youth programming at middle school age and up	2
431	Adult	Youth Support - FS_Youth -	School resource officers were cut from school program and parents are concerned this is a safety issue. Now there is no D.A.R.E program. Having an officer in the school helped develop positive relationships between youth and police officers.	All
432	Adult	Youth Support - FS_Youth -	Kids being admitted to hospital level of care due to there being no behavioral health services available- kids being housed at hospital E.R units until placement.	2
433	Adult	Youth Support - FS_Youth -	Need for late bus for youth who participate in afterschool extracurricular activities such as sports, drama club, etc.	
434	Adult	Youth Support - FS_Youth -	Universal testing for children for early identification of services, specific diagnoses, birth to 3... etc. A better path to services.	

435	Adult	Youth Support - FS_Youth -	Educate children on what behavioral health is, and how this works and how to parent or deal with things.	
436	Adult	Youth Support - FS_Youth -	Continue the conversations for kids that are not "typical" and that are. It creates better acceptance and compassion for each other. Learning empathy from one another.	
437	Adult	Youth Support - FS_Youth +	Explorations Charter School in Litchfield- the principle NAME knows every student. They are treated respectfully and in a supportive enviroment. They barely ever suspend a child instead they ask the child to do community service-wash dishes at a local restaurant. They also have outdoor adventure activities, parent picnics, job shadowing. The valedictorian and Salutatorian get free college scholarships. The school is hands on, teaches civics, builds the kids up. All kids are called by their first name, they give respect and get respect.	2
438	Adult	Youth Support - FS_Youth +	JRI Justice Resource Institute- new DCF program 4 day a week, intensive in-home program. One day is mentoring with the child, another day is a child-family session, it is a "whole family model."	1
439	Adult	Youth Support - FS_Youth +	Center for Youth and Families is helpful. Staff have been very helpful throughout. IF you call fo help, they help. Very family-friendly. Have services for your children as well. These issues affect the whole family, and other children need support too.	All

440	Adult	Youth Support - FS_Youth +	Activities for children were important. Daughter does dance (Center for Dance) and horseback riding. Community based support such as the Open Dale Farm-daughter bonded with the horses and it is therapeutic for her. Martial arts help kids focus and is very helpful. The martial arts facility is willing to work with families on how much they can pay and have a sliding scale fee so parents can afford it. Police Action League (PAL) helps youth with sports and discipline, support and are good role-models. Boys and Girls Scouting programs. The Girl Scouts waive the fee if it is not affordable. The 4H club does not charge anything.	5
441	Adult	Youth Support - FS_Youth +	Family grants, can apply 2x year for behavioral supports that can be used for a variety of things; respite care, security fences, summer camps. There are some more specific grants respite grants that can only be used for respite care.	2
442	Adult	Youth Support - FS_Youth +	ACES Village school program is a very good program. ACE's has activities, movies, got a child into chorus, hold holiday events.	4

443	Adult	Youth Support - FS_Youth +	DDS Behavioral Services Program (BSP). Family member said that the program provides a 30 hours per week mentor behaviorist. The mentor provides 50% respite when the child and mentor go out to do activities in the community and 50% working with family together. The behaviorist has not been in place since last April at Ed Advance in Torrington but the mentor has been consistent for 3 years. The mentor tries new ways to deal with behaviors and it has been working.	1
444	Adult	Youth Support - FS_Youth +	Institute of Professional Practice came in everyday and worked with the family on creating a schedule. IPP worked around the family's schedule.	1
445	Adult	Youth Support - FS_Youth +	DDS provides grant money for hearing aid warranty and other expenses.	2
446	Adult	Youth Support - FS_Youth +	DCF became involved during an unsubstantiated report related to parent's bus deiving job. DCF tried to help find services for her child who was riding in the bus with her.	1
447	Adult	Youth Support - FS_Youth +	Medicaid through the department of social services - community first choice.Appreciates what the special education directors have done for son in the school system. Mom believes that her son is getting appropriate help.	1

448	Adult	Youth Support - FS_Youth +	Light House- day treatment facility, vocational program and extended day program that focuses on self-help skills and taking people out into the community; child is in the extended day group and may be able to stay in the program until 21. Light House also has group home options.	2
449	Adult	Youth Support - FS_Youth +	DDS had home visits to family to bridge gaps that family has been receiving. DDS has also visited child's school.	2
450	Adult	Youth Support - FS_Youth +	WIC program-Nutrition for children, Food	3
451	Adult	Youth Support - FS_Youth +	FRC Playgrounds- provides Socialization for children, peer-peer support for families, field trips, home visits	3
452	Adult	Youth Support - FS_Youth +	Family Resource Center at Woodrow Wilson has a playgroup for children. It helps the children socialize, learn how to play together and interact. Without the group, the children would be isolated. One mother said that her son only talks to the father and herself but tends to play alone rather than play with other children. She brought the child to the resource center so that he could get used to socializing and learn to play with other children. FRC also offers these families a chance to interact, support and learn from each other.	3
453	Adult	Youth Support - FS_Youth +	Waterbury ER- one positive response in using ER for medical. Positive experience for child who was sick with pneumonia.	1
454	Adult	Youth Support - FS_Youth +	Therapeutic Schools teach life skills	1

455	Adult	Youth Support - FS_Youth +	ACES program has been helpful to youth with disabilities	1
456	Adult	Youth Support - FS_Youth +	Midstate ARC-Able to get assistance for children at activities and at home.	2
457	Adult	Youth Support - FS_Youth +	YMCA- give financial aid support and is also centralized (easy to get to). Has lots of programs for kids if you can afford them.	1
458	Adult	Youth Support - FS_Youth +	SCOW- (Spanish Community of Wallingford) located in Wallingford but accessible for Spanish Speaking families in Wallingford and Meriden- resources, assistance and programs for youth and families	2
459	Adult	Youth Support - FS_Youth +	The school has been helpful, as well as the therapies he has out of school. Also the insurance that he has so they can provide services. His doctors have been great with providing services and they make all of us feel good. I believe that 80% has been good in helping my son and making him feel good.	1
460	Adult	Youth Support - FS_Youth +	After school programs are helpful... kids love the routine	1
461	Adult	Youth Support - FS_Youth +	Daughter has anxiety and west haven program helped her to break her shyness and engage more.	1
462	Adult	Youth Support - FS_Youth +	Children want to learn. Some of these kids are actually very smart and we're going too slow for them.	1

463	Adult	Youth Support - FS_Youth +	My daughter is in Emmet Obrien and they have a school-based health center and every should have this. My daughter experienced trauma and she was able to meet with the counselor right in school right there. They do more than just counseling; they can get immunizations and have other health needs met. It's more than the school nurse. This is a health based center that students have access to. All 3 of my daughters have been in counseling and this one (the SBHC) was the best. It's easier for her to get out of class, for when I have to come in, I go in in the morning and then she goes right back to class and I go to work.	4
464	Adult	Youth Support - FS_Youth +	Shane Mann at Milford DCF was awesome. We didn't want him to leave. He let her (granddaughter) talk however she wanted to. He listened to her and he got her to go back to school. We loved him. HE helped her.	1

465	Adult	Youth Support - FS_Youth +	Precious Hands support group and CAFAF “ We work together well”, “we are there for each other, support each other and help each other”. “It is a judgment-free zone”. It is great having childcare here. The children get to play together and have developed friendships, socialize and build relationships, it is inclusive for children. The kids support each other- this is what we should strive for. The children do not need to explain about their differences, they can just be children. This is one of their few social activities, they have friends here.	All
466	Adult	Youth Support - FS_Youth +	Good services given to grandson at Institute of Living-Grandson has blossomed. Autism program my grandson now communicates better; he is sociable	3
467	Adult	Youth Support - FS_Youth +	Family advocates at a charter school are helpful.	2
468	Adult	Youth Support - FS_Youth +	Summer activities for youth through various entities are rich, whether through City of Stamford or other organizations.	3
469	Adult	Youth Support - FS_Youth +	Mayor's Youth Services Bureau program trains high school kids for real work and jobs.	2
470	Adult	Youth Support - FS_Youth +	Plymouth Parks and Rec has given the kids something to be involved in and has coaches as mentors, its affordable, and has year round activities. Summer camp is affordable and gives school aged children something to do- each week has a theme such as field trips, water slide, ice cream truck, Police K-9, and talent shows.	All

471	Adult	Youth Support - FS_Youth +	Plymouth Police Department has officers that try to connect with the kids. They are understanding and helpful. Police Chief shared strategies that the family provided with officers on how to deal with their child with mental health needs.	1
472	Adult	Youth Support - FS_Youth +	Schools have developed a mentoring program- community members and high school students, retired teachers, and administrators come weekly and visit with students for 30 minute. They play games and spend time with child depending on the need of the child.	2
473	Adult	Youth Support - FS_Youth +	Fire Department Junior Corp and Ambulance Explorers- gives kids an opportunity to learn and get involved in the community, real life experience, and offer emergency service trainings.	All
474	Adult	Youth Support - FS_Youth +	The library offers many programs especially for kids pre-school to 6th grade.	All
475	Adult	Youth Support - FS_Youth +	Multiple Grants that support kids that are pre-K such as Headstart and Family Resource Center.	2
476	Adult	Youth Support - FS_Youth +	School District Program- provides 2 programs that support early childhood pre-k	All
477	Adult	Youth Support - FS_Youth +	Boy Scouts and Girl Scouts is a resource for youth. There is a Boy Scout camp In the town that is available and utilized by the schools and community groups to support the youth in the community.	1
478	Adult	Youth Support - FS_Youth +	Some educators are willing, aware, and flexible when it comes to helping youth.	1

479	Adult	Youth Support - FS_Youth +	DCF functions/gatherings have always been great and I appreciate being involved and included, being "like" people with events, it is such a nice experience to have my children viewed as normal and the parents can talk too.	
480	Adult	Youth Support - FS_Youth +	One-on-Ones in preschool	
481	Adult	Access to Services - SCH_Access -	Schools: One parent discussed her 9 and 14 year olds inability to read-children in special ed. and got no information from the school. Responses included, reach out to educational consultant Nachi and" if social worker does not respond, go higher". Schools are not identifying children's needs.	4
482	Adult	Access to Services - SCH_Access -	Schools are not identifying children's needs.	Consensus
483	Adult	Access to Services - SCH_Access -	School system-parent said, " I know a lot of people who knock the school system, but at East School, the principle NAME got her children on the right track. Principle advocates for child, helped transition to middle school. Special ed. program at east school and social worker help. East School may need to close due to repairs. Torrinford, NAME and NAME the school social worker give support and help. The teachers can go above and beyond.	3

484	Adult	Access to Services - SCH_Access -	Torrington public school system- did not identify child as special ed. Just pushed her out of the school. Another parent commented that people just move out of town rather than change the system. Torrington principle fired for advocating for a paraprofesional for a special ed. child. Special ed. director on suspension for not following IEPs.	4
485	Adult	Access to Services - SCH_Access -	Should not close East school or they should build another school or remodel it.	4
486	Adult	Access to Services - SCH_Access -	Parent cited the example of Wallingford which provides more support and programs for special ed. Like specialized reading, language, OT, comprehension supports. Need Special ed. Programming.	3
487	Adult	Access to Services - SCH_Access -	The schools are not able to do the child's IEP and that there is nothing creative that they can do. Limited funding and resources.	
488	Adult	Access to Services - SCH_Access -	My child didn't have a special education teacher for 8 weeks. Staffing issues at the schools, they are not able to help kids. (Killingly intermediate school)	
489	Adult	Access to Services - SCH_Access -	Hard to find things n the community. There are not a lot of recreational activites for younger kids for this population and children. Lack of activities for elementary and middle school aged children.	General Agreement
490	Adult	Access to Services - SCH_Access -	If there is a school based activity the school should provide the supports to include participants.	Consensus

491	Adult	Access to Services - SCH_Access -	Harwington school system- the school system provided OT, PT and speech therapy as well as developed a plan. Harwington middle school was trying to develop as specialized BCBA program but it fell apart when the psychologist left.	2
492	Adult	Access to Services - SCH_Access -	Meriden school Meliora Academy is a good program. Her son just got accepted. It took months to find out if he would be accepted.	1
493	Adult	Access to Services - SCH_Access -	Paraprofessionals in Harwington School are not adequately trained to work with children with needs. Harwington was unable to provide any suggestions for other programs. Harwington middle school was trying to develop as specialized BCBA program program but it fell apart. "kids sit quietly and thats what defines success."	1
494	Adult	Access to Services - SCH_Access -	Inconsistency with schools. If the child has a behavior problem, they want the child out. If the child does not have a behavior problem, then they fight to have them stay. It is about the level of disruption, not about if the child is progressing or not. One family said that the school wants her son to come back and she needed to hire and attorney to have the child stay in the outplacement for 2 more years. Other family member said school system wanted child out due to behaviors.	2
495	Adult	Access to Services - SCH_Access -	Lack of time out rooms in public schools-schools are not set up for behaviors.	2

496	Adult	Access to Services - SCH_Access -	School system updates are not timely or accurate. Schools say child is progressing but not really progressing. Parent did not want her child just to progress but to succeed. One parent also said that the school system was "strongly suggesting medication" said things like, "its not a bad thing to put your child on meds."	2
497	Adult	Access to Services - SCH_Access -	Schools need more money. Need more specialized schools within the area. Families children are bused up to an hour away.	2
498	Adult	Access to Services - SCH_Access -	A special needs school in the Torrington/Litchfield area for outplacements and more resources locally.	2
499	Adult	Access to Services - SCH_Access -	School was not willing to outplace child.	2
500	Adult	Access to Services - SCH_Access -	Wallace- not enough bilingual staff and documents not offered in spanish. Two threats at wallace school and not enough security	1
501	Adult	Access to Services - SCH_Access -	Safety regulations in schools require parents to show their ID and issues arise when kids are acting out- school not accommodating with kids with special needs	1
502	Adult	Access to Services - SCH_Access -	Staff turnover at schools or organizations are an issue.	1
503	Adult	Access to Services - SCH_Access -	School should have later hours in the day to match parent's work schedules.	1
504	Adult	Access to Services - SCH_Access -	Missing/hiding/throwing away school physical/medical forms at schools and health department for school registration.	2
505	Adult	Access to Services - SCH_Access -	More after school, afternoon, weekend	2
506	Adult	Access to Services - SCH_Access -	School system does not identify issues	3

507	Adult	Access to Services - SCH_Access -	The closure of school resource centers has left a gap for families in search of services and a place to go to ask about these services.	2
508	Adult	Access to Services - SCH_Access -	Evaluations should be done at school without having to jump through hoops; this process should be simplified.	1
509	Adult	Access to Services - SCH_Access -	Schools need to have consistent process with reporting. Parents are being "neglectful" because the kids are missing school because of therapy. Schools need to report honestly to DCF.	
510	Adult	Access to Services - SCH_Access -	I had the experience that my son. I brought him to this country when he was 11 months and the school helped with therapy. When I went to Costa Rica for 10 years I came back. After high school they didn't help. So for 5 years he was at home playing with his hands. Social services referred me to DDS and they say there were no resources. I asked for citizenship and they denied it. He was unable to get help but by that time he aged out.	1
511	Adult	Access to Services - SCH_Access -	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
512	Adult	Access to Services - SCH_Access -	Schools should do testing in the beginning of the year, NOT at the end of the year.	3
513	Adult	Access to Services - SCH_Access -	Afternoon/alternative school options would be more helpful.	3

514	Adult	Access to Services - SCH_Access -	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.	2
515	Adult	Access to Services - SCH_Access -	"School systems drop the ball for kids". They don't tell parents if there is a problem, they don't even tell you that the children can stay in school until age 21. The schools do not share information. Another parent stated, "you have to fight for them- bring a tape recorder and re-listen to everything they said."	2
516	Adult	Access to Services - SCH_Access -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8
517	Adult	Access to Services - SCH_Access -	Some difficulties getting school social workers to sign children up for certain summer school programs through Person to Person, as application process was only open for several hours and many students could not participate due to limited slots. Overall, limited resources in terms of number of slots for summer programs and age restrictions after age 12 make it difficult.	4

518	Adult	Access to Services - SCH_Access -	Middle school children are most at risk in educational system and they receive the least amount of resources and mentoring and guidance counseling is lacking in Stamford and urban areas in CT. Wealthy areas in CT do the opposite and continue to provide resources to middle school youth in a way that keeps them on a positive trajectory. The achievement gap in urban areas happens in middleschool and needs are not being met.	2
519	Adult	Access to Services - SCH_Access -	Teachers and school personnel have admitted they do not know where resources are or how to access them. They are not able to help support families.	All
520	Adult	Access to Services - SCH_Access -	I've heard a lot of stories from families that have to fight to get their kid to ACES (school). I understand that the BOE is supposed to pay for kids to go to a different school. Parents of children with special needs have it hard... no support system. I can't work because i can't trust the bus system so i pickup/drop off my kids to school. If the (bus company) have a contract to pick up and drop off kids for school the (bus contractors) need to hit the contract where it hurts. They can't handle kids with special needs.	1
521	Adult	Access to Services - SCH_Access -	There is a place- ACES but you can't get your kid in. Why send the money to ACES in Hamden when they can have ACES in New Haven?	3

522	Adult	Access to Services - SCH_Access -	(Re: school transportation) My daughter's bus is supposed to arrive at 6:38, the other morning it came at 6:23, none of the kids got the bus. The bus shows up at all times, 3 kids didn't go to schoool the other day because the bus didn't show up. So we got up earlier today and the bus came early so we made it but 2 other kids missed it and missed school. And it's cold and it's still dark. We've called and complained... i called NAME and all i have to do now is fill out a paper. If anything happens, i go through him now and his handling it. (Asked for what his role is. NAME is the parent liaison advocate in NH Public Schools.)	3
523	Adult	Access to Services - SCH_Access -	The school puts my son in holds/restraints. 3 adults on one child Windham, Ledyard, Norwich, Stonington. They don't call 211/EMPS or anyone until it is too late. This is overwhelming for the child and is not effective practice.	4
524	Adult	Access to Services - SCH_Access -	IEP not being followed, and letting kids get out of control instead of deescalating and doing what they are supposed to do which is "motor breaks". My child can't necessarily communicate what she needs and we depend on the IEP being followed.	
525	Adult	Access to Services - SCH_Access -	Schools need to have consistent process with reporting. Parents are being "neglectful" because the kids are missing school because of therapy. Schools need to report honestly to DCF.	

526	Adult	Access to Services - SCH_Access +	Watertown School System- incredibly supportive. One foster parent was placed with a child right before Christmas. Town and school system flooded the family with Christmas gifts.	2
527	Adult	Access to Services - SCH_Access +	School system-parent said, " I know a lot of people who knock the school system, but at East School, the principle NAME got her children on the right track. Principle advocates for child, helped transition to middle school. Special ed. program at east school and social worker help. East School may need to close due to repairs. Torrinford, NAME and NAME the school social worker give support and help. The teachers can go above and beyond.	3
528	Adult	Access to Services - SCH_Access +	The Newport Academy was very helpful but was also very expensive.	1
529	Adult	Access to Services - SCH_Access +	The Norwalk special ed. System was very helpfulwith out-palcement.	1
530	Adult	Access to Services - SCH_Access +	Harwington school system- the school system provided OT, PT and speech therapy as well as developed a plan. Harwington middle school was trying to develop as specialized BCBA program but it fell apart when the psychologist left.	2
531	Adult	Access to Services - SCH_Access +	Schools are more open to sharing information	1
532	Adult	Access to Services - SCH_Access +	STARS program is specialized program offered in schools, helpful for youth with autism	1

533	Adult	Access to Services - SCH_Access +	School Systems were discussed. One parent discussed how nice it was that the Wolcott school system has unified sports. Her child plays basketball and soccer and is supported in those activities. Wolcott started to work with her child in freshman year to develop a transition plan. They continued to work with the child on the transition plan over 6 years.	
534	Adult	Access to Services - SCH_Access +	The Hope Academy in Orange was mentioned saying that it provides school-based counseling. A parent mentioned that the Watertown Academy does a great work program and transition program.	1
535	Adult	Access to Services - SCH_Access +	A parent discussed the Cheshire school system stating that Cheshire has the best day school. The Cheshire school system assisted with the referral without any problems or arguments. In fact, she commented that the school system, "even suggested and asked for it". "Highland in Cheshire has the best special ed. program" Also mentioned was the Cheshire Challengers.	3
536	Adult	Access to Services - SCH_Access +	Institute of Hispanic Families (IHF) children services some of the schools help us	3
537	Adult	Access to Services - SCH_Access +	One-on-Ones in preschool	
538	Adult	Access to Services - SCH_Access +	My son moved schools and it was so helpful. He had a fresh start and it was the best thing that ever happened to my child.	

539	Adult	Communication - SCH_Communications -	The school is not culturally and linguistically responsive to the needs of non-english speaking families- example Teachers sending notices home with kids and parents not being made aware of important screenings taking place in school like hearing.	1
540	Adult	Communication - SCH_Communications -	Daughter is in the PACE program at Ansonia High (12:15-2:50). She's not in school every other Tuesday because she's in the afternoon class and it has early dismissal. And there is no school on Friday. Their (school) already telling us she's going to be there for 6 years. I would like her to have more time there (at school) and not have it take 6 years to graduate. She's getting straight A's and she's going ... she's getting good grades but of course she is because its only 2 hours a day.	1
541	Adult	Communication - SCH_Communications -	Sometimes you fight and fight to get meetings, especially with school administration. That was the hardest thing- being able to coordinate what was going on counseling-wise with the school.	1
542	Adult	Culture - SCH_Culture -	The school is not culturally and linguistically responsive to the needs of non-english speaking families- example Teachers sending notices home with kids and parents not being made aware of important screenings taking place in school like hearing.	1
543	Adult	Culture - SCH_Culture -	Discrimination in schools- especially with sports. Students are benched for the entire game even when they are good athletes.	2

544	Adult	Culture - SCH_Cult -	Anyone who is slightly different will not be able to get what they need; people do not know how to service them especially those with cultural differences in schools. This includes language barriers.	2
545	Adult	Culture - SCH_Cult -	Lack of uniformity of language in the schools that leads to a lack of understanding for parents.	1
546	Adult	Culture - SCH_Cult -	Need to incorporate more diverse teachers.	1
547	Adult	Culture - SCH_Cult -	The Special education system. My son was pulled from a classroom and I had to get him to Yale to have this evaluated. I just went to court and I'm bringing the report with me to get him more resources. The self-contained classrooms house kids from K-8 and some of these kids are really big and my son is short. The kids hit the younger kids. If you want to have self-contained classes then separate them into 2 (age groups) so that it's not all of these ages together. A lot of these kids come from different backgrounds and cannot express themselves so they can express themselves physically. Anybody who's seen my son, if you'd look at his classroom you would be floored.(Discussion about what a self-contained classroom looks like...) So, in New Haven kids in kindergarten are in classes with 8th graders with a teacher and other parents (paraprofessionals)	3
548	Adult	Culture - SCH_Cult -	(Regarding staff) They seem okay. But I tell them, if you have a problem, you call me, I tell them if my son had a bad night or a bad morning. Even the food sometimes is not 100% edible. I make sure I feed them something healthy in the morning so that I know they've eaten something healthy.	1

549	Adult	Culture - SCH_Cult -	Providers and schools don't communicate with fathers enough. Mainly DCF.	All
550	Adult	Culture - SCH_Cult -	P-Truancy laws need to be revised. Missing school is seen as educational neglect, then DCF comes into your life. It's not always the families fault.	All
551	Adult	Culture - SCH_Cult -	Schools aren't consistent with how children are handled. Kids in two different schools and sees major differences.	1
552	Adult	Culture - SCH_Cult -	Lack of staff from different cultures. African father has a strong accent feels he's not understood and sometimes just ignored.	1
553	Adult	Culture - SCH_Cult -	Black and brown children in schools are treated differently by teachers/ system when they are struggling in school.	4
554	Adult	Culture - SCH_Cult -	Wallace-not enough bilingual staff and documents not offered in Spanish, to threats at Wallace school not enough security	1
555	Adult	Culture - SCH_Cult -	More Spanish staff in the middle schools	2
556	Adult	Culture - SCH_Cult -	Favoritism/discrimination in sports in school and out of school	1
557	Adult	Culture - SCH_Cult +	Bilingual support at a magnet school is very helpful and culturally responsive.	1
558	Adult	Culture - SCH_Cult +	A task force has been established to recruit both minority and male teachers Stamford.	1
559	Adult	Culture - SCH_Cult +	School-Wilson has bilingual staff we are able to communicate	1
560	Adult	Culture - SCH_Cult +	Chase school-has bilingual staff and documents are sent home in Spanish	1

561	Adult	Professional Development - SCH_ProfDev -	<p>Bullying in public schools. Bullied by teachers and students.</p> <p>Administration in Torrington does not care about the kids.</p> <p>Inconsistent, one child had a good teacher last year but current teacher is abusive and child does not want to go to school. Another participant heard about bullying by a teacher- even the administration can bully kids by labeling them as a "bad kid." Bullying causes trauma.</p>	7
562	Adult	Professional Development - SCH_ProfDev -	<p>Torrington public school system- did not identify child as special ed. Just pushed her out of the school.</p> <p>Another parent commented that people just move out of town rather than change the system.</p> <p>Torrington principle fired for advocating for a paraprofessional for a special ed. child. Special ed. director on suspension for not following IEPs.</p>	4
563	Adult	Professional Development - SCH_ProfDev -	<p>There are bad ones too- inconsistent. When a teacher has been there awhile, they can be impatient. Teachers that have been there awhile are protected by the administration even if they are bad.</p>	2

564	Adult	Professional Development - SCH_ProfDev -	<p>Educational system does not follow the IEP. IEP says half hr individual and half hour school counseling but child never got it. Need to follow IEP recommendations. The teachers say that the child is doing "fine" when they are not. One father said that the child missed 105 classes before he was notified. Schools need to work with parents to identify special ed. needs.</p> <p>Torrington is overloaded, there have been town budget cuts and the principle was fired for advocating for a child whose IEP recommended a paraprofessional. One father said that the school changed his son's 504 without telling him. Need to follow IEP.</p>	Consensus
565	Adult	Professional Development - SCH_ProfDev -	There needs to be more involvement with schools, and Instructional Assistant's. There need to be more training and help that is structured.	
566	Adult	Professional Development - SCH_ProfDev -	Teachers that fight for children's rights don't stay at the school (Killingly).	
567	Adult	Professional Development - SCH_ProfDev -	Schools don't call 211, they call 911. Killingly calls 911 every time. There have been elementary school students taken from school in handcuffs because of behaviors.	
568	Adult	Professional Development - SCH_ProfDev -	Schools need to have a plan and then follow through with the plan.	
569	Adult	Professional Development - SCH_ProfDev -	Administration and teachers are not on the same page at schools.	
570	Adult	Professional Development - SCH_ProfDev -	The schools don't take the proper steps necessary to help the students and instead will outplace them instead.	

571	Adult	Professional Development - SCH_ProfDev -	Schools are not following through with IEPs, verbal conversations, IA support/training/over stepping, staffing concerns regarding professionalism as well as understanding disabilities, funding used for ineffective resources, lack training	
572	Adult	Professional Development - SCH_ProfDev -	Educate specialists within the schools and to make sure they have enough of them for the kids.	
573	Adult	Professional Development - SCH_ProfDev -	Providers and schools need to read and understand care plans.	
574	Adult	Professional Development - SCH_ProfDev -	Paraprofessionals in Harwington School are not adequately trained to work with children with needs. Harwington was unable to provide any suggestions for other programs. Harwington middle school was trying to develop a specialized BCBA program but it fell apart. "kids sit quietly and that's what defines success."	1
575	Adult	Professional Development - SCH_ProfDev -	Para-professionals are not adequately trained.	2
576	Adult	Professional Development - SCH_ProfDev -	School staff need adequate training regarding children with DDS needs.	2
577	Adult	Professional Development - SCH_ProfDev -	Parent did not know the importance of what should go into the IEP; needed a starting point to know what should go into the IEP and how to know; school does not share all information regarding IEP process.	2

578	Adult	Professional Development - SCH_ProfDev -	The needs of the parents go along with what the budget is of the school system; parents have to push back and be strong about the services that the children need; parent would suggest things such as apps that could be used by child but would get a response saying it is not needed or not in the budget. Family had to go to the extreme of getting an advocate and an attorney to make the school system listen.	2
579	Adult	Professional Development - SCH_ProfDev -	Better training for school staff. Kids get labeled and treated different.	1
580	Adult	Professional Development - SCH_ProfDev -	Poor communication between schools and parents regarding kids	1
581	Adult	Professional Development - SCH_ProfDev -	Public schools need to teach life skills to younger kids	1
582	Adult	Professional Development - SCH_ProfDev -	Public school staff need training on how to speak to parents and youth with special needs	2
583	Adult	Professional Development - SCH_ProfDev -	Schools need to listen to parents regarding information being shared about resources and special needs students	1
584	Adult	Professional Development - SCH_ProfDev -	There are barriers to parents being involved or volunteering in the classroom (i.e. to volunteer have to pass a background check). If you can't volunteer you become disconnected from your child's education. You aren't welcomed into the classroom until there is a problem. Parents feel they cannot question the teacher.	1

585	Adult	Professional Development - SCH_ProfDev -	Education system is dumbing down our children, and when you have a child with disability it's even worse. Kids are not being educated because teachers are dealing with behaviors. It's troublesome that gym, arts, and handwriting are being removed from schools.	Most
586	Adult	Professional Development - SCH_ProfDev -	Teachers should try to keep kids busy by giving them something to do, find something that will work to keep the kid engaged. Different approaches work with different kids.	1
587	Adult	Professional Development - SCH_ProfDev -	Merit pay or bonuses for teachers who come up with creative ideas that lead to improved performance for students. Teachers should be paid more but also held to higher standards.	2
588	Adult	Professional Development - SCH_ProfDev -	Educating teachers to be able to evaluate the children earlier on (preventative). More specialized training around early identification and diagnosis.	1
589	Adult	Professional Development - SCH_ProfDev -	Special needs awareness/engagement/educational services/programs.	2
590	Adult	Professional Development - SCH_ProfDev -	School systems do not know what systems are out there and what these systems offer; a parent was told to contact DMHAS but had no idea where to start	3

591	Adult	Professional Development - SCH_ProfDev -	Teachers and administrators don't understand mental illness; they call kids lazy or they have behavior issues ; mom shared example of teacher who told child that he would be on the street corner selling drugs. Instead of trying to help the child or understanding his mental illness, the teacher formed a negative opinion of him.	3
592	Adult	Professional Development - SCH_ProfDev -	Parent education for families and teacher education about different families	2
593	Adult	Professional Development - SCH_ProfDev -	Educate the schools more on how to handle issues.	
594	Adult	Professional Development - SCH_ProfDev -	Child and family agency came in to the school and trained on trauma and it was helpful but there needs to be more.	
595	Adult	Professional Development - SCH_ProfDev -	Everyone within a school needs a lot of training.	
596	Adult	Professional Development - SCH_ProfDev -	Schools need to listen to parents. We are not listened to and the schools are out of compliance.	

597	Adult	Professional Development - SCH_ProfDev -	<p>The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.</p>	1
598	Adult	Professional Development - SCH_ProfDev -	<p>Classrooms need to communicate with other staff in the school such as teachers and social workers and psychologists so they can effectively communicate with parents and be more of a network.</p>	1
599	Adult	Professional Development - SCH_ProfDev -	<p>Schools divulge information abut 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.</p>	4
600	Adult	Professional Development - SCH_ProfDev -	<p>Child missing school and provider and school aren't helping him to go back to school. Schools don't understand MH issues.</p>	2

601	Adult	Professional Development - SCH_ProfDev -	Schools aren't too goof with explaining things to parents.	2
602	Adult	Professional Development - SCH_ProfDev -	School not supportive; even encourages her not to come to school. No social worker to help.	1
603	Adult	Professional Development - SCH_ProfDev -	Students are not always told why school staff is in the room even though it's in their IEP.	2
604	Adult	Professional Development - SCH_ProfDev -	School records don't always reflect what parents understand is in the IEP.	2
605	Adult	Professional Development - SCH_ProfDev -	Teachers don't follow student's IEPs.	3
606	Adult	Professional Development - SCH_ProfDev -	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.	2
607	Adult	Professional Development - SCH_ProfDev -	Daughter is in the PACE program at Ansonia High (12:15-2:50). She's not in school every other Tuesday because she's in the afternoon class and it has early dismissal. And there is no school on Friday. Their (school) already telling us she's going to be there for 6 years. I would like her to have more time there (at school) and not have it take 6 years to graduate. She's getting straight A's and she's going ... she's getting good grades but of course she is because its only 2 hours a day.	1
608	Adult	Professional Development - SCH_ProfDev -	Sometimes you fight and fight to get meetings, especially with school administration. That was the hardest thing- being able to coordinate what was going on counseling-wise with the school.	1

609	Adult	Professional Development - SCH_ProfDev -	<p>“Waterbury schools failed”. The teachers are ill equipped. There current special ed. training is not enough. You have to battle with them. Waterbury gives you anything on paper but it does not follow-through on anything. A parent recommended, “save all the papers, keep all the papers!” One parent discussed his son’s 504 plan and a neuropsych was needed. Parent did not get far with Waterbury because the neuropsych was 2 years old. Parent moved and at Northwest Regional in Colebrook, the neuropsych was accepted and son was put onto an IEP very quickly. Waterbury was not honest with family about the neuropsych due to the cost. IPP is questioned.</p>	7
610	Adult	Professional Development - SCH_ProfDev -	In schools, train teachers and provide support, mentoring by seasoned professionals, teach them to listen to parents, esp. in special ed.	General Consensus
611	Adult	Professional Development - SCH_ProfDev -	Teachers need to be more trained and educated on mental health and behavioral	10
612	Adult	Professional Development - SCH_ProfDev -	Burr staff is not respectful. The staff doesn’t go out their way to answer questions unless they are on the clock.	4
613	Adult	Professional Development - SCH_ProfDev -	Teacher prep curriculum in colleges needs revision in order to better normalize developmentally appropriate behavior that some teachers label as bad or acting out.	2
614	Adult	Professional Development - SCH_ProfDev -	Teachers and school personnel have admitted they do not know where resources are or how to access them. They are not able to help support families.	All

615	Adult	Professional Development - SCH_ProfDev -	Train teachers and para-professionals on how to identify kids with special needs and then help support families with those kids.	2
616	Adult	Professional Development - SCH_ProfDev -	Schools need to have consistent process with reporting. Parents are being "neglectful" because the kids are missing school because of therapy. Schools need to report honestly to DCF.	
617	Adult	Professional Development - SCH_ProfDev -	Educate the schools more on how to handle issues.	
618	Adult	Professional Development - SCH_ProfDev -	Child and family agency came in to the school and trained on trauma and it was helpful but there needs to be more.	
619	Adult	Professional Development - SCH_ProfDev -	Everyone within a school needs a lot of training.	
620	Adult	Professional Development - SCH_ProfDev -	Schools need to listen to parents. We are not listened to and the schools are out of compliance.	
621	Adult	Professional Development - SCH_ProfDev +	There are good teachers.	2

622	Adult	Professional Development - SCH_ProfDev +	<p>The Torrington school system has been beyond helpful and supportive. They have worked with our family about how to handle issues. They listened and provided support for my child in Pre-K. Another parent reported that they found the Torrington school system to be very supportive. A third mentioned the school system in Thomaston being very supportive and going above and beyond. The school knew my child and helped a lot. The school kept an eye out for my child, stayed in communication with me and DCF and notified me of any concerns with my child. The teachers were very helpful. Another parent mentioned the New Hartford school system as being helpful.</p>	5
623	Adult	Professional Development - SCH_ProfDev +	<p>Medicaid through the department of social services - community first choice. Appreciates what the special education directors have done for son in the school system. Mom believes that her son is getting appropriate help.</p>	1
624	Adult	Professional Development - SCH_ProfDev +	<p>Schools- Jonathan Reed and Woodrow Wilson School both have great teachers, they are helpful, resourceful, nice, and willing to help. Another parent was pleased with their local school Bucks Hill School in Waterbury.</p>	2

625	Adult	Professional Development - SCH_ProfDev +	I had the experience that my son. I brought him to this country when he was 11 months and the school helped with therapy. When I went to Costa Rica for 10 years I came back. After high school they didn't help. So for 5 years he was at home playing with his hands. Social services referred me to DDS and they say there were no resources. I asked for citizenship and they denied it. He was unable to get help but by that time he aged out.	1
626	Adult	Professional Development - SCH_ProfDev +	West Haven school helping more. 2 paras in the classroom all the time and caseworkers are available to each child.	1
627	Adult	Professional Development - SCH_ProfDev +	Teachers are being mandated to have training to handle mental health issues.	1
628	Adult	Professional Development - SCH_ProfDev +	A task force has been established to recruit both minority and male teachers Stamford.	1
629	Adult	Professional Development - SCH_ProfDev +	Care a Lot daycare, used an extra staff person to help my daughter and she was a para with her for 3 years through all her violent episodes.	
630	Adult	Quality of Staff - SCH_QStaff -	Paraprofessionals in Harwington School are not adequately trained to work with children with needs. Harwington was unable to provide any suggestions for other programs. Harwington middle school was trying to develop as specialized BCBA program program but it fell apart. "kids sit quietly and thats what defines success."	1

631	Adult	Quality of Staff - SCH_QStaff -	School system updates are not timely or accurate. Schools say child is progressing but not really progressing. Parent did not want her child just to progress but to succeed. One parent also said that the school system was "strongly suggesting medication" said things like, "its not a bad thing to put your child on meds."	2
632	Adult	Quality of Staff - SCH_QStaff -	Lack of staff from different cultures. African father has a strong accent feels he's not understood and sometimes just ignored.	1
633	Adult	Quality of Staff - SCH_QStaff -	School teachers not collaborating with families well	1
634	Adult	Quality of Staff - SCH_QStaff -	Staff at school absences leads to inconsistent programming and risks to students	1
635	Adult	Quality of Staff - SCH_QStaff -	Some teachers are not invested in the work and do not put time or energy into the kids. They do not try to talk to the kids to find out what the issue is or if something is going on at home and instead just label it as a behavioral problem. This later leads to incarceration. Some teachers might be overworked and that is the problem.	2
636	Adult	Quality of Staff - SCH_QStaff -	Teachers and administrators don't understand mental illness; they call kids lazy or they have behavior issues ; mom shared example of teacher who told child that he would be on the street corner selling drugs. Instead of trying to help the child or understanding his mental illness, the teacher formed a negative opinion of him.	3

637	Adult	Quality of Staff - SCH_QStaff -	<p>"Waterbury schools failed". The teachers are ill equipped. There current special ed. training is not enough. You have to battle with them. Waterbury gives you anything on paper but it does not follow-through on anything. A parent recommended, "save all the papers, keep all the papers!" One parent discussed his son's 504 plan and a neuropsych was needed. Parent did not get far with Waterbury because the neuropsych was 2 years old. Parent moved and at Northwest Regional in Colebrook, the neuropsych was accepted and son was put onto an IEP very quickly. Waterbury was not honest with family about the neuropsych due to the cost. IPP is questioned.</p>	7
638	Adult	Quality of Staff - SCH_QStaff -	<p>Some difficulties getting school social workers to sign children up for certain summer school programs through Person to Person, as application process was only open for several hours and many students could not participate due to limited slots. Overall, limited resources in terms of number of slots for summer programs and age restrictions after age 12 make it difficult.</p>	4
639	Adult	Quality of Staff - SCH_QStaff -	<p>The school puts my son in holds/restraints. 3 adults on one child Windham, Ledyard, Norwich, Stonington. They don't call 211/EMPS or anyone until it is too late. This is overwhelming for the child and is not effective practice.</p>	4

640	Adult	Quality of Staff - SCH_QStaff +	<p>The Torrington school system has been beyond helpful and supportive. They have worked with our family about how to handle issues. They listened and provided support for my child in Pre-K. Another parent reported that they found the Torrington school system to be very supportive. A third mentioned the school system in Thomaston being very supportive and going above and beyond. The school knew my child and helped a lot. The school kept an eye out for my child, stayed in communication with me and DCF and notified me of any concerns with my child. The teachers were very helpful. Another parent mentioned the New Hartford school system as being helpful.</p>	5
641	Adult	Quality of Staff - SCH_QStaff +	<p>Village School ACES program in North Haven is a very good program and school. Is more of a school setting than an office setting like other programs. They have large classrooms with high staff to student ratio.</p>	1
642	Adult	Quality of Staff - SCH_QStaff +	<p>Schools- Jonathan Reed and Woodrow Wilson School both have great teachers, they are helpful, resourceful, nice, and willing to help. Another parent was pleased with their local school Bucks Hill School in Waterbury.</p>	2
643	Adult	Quality of Staff - SCH_QStaff +	<p>Thank god I've been living some time in Danbury. They have been treating my son better in a new school and now they are communicating more with me when it comes to his behaviors. They are more attentive.</p>	1

644	Adult	Quality of Staff - SCH_QStaff +	There are many dedicated teachers and school personnel.	2
645	Adult	Quality of Staff - SCH_QStaff +	Care a Lot daycare, used an extra staff person to help my daughter and she was a para with her for 3 years through all her violent episodes.	
646	Adult	Respect - SCH_Respect -	Schools need to listen to parents. We are not listened to and the schools are out of compliance.	
647	Adult	Respect - SCH_Respect -	The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judge mental. 71 main st hospital. I believe that because we are Latino they have us wait extra more than hour even while my son had a 105 fever and he's now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and they school didn't notify me even though he had injuries. I've asked for explanations to the teacher next day and why it happened. I explained had it happened at home, I'd be in jail. My son said it happened in school on the playground. They did an evaluation at the doctor and I never sent my son back to camp.	1
648	Adult	Respect - SCH_Respect -	Favoritism/discrimination in sports in school and out of school	1

649	Adult	Respect - SCH_Respect -	Bullying in public schools. Bullied by teachers and students. Administration in Torrington does not care about the kids. Inconsistent, one child had a good teacher last year but current teacher is abusive and child does not want to go to school. Another participant heard about bullying by a teacher- even the administration can bully kids by labeling them as a "bad kid." Bullying causes trauma.	7
650	Adult	Respect - SCH_Respect -	Budget issues are an issue for schools and they are not using the funding they have for our students. They are neglectful of the students needs.	
651	Adult	Respect - SCH_Respect -	Schools are not following through with IEPs, verbal conversations, IA support/training/over stepping, staffing concerns regarding professionalism as well as understanding disabilities, funding used for ineffective resources, lack training	
652	Adult	Respect - SCH_Respect -	The needs of the parents go along with what the budget is of the school system; parents have to push back and be strong about the services that the children need; parent would suggest things such as apps that could be used by child but would get a response saying it is not needed or not in the budget. Family had to go to the extreme of getting an advocate and an attorney to make the school system listen.	2
653	Adult	Respect - SCH_Respect -	Favoritism/discrimination in sports in school and out of school	1

654	Adult	Respect - SCH_Respect -	Teachers and administrators don't understand mental illness; they call kids lazy or they have behavior issues ; mom shared example of teacher who told child that he would be on the street corner selling drugs. Instead of trying to help the child or understanding his mental illness, the teacher formed a negative opinion of him.	3
655	Adult	Respect - SCH_Respect -	Schools need to listen to parents. We are not listened to and the schools are out of compliance.	
656	Adult	Respect - SCH_Respect -	They have been hitting my son by the school and they are against me no one helps. The police has been agaisnt me. DCF called me and told me that my son has been hit. I have reports and have 3 people that are willing to speak on my behalf. They blame my son of being a liar.	5

657	Adult	Respect - SCH_Respect -	<p>The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.</p>	1
658	Adult	Respect - SCH_Respect -	Schools don't want to deal with mediation until you threaten having a lawyer.	2
659	Adult	Respect - SCH_Respect -	Parents have documents from others(doctors, requests for testing, etc) and the school doesn't want to agree.	1
660	Adult	Respect - SCH_Respect -	Schools blame you for everything instead of helping to find out what going on with your kid.	2
661	Adult	Respect - SCH_Respect -	Burr staff is not respectful. The staff doesn't go out their way to answer questions unless they are on the clock.	4
662	Adult	Respect - SCH_Respect -	Be family friendly/family centered/ respectful	4

663	Adult	Respect - SCH_Respect -	Schools need to listen to parents. We are not listened to and the schools are out of compliance.	
664	Adult	Respect - SCH_Respect +	Explorations Charter School in Litchfield- the principle NAME knows every student. They are treated respectfully and in a supportive enviroment. They barely ever suspend a child instead they ask the child to do community service-wash dishes at a local restaurant. They also have outdoor adventure activities, parent picnics, job shadowing. The valedictorian and Salutatorian get free college scholarships. The school is hands on, teaches civics, builds the kids up. All kids are called by their first name, they give respect and get respect.	2
665	Adult	Respect - SCH_Respect +	The Torrington school system has been beyond helpful and supportive. They have worked with our family about how to handle issues. They listened and provided support for my child in Pre-K. Another parent reported that they found the Torrington school system to be very supportive. A third mentioned the school system in Thomaston being very supportive and going above and beyond. The school knew my chiild and helped a lot. The school kept an eye out for my child, stayed in communication with me and DCF and notified me of any concerns with my child. The teachers were very helpful. Another parent mentioned the New Hartford school system as being helpful.	5

666	Adult	Respect - SCH_Respect +	Some school districts are on the right track and make sure they are trying to be on the same page with families.	
667	Adult	School Climate - SCH_Climate -	Bullying in public schools. Bullied by teachers and students. Administration in Torrington does not care about the kids. Inconsistent, one child had a good teacher last year but current teacher is abusive and child does not want to go to school. Another participant heard about bullying by a teacher- even the administration can bully kids by labeling them as a "bad kid." Bullying causes trauma.	7
668	Adult	School Climate - SCH_Climate -	Torrington public school cannot handle gifted children. There are no advanced classes/	1
669	Adult	School Climate - SCH_Climate -	There are bad ones too- inconsistent. When a teacher has been there awhile, they can be impatient. Teachers that have been there awhile are protected by the administration even if they are bad.	2

670	Adult	School Climate - SCH_Climate -	<p>Educational system does not follow the IEP. IEP says half hr individual and half hour school counseling but child never got it. Need to follow IEP recommendations. The teachers say that the child is doing "fine" when they are not. One father said that the child missed 105 classes before he was notified. Schools need to work with parents to identify special ed. needs. Torrington is overloaded, there have been town budget cuts and the principle was fired for advocating for a child whose IEP recommended a paraprofessional. One father said that the school changed his son's 504 without telling him. Need to follow IEP.</p>	Consensus
671	Adult	School Climate - SCH_Climate -	<p>If there is a school based activity the school should provide the supports to include participants.</p>	Consensus
672	Adult	School Climate - SCH_Climate -	<p>Inconsistency with schools. If the child has a behavior problem, they want the child out. If the child does not have a behavior problem, then they fight to have them stay. It is about the level of disruption, not about if the child is progressing or not. One family said that the school wants her son to come back and she needed to hire an attorney to have the child stay in the outplacement for 2 more years. Other family member said school system wanted child out due to behaviors.</p>	2

673	Adult	School Climate - SCH_Climate -	School covered up incident in the school where child attacked another child; school said that child was just playing; parents said that it was apparent that son was trying to attack the other child.	2
674	Adult	School Climate - SCH_Climate -	Bad behaviors of youth has been reinforced. Child poured hot coffee on staff at school. The school punished the child by giving him a task he enjoyed-mopping the floors.	1
675	Adult	School Climate - SCH_Climate -	Wallace- not enough bilingual staff and documents not offered in spanish. Two threats at wallace school and not enough security	1
676	Adult	School Climate - SCH_Climate -	More spanish staff in the middle schools	2
677	Adult	School Climate - SCH_Climate -	P-Truancy laws need to be revised. Missing school is seen as educational neglect, then DCF comes into your life. It's not always the families fault.	All
678	Adult	School Climate - SCH_Climate -	Schools aren't consistent with how children are handled. Kids in two different schools and sees major differences.	1
679	Adult	School Climate - SCH_Climate -	Start teaching kindness to kids at a younger age	1
680	Adult	School Climate - SCH_Climate -	Start teaching typical children about children with special needs at a younger age	1
681	Adult	School Climate - SCH_Climate -	There are barriers to parents being involved or volunteering in the classroom (i.e. to volunteer have to pass a background check). If you can't volunteer you become disconnected from your child's education. You aren't welcomed into the classroom until there is a problem. Parents feel they cannot question the teacher.	1

682	Adult	School Climate - SCH_Climate -	Education system is dumbing down our children, and when you have a child with disability it's even worse. Kids are not being educated because teachers are dealing with behaviors. It's troublesome that gym, arts, and handwriting are being removed from schools.	Most
683	Adult	School Climate - SCH_Climate -	Discrimination in schools- especially with sports. Students are benched for the entire game even when they are good athletes.	2
684	Adult	School Climate - SCH_Climate -	Schools need to have consistent process with reporting. Parents are being "neglectful" because the kids are missing school because of therapy. Schools need to report honestly to DCF.	
685	Adult	School Climate - SCH_Climate -	Schools are using restraints	
686	Adult	School Climate - SCH_Climate -	There are a lot of restrictions with paras that shouldn't be there. If you have a good IA or para they know your kid better than the teachers. Families need to be able to communicate with the paras so they know what is going on.	
687	Adult	School Climate - SCH_Climate -	Schools need to be "fair" in their reporting to DCF	
688	Adult	School Climate - SCH_Climate -	Have extra assistants in the classroom so they can provide parents with more information of whats happening in the classroom.	1
689	Adult	School Climate - SCH_Climate -	Teach empathy to other students, teachers need more help and funding for education. Funding in general, DDS, DCF, etc. etc.	General Consensus
690	Adult	School Climate - SCH_Climate -	Black and brown children in schools are treated differently by teachers/ system when they are struggling in school.	4

691	Adult	School Climate - SCH_Climate -	<p>The Special education system. My son was pulled from a classroom and I had to get him to Yale to have this evaluated. I just went to court and I'm bringing the report with me to get him more resources. The self-contained classrooms house kids from K-8 and some of these kids are really big and my son is short. The kids hit the younger kids. If you want to have self-contained classes then separate them into 2 (age groups) so that it's not all of these ages together. A lot of these kids come from different backgrounds and cannot express themselves so they can express themselves physically. Anybody who's seen my son, if you'd look at his classroom you would be floored. (Discussion about what a self-contained classroom looks like...) So, in New Haven kids in kindergarten are in classes with 8th graders with a teacher and other parents (paraprofessionals)</p>	3
692	Adult	School Climate - SCH_Climate -	<p>This is violation of rights (self contained classrooms). You cannot have kids in one place, where they are isolated for 8 hours and then when I get off work, I can have you back. Keeping these kids together is not teaching them anything. You are just putting them somewhere until parents pick them up. I see this discrimination.</p>	3
693	Adult	School Climate - SCH_Climate -	<p>There's a teacher that is there only to get a paycheck. Tell her there's a fight and she (throws arms up). We just had a security guard sit there while 6 kids jumped other kids.</p>	1

694	Adult	School Climate - SCH_Climate -	IEP not being followed, and letting kids get out of control instead of deescalating and doing what they are supposed to do which is "motor breaks". My child can't necessarily communicate what she needs and we depend on the IEP being followed.	
695	Adult	School Climate - SCH_Climate -	Schools are using restraints	
696	Adult	School Climate - SCH_Climate -	There are a lot of restrictions with paras that shouldn't be there. If you have a good IA or para they know your kid better than the teachers. Families need to be able to communicate with the paras so they know what is going on.	
697	Adult	School Climate - SCH_Climate -	Schools need to be "fair" in their reporting to DCF	
698	Adult	School Climate - SCH_Climate +	Explorations Charter School in Litchfield- the principle NAME knows every student. They are treated respectfully and in a supportive enviroment. They barely ever suspend a child instead they ask the child to do community service-wash dishes at a local restaurant. They also have outdoor adventure activities, parent picnics, job shadowing. The valedictorian and Salutatorian get free college scholarships. The school is hands on, teaches civics, builds the kids up. All kids are called by their first name, they give respect and get respect.	2
699	Adult	School Climate - SCH_Climate +	Village School ACES program in North Haven is a very good program and school. Is more of a school setting than an office setting like other programs. They have large classrooms with high staff to student ratio.	1

700	Adult	School Climate - SCH_Climate +	School-Wilson has bilingual staff we are able to communicate	1
701	Adult	School Climate - SCH_Climate +	Chase School- has bilingual staff and documents are sent home in spanish	1
702	Adult	School Climate - SCH_Climate +	New administration in Middletown is doing community conversations with families; more involved with families; the conversations are happening in each school	1
703	Adult	School Climate - SCH_Climate +	Institute of Hispanic Families (IHF) children services some of the schools help us	3
704	Adult	School Climate - SCH_Climate +	Parent engagement at Pre-k level is positive, as there are home visits prior to enrollment and follow up visits after enrollment.	2
705	Adult	School Resources - SCH_Resource -	Torrington public school cannot handle gifted children. There are no advanced classes/	1
706	Adult	School Resources - SCH_Resource -	Parent cited the example of Wallingford which provides more support and programs for special ed. Like specialized reading, language, OT, comprehension supports. Need Special ed. Programming.	3
707	Adult	School Resources - SCH_Resource -	There needs to be more involvement with schools, and Instructional Assistant's. There need to be more training and help that is structured.	
708	Adult	School Resources - SCH_Resource -	My child didn't have a special education teacher for 8 weeks. Staffing issues at the schools, they are not able to help kids. (Killingly intermediate school)	
709	Adult	School Resources - SCH_Resource -	Teachers that fight for children's rights don't stay at the school (Killingly).	

710	Adult	School Resources - SCH_Resource -	Budget issues are an issue for schools and they are not using the funding they have for our students. They are neglectful of the students needs.	
711	Adult	School Resources - SCH_Resource -	Legislative advocacy would be helpful in the schools.	
712	Adult	School Resources - SCH_Resource -	Harwington school system- the school system provided OT, PT and speech therapy as well as developed a plan. Harwington middle school was trying to develop as specialized BCBA program but it fell apart when the psychologist left.	2
713	Adult	School Resources - SCH_Resource -	Lack of time out rooms in public schools-schools are not set up for behaviors.	2
714	Adult	School Resources - SCH_Resource -	Schools need more money. Need more specialized schools within the area. Families children are bused up to an hour away.	2
715	Adult	School Resources - SCH_Resource -	More after school programming. A need for more diverse after school programs, more than just sports (art, technology, music.)	2
716	Adult	School Resources - SCH_Resource -	If funding was in place to support children in school, more money would not have to be spent to have students outplaced out of the school districts; funding is more concerned with short-term benefits vs. long-term benefits	3
717	Adult	School Resources - SCH_Resource -	No behavior therapists in the school systems (Milford and Guilford)	3
718	Adult	School Resources - SCH_Resource -	Current school does not provide speech therapist; has to have the school district provide speech therapist	2
719	Adult	School Resources - SCH_Resource -	School districts putting out information earlier	2

720	Adult	School Resources - SCH_Resource -	Security at the middle school (wallace) need metal detector two threats recently my child scared to go to school cause of the shootings happening.	1
721	Adult	School Resources - SCH_Resource -	More spanish staff in the middle schools	2
722	Adult	School Resources - SCH_Resource -	Need more FRC programs at other schools	3
723	Adult	School Resources - SCH_Resource -	Parents should be more proactive in monitoring their children's education and be informed about their child's diagnosis. If the parent doesn't have the information the teachers should be able to help guide the parents.	1
724	Adult	School Resources - SCH_Resource -	Advocacy groups can form education committees to help schools improve. Parents and teachers working together to find solutions.	2
725	Adult	School Resources - SCH_Resource -	Parents should attend parent teacher conferences and other meetings that will help them learn how to advocate for their children. Teach parents how to use technology and understand what kids are learning so they can help assist their kids. (i.e. kid gets google chrome books but the parents don't know how to use them or parents can't help homework or do the "new math").	Most
726	Adult	School Resources - SCH_Resource -	School systems do not know what systems are out there and what these systems offer; a parent was told to contact DMHAS but had no idea where to start	3
727	Adult	School Resources - SCH_Resource -	Schools need to be mandated to have a self contained room. They need to have a quiet space for children. We don't want to lotto	

728	Adult	School Resources - SCH_Resource -	There should be a private space for "motor breaks" instead of her in front of everyone.	
729	Adult	School Resources - SCH_Resource -	Put cameras in the school classrooms so we can also see what is happening with our children. The system can monitor the class.	5
730	Adult	School Resources - SCH_Resource -	Have extra assistants in the classroom so they can provide parents with more information of whats happening in the classroom.	1
731	Adult	School Resources - SCH_Resource -	School not supportive; even encourages her not to come to school. No social worker to help.	1
732	Adult	School Resources - SCH_Resource -	School system pushed my son through.	1
733	Adult	School Resources - SCH_Resource -	Afternoon/alternative school options would be more helpful.	3
734	Adult	School Resources - SCH_Resource -	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.	2
735	Adult	School Resources - SCH_Resource -	Daughter is in the PACE program at Ansonia High (12:15-2:50). She's not in school every other Tuesday because she's in the afternoon class and it has early dismissal. And there is no school on Friday. Their (school) already telling us she's going to be there for 6 years. I would like her to have more time there (at school) and not have it take 6 years to graduate. She's getting straight A's and she's going ... she's getting good grades but of course she is because its only 2 hours a day.	1

736	Adult	School Resources - SCH_Resource -	<p>“School systems drop the ball for kids”. They don’t tell parents if there is a problem, they don’t even tell you that the children can stay in school until age 21. The schools do not share information. Another parent stated, “you have to fight for them- bring a tape recorder and re-listen to everything they said.”</p>	2
737	Adult	School Resources - SCH_Resource -	<p>Middle school children are most at risk in educational system and they receive the least amount of resources and mentoring and guidance counseling is lacking in Stamford and urban areas in CT. Wealthy areas in CT do the opposite and continue to provide resources to middle school youth in a way that keeps them on a positive trajectory. The achievement gap in urban areas happens in middleschool and needs are not being met.</p>	2
738	Adult	School Resources - SCH_Resource -	<p>More financial resourcers to improve Stamford public school system (redistribute money to pre-school and middle school primarily)</p>	3
739	Adult	School Resources - SCH_Resource -	<p>School resource officers were cut from school program and parents are concerned this is a safety issue. Now there is no D.A.R.E program. Having an officer in the school helped develop positive relationships between youth and police officers.</p>	All
740	Adult	School Resources - SCH_Resource -	<p>Teachers and school personnel have admitted they do not know where resources are or how to access them. They are not able to help support families.</p>	All

741	Adult	School Resources - SCH_Resource -	Cops in the Middle Program- police program in middle school building positive relationships was cut.	1
742	Adult	School Resources - SCH_Resource -	There is a need for school-based health center/	3
743	Adult	School Resources - SCH_Resource -	Need for late bus for youth who participate in afterschool extracurricular activities such as sports, drama club, etc.	
744	Adult	School Resources - SCH_Resource -	Not enough school nurses in the New Haven school system.	4
745	Adult	School Resources - SCH_Resource -	We need Suicide Prevention people to get to these schools to talk to these kids in crisis. Instead of calling his mom, they called 211 and they never asked if he has a PPT or anything. They just put him in a straight jacket when all he wanted was his mother. He has ADD, if they had just called his mother and let him talk to her, he would have calmed down. He was standing on the banister to commit suicide.	2
746	Adult	School Resources - SCH_Resource -	Schools need to be mandated to have a self contained room. They need to have a quiet space for children. We don't want to lotto into another district, or have a clinical day school.	
747	Adult	School Resources - SCH_Resource -	There should be a private space for "motor breaks" instead of her in front of everyone.	
748	Adult	School Resources - SCH_Resource +	Bucks Hill School- special services for behaviors	1
749	Adult	School Resources - SCH_Resource +	Magnolia school In Harwington has helped. It has a whole summer program for kids.	1
750	Adult	School Resources - SCH_Resource +	211 is helpful for schools.	
751	Adult	School Resources - SCH_Resource +	Lending library program with EASTCONN has been helpful.	
752	Adult	School Resources - SCH_Resource +	Districts that are on the right track	

753	Adult	School Resources - SCH_Resource +	ACES Village school program is a very good program. ACE's has activities, movies, got a child into chorus, hold holiday events.	4
754	Adult	School Resources - SCH_Resource +	Harwington school system- the school system provided OT, PT and speech therapy as well as developed a plan. Harwington middle school was trying to develop as specialized BCBA program but it fell apart when the psychologist left.	2
755	Adult	School Resources - SCH_Resource +	Litchfield has a behaviorist (BCBA) from CREC that comes in 1 week. Behaviorist set up a program.	1
756	Adult	School Resources - SCH_Resource +	Family had 2 on 1 at school to allow child to remain at school successfully.	2
757	Adult	School Resources - SCH_Resource +	Groden Center School- town transports two children every day from Lisbon, CT to Rhode Island to attend this school.	1
758	Adult	School Resources - SCH_Resource +	Family Resource Center at Woodrow Wilson has a playgroup for children. It helps the children socialize, learn how to play together and interact. Without the group, the children would be isolated. One mother said that her son only talks to the father and herself but tends to play alone rather than play with other children. SHe brought the child to the resources ceenter so that he could get used to socializing and learn to play with other children. FRC also offers these families a chance to interact, support and learn from each other.	3
759	Adult	School Resources - SCH_Resource +	Afterschool programs are helpful.	1
760	Adult	School Resources - SCH_Resource +	Public schools give some resources to parents for kids	1

761	Adult	School Resources - SCH_Resource +	STARS program is specialized program offered in schools, helpful for youth with autism	1
762	Adult	School Resources - SCH_Resource +	Therapeutic Schools teach life skills	1
763	Adult	School Resources - SCH_Resource +	A school system (Newington) did a great job helping my child who had a Special Education 504 plan by using creative methods to work with him.	1
764	Adult	School Resources - SCH_Resource +	Free schooling- public school access even though it is a law. You don't need to pay for your child's education.	1
765	Adult	School Resources - SCH_Resource +	For me the positive is my son's school they have helped me for years and he is progressing. They have helped me in therapy. My son suffers from anxiety also and because he doesn't like lecture they help him and I like that. What I don't like its in family and children.	1
766	Adult	School Resources - SCH_Resource +	School was positive they provided language therapy. He progressed a lot.	
767	Adult	School Resources - SCH_Resource +	I'm happy about the school busing system. He is happy in school because he does different activities. He does swimming and other activites that he didn't have before.	1

768	Adult	School Resources - SCH_Resource +	Since daughter was born I's thankful for state of CT for the health insurance. I'm grateful for birth to three. She received it for months. They helped because she has impotence. They have occupational therapy. She also has tutors and they have been great. They are a program for 5 years to 5th grade. The teachers are attentive. They are familiar with her medical history. The administration system is also attentive. The medical team is what has been really helpful.	1
769	Adult	School Resources - SCH_Resource +	What I like since my son has been diagnosed in the possibility of therapy. He's had great teachers and also the therapies in school and in hospital. He no longer gets therapy in the hospital.	1
770	Adult	School Resources - SCH_Resource +	They have translators in the school systems which helpful (Brazilian and Spanish).	All
771	Adult	School Resources - SCH_Resource +	School offered free soccer.	1
772	Adult	School Resources - SCH_Resource +	West Haven school helping more. 2 paras in the classroom all the time and caseworkers are available to each child.	1

773	Adult	School Resources - SCH_Resource +	My daughter is in Emmet Obrien and they have a school-based health center and every should have this. My daughter experienced trauma and she was able to meet with the counselor right in school right there. They do more than just counseling; they can get immunizations and have other health needs met. It's more than the school nurse. This is a health based center that students have access to. All 3 of my daughters have been in counseling and this one (the SBHC) was the best. It's easier for her to get out of class, for when I have to come in, I go in in the morning and then she goes right back to class and I go to work.	4
774	Adult	School Resources - SCH_Resource +	The Hope Academy in Orange was mentioned saying that it provides school-based counseling. A parent mentioned that the Watertown Academy does a great work program and transition program.	1
775	Adult	School Resources - SCH_Resource +	A parent discussed the Cheshire school system stating that Cheshire has the best day school. The Cheshire school system assisted with the referral without any problems or arguments. In fact, she commented that the school system, "even suggested and asked for it". "Highland in Cheshire has the best special ed. program" Also mentioned was the Cheshire Challengers.	3
776	Adult	School Resources - SCH_Resource +	Cheshire has therapeutic day school	2
777	Adult	School Resources - SCH_Resource +	There are resources within the Stamford school system to address special needs.	3

778	Adult	School Resources - SCH_Resource +	Family advocates at a charter school are helpful.	2
779	Adult	School Resources - SCH_Resource +	Bilingual support at a magnet school is very helpful and culturally responsive.	1
780	Adult	School Resources - SCH_Resource +	School system has a program in place to address chronic absenteeism and truancy.	1
781	Adult	School Resources - SCH_Resource +	PTO'S/ 3 PTA's/ 1 SEPTA are supportive of children in the communit	All
782	Adult	School Resources - SCH_Resource +	Schools have developed a mentoring program- community members and high school students, retired teachers, and administrators come weekly and visit with students for 30 minute. They play games and spend time with child depending on the need of the child.	2
783	Adult	School Resources - SCH_Resource +	Schoool ties with PTO's/ PTA's - good parent/faculty reallionship to help when issues arise-for kids ages Pre-K to 5th grade.	2
784	Adult	School Resources - SCH_Resource +	School District Program- provides 2 programs that support early childhood pre-k	All
785	Adult	School Resources - SCH_Resource +	Youth School Council-called PAL (Principle Advisory League) -this is specific to 2 elementary schools.	1
786	Adult	Access to Service - SER_Access -	Make services more accessible. My husband doesn't want DCF involved for services. I don't want to jump through any hoops.	
787	Adult	Access to Service - SER_Access -	Shorter waitlists for clients.	
788	Adult	Access to Service - SER_Access -	Hard to find services in general, ahrdrer to find linguistically appropriate services. Lack of close and appropriate services-social activities.	Consensus
789	Adult	Access to Service - SER_Access -	Although Light House is a food program, they do not have groups after 5:30pm	3

790	Adult	Access to Service - SER_Access -	The open adoption lawyer that CAFAF uses was useless. Lawyer just did the paperwork but doesn't answer his phone. DCF said that I did not have to put everything in writing. Another parent said you should have it in writing. Another couple families said that attorneys differ some you do not see for 2 years others are a good resource. Attorneys are supposed to see the family for a check-in on a monthly basis, they are paid to see the child 1 x month. Attorney's rarely return calls.	10
791	Adult	Access to Service - SER_Access -	Extended hours for amazing programs that work. Child first, CYF have after hours appts but they are hard to get, those time tend to get booked because so many families need those hours. They need more staffing. The clinician recommends a follow-up appt in 1 month but when you go to book it there is nothing available in that time range	7
792	Adult	Access to Service - SER_Access -	Lack of mental health services, esp. in the Winsted area & Northwest area overall	Consensus
793	Adult	Access to Service - SER_Access -	Torrington is lacking a higher level of care. Child had to leave the community when she needed to be hospitalized.	Consensus
794	Adult	Access to Service - SER_Access -	PHP at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapist.	Consensus

795	Adult	Access to Service - SER_Access -	Need a higher level of care in the community. No place for troubled teens to go for inpatient care, closest is Ledyard, Yale-New Haven for inpatient. Even something more intense like php at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapists. The clinicians are really good but do not have the time.	Consensus
796	Adult	Access to Service - SER_Access -	Services should take a whole family approach. PHP couldn't due to staffing. MST takes a whole family approach-need services that provide individual support and whole family support. PHP needs staffing to provide family care for adolescents and adult.	3
797	Adult	Access to Service - SER_Access -	Torrington should have programming for gifted children.	1
798	Adult	Access to Service - SER_Access -	Mental health and behavioral health services are hard to access in this area.	
799	Adult	Access to Service - SER_Access -	Financial disparities can make it hard to access services.	

800	Adult	Access to Service - SER_Access -	<p>DDS: It takes too long to get services. Took 4 years. I would like to stay home and take care of my child 24/7 but I cant I have to work. It is hard enough being a parent but you have to fight for every morsel of help. Funding cut to the BSP program. Got medicaid waiver after 4 years for my daughter with autism. finally got some in-home services. Took 6 months to get child onto waiver. Communication w/ process surrounding services, families not getting accurate information.</p>	5
801	Adult	Access to Service - SER_Access -	<p>One parent mentioned bringing child for a med wash at Yale and that she had a bad experience saying they are good with psychiatric children but not with children who have autism. There is no one except Yale for a med wash and some do not know what they are doing.</p>	1
802	Adult	Access to Service - SER_Access -	<p>Regarding services, parent said, "They send you down roads and roadblocks, Cant the agencies do the legwork for you. Child has behaviors such as punching windows. If the child is not sent to the hospital then there is nothing that they can do about it. Its circular, we've been down every road. Case worker said, "if hes not on the ambulance, dont call me."</p>	General Agreement
803	Adult	Access to Service - SER_Access -	<p>Big difference between towns and cities in what is available.</p>	2
804	Adult	Access to Service - SER_Access -	<p>A certain number of hours of service are provided weekly but if the parent needs more then they need to pay out of pocket.</p>	

805	Adult	Access to Service - SER_Access -	Providers need to accommodate times for families. More staff for weekends and evenings.	Consensus
806	Adult	Access to Service - SER_Access -	Less burden on families, more case managers, care coordinators.	Consensus
807	Adult	Access to Service - SER_Access -	CCMC and St. Francis hospital are good. Child was in the ER at CCMC but they did not have in-patient bed and was transferred to St. Francis hospital.	1
808	Adult	Access to Service - SER_Access -	Hard to find a behaviorist in Torrington, have 1 hour per month but more hours are needed and it is hard to hire. Nothing local Torrington. Age restricted access at local Charlotte Hungerford Hospital. Child had to go to St. Francis-Mount Sinai.	2
809	Adult	Access to Service - SER_Access -	Parent was interested in ASD services and what they could afford but did not want to risk losing BSP services. Did not know how one service might affect the other.	1
810	Adult	Access to Service - SER_Access -	One family member was on the verge of getting the BSP program but due to the budget freeze, open slots are now closed. DDS cuts, no longer have case management for people under 18. They used to have 18 transitions advisors but that number has been cut to 2 people for the whole state.	2
811	Adult	Access to Service - SER_Access -	DSS (Medicaid) wanted family to have to spend a lot of money for the programs. It is costly if families have resources.	1

812	Adult	Access to Service - SER_Access -	The length of time to access DDS services was too long. For one of the families, it has been 3 year and waiting. In addition, the family made the application and was told it was all set, then months later were told that they were never in the system and had to reapply. Told by supervisor, "once its gone, its gone" no way to fix that mistake.	2
813	Adult	Access to Service - SER_Access -	Budget cuts prevent families from accessing services.	2
814	Adult	Access to Service - SER_Access -	The length of time to access services it too long.	2
815	Adult	Access to Service - SER_Access -	Although approved for BCBA there is not an identified behaviorist for families.	1
816	Adult	Access to Service - SER_Access -	Location is a barrier to receiving services in the Northwest area.	2
817	Adult	Access to Service - SER_Access -	Need more services available in the Torrington/Litchfield area.	2
818	Adult	Access to Service - SER_Access -	More affordable services especially for voluntary services. No income based system for DSS.	1
819	Adult	Access to Service - SER_Access -	Hire more DDS staff, DDS needs more funding. BSP-need to unfreeze the slots. BSP for any kids with behavioral health issues.	2
820	Adult	Access to Service - SER_Access -	Shorten the process from application to acceptance and simplify the process.	2
821	Adult	Access to Service - SER_Access -	Shorten the process from application to acceptance and simplify the process.	2
822	Adult	Access to Service - SER_Access -	More ABA, behaviorist providers.	2
823	Adult	Access to Service - SER_Access -	Would like to get more services; it is becoming more difficult for one parent to be alone with child 2	2

824	Adult	Access to Service - SER_Access -	Vista and chapel haven – (programs for adults with disabilities) should be providing services to only CT residents; these programs do not accept DDS rates; issue that the parents who have their children in these programs are not paying taxes in CT; the adults with disabilities establish residency and receive access to programs.	1
825	Adult	Access to Service - SER_Access -	Having respite care more than one a quarter	2
826	Adult	Access to Service - SER_Access -	Advocates are needed for children and young adults who are receiving services from DDS	1
827	Adult	Access to Service - SER_Access -	There are so few ABA (applied behavioral services) services that families in the northeast are being served by ABA services in the southeast.	2
828	Adult	Access to Service - SER_Access -	Need more resources about immigration in the Waterbury community in spanish	2
829	Adult	Access to Service - SER_Access -	Hard to find services in and around Waterbury. One grandmother asked, " what are the services after Birth to Three?" Not knowing what resources are out there and not knowing the next step for the child after that system. In general, lack of knowledge and training about resources and how to access and get those resources was an issue for all the families.	3

830	Adult	Access to Service - SER_Access -	One mother was struggling to find the 30 hours of in home services that her pediatrician recommended for her son. Mother would like to bring her son out more but he runs wherever he is in the community so it is difficult for her. Having another person assist her with the child in the community would offer her and her son more opportunities.	1
831	Adult	Access to Service - SER_Access -	Easy access to services that they need.	3
832	Adult	Access to Service - SER_Access -	Where are the advocates to help families at these meetings?	1
833	Adult	Access to Service - SER_Access -	Accessibility to services.	1
834	Adult	Access to Service - SER_Access -	Need to receive supports as needed regardless to insurance.	All
835	Adult	Access to Service - SER_Access -	Strengthen advocacy at the local level.	2
836	Adult	Access to Service - SER_Access -	Make things more accessible to families. Not everyone has computers or smart phones.	1
837	Adult	Access to Service - SER_Access -	Playgroup costs money and is only offered short term	1
838	Adult	Access to Service - SER_Access -	No transportation across town lines from school to daycare even if close distance	1
839	Adult	Access to Service - SER_Access -	Waitlists for many services especially autism services	3
840	Adult	Access to Service - SER_Access -	Lack of funding (or funding has been cut) for ASD – only intellectual disabilities. Now services are going through Medicare.	1
841	Adult	Access to Service - SER_Access -	Lack of appropriate ASD services available	1
842	Adult	Access to Service - SER_Access -	Meriden Public Library should have sensory areas for children with disabilities	1
843	Adult	Access to Service - SER_Access -	A variety of trustworthy and qualified respite options needed for youth	1

844	Adult	Access to Service - SER_Access -	Advocacy groups can form education committees to help schools improve. Parents and teachers working together to find solutions.	2
845	Adult	Access to Service - SER_Access -	YMCA- Expensive. Mom claims that she would love to send her son but costs too much. She was not aware that there are scholarships and financial aid.	1
846	Adult	Access to Service - SER_Access -	Legal Aid Assistance/Support-hard to find	1
847	Adult	Access to Service - SER_Access -	More marketing, promotion for community events, services and activities (look at other communities to imitate).	4
848	Adult	Access to Service - SER_Access -	More substance abuse/sexual education awareness programs.	4
849	Adult	Access to Service - SER_Access -	Improve application process for services in the community- for food application ie; New Opportunites. Master's Manna has your information in their system.	2
850	Adult	Access to Service - SER_Access -	211 is overwhelmed with phone calls due to many services being cut.	3
851	Adult	Access to Service - SER_Access -	Poor people and mentally ill people get treated badly in Middletown; they are not receiving the services that they need.	1
852	Adult	Access to Service - SER_Access -	Anyone who is slightly different will not be able to get what they need; people do not know how to service them especially those with cultural differences in schools. This includes language barriers.	2

853	Adult	Access to Service - SER_Access -	Better service system and easier access to psychiatrists, behavioralists, mentors, job coaches and social skills teachers. There needs to be a plethora of people who are good and available and not just one good person in an area	3
854	Adult	Access to Service - SER_Access -	I wish it wasn't so hard to find services - Something has to be done to make it easier for families to have access to services.	1
855	Adult	Access to Service - SER_Access -	Any communication issues, verbal, IQ issues, it gets very hard to find services.	
856	Adult	Access to Service - SER_Access -	BCBA is very hard to find.	
857	Adult	Access to Service - SER_Access -	Co-pays are very expensive and they make it difficult to access services that are available.	
858	Adult	Access to Service - SER_Access -	The waiting list for advocates for a PPT is ridiculous. There are not enough family advocates available.	
859	Adult	Access to Service - SER_Access -	CPAC, you can call them, but they won't come with you to the meeting due to not having enough resources.	
860	Adult	Access to Service - SER_Access -	Wait times, waitlists, it is very hard to deal with. There are long call times and waitlists.	
861	Adult	Access to Service - SER_Access -	You don't have access to services if you don't have HUSKY	
862	Adult	Access to Service - SER_Access -	Make services more accessible. My husband doesn't want DCF involved for services. I don't want to jump through any hoops.	
863	Adult	Access to Service - SER_Access -	Shorter waitlists for clients.	
864	Adult	Access to Service - SER_Access -	Need to make medication management (triple C?) Make therapy a requirement for medication management. Some flexibility needs to happen.	

865	Adult	Access to Service - SER_Access -	The ymca is based on income and I need help and would like more information. I didn't know that I was eligible for scholarships.	5
866	Adult	Access to Service - SER_Access -	The YMCA only gives 4 weeks in the summer but the minimum is \$100. It's too expensive. I would like to bring them there because it teaches them swimming but it doesn't make sense because I don't have the income so its extra \$400 a month for childcare.	6
867	Adult	Access to Service - SER_Access -	DDS lacks services and it's a long waiting list.	9
868	Adult	Access to Service - SER_Access -	They offer services on paper but deny when we actually apply.	4
869	Adult	Access to Service - SER_Access -	Doctors decline son services after having an emergency from allergies and told me to come back tomorrow.	1
870	Adult	Access to Service - SER_Access -	We can make a difference one grain at a time. I've received training in areas and they should provide the same for regular children and different training for those who have disabilities. Have disability awareness. Pembroke and morris school are of need.	6
871	Adult	Access to Service - SER_Access -	DCF picks the cases they want. I called DCF, the doctor called DCF, school called DCF, because six-year old girl was assaulted and they did nothing.	2
872	Adult	Access to Service - SER_Access -	Parent discussed time-limited services with ICC program. They give services then they take away the extra help. As soon as services are put into place they start pulling back. They helped with scheduling, navigating the system, with a child with severe mental health needs there is ongoing need.	1

873	Adult	Access to Service - SER_Access -	Not enough services in the Colebrook area. Everything is an hour away.	1
874	Adult	Access to Service - SER_Access -	Vocational programs are not available to IEP kids or lower spectrum kids (referring to lower IQ levels).	3
875	Adult	Access to Service - SER_Access -	Afterschool programs are not available for special ed. students in Waterbury. Some towns do, Cheshire has therapeutic day school, Watertown has a lot of special ed. sports programs.	3
876	Adult	Access to Service - SER_Access -	If you need specialized equipment for a child you need a prescription before DCF and DDS can help.	4
877	Adult	Access to Service - SER_Access -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8
878	Adult	Access to Service - SER_Access -	Not knowing about the services is the reason that there are a lot of youth on the streets using substances. If a child loses services for substance abuse or mental health they end up on the streets and they get in trouble most of the time.	4
879	Adult	Access to Service - SER_Access -	Court/social workers don't give services to support children	4
880	Adult	Access to Service - SER_Access -	There are no behavioral health care providers in town.	All
881	Adult	Access to Service - SER_Access -	No pediatricians in Terryville-this is a needed resource.	All

882	Adult	Access to Service - SER_Access -	No Human Service Department in Terryville- having a social worker is a needed resource.	All
883	Adult	Access to Service - SER_Access -	Wheeler Health is no longer in the area to assist families get access to health care (clinics such as blood pressure clinics and podiatrists clinic cut)	2
884	Adult	Access to Service - SER_Access -	Limited access to medical doctors in town, families have to drive to towns such as Burlington or Waterbury for medical care.	2
885	Adult	Access to Service - SER_Access -	Kids being admitted to hospital level of care due to there being no behavioral health services available- kids being housed at hospital E.R units until placement.	2
886	Adult	Access to Service - SER_Access -	Insurance is a barrier to accessing appropriate care for your child. Insurance dictates the services your child can receive.	All
887	Adult	Access to Service - SER_Access -	Barrier accessing physical therap that takes insurance. Families have to drive out of town for care.	2
888	Adult	Access to Service - SER_Access -	Transportaion is a barrier to accessing services due to there being limited services in town and no public transportation.	All
889	Adult	Access to Service - SER_Access -	Medical Cabs- they don't show up, they show up late, they are not reliable.	1
890	Adult	Access to Service - SER_Access -	There is no consistency with the new truancy laws. There is confusion on what happens with these kids now. There is no youth service bureau in Terryville (pocket town) which is supposed to be taking these referrals. State Department of Ed is waiting for guidelines.	2
891	Adult	Access to Service - SER_Access -	Grief counseling needed in the community.	1

892	Adult	Access to Service - SER_Access -	Early intervention and screening.	
893	Adult	Access to Service - SER_Access -	Hard to find a counselor with that specializes in special needs, he is not a "child" by age or size but emotionally he is.	
894	Adult	Access to Service - SER_Access -	I live in Lebanon and there is nothing near me. It is very hard to find things near me and everything is far. There are not a lot of specialists in this area.	4
895	Adult	Access to Service - SER_Access -	Special needs and behavioral health needs are so hard to find services that do both.	
896	Adult	Access to Service - SER_Access -	Tri-care insurance is hard to find any providers in network. Genetic drug tests have been so helpful but a lot of insurance plans don't cover it.	
897	Adult	Access to Service - SER_Access -	My son is "aggressive", providers will not see him based on his history. child and family agency are the only agency that will take him based on his chart.	
898	Adult	Access to Service - SER_Access -	Any communication issues, verbal, IQ issues, it gets very hard to find services.	
899	Adult	Access to Service - SER_Access -	BCBA is very hard to find.	
900	Adult	Access to Service - SER_Access -	Co-pays are very expensive and they make it difficult to access services that are available.	
901	Adult	Access to Service - SER_Access -	The waiting list for advocates for a PPT is ridiculous. There are not enough family advocates available.	
902	Adult	Access to Service - SER_Access -	CPAC, you can call them, but they won't come with you to the meeting due to not having enough resources.	
903	Adult	Access to Service - SER_Access -	Wait times, waitlists, it is very hard to deal with. There are long call times and waitlists.	
904	Adult	Access to Service - SER_Access -	You don't have access to services if you don't have HUSKY	

905	Adult	Access to Service - SER_Access -	Need to make medication management (triple C?) Make therapy a requirement for medication management. Some flexibility needs to happen.	
906	Adult	Access to Service - SER_Access +	Caregiver support team (CST) through FCA was helpful. They came out to help when my foster child hit my bio child. They focus on the foster parents. They come when the children are asleep so they have time with you and even play with the kids to allow the parents time. The program was started 2 years ago with relative care.	4
907	Adult	Access to Service - SER_Access +	211 is good a good place to go. When you call them, they listen and place urgency on your problem. They send emergency clinicians on weekends and holidays. DCF may have holidays that families do not expect like President's Day.	2
908	Adult	Access to Service - SER_Access +	Good day care centers are very helpful to parents. Parents commented positively about the daycare center in Harwington, YMCA in Torrington- enrolled the kids the next day after placement. Brooker Memorial Center is very good. (Has dentist, healthcare center, day care) but only enrolls kids up to the age of 8. Snuggle Bunnies in Goshen –the teachers bring them by the barn, they are farmers, they are responsive day or night, you can text them and they will get back to you.	6

909	Adult	Access to Service - SER_Access +	Pediatric care- Parents commented positively about the pediatric practices that support their foster kids. Litchfield County Pediatrics was very supportive and immediately took in the child placed. Dr. Curi the pediatrician and Dr. Lee, the pediatric dentist, provide good care. Dr. Lee is great with the kids and has TVs on the ceiling. Manchester pediatrics also received praise for being very responsive when a doctor's order was needed to change a formula.	3
910	Adult	Access to Service - SER_Access +	YMCA offer after school programs. They have swimming and basketball everyday.	4
911	Adult	Access to Service - SER_Access +	Transportation services from the school to afterschool programs was helpful. DCF transported a child from Headstart in Winsted to the YMCA but child got kicked out because of cancellations by DCF staff and family member owed some of the cancellations as well.	1
912	Adult	Access to Service - SER_Access +	Family and Children's Aid (FCA) provides the childcare and support for the CAFAF meeting. If they did not have childcare, I would not be able to come	Consensus
913	Adult	Access to Service - SER_Access +	Favor -for children on the spectrum, favor has been helpful. One parent talked about his worker NAME and how much help she has been. He can call her anytime for support and guidance.	1

914	Adult	Access to Service - SER_Access +	JRI Justice Resource Institute- new DCF program 4 day a week, intensive in-home program. One day is mentoring with the child, another day is a child-family session, it is a "whole family model."	1
915	Adult	Access to Service - SER_Access +	211 is helpful for schools.	
916	Adult	Access to Service - SER_Access +	Agency increased providers within their practice during flu season to better accommodate their patients.	
917	Adult	Access to Service - SER_Access +	Strength based family support services. The wraparound programs.	
918	Adult	Access to Service - SER_Access +	Social skills programs, OPP, YAB, anything with activities. Outreach events that share information. All of these things have improved our system.	
919	Adult	Access to Service - SER_Access +	Community support for families was a helpful program for my family too and I appreciated the strength based platform.	
920	Adult	Access to Service - SER_Access +	DDS is wonderful. The helpline is wonderful, caring, and supportive.	3
921	Adult	Access to Service - SER_Access +	There are grants to help from DDS. The family grants are helpful but BPS has been better. The family grant does include behavioral support but the BPS program has home support and a home behaviorist ABA therapist.	3
922	Adult	Access to Service - SER_Access +	Family grants, can apply 2x year for behavioral supports that can be used for a variety of things; respite care, security fences, summer camps. There are some more specific grants respite grants that can only be used for respite care.	2

923	Adult	Access to Service - SER_Access +	Clifford Beers in Hamden has special programs for DDS that include a counselor and social skills groups.	1
924	Adult	Access to Service - SER_Access +	CT Behavioral Health in Cheshire provides behavioral health services, a 1:1 counselor, behaviorist and social skills groups.	1
925	Adult	Access to Service - SER_Access +	Board of Ed Services for the Blind are very accommodating with scheduling.	1
926	Adult	Access to Service - SER_Access +	Easter Seals has an intensive in-home program, 10.5 hours in home per week. Child made a lot of progress.	1
927	Adult	Access to Service - SER_Access +	Beacon Health (BHO) was very helpful with getting an in home provider (BCBA). Helped with the process and good communication.	1
928	Adult	Access to Service - SER_Access +	DDS Behavioral Services Program (BSP). Family member said that the program provides a 30 hours per week mentor behaviorist. The mentor provides 50% respite when the child and mentor go out to do activities in the community and 50% working with family together. The behaviorist has not been in place since last April at Ed Advance in Torrington but the mentor has been consistent for 3 years. The mentor tries new ways to deal with behaviors and it has been working.	1
929	Adult	Access to Service - SER_Access +	CCMC and St. Francis hospital are good. Child was in the ER at CCMC but they did not have in-patient bed and was transferred to St. Francis hospital.	1

930	Adult	Access to Service - SER_Access +	Respite care – Family receives respite every quarter. Families get a weekend allocated to the families to go to a respite care house; four days are given to the family.; family are not ready for the overnight stays; respite care staff have around the hours staff; kids are groups are grouped by age ; gives families the ability to have one on one time with other children in the families who do not have behavioral issues	2
931	Adult	Access to Service - SER_Access +	Feels fortunate to have the support from the state in the form of the in-home supports; does private hire; prefers this instead of going through an agency. Felt that agency was judging what was happening in the home; puts an ad in the paper; mom has 6 people working with family.	1
932	Adult	Access to Service - SER_Access +	Medicaid through the department of social services - community first choice.Appreciates what the special education directors have done for son in the school system. Mom believes that her son is getting appropriate help.	1
933	Adult	Access to Service - SER_Access +	Family support workers are assigned to families that aren't receiving any supports; family would receive this support once a month	1
934	Adult	Access to Service - SER_Access +	ARC– Autism Resource Center - learned many resources; attended the boot camp for understanding the IEP; they do have programs as well. However the programs only serve high functioning children	2

935	Adult	Access to Service - SER_Access +	Creative housing – family finds someone who the child can live with; either rent a place or have a house and choose a location where the person can live long term.	1
936	Adult	Access to Service - SER_Access +	Hispanic Coalition- Kids programs and provides resources and support to hispanic community	1
937	Adult	Access to Service - SER_Access +	Bringing back community based services, child guidance and other services in the community.	2
938	Adult	Access to Service - SER_Access +	Birth to 3 services info line is a good resource for parents	2
939	Adult	Access to Service - SER_Access +	Autism Speaks is a good resource for kids	1
940	Adult	Access to Service - SER_Access +	Soul Friends (therapy with animals) – good resource but sometimes there is a waitlist	1
941	Adult	Access to Service - SER_Access +	Beacon Health Autism program has helped arrange in home services	1
942	Adult	Access to Service - SER_Access +	Husky Health offers help arranging in home services	1
943	Adult	Access to Service - SER_Access +	Community Services Department in City Hall offers information for youth, calendar list of food pantries, and other community resources (New Britain)	1
944	Adult	Access to Service - SER_Access +	Special needs coordinator for town is helpful (New Britain)	1
945	Adult	Access to Service - SER_Access +	Transportation Hub helps people learn how to use public transportation – statewide program	1
946	Adult	Access to Service - SER_Access +	Getting disability services in the education system is easier because of advocates that get involved and help.	1
947	Adult	Access to Service - SER_Access +	Consistency of staff is very important. There is more stability with less staff turnover.	1

948	Adult	Access to Service - SER_Access +	Midstate ARC-Able to get assistance for children at activities and at home.	2
949	Adult	Access to Service - SER_Access +	Community Health- able to access medical and clinical care for our children	2
950	Adult	Access to Service - SER_Access +	Birth Right 0-3 program, helps families from pregnancy to 3 years old with diaper banks/clothing	2
951	Adult	Access to Service - SER_Access +	Child First extended services	
952	Adult	Access to Service - SER_Access +	What I like since my son has been diagnosed in the possibility of therapy. He's had great teachers and also the therapies in school and in hospital. He no longer gets therapy in the hospital.	1
953	Adult	Access to Service - SER_Access +	For the doctors my son has a social worker in their office, for example if I tell them they are not participating in sports. The social workers help me look for resources right in the doctor's office. Pediatric associates which takes private insurance.	1
954	Adult	Access to Service - SER_Access +	Consistent therapists.	1
955	Adult	Access to Service - SER_Access +	We like the new location of Clifford Beers in Hamden for my son. I was told that they were going to set up a parent group to happen at the same time because I'm already there. They have a sensory room that's great.	1

956	Adult	Access to Service - SER_Access +	My daughter is in Emmet Obrien and they have a school-based health center and every should have this. My daughter experienced trauma and she was able to meet with the counselor right in school right there. They do more than just counseling;they can get immunizations and have other health needs met. It's more than the school nurse. THis is a health based center that students have access to. All 3 of my daughters have been in counseling and this one (the SBHC) was the best. It's easier for her to het out of class, for when i have to come in, i go in in the morning and then she goes right back to class and i go to work.	4
957	Adult	Access to Service - SER_Access +	Parent moved and at Northwest Regional in Colebrook, the neuropsych was accepted and son was put onto an IEP very quickly	1
958	Adult	Access to Service - SER_Access +	ICC helped with scheduling, navigating the system, with a child with severe mental health needs there is ongoing need	1
959	Adult	Access to Service - SER_Access +	Watertown has a lot of special ed. sports programs.	1
960	Adult	Access to Service - SER_Access +	Satisfied with IHF staff and servicces to children. Staff always updates us on the latest programs by ways of educating us	10
961	Adult	Access to Service - SER_Access +	A lot of service benefits	1
962	Adult	Access to Service - SER_Access +	Cradle to Career initiative is a coordinated attempt to address systems and educational issues in Stamford, Norwalk, and Bridgeport	1

963	Adult	Access to Service - SER_Access +	Parenting classes are being offered by individual agencies (Exchange Club, St. Joseph's Parenting Center, Building One Community) in different languages and childcare is also offered to make it accessible.	2
964	Adult	Access to Service - SER_Access +	Mayor's Youth Services Bureau program trains high school kids for real work and jobs.	2
965	Adult	Access to Service - SER_Access +	Providers are expanding their therapeutic staff to meet the needs of families and children.	
966	Adult	Access to Service - SER_Access +	Creative potential helped keep my child out of the ER and 211 for a year. They have helped support us when we really needed them.	
967	Adult	Access to Service - SER_Access +	211 is there to help	
968	Adult	Access to Service - SER_Access +	EMPS expanding hours to meet needs	
969	Adult	Access to Service - SER_Access +	WCS Expanding staff to meet needs	
970	Adult	Access to Service - SER_Access +	CT has better services than other states. We are lucky in some regards that we have the access to such good care.	
971	Adult	Access to Service - SER_Access +	EMPS, they come right away instead of waiting for hours until they are calm.	
972	Adult	Access to Service - SER_Access +	I have a good psychologist that is only 25 min away and she has been great.	
973	Adult	Access to Service - SER_Access +	Care coordinator came to my meeting and it was helpful to have someone with me and help with the schools during a PPT.	
974	Adult	Access to Service - SER_Access +	Child First extended services	
975	Adult	Agency Policies - SER_Policy -	Parents not having phone calls returned by DDS supervisor regarding payment of services and bills.	1

976	Adult	Agency Policies - SER_Policy -	DDS respite center is great but families can only access 2x a year. Also have to schedule one on one in advance. Have to make requests in advance; this is an inconvenience because this family needs to travel out of state to Pennsylvania to visit oldest son who attends a residential facility there.	2
977	Adult	Agency Policies - SER_Policy -	ABA (applied behavioral analysis) services should be as contracted.	2
978	Adult	Agency Policies - SER_Policy -	If a service is working, don't change it or take it away from families.	1
979	Adult	Agency Policies - SER_Policy -	CACD said they would help me and denied because I didn't have papers. Now they help.	6
980	Adult	Agency Policies - SER_Policy -	The therapist is good but when Bhcare took over, everything shot out the window. There's more red tape now. It takes weeks to have things signed off on (i.e. medical records). I know the law and I know my rights.	2

981	Adult	Communication with Families - SER_Communications -	Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.	2
982	Adult	Communication with Families - SER_Communications -	Families need to know about the resources and better access to resources.	Consensus
983	Adult	Communication with Families - SER_Communications -	The length of time to access DDS services was too long. For one of the families, it has been 3 years and waiting. In addition, the family made the application and was told it was all set, then months later were told that they were never in	2
984	Adult	Communication with Families - SER_Communications -	Dr. Curri in Torrington, parent felt doctor had an arrogant attitude and wasn't helpful. Doctor was not concerned about the child's eating despite child being only 67 pounds, way below weight for age.	1

985	Adult	Communication with Families - SER_Communications -	Community System Inclusion (CSI)- seemed like a good program but when parent selected another and wanted to return to CSI, she did not get calls back. Parent feels selecting the other program may have lead them to be holding it against her.	1
986	Adult	Communication with Families - SER_Communications -	Respite is not consistent; there is no one on one at the respite center and only one respite center in their areas; family was not contacted when there is an opening at a respite center; it is also hard to request to get into the respite center-family has a mix up with dates and scheduling and found the respite center was not flexible with them.	2
987	Adult	Communication with Families - SER_Communications -	DCF worker was hostile to family. Child injured himself by hitting himself against a wall. DCF worker interrogated the other children in the family asking them what really happened to the wall.	2
988	Adult	Communication with Families - SER_Communications -	Family asked for 24th care for son but was refused. Family felt that DCF accused them of not having eyes on child 24 hours a day when they have already asked for services.	2
989	Adult	Communication with Families - SER_Communications -	Inconsistent communication from schools and most providers. Then parents are blamed if something is missed.	All
990	Adult	Communication with Families - SER_Communications -	Both parents should always be contacted for everything.	1
991	Adult	Communication with Families - SER_Communications -	Make things more accessible to families. Not everyone has computers or smart phones.	1

992	Adult	Communication with Families - SER_Communic -	Use of acronyms or abbreviations in meetings is confusing for those that don't understand it.	1
993	Adult	Communication with Families - SER_Communic -	Lack of equality for those who have language barriers. Employees treat them differently. With no respect.	2
994	Adult	Communication with Families - SER_Communic -	There were programs that were promised to family that never materialized	1
995	Adult	Communication with Families - SER_Communic -	BRS is terrible! - Worker used too many acronyms that parent did not understand whether he was speaking English or another language; worker could not explain it in a different way when parent asked	1
996	Adult	Communication with Families - SER_Communic -	VEYO is charging people for rides. My deaf friend actually paid the driver because she didn't know better.	
997	Adult	Communication with Families - SER_Communic -	We have problems communicating because many times when they send emails they only come in english. We don't feel confident to speak with them.	6
998	Adult	Communication with Families - SER_Communic -	Services don't provide interpreters or if they do they speak too fast and do not explain properly.	14
999	Adult	Communication with Families - SER_Communic -	Its frustrating when there is a lack of communication and miscommunication because the spanish is different for different cultures.	14
1000	Adult	Communication with Families - SER_Communic -	Doctor's lose paperwork necessary for follow up. I request medical record and they don't provide them to me.	6
1001	Adult	Communication with Families - SER_Communic -	Due to language barrier we are not being provided the right resources.	4

1002	Adult	Communication with Families - SER_Communications -	Respite care from dds wasn't providing proper care. They were not paying attention because he was texting me at 3am and the next day when I picked him up he smelled foul. I never know who will care for my children they don't tell me. They also sent him to respite to someone who doesn't speak Spanish. Their quality of service was not good. I don't feel secure that my child will be taken care of properly.	2
1003	Adult	Communication with Families - SER_Communications -	Our children are going to continue to grow, they should have personnel that have empathy and actually care. People are only in it for the money. They can have courses that teach them about cultural competency and adequate training.	6
1004	Adult	Communication with Families - SER_Communications -	Classrooms need to communicate with other staff in the school such as teachers and social workers and psychologists so they can effectively communicate with parents and be more of a network.	1
1005	Adult	Communication with Families - SER_Communications -	Our provider told us that our kids could bond during IOP but shouldn't connect outside of that. It's because of HIPAA but the provider doesn't really have a say in how the kids bond outside the group (i.e. become friends on Facebook)	3

1006	Adult	Communication with Families - SER_Communications -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8
1007	Adult	Communication with Families - SER_Communications -	Misunderstanding and miscommunication due to language barriers. At certain hospitals they don't have the right translator and information is translated wrong and interpret wrong	5
1008	Adult	Communication with Families - SER_Communications -	Better translation services. Trained certified translators at hospitals and school will be helpful	15
1009	Adult	Communication with Families - SER_Communications -	Misinformation being received by DCF staff. Parent was told you can only have Voluntary Services twice.	
1010	Adult	Communication with Families - SER_Communications -	When EMPS goes out to child in foster care, they can't follow up until DCF gives approval	
1011	Adult	Communication with Families - SER_Communications -	Medication is so hard. We don't know if they are working, or if they need to have any changes made.	
1012	Adult	Communication with Families - SER_Communications -	Providers not listening, and overmedicate our children.	
1013	Adult	Communication with Families - SER_Communications -	VEYO is charging people for rides. My deaf friend actually paid the driver because she didn't know better.	
1014	Adult	Communication with Families - SER_Communications +	IICAPS through FCA is responsive and there is good communication.	2

1015	Adult	Communication with Families - SER_Communic +	Identified medical homes in this area. The idea is a great one. The DR.'s might not know what the role is, but they are willing to listen. There are medical home meetings, parents have power at them and they listen to what they need.	
1016	Adult	Communication with Families - SER_Communic +	One person from ABA (applied behavioral services) was really good. She was a mother of 3 and had an autistic child. It helped that the worker understood what the family was going through.	2
1017	Adult	Communication with Families - SER_Communic +	We have smaller children and they guide us what programs work best. And we then forward the information and help the staff by supporting one another.	1
1018	Adult	Communication with Families - SER_Communic +	Satisfied with IHF staff and services to children. Staff always updates us on the latest programs by ways of educating us	10
1019	Adult	Communication with Families - SER_Communic +	Feel welcomed at IHF Senior Center. I feel respected and welcomed at the IHF senior center	10
1020	Adult	Culture - SER_Cult -	Language barrier in agencies/organizations.	1
1021	Adult	Culture - SER_Cult -	Disrespect from employees for culturally and linguistically. They lack sensitivity.	3
1022	Adult	Culture - SER_Cult -	More cultural diversity at systems of care, organizations, state/federal agencies and providers.	1
1023	Adult	Culture - SER_Cult -	Cultural and linguistic sensitivity services to employees.	5

1024	Adult	Culture - SER_Cult -	Anyone who is slightly different will not be able to get what they need; people do not know how to service them especially those with cultural differences in schools. This includes language barriers.	2
1025	Adult	Culture - SER_Cult -	Language issues, there are very few to none non-English speaking services.	
1026	Adult	Culture - SER_Cult -	The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judge mental. 71 main st hospital. I believe that because we are Latino they have us wait extra more than hour even while my son had a 105 fever and he's now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and they school didn't notify me even though he had injuries. I've asked for explanations to the teacher next day and why it happened. I explained had it happened at home, I'd be in jail. My son said it happened in school on the playground. They did an evaluation at the doctor and I never sent my son back to camp.	1
1027	Adult	Culture - SER_Cult -	I've told them my son needs glasses and he has had exams and they ask me if he is blind. And because the test are in English and can translate. Lack of cultural competency with service providers. Optomologist, camps, schools etc.	1

1028	Adult	Culture - SER_Cult -	Need more resources about immigration in the Waterbury community in Spanish	2
1029	Adult	Culture - SER_Cult -	Hard to find services in general, harder to find linguistically appropriate services. Lack of close and appropriate services-social activities.	Consensus
1030	Adult	Culture - SER_Cult -	Materials not culturally responsive.	1
1031	Adult	Culture - SER_Cult -	Services don't provide interpreters or if they do they speak too fast and do not explain properly.	14
1032	Adult	Culture - SER_Cult +	The doctors also speak spanish.	5
1033	Adult	Culture - SER_Cult +	Sometimes the therapy are partly Spanish	1
1034	Adult	Culture - SER_Cult +	Institute of Hispanic Families (IHF) children services. Some of the schools help us	3
1035	Adult	Culture - SER_Cult +	Library system has made remarkable improvements in engaging diverse population of Stamford. Previously, patrons were predominantly Caucasian but now it is very mixed in terms of use by different racial groups. Library programs have been responsive to community needs, including discussions on everyday democracy and undoing racism.	3
1036	Adult	Culture - SER_Cult +	Parenting classes are being offered by individual agencies (Exchange Club, St. Joseph's Parenting Center, Building One Community) in different languages and childcare is also offered to make it accessible.	2
1037	Adult	Culture - SER_Cult +	Hispanic Coalition-Kids programs and provides resources and support to hispanic community	1
1038	Adult	Individualized - SER_Indiv -	MST takes a whole family approach-need services that provide individual support and whole family support.	1

1039	Adult	Individualized - SER_Indiv -	Change the laws: faster process- detain suspect quickly and keep the person in custody while investigating the crime, protect the victims, individualize the way the case is processed with sensitive cases, hold the perpetrator accountable. Maintain the safety of the victims.	All
1040	Adult	Individualized - SER_Indiv -	Develop services for fathers, everything is geared towards mothers and women.	3
1041	Adult	Individualized - SER_Indiv -	FCA in Waterbury, child saw a psychiatrist and counselor, they really tried but im not sure it really helped.	1
1042	Adult	Individualized - SER_Indiv -	Parents are overwhelmed. Between the paperwork and all the hoops you have to jump through. Social workers can help with the process, help with the paperwork and help navigate the system.	2
1043	Adult	Individualized - SER_Indiv -	More informational documentation translated into spanish	2
1044	Adult	Individualized - SER_Indiv -	More psychiatrists and therapists that speak spanish	3
1045	Adult	Individualized - SER_Indiv -	It is hard to keep my job with all of these appointments. I have weekly therapy, med mgmt. and PPT's.	
1046	Adult	Individualized - SER_Indiv -	Family and childrens aid don't have a specific therapist that works well with children with autism.	6
1047	Adult	Individualized - SER_Indiv -	They need more spanish speaking clinicians in family and childrens. They graduate but they don't speak spanish. She would tell me certain thing but would say something different to the school. They wouldn't provide proper therapy only drawing therapy.	4

1048	Adult	Individualized - SER_Indiv -	After 2 appointments they told me my daughter wasn't getting individual therapy anymore, she's going to groups and then they throw her into this group so they can charge her insurance for teaching her to hand out with drug addicts and criminals.	1
1049	Adult	Individualized - SER_Indiv -	It is hard to keep my job with all of these appointments. I have weekly therapy, med mgmt. and PPT's.	
1050	Adult	Individualized - SER_Indiv +	The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot- he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can continue in the support group even when your child is all set and others agreed. Agency is very consistent, they support you with stress from home-you do not feel alone. Staff help you navigate the DCF system-they hold your hand through the process. The support group and clinicians help families navigate and provide support even outside the office venue. The staff work well with other agencies and know people at the other agencies, they have built relationships that open the door. They go above and beyond, care about you, and focus on whole the family.	9
1051	Adult	Individualized - SER_Indiv +	I couldn't get along without my DDS supports. The in-home supports have been very helpful.	2

1052	Adult	Individualized - SER_Indiv +	FCA in Waterbury, child saw a psychiatrist and counselor, they really tried but im not sure it really helped.	1
1053	Adult	Individualized - SER_Indiv +	Creative housing – family finds someone who the child can live with; either rent a place or have a house and choose a location where the person can live long term.	1
1054	Adult	Individualized - SER_Indiv +	Pediatrician was very helpful in providing services and suggestions and even helped parents go to the legislative office system to advocate.	2
1055	Adult	Individualized - SER_Indiv +	Mobile crisis came to the support group; it gave the support group hope because mobile crisis came to speak to the group and a parent used the service and received help	3
1056	Adult	Individualized - SER_Indiv +	When son was noncompliant with school attendance, called EMPS a lot and got him out of bed and dressed -- helped with school attendance - were available and took some pressure off of mom	1
1057	Adult	Individualized - SER_Indiv +	Intercommunity Program - they came out to parent's home and did an assessment with a family for three hours in a driveway; it was a strength that provider when above and beyond to this for the family	1
1058	Adult	Professional Development - SER_ProfDev -	Secretary at FAVOR isn't very nice.	1
1059	Adult	Professional Development - SER_ProfDev -	The providers don't worry about the proper placements for children, just what level of care that is available.	

1060	Adult	Professional Development - SER_ProfDev -	<p>Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.</p>	2
1061	Adult	Professional Development - SER_ProfDev -	<p>It's overwhelming to handle all the pieces. Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or don't show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you don't see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.</p>	Consensus

1062	Adult	Professional Development - SER_ProfDev -	Families need consistency with providers and services. Providers need certification. There needs to be a state standard for training/certification for direct line staff?	Consensus
1063	Adult	Professional Development - SER_ProfDev -	Training for direct service staff.	Consensus
1064	Adult	Professional Development - SER_ProfDev -	DCF worker was hostile to family. Child injured himself by hitting himself against a wall. DCF worker interrogated the other children in the family asking them what really happened to the wall.	2
1065	Adult	Professional Development - SER_ProfDev -	DCF workers should be trained better in regards to autistic children; DCF worker told family she had no experience in autism; one worker per region should be trained to specialize in autism.	1
1066	Adult	Professional Development - SER_ProfDev -	Staffing should be stabilized so there is not a lot of turnover; staff also needs to be better trained, consistent, reliable and more professional	3
1067	Adult	Professional Development - SER_ProfDev -	Police should be educated regarding youth and behavioral and mental health.	2
1068	Adult	Professional Development - SER_ProfDev -	Better communication between staff and agencies.	3
1069	Adult	Professional Development - SER_ProfDev -	Disrespect from employees for culturally and linguistically. They lack sensitivity	3
1070	Adult	Professional Development - SER_ProfDev -	Lack of equality for those who have language barriers. Employees treat them differently. With no respect.	2
1071	Adult	Professional Development - SER_ProfDev -	Discrimination/racial targeting at the health department employees while board of education school registration.	3
1072	Adult	Professional Development - SER_ProfDev -	More police training on CIT	2

1073	Adult	Professional Development - SER_ProfDev -	Pediatricians need to be more comfortable with prescribing medications.	
1074	Adult	Professional Development - SER_ProfDev -	Service providers don't take the time to help even when we are explaining to them and advocating for our kids. But they are rushing us out. We would want someone to navigate us and link us.	12
1075	Adult	Professional Development - SER_ProfDev -	The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.	1
1076	Adult	Professional Development - SER_ProfDev -	Doctor's lose paperwork necessary for follow up. I request medical record and they don't provide them to me.	6

1077	Adult	Professional Development - SER_ProfDev -	The 71 main street does not pay attention to detail they constantly confuse me with other families and once gave me the wrong medication for my child.	1
1078	Adult	Professional Development - SER_ProfDev -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8
1079	Adult	Professional Development - SER_ProfDev -	Need to be more community centered. Culturally sensitive training for workers.	8
1080	Adult	Professional Development - SER_ProfDev -	More staff evaluations	1
1081	Adult	Professional Development - SER_ProfDev -	Have the education to do your job	3
1082	Adult	Professional Development - SER_ProfDev -	Be more professional	8
1083	Adult	Professional Development - SER_ProfDev -	Pediatricians need to be more comfortable with prescribing medications.	
1084	Adult	Professional Development - SER_ProfDev +	Neurologist Bhargava in Waterbury is very good. The neurologist knows syndrome kids better and has more experience especially with rare syndromes like the 18th chromosome acute deletion of part Q on Y arm.	1
1085	Adult	Professional Development - SER_ProfDev +	Pediatrician- fast care more responsive to medical needs of children	1

1086	Adult	Professional Development - SER_ProfDev +	CIT training - crisis intervention team training for police has been very helpful -- it makes police officers aware that all people are different; focuses on mental health training & de-escalation	1
1087	Adult	Professional Development - SER_ProfDev +	A cooperative police chief who gets it and works with a number of agencies(especially DOMUS) in the area to increase communication and train officers.	3
1088	Adult	Quality of Service - SER_Qservice	The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.	1

1089	Adult	Quality of Service - SER_Qservice -	CAFAF is working well. The support group helps me get adult interaction and support. Jen who runs the group works well- she is always there and always has answers. Jen is always there to solve problems and light a fire under us when we need immediate action. Buddy Program	Consensus
1090	Adult	Quality of Service - SER_Qservice -	The open adoption lawyer that CAFAF uses was useless. Lawyer just did the paperwork but doesn't answer his phone. DCF said that I did not have to put everything in writing. Another parent said you should have it in writing. Another couple families said that attorneys differ some you do not see for 2 years others are a good resource. Attorneys are supposed to see the family for a check-in on a monthly basis, they are paid to see the child 1 x month. Attorney's rarely return calls.	10
1091	Adult	Quality of Service - SER_Qservice -	Kindercare day care is not good. Others nodded agreement	5
1092	Adult	Quality of Service - SER_Qservice -	Police in Winsted are not very good or very helpful	1
1093	Adult	Quality of Service - SER_Qservice -	Reunification program RTFT at FCA in Danbury is awful. The clinicians are young and inexperienced, one clinician called at 5am about being out that day. The program works on parenting skills to assess if reunification will work.	2

1094	Adult	Quality of Service - SER_Qservice -	<p>Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.</p>	2
1095	Adult	Quality of Service - SER_Qservice -	It is hard to keep a job. Staff can be late, call-out and paperwork can be cumbersome.	General Agreement
1096	Adult	Quality of Service - SER_Qservice -	One parent mentioned bringing child for a med wash at Yale and that she had a bad experience saying they are good with psychiatric children but not with children who have autism. There is no one except Yale for a med wash and some do not know what they are doing.	1

1097	Adult	Quality of Service - SER_Qservice -	It's overwhelming to handle all the pieces. Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.	Consensus
1098	Adult	Quality of Service - SER_Qservice -	Home health aids did not work, not qualified, not trained. They came in for 10 min then left.	3
1099	Adult	Quality of Service - SER_Qservice -	Staff turnover, the child needs the consistency, structure esp. when there are multiple people involved. Service providers need to be held accountable- lack of follow-up, drop the ball, case workers keep swapping out, they have too many cases.	Consensus
1100	Adult	Quality of Service - SER_Qservice -	Hard time finding quality providers, not enough quality staff.	Consensus
1101	Adult	Quality of Service - SER_Qservice -	Inclusion First & Community Systems Inc. are non -responsive.	2
1102	Adult	Quality of Service - SER_Qservice -	Family is on fourth behavioral analyst and fourth clinician from Able organization; ABA (applied behavioral services) is a struggle with people calling out frequently.	2

1103	Adult	Quality of Service - SER_Qservice -	Respite is not consistent; there is no one on one at the respite center and only one respite center in their areas; family was not contacted when there is an opening at a respite center; it is also hard to request to get into the respite center-family has a mix up with dates and scheduling and found the respite center was not flexible with them.	2
1104	Adult	Quality of Service - SER_Qservice -	Parents not having phone calls returned by DDS supervisor regarding payment of services and bills.	1
1105	Adult	Quality of Service - SER_Qservice -	ABA (applied behavioral services) is a gloried babysitter; worker took children to an inappropriate movie; unprofessional staff.	1
1106	Adult	Quality of Service - SER_Qservice -	There are so few ABA (applied behavioral services) services that families in the northeast are being served by ABA services in the southeast.	2
1107	Adult	Quality of Service - SER_Qservice -	Law offices that assist with immigration status- money hungry and not helpful	1
1108	Adult	Quality of Service - SER_Qservice -	Hold DCF and schools accountable across the board.	1
1109	Adult	Quality of Service - SER_Qservice -	Integration in programs are not consistent between towns/public schools	1
1110	Adult	Quality of Service - SER_Qservice -	Mentor did not show up when they were supposed to	1
1111	Adult	Quality of Service - SER_Qservice -	BRS is terrible! - Worker used too many acryonyms that parent did not understand whether he was speaking English or another language; worker could not explain it in a different way when parent asked	1
1112	Adult	Quality of Service - SER_Qservice -	More money should be put into existing programs that are working for families.	3

1113	Adult	Quality of Service - SER_Qservice -	VEYO is charging people for rides. My deaf friend actually paid the driver because she didn't know better.	
1114	Adult	Quality of Service - SER_Qservice -	Meds are difficult to get just right	
1115	Adult	Quality of Service - SER_Qservice -	<p>The ER staff were putting an IV on my son and doing it incorrectly (I took a course and am knowledgeable) I addressed it and they told me that I was wrong. There after my son had fevers. When he was born he had a little ball on his head and then doctors blame me for it when he was born with it. They were judgemental. 71 main st. hospital. I believe that because we are latino they have us wait extra more than hour even while my son had a 105 fever and hes now 12 years old. Some of the professors in his school were always questioning me about bruises that he received. He also has been hurt in the school and the school didnt notify me even though he had injuries. Ive asked for explanations to the teacher the next day and why it happened.I explained had it happened at home i'd be in jail. My son said it happened in the school on the playground. They did a n evaluation at the doctor and i never sent my son back to camp.</p>	1
1116	Adult	Quality of Service - SER_Qservice -	<p>I've told them my son needs glasses and he has had exams and they ask me if he is blind and because the tests are in english I cant translate. Lack of cultural competency with service providers. Optomologists, camps, schools, etc.</p>	1

1117	Adult	Quality of Service - SER_Qservice -	Most people who speak spanish go to 71 main st. and they don't have great service. The hospital sends us there immediately after we give birth.	12
1118	Adult	Quality of Service - SER_Qservice -	The 71 main street does not pay attention to detail they constantly confuse me with other families and once gave me the wrong medication for my child.	1
1119	Adult	Quality of Service - SER_Qservice -	Respite care from dds wasn't providing proper care. They were not paying attention because he was texting me at 3am and the next day when I picked him up he smelled foul.I never know who will care for my children they don't tell me. They also sent him to respite to someone who doesnt speak spanish. They quality of service was not good. I dont feel secure that my child will be taken care of properly.	2
1120	Adult	Quality of Service - SER_Qservice -	211 has not been a helpful resource in finding additional resources.	
1121	Adult	Quality of Service - SER_Qservice -	Experience with BH Care was not helpful. Put daughter into a group because they couldn't offer her individual therapy.	1
1122	Adult	Quality of Service - SER_Qservice -	We are currently working on another placement son is always in seclusion. How is he learning anything.	1
1123	Adult	Quality of Service - SER_Qservice -	The therapist is good but when Bhcare took over, everything shot out the window. There's more red tape now. It takes weeks to have things signed off on (i.e. medical records). I know the law and I know my rights.	2

1124	Adult	Quality of Service - SER_Qservice -	<p>It's hard to get mental health services for my daughter. She came out of Yale (hospital) with nothing. I called and they called in a 15 day supply of meds. She ended up going in (inpatient) again soon after but we had her to go Griffin instead because of the IOP there. She had seizures from the meds. Then she missed too many dais of the IOP which counted against her. So then she was disconnected again without a psychiatrist and regular doctor wouldn't prescribe. Finally, her therapist called Griffin. BH Care wouldn't take her so her therapist called Griffin who took her for her meds only. They (BHCare) want her to do the yound adult program in order to go to BHCare but she didnt want to because it was all drug addicts and she had nothing in common with them.</p>	2
1125	Adult	Quality of Service - SER_Qservice -	<p>Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.</p>	4
1126	Adult	Quality of Service - SER_Qservice -	<p>Child and family agency, child first program was amazing. They let me stay longer because we needed them. They were effective advocates with the school.</p>	
1127	Adult	Quality of Service - SER_Qservice -	<p>Care coordination was helpful with organizing and getting things under control. Keeping appointments and the ball rolling.</p>	

1128	Adult	Quality of Service - SER_Qservice -	Having an outside party (therapist/service) coming in and helping our family has helped with perspective.	
1129	Adult	Quality of Service - SER_Qservice -	Providers not listening, and overmedicate our children.	
1130	Adult	Quality of Service - SER_Qservice -	VEYO is charging people for rides. My deaf friend actually paid the driver because she didn't know better.	
1131	Adult	Quality of Service - SER_Qservice -	Meds are difficult to get just right	
1132	Adult	Quality of Service - SER_Qservice +	Birth to three was very good	3
1133	Adult	Quality of Service - SER_Qservice +	The lawyers that assisted with the adoption paperwork for an open adoption were free of cost.	2
1134	Adult	Quality of Service - SER_Qservice +	Caregiver support team (CST) through FCA was helpful. They came out to help when my foster child hit my bio child. They focus on the foster parents. They come when the children are asleep so they have time with you and even play with the kids to allow the parents time. The program was started 2 years ago with relative care.	4
1135	Adult	Quality of Service - SER_Qservice +	The Foster Adoption Service Unit (FASU) workers are good. Most of them are on point and responsive, few other said that some workers are not.	Most agreed that they are good, a few dissented.
1136	Adult	Quality of Service - SER_Qservice +	211 is good a good place to go. When you call them, they listen and place urgency on your problem. They send emergency clinicians on weekends and holidays. DCF may have holidays that families do not expect like President's Day.	2

1137	Adult	Quality of Service - SER_Qservice +	The Adoption Assistance Program at UConn is helpful. They recommended services and helped set up guidelines between me and the bio-parents. They were willing to be mediators for the meeting. They found me a program for my special needs child.	2(many in the room seemed unaware of it)
1138	Adult	Quality of Service - SER_Qservice +	Jewish Family Services provided supervised visits, the team reached out and coordinated care and checked-in after the visits. They participated in the annual review. (parent gave this input to note taker after meeting but wanted it included)	1
1139	Adult	Quality of Service - SER_Qservice +	Good day care centers are very helpful to parents. Parents commented positively about the daycare center in Harwington, YMCA in Torrington- enrolled the kids the next day after placement. Brooker Memorial Center is very good. (Has dentist, healthcare center, day care) but only enrolls kids up to the age of 8. Snuggle Bunnies in Goshen –the teachers bring them by the barn, they are farmers, they are responsive day or night, you can text them and they will get back to you.	6

1140	Adult	Quality of Service - SER_Qservice +	Pediatric care- Parents commented positively about the pediatric practices that support their foster kids. Litchfield County Pediatrics was very supportive and immediately took in the child placed. Dr. Curi the pediatrician and Dr. Lee, the pediatric dentist, provide good care. Dr. Lee is great with the kids and has TVs on the ceiling. Manchester pediatrics also received praise for being very responsive when a doctor's order was needed to change a formula.	3
1141	Adult	Quality of Service - SER_Qservice +	Transportation services from the school to afterschool programs was helpful. DCF transported a child from Headstart in Winsted to the YMCA but child got kicked out because of cancellations by DCF staff and family member owed some of the cancellations as well.	1
1142	Adult	Quality of Service - SER_Qservice +	Police department. Foster parent faced with an intoxicated 17 year old. Called DCF care line and was told that she needed to let the youth into the house but was fearful for the other two children in the home. Police assisted with the issue. "Super experience with the police department in Watertown". Another parent commented that "Torrington police really work well with you".	3
1143	Adult	Quality of Service - SER_Qservice +	Guardians ad litem can be your best friend, they work for what's best for the child	3

1144	Adult	Quality of Service - SER_Qservice +	<p>The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot-he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can</p>	9
1145	Adult	Quality of Service - SER_Qservice +	<p>Favor -for children on the spectrum, favor has been helpful. One parent talked about his worker NAME and how much help she has been. He can call her anytime for support and guidance.</p>	1
1146	Adult	Quality of Service - SER_Qservice +	<p>IICAPS through FCA is responsive and there is good communication.</p>	2
1147	Adult	Quality of Service - SER_Qservice +	<p>MST takes a whole family approach-need services that provide indiidual support and whole family support.</p>	1
1148	Adult	Quality of Service - SER_Qservice +	<p>Susan B. Anthony, helpful for domestic violence support. It is hard to talk about outside the group and with people who do not understand. Often get questions like, "why didn't you leave?" from those who do not understand.</p>	3

1149	Adult	Quality of Service - SER_Qservice +	Center for Youth and Families is helpful. Staff have been very helpful throughout. IF you call fo help, they help. Very family-friendly. Have services for your children as well. These issues affect the whole family, and other children need support too.	All
1150	Adult	Quality of Service - SER_Qservice +	Strength based family support services. The wraparound programs.	
1151	Adult	Quality of Service - SER_Qservice +	Community support for families was a helpful program for my family too and I appreciated the strength based platform.	
1152	Adult	Quality of Service - SER_Qservice +	I couldn't get along without my DDS supports. The in-home supports have been very helpful.	2
1153	Adult	Quality of Service - SER_Qservice +	DDS is wonderful. The helpline is wonderful, caring, and supportive.	3
1154	Adult	Quality of Service - SER_Qservice +	Private-hire (direct hire) is much better than the agencies hiring staff, There is a better rapport between the other and the hired worker based on my experiences and what I hace heard from others. The paperwork is easy to complete and you can get help with it if needed. Staff is more consistent because you chose them and the child has better attachment.	3
1155	Adult	Quality of Service - SER_Qservice +	There are grants to help from DDS. The family grants are helpful but BPS has been better. The family grant does include behavioral support but the BPS program has home support and a home behaviorist ABA therapist.	3
1156	Adult	Quality of Service - SER_Qservice +	Yale Hospital for medical services-they were very good with the child.	3

1157	Adult	Quality of Service - SER_Qservice +	Easter Seals has an intensive in-home program, 10.5 hours in home per week. Child made a lot of progress.	1
1158	Adult	Quality of Service - SER_Qservice +	Ed Advance behavioral services have been helpful.	1
1159	Adult	Quality of Service - SER_Qservice +	Institute of Professional Practice came in everyday and worked with the family on creating a schedule. IPP worked around the family's schedule.	1
1160	Adult	Quality of Service - SER_Qservice +	FAVOR, Inc. Sarah has been a big help. She has tried to find services but there are few in the area.	1
1161	Adult	Quality of Service - SER_Qservice +	Birth to three was listed as a positive by both parents.	2
1162	Adult	Quality of Service - SER_Qservice +	In home support is my lifeline. I have to have it and could not function without it. Self-hire is good. You get to choose the person that you want. This is a team effort.	1
1163	Adult	Quality of Service - SER_Qservice +	Birth to 3- speech therapy for 2 year old very ehlpful	1
1164	Adult	Quality of Service - SER_Qservice +	Birth to Three one parent discussed that she received a lot of help from Birth to Three for her Autistic son. Child received OT, speech therapy and DTA (Developmental Behavioral Therapy) for 8 eight hours a week. A grandparent spoke about Birth to Three with her grandson, stating that the program has been really great for him. The child has shown a lot of improvement , he communicates better, and the therapists are really great. She also said that the services are very flexible. She and the other grandmother alternatein watching the child and birth to three goes to whichever home the child is at.	2

1165	Adult	Quality of Service - SER_Qservice +	The speech therapy and occupational therapy that one participant gets through services in Middlebury said they have really good therapists.	1
1166	Adult	Quality of Service - SER_Qservice +	The fatherhood good is great but increased inclusion of fathers across the board is needed. Less provider decision making.	3
1167	Adult	Quality of Service - SER_Qservice +	Birth to 3 services info line is a good resource for parents	2
1168	Adult	Quality of Service - SER_Qservice +	Autism Speaks is a good resource for kids	1
1169	Adult	Quality of Service - SER_Qservice +	Soul Friends (therapy with animals) – good resource but sometimes there is a waitlist	1
1170	Adult	Quality of Service - SER_Qservice +	ACES program has been helpful to youth with disabilities	1
1171	Adult	Quality of Service - SER_Qservice +	Camp Nerden - special needs camp offered in Middlefield- staff trained to work with special needs kids	1
1172	Adult	Quality of Service - SER_Qservice +	Sleep psychologist at CCMC helpful	1
1173	Adult	Quality of Service - SER_Qservice +	Building a Great Life Conference helpful	1
1174	Adult	Quality of Service - SER_Qservice +	Chrysalis Center-very helpful for those in need of emergency shelter and counseling in regards to physical and sexual assault	2
1175	Adult	Quality of Service - SER_Qservice +	The thing that worked for me was care coordination because I needed somebody who could take my child out of the house - agoraphobia	1
1176	Adult	Quality of Service - SER_Qservice +	Mom used mobile crisis; helpful because they told mom that family could call them anytime to come talk to her son; gave family hope	1

1177	Adult	Quality of Service - SER_Qservice +	Mobile crisis came to the support group; it gave the support group hope because mobile crisis came to speak to the group and a parent used the service and received help	3
1178	Adult	Quality of Service - SER_Qservice +	When son was noncompliant with school attendance, called EMPS a lot and got him out of bed and dressed -- helped with school attendance - were available and took some pressure off of mom	1
1179	Adult	Quality of Service - SER_Qservice +	EMPS would send male providers/mentors to homes with male; parent felt this helped	1
1180	Adult	Quality of Service - SER_Qservice +	Intercommunity Program - they came out to parent's home and did an assessment with a family for three hours in a driveway; it was a strength that provider when above and beyond to this for the family	1
1181	Adult	Quality of Service - SER_Qservice +	The school has been helpful, as well as the therapies he has out of school. Also the insurance that he has so they can provide services. His doctors have been great with providing services and they make all of us feel good. I believe that 80% has been good in helping my son and making him feel good.	1

1182	Adult	Quality of Service - SER_Qservice +	Since daughter was born I'm thankful for state of CT for the health insurance. I'm grateful for birth to three. She received it for months. They helped because she has impotence. They have occupational therapy. She also has tutors and they have been great. They are a program for 5 years to 5th grade. The teachers are attentive. They are familiar with her medical history. The administration system is also attentive. The medical team is what has been really helpful.	1
1183	Adult	Quality of Service - SER_Qservice +	The program I attend which is padres unidos. We love the program and they help often.	9
1184	Adult	Quality of Service - SER_Qservice +	Padres unidos paid for music lessons.	1
1185	Adult	Quality of Service - SER_Qservice +	Positive experience at IOP because when we left it became a better enviroment at home. They helped us get a handle of things.	1
1186	Adult	Quality of Service - SER_Qservice +	Yale PHP was good. Daughter not always great in groups but it worked there and he did very well.	1
1187	Adult	Quality of Service - SER_Qservice +	Daughter has anxiety and west haven program helped her to break her shyness and engage more.	1

1188	Adult	Quality of Service - SER_Qservice +	Birth to three program (Fairfield) program is awesome. They diagnosed her when the PPCP wouldn't. We kept saying somethings wrong and the PPCP said she's not autistic because she makes great eye contact. They (B-3) came in and worked with her, diagnosed her, she is non-verbal and they are helping her a lot. Now they're adding even more people- up to 5 people and they come every day. They said that when she 2.5 they're going to help her transition.	1
1189	Adult	Quality of Service - SER_Qservice +	The co-op program. The principle at CO-op program gave us a tour and said "we don't judge."	1
1190	Adult	Quality of Service - SER_Qservice +	Really good doctors are important. Parent discussed having a great team of doctors and specialist and how important that was. There was a consensus around the room about that point. Participants spoke about their medical providers. Pediatric Association of Waterbury is very good. Another spoke about the Pediatric Assoc in Cheshire. Two family members said that Alliance Medical in Middlebury were also very good. Litchfield Pediatrics in Torrington was mentioned as wonderful to work with. Dr. Schliegal (spelling may not be accurate) at CCMC is a developmental pediatrician that has "saved me many times". "Wellmore was very helpful."	Consensus
1191	Adult	Quality of Service - SER_Qservice +	FAVOR helps with PPTs and the process	4
1192	Adult	Quality of Service - SER_Qservice +	Watertown EMTs are great.	1

1193	Adult	Quality of Service - SER_Qservice +	ICC helped with scheduling, navigating the system, with a child with severe mental health needs there is ongoing need	1
1194	Adult	Quality of Service - SER_Qservice +	Satisfied with IHF staff and services to children. Staff always updates us on the latest programs by ways of educating us	10
1195	Adult	Quality of Service - SER_Qservice +	Good services given to grandson at Institute of Living-Grandson has blossomed. Autism program my grandson now communicates better; he is sociable	3
1196	Adult	Quality of Service - SER_Qservice +	Good Therapist at IOL/IHF	6
1197	Adult	Quality of Service - SER_Qservice +	Support services through IHF senior center learned how to deal with grandson's behaviors. Teaches us grandparents new skills and we get resources from them	3
1198	Adult	Quality of Service - SER_Qservice +	Feel welcomed at IHF Senior Center. I feel respected and welcomed at the IHF senior center	10
1199	Adult	Quality of Service - SER_Qservice +	Good services at IHF	15
1200	Adult	Quality of Service - SER_Qservice +	Library system has made remarkable improvements in engaging diverse population of Stamford. Previously, patrons were predominantly Caucasian but now it is very mixed in terms of use by different racial groups. Library programs have been responsive to community needs, including discussions on everyday democracy and undoing racism.	3
1201	Adult	Quality of Service - SER_Qservice +	Services through Catholic Charities and participating partners (corporate and other religious affiliations) were very responsive to the needs of the community after the economy went bust in 2007	3

1202	Adult	Quality of Service - SER_Qservice +	Care coordination and SOC collaborative has been positive in increasing family voice.	1
1203	Adult	Quality of Service - SER_Qservice +	(re:primary care) I used to go to the one (PCP) at St. Rapahel's and the one on Whitney is so much better. Whether you have an appointment or not you're going to wait. Whitney Avenue is the same people but it's nice and quite and its clean! It's the same exact hospital but soo much better.	2
1204	Adult	Quality of Service - SER_Qservice +	EMPS, they come right away instead of waiting for hours until they are calm.	
1205	Adult	Quality of Service - SER_Qservice +	The therapist was really helpful and taught me skills to help with my son. Really identifying what is typical behavior vs. not typical behavior. The getting down to the level with clients and not making things worse for them.	
1206	Adult	Quality of Service - SER_Qservice +	Care coordinator came to my meeting and it was helpful to have someone with me and help with the schools during a PPT.	
1207	Adult	Quality of Staff - SER_QStaff -	CAFAF is working well. The support group helps me get adult interaction and support. Jen who runs the group works well- she is always there and always has answers. Jen is always there to solve problems and light a fire under us when we need immediate action. Buddy Program	Consensus
1208	Adult	Quality of Staff - SER_QStaff -	Reunification program RTFT at FCA in Danbury is awful. The clinicians are young and inexperienced, one clinician called at 5am about being out that day. The program works on parenting skills to assess if reunification will work.	2

1209	Adult	Quality of Staff - SER_QStaff -	The IOL in Hartford was helpful but not the php program.	1
1210	Adult	Quality of Staff - SER_QStaff -	Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.	2
1211	Adult	Quality of Staff - SER_QStaff -	One parent mentioned bringing child for a med wash at Yale and that she had a bad experience saying they are good with psychiatric children but not with children who have autism. There is no one except Yale for a med wash and some do not know what they are doing.	1

1212	Adult	Quality of Staff - SER_QStaff -	It's overwhelming to handle all the pieces. Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.	Consensus
1213	Adult	Quality of Staff - SER_QStaff -	Home health aids did not work, not qualified, not trained. They came in for 10 min then left.	3
1214	Adult	Quality of Staff - SER_QStaff -	Staff turnover, the child needs the consistency, structure esp. when there are multiple people involved. Service providers need to be held accountable- lack of follow-up, drop the ball, case workers keep swapping out, they have too many cases.	Consensus
1215	Adult	Quality of Staff - SER_QStaff -	Hard time finding quality providers, not enough quality staff.	Consensus
1216	Adult	Quality of Staff - SER_QStaff -	Dr. Curri in Torrington, parent felt doctor had an arrogant attitude and wasn't helpful. Doctor was not concerned about the child's eating despite child being only 67 pounds, way below weight for age.	1
1217	Adult	Quality of Staff - SER_QStaff -	Mentor did not show up when they were supposed to	1

1218	Adult	Quality of Staff - SER_QStaff -	BRS is terrible! - Worker used too many acronyms that parent did not understand whether he was speaking English or another language; worker could not explain it in a different way when parent asked	1
1219	Adult	Quality of Staff - SER_QStaff -	Programs and agencies have to look into who is hired. Degrees do not mean that this person is good for your family. A good fit has to be established between providers and families.	3
1220	Adult	Quality of Staff - SER_QStaff -	There is one guy at CACD who speaks spanish but not friendly and never went back for help.	5
1221	Adult	Quality of Staff - SER_QStaff -	There are workers that just show up and give gift cards...train your workers the right way. Maybe they've seen too many families and they don't care anymore. We need DCF workers to care.	1
1222	Adult	Quality of Staff - SER_QStaff -	A big problem in many of these programs is the staff turnover.	2
1223	Adult	Quality of Staff - SER_QStaff -	More staff evaluations	1
1224	Adult	Quality of Staff - SER_QStaff +	The Foster Adoption Service Unit (FASU) workers are good. Most of them are on point and responsive, few other said that some workers are not.	Most agreed that they are good, a few dissented.
1225	Adult	Quality of Staff - SER_QStaff +	Therapeutic workers, when you are able to get therapeutic services, they are very helpful and hands on. Examples given were Boys and Girls Village, Center for Youth and Families, Wheeler Clinic. -have good workers.	4
1226	Adult	Quality of Staff - SER_QStaff +	Three out of four of the social workers I had were really good. (Child Protective Service Team DCF workers)	1

1227	Adult	Quality of Staff - SER_QStaff +	<p>Pediatric care- Parents commented positively about the pediatric practices that support their foster kids. Litchfield County Pediatrics was very supportive and immediately took in the child placed. Dr. Curi the pediatrician and Dr. Lee, the pediatric dentist, provide good care. Dr. Lee is great with the kids and has TVs on the ceiling. Manchester pediatrics also received praise for being very responsive when a doctor's order was needed to change a formula.</p>	3
1228	Adult	Quality of Staff - SER_QStaff +	<p>The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot-he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can</p>	9

1229	Adult	Quality of Staff - SER_QStaff +	Favor -for children on the spectrum, favor has been helpful. One parent talked about his worker NAME and how much help she has been. He can call her anytime for support and guidance.	1
1230	Adult	Quality of Staff - SER_QStaff +	Center for Youth and Families is helpful. Staff have been very helpful throughout. IF you call fo help, they help. Very family-friendly. Have services for your children as well. These issues affect the whole family, and other children need support too.	All
1231	Adult	Quality of Staff - SER_QStaff +	DCF CAIT team was very supportive and felt the process was helpful. DCF helped with referrals.	All
1232	Adult	Quality of Staff - SER_QStaff +	The IOL in Hartford was helpful but not the php program.	1
1233	Adult	Quality of Staff - SER_QStaff +	Beacon Health (BHO) was very helpful with getting an in home provider (BCBA). Helped with the process and good communication.	1
1234	Adult	Quality of Staff - SER_QStaff +	ABLE BCBA and behavioral technician was better than Vantage for in-home services.	1
1235	Adult	Quality of Staff - SER_QStaff +	DDS Behavioral Services Program (BSP). Family member said that the program provides a 30 hours per week mentor behaviorist. The mentor provides 50% respite when the child and mentor go out to do activities in the community and 50% working with family together. The behaviorist has not been in place since last April at Ed Advance in Torrington but the mentor has been consistent for 3 years. The mentor tries new ways to deal with behaviors and it has been working.	1

1236	Adult	Quality of Staff - SER_QStaff +	YMCA in town, the child goes to the YMCA under the mentor's membership and they play basketball and other sports and activities.	1
1237	Adult	Quality of Staff - SER_QStaff +	Self-hire (private hire) has been better than using agencies. Parent was able to hire this mentor.	1
1238	Adult	Quality of Staff - SER_QStaff +	Institute of Professional Practice came in everyday and worked with the family on creating a schedule. IPP worked around the family's schedule.	1
1239	Adult	Quality of Staff - SER_QStaff +	FAVOR, Inc. Sarah has been a big help. She has tried to find services but there are few in the area.	1
1240	Adult	Quality of Staff - SER_QStaff +	Dr. Benzoni is a good pediatrician.	1
1241	Adult	Quality of Staff - SER_QStaff +	Neurologist Bhargava in Waterbury is very good. The neurologist knows syndrome kids better and has more experience especially with rare syndromes like the 18th chromosome acute deletion of part Q on Y arm.	1
1242	Adult	Quality of Staff - SER_QStaff +	DDS case manager Lisa Kelly is very good, very supportive, knows a lot.	1
1243	Adult	Quality of Staff - SER_QStaff +	One person from ABA (applied behavioral services) was really good. She was a mother of 3 and had an autistic child. It helped that the worker understood what the family was going through.	2

1244	Adult	Quality of Staff - SER_QStaff +	<p>Birth to Three one parent discussed that she received a lot of help from Birth to Three for her Autistic son. Child received OT, speech therapy and DTA (Developmental Behavioral Therapy) for 8 eight hours a week. A grandparent spoke about Birth to Three with her grandson, stating that the program has been really great for him. The child has shown a lot of improvement , he communicates better, and the therapists are really great. She also said that the services are very flexible. She and the other grandmother alternate in watching the child and birth to three goes to whichever home the child is at.</p>	2
1245	Adult	Quality of Staff - SER_QStaff +	<p>Getting disability services in the education system is easier because of advocates that get involved and help.</p>	1
1246	Adult	Quality of Staff - SER_QStaff +	<p>People in human services (paid staff and volunteers) that have lived experience like “peers” are helpful. They are genuine, empathetic and willing to work 24 X7 and non-traditional hours to be there for you. There is more to education than just what you learn in books. It helps when these people come from the same area as you and you see they “survived it”. They need to be invested in what they are doing and not just in it for the paycheck.</p>	3
1247	Adult	Quality of Staff - SER_QStaff +	<p>Consistency of staff is very important. There is more stability with less staff turnover.</p>	1

1248	Adult	Quality of Staff - SER_QStaff +	Good case manager (DDS Services)- families have had good experiences with their case managers	1
1249	Adult	Quality of Staff - SER_QStaff +	Child Guidance- have good counselors and families are able to get medication for their children	3
1250	Adult	Quality of Staff - SER_QStaff +	Women and family Center- helpful for counseling:sexual assault,LGBT and Project REACH	2
1251	Adult	Quality of Staff - SER_QStaff +	EMPS would send male providers/mentors to homes with male; parent felt this helped	1
1252	Adult	Quality of Staff - SER_QStaff +	Intercommunity Program - they came out to parent's home and did an assessment with a family for three hours in a driveway; it was a strength that provider when above and beyond to this for the family	1
1253	Adult	Quality of Staff - SER_QStaff +	Counselor "gets" my son	
1254	Adult	Quality of Staff - SER_QStaff +	My daughter has been great in all school levels and has had great attention. The doctor's office has been great.	1
1255	Adult	Quality of Staff - SER_QStaff +	Yale PHP was good. Daughter not always great in groups but it worked there and he did very well.	1
1256	Adult	Quality of Staff - SER_QStaff +	Advocate has been a big support.	1

1257	Adult	Quality of Staff - SER_QStaff +	<p>Birth to three program (Fairfield) program is awesome. They diagnosed her when the PPCP wouldn't. We kept saying somethings wrong and the PPCP said she's not autistic because she makes great eye contact. They (B-3) came in and worked with her, diagnosed her, she is non-verbal and they are helping her a lot. Now they're adding even more people- up to 5 people and they come every day. They said that when she 2.5 they're going to help her transition.</p>	1
1258	Adult	Quality of Staff - SER_QStaff +	<p>Shane Mann at Milford DCF was awesome. We didn't want him to leave. He let her (granddaughter) talk however she wanted to. He listened to her and he got her to go back to school. We loved him. HE helped her.</p>	1
1259	Adult	Quality of Staff - SER_QStaff +	<p>Really good doctors are important. Parent discussed having a great team of doctors and specialist and how important that was. There was a consensus around the room about that point. Participants spoke about their medical providers. Pediatric Association of Waterbury is very good. Another spoke about the Pediatric Assoc in Cheshire. Two family members said that Alliance Medical in Middlebury were also very good. Litchfield Pediatrics in Torrington was mentioned as wonderful to work with. Dr. Schliegal (spelling may not be accurate) at CCMC is a developmental pediatrician that has "saved me many times". "Wellmore was very helpful."</p>	Consensus

1260	Adult	Quality of Staff - SER_QStaff +	Good Therapist at IOL/IHF	6
1261	Adult	Quality of Staff - SER_QStaff +	FAVOR peer staff is helpful in supporting parents in PPT process.	1
1262	Adult	Quality of Staff - SER_QStaff +	A cooperative police chief who gets it and works with a number of agencies(especially DOMUS) in the area to increase communication and train officers.	3
1263	Adult	Quality of Staff - SER_QStaff +	Police approach to undocumented immigrants is positive, as Stamford is "sanctuary city"	2
1264	Adult	Quality of Staff - SER_QStaff +	I have a good psychologist that is only 25 min away and she has been great.	
1265	Adult	Quality of Staff - SER_QStaff +	Great OCD therapist. And my friend actually referred me to her. It worked out really well.	
1266	Adult	Quality of Staff - SER_QStaff +	The therapist was really helpful and taught me skills to help with my son. Really identifying what is typical behavior vs. not typical behavior. The getting down to the level with clients and not making things worse for them.	
1267	Adult	Quality of Staff - SER_QStaff +	Counselor "gets" my son	
1268	Adult	Respect - SER_Respect -	There were programs that were promised to family that never materialized	
1269	Adult	Respect - SER_Respect -	Poor people and mentally ill people get treated badly in Middletown; they are not receiving the services that they need.	1
1270	Adult	Respect - SER_Respect -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
1271	Adult	Respect - SER_Respect -	Not treating fathers the same as mothers are treated.	All

1272	Adult	Respect - SER_Respect -	Fathers never have a voice. They are often stigmatized by the system.	All
1273	Adult	Respect - SER_Respect -	We are treated like we don't know anything because we're never given the opportunity to meaningfully be involved.	2
1274	Adult	Respect - SER_Respect -	Providers/doctors listen to the parents more.	1
1275	Adult	Respect - SER_Respect -	Listen to parents more.	4
1276	Adult	Respect - SER_Respect -	Vantage: The Vantage BCBA came in for the evaluation but the Vantage behavioral technician was young and didn't really know how to work with a non-verbal child. The staff person was really nice but needed more training. The training consists of 40 hours of watching videos for a school setting. She wasn't able to follow the behavioral plan. The response from the Vantage supervisor was, "Well, I can throw anybody in there but you need to be clear on what you want her to do." Felt like parent blaming. The new provider ABLE was better. "Are there state standards for training?" One parent discussed her fears when agency sent a pregnant worker over. Parent feared worker would be hit.	2

1277	Adult	Respect - SER_Respect -	It's overwhelming to handle all the pieces. Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.	Consensus
1278	Adult	Respect - SER_Respect -	Law offices that assist with immigration status-money hungry not helpful	1
1279	Adult	Respect - SER_Respect +	Identified medical homes in this area. The idea is a great one. The DR.'s might not know what the role is, but they are willing to listen. There are medical home meetings, parents have power at them and they listen to what they need.	
1280	Adult	Respect - SER_Respect +	Feel welcomed at IHF Senior Center. I feel respected and welcomed at the IHF senior center	10
1281	Adult	Strength-based - SER_Stren -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
1282	Adult	Strength-based - SER_Stren +	The doctors also speak spanish.	5
1283	Adult	Strength-based - SER_Stren +	Institute of Hispanic Families (IHF) children services some of the schools help us	3

1284	Adult	Communication - SYS_Communications -	<p>Communication: The CPS workers are hard to reach. I don't often call for help when I do, it shouldn't take a week and half to get a call back. DCF worker need auto reply if they are out of the office. "call back now, not later". If you get a voicemail message and they are out they direct you to a supervisor who is also out, it is not helpful. They should know who is in the office and direct you to that person. You get "lots of voicemail messages, more helpful if we had their cell phone numbers. DCF- "if the social workers can get you to do it, they will – like setting up transportation". DCF workers are "insensitive to a parent's need, to us as people, the worker is only sensitive about their own schedule- discussed a DCF worker that blamed another agency for a time mix up but it was not due to the other agency. If you raise your voice, there is a fear that they will come after you. One family member went directly to the commissioner. It is not what you say but how you say it.</p>	Consensus
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1285	Adult	Communication - SYS_Communications -	<p>Medical records and Information sharing: Family discussed not getting a child's medical records for 2.5 month after placement which hindered care. Another waited 6 weeks and foster parent was unable to bring child to the doctor or hospital if needed. The medical verage cards are not given in a timely fashion which hinders care. Another parent discussed the child being dropped off with no information at all. Jen discussed that foster families used to get a blue folder of information but families said that the no longer get the folders. The folder used to contain known issues, social security numbers, info on doctors and scheduled appointments, history and medical info.</p>	Consensus
1286	Adult	Communication - SYS_Communications -	<p>Visitation/ care of child: A parent discussed care of the child during visits. Foster Parent described 6 and 7 year olds who had a visitation in Danbury after school. The kids arrived back after 7pm and hadn't eaten. Happened to another child and DCF had to cut the visit short. Another parent said that she told the DCF worker and the worker responded, "so you give him lunch to go". The visits are not really being supervised if the child goes without eating. One father send food with the child as well as food for the bio-mom.</p>	General Agreement

1287	Adult	Communication - SYS_Communications -	Communication: improve communication- workers should use cell phones and should have the answers.	Consensus
1288	Adult	Communication - SYS_Communications -	Do not force bio and foster families to share information, DCF needs to be the mediator between the two every time.	Consensus
1289	Adult	Communication - SYS_Communications -	More and consistent notice for cancellations of visits. Visits are scheduled around bio family availability but they should work with the foster family as well to find something that works for both	Consensus
1290	Adult	Communication - SYS_Communications -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	
1291	Adult	Communication - SYS_Communications -	Communication was a concern especially between the victims, the court and the state police.	3

1292	Adult	Communication - SYS_Communications -	New Britain police department needs better communication. They offered a lot of support but were never responsive when I left a message. Harwington does not have its own police department, it is covered by state police barracks. The state police get there whenever they get there. The state police were not responsive to families' needs. The state police need to work on their tone and delivery. They need more staff that are sensitive to the need and understand their job. Another father from a smaller town was new the police in his town worked with them.	3
1293	Adult	Communication - SYS_Communications -	Even with electronic medical records now, there are different software programs and they can't get each other's info.	
1294	Adult	Communication - SYS_Communications -	Communication between providers is a huge issue.	
1295	Adult	Communication - SYS_Communications -	Families need to be able to know what a medical home is and how to access/use them. This is the first time I am hearing about this.	
1296	Adult	Communication - SYS_Communications -	Calling providers 3 or 4 times for an appointment and it is confusing for families and have barriers within an agency.	
1297	Adult	Communication - SYS_Communications -	When we go to a new provider, they change medications and diagnoses, then they do this with the PCP or primary psychiatrist.	
1298	Adult	Communication - SYS_Communications -	Emergency rooms are not communicating with primary doctors for diagnoses.	
1299	Adult	Communication - SYS_Communications -	DCF needs to learn to communicate better with families and their supports, teaming as partners	

1300	Adult	Communication - SYS_Communications -	Families sharing their stories, educating legislators and other system partners will help increase awareness and empowerment.	
1301	Adult	Communication - SYS_Communications -	Parents/families need to tell their providers what they need. The doctors want to help and they don't know how unless there is good communication. Use medical portals and feel free to communicate. Really planning care together.	
1302	Adult	Communication - SYS_Communications -	DDS: It takes too long to get services. Took 4 years. I would like to stay home and take care of my child 24/7 but I can't I have to work. It is hard enough being a parent but you have to fight for every morsel of help. Funding cut to the BSP program. Got medicaid waiver after 4 years for my daughter with autism- finally got some in-home services. Took 6 months to get child onto waiver. Communication w/ process surrounding services, families not getting accurate information.	5
1303	Adult	Communication - SYS_Communications -	One system does not know what the other one offers. The agencies do not come together at all.	Consensus
1304	Adult	Communication - SYS_Communications -	Families need to know about the resources and better access to resources.	Consensus
1305	Adult	Communication - SYS_Communications -	Meetings like this, informational meetings, support groups, providers and families coming together. Also support groups at ideal times with childcare/ or funding for childcare and more local like in a local library or church.	Consensus

1306	Adult	Communication - SYS_Communications -	Get DDS and DSS to the table to have open communication between agencies. DDS DCF need to come together and communicate more effectively especially when multiple agencies are involved.	Consensus
1307	Adult	Communication - SYS_Communications -	Proper information sharing between DSS and DDS.	2
1308	Adult	Communication - SYS_Communications -	Make it easier for families to find services, access and information for families.	2
1309	Adult	Communication - SYS_Communications -	Making all acronyms from all state agencies and providers clearer for families	1
1310	Adult	Communication - SYS_Communications -	DCF told family that the only thing that they can do was to take child away and charge parents with abuse and neglect.	2
1311	Adult	Communication - SYS_Communications -	Social media supports ; parents have found that connecting to people online on sites such as Facebook who have similar experiences has provided support.	1
1312	Adult	Communication - SYS_Communications -	The system needs to stop blaming parents.	2
1313	Adult	Communication - SYS_Communications -	Families should be receiving more information regarding available resources.	1
1314	Adult	Communication - SYS_Communications -	More resources and information for undocumented population families about their rights	3
1315	Adult	Communication - SYS_Communications -	More informational workshops	3
1316	Adult	Communication - SYS_Communications -	Have more parents participate and give feedback to other parents	3
1317	Adult	Communication - SYS_Communications -	Providers and schools don't communicate with fathers enough. Mainly DCF.	all
1318	Adult	Communication - SYS_Communications -	DCF is fragmented between units. Different departments do not collaborate or communicate enough.	2

1319	Adult	Communication - SYS_Communications -	Both parents should always be contacted for everything.	1
1320	Adult	Communication - SYS_Communications -	Make things more accessible to families. Not everyone has computers or smart phones.	1
1321	Adult	Communication - SYS_Communications -	Better communication. It should be easy access to information.	1
1322	Adult	Communication - SYS_Communications -	Working together collaboratively with parents.	1
1323	Adult	Communication - SYS_Communications -	Workers in the system should not use acronyms at all; this is a different language that is foreign to parents	3
1324	Adult	Communication - SYS_Communications -	Better communication about services that are available and where families can go to access them .	3
1325	Adult	Communication - SYS_Communications -	Even after signing a release, they should be able to share data. Parents still have to repeat themselves.	3
1326	Adult	Communication - SYS_Communications -	Break communication gap... providers should talk to one another more so parents and kids don't have to keep reliving trauma.	2
1327	Adult	Communication - SYS_Communications -	Link OP mental health to electronic health records.	1
1328	Adult	Communication - SYS_Communications -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8

1329	Adult	Communication - SYS_Communications -	Misunderstanding and miscommunication due to language barriers. At certain hospitals they don't have the right translator and information is translated wrong and interpret wrong	5
1330	Adult	Communication - SYS_Communications -	DCF wants to separate children. Because I did not give my disabled child meds they gave the kids to a non-relative person instead. The kids should be with family instead of strangers regardless.	3
1331	Adult	Communication - SYS_Communications -	DCF does not listen to families. I reached out to the worker from DCF but they did nothing.	3
1332	Adult	Communication - SYS_Communications -	Not enough community conversations around mental health services	1
1333	Adult	Communication - SYS_Communications -	More collaboration	4
1334	Adult	Communication - SYS_Communications -	Better translation services. Trained certified translators at hospitals and school will be helpful	15
1335	Adult	Communication - SYS_Communications -	More pushback on the system from parents in an organized manner. This happens more in surrounding towns/cities with more resources and changes happen quicker.	3
1336	Adult	Communication - SYS_Communications -	Lack of information on what the human service department is offering, no communication, and no information on how to access services.	All
1337	Adult	Communication - SYS_Communications -	There is no consistency with the new truancy laws. There is confusion on what happens with these kids now. There is no youth service bureau in Terryville (pocket town) which is supposed to be taking these referrals. State Department of Ed is waiting for guidelines.	2

1338	Adult	Communication - SYS_Communications -	The way that the regions are divided leaves certain towns out from services. There is also confusion with providers and what towns they serve.	All
1339	Adult	Communication - SYS_Communications -	Culture of the town is a barrier to community to access support (pride).	All
1340	Adult	Communication - SYS_Communications -	Help for families to connect between school, daycare, and home.	1
1341	Adult	Communication - SYS_Communications -	No Stigma Initiative needs to come to town to spread awareness on mental health problems and suicide prevention.	All
1342	Adult	Communication - SYS_Communications -	Media has helped with topics and to reduce stigma.	
1343	Adult	Communication - SYS_Communications -	Stigma needs to go away and people need to adopt a new lens. Seeing people for what they are (adopting a different way of thinking).	
1344	Adult	Communication - SYS_Communications -	Outreach to provide info about community supports	

1345	Adult	Communication - SYS_Communic +	<p>The Center for Children and Families is amazing, wonderful, helpful. One parent travels from Wallingford to keep kids attending services here. One parent lives in Morris, works in Darrien and will bring her son here-she said, "this IS it," "this is what saved us," " it has been a saving grace." Grandparent said, it has helped grandchild a lot- he would hide in the closet and now he is talking to other kids. Another said, "the people here are amazing." Commented, "the clinicians are more than clinicians, they care." There is always a new group, they are always evolving. One parent said that they started a new group based on his daughter's needs, tailored it to her needs. The bridges program is very helpful. They develop programs to suit families. One family member discussed that you do not need to have a child still in services, you can continue in the support group even when your child is all set and others agreed. Agency is very consistent, they support you with stress from home-you do not feel alone. Staff help you navigate the DCF system-they hold your hand through the process. The support group and clinicians help families navigate and provide support even outside the office venue. The staff work well with other agencies and know people at the other agencies, they have built relationships that open the door. They go above and beyond, care about you, and focus on whole the family.</p>	9
1346	Adult	Communication - SYS_Communic +	Providers can develop a good team around a family, and how much better the outcome can be.	
1347	Adult	Communication - SYS_Communic +	Social media supports to receive direct hire staff; caregiver utilized social media to ask for direct hire staff and was able to hire someone who responded on social media.	1
1348	Adult	Communication - SYS_Communic +	The fact the community conversations are happening to improve the system and listen to families is a strength	1
1349	Adult	Communication - SYS_Communic +	It is awesome when I need help with a case and I call a DCF supervisor and they are familiar with the family and they can help solve the issue.	

1350	Adult	Culture - SYS_Cult -	Cultural indifference	3
1351	Adult	Culture - SYS_Cult -	Law Enforcement- Police- minorities experience lots of racism	2
1352	Adult	Culture - SYS_Cult -	Lack of equality for those who have language barriers. Employees treat them differently. With no respect.	2
1353	Adult	Culture - SYS_Cult -	Discrimination/racial targeting at the health department employees while board of education school registration.	3
1354	Adult	Culture - SYS_Cult -	More cultural diversity at systems of care, organizations, stat/federal agencies and providers.	1
1355	Adult	Culture - SYS_Cult -	Have cultural awareness for programs.	
1356	Adult	Culture - SYS_Cult -	The fatherhood is great but increased inclusion of fathers across the board is needed. Less provider decision making.	3
1357	Adult	Culture - SYS_Cult -	Materials not culturally responsive.	1
1358	Adult	Culture - SYS_Cult -	Its frustrating when there is a lack of communication and miscommunication because the spanish is different for different cultures.	14
1359	Adult	Culture - SYS_Cult -	Due to language barrier we are not being provided the right resources.	4
1360	Adult	Culture - SYS_Cult -	Our children are going to continue to grow, they should have personnel that have empathy and actually care. People are only in for the money. They can have courses that teaches them about cultural competency and adequate training.	6

1361	Adult	Culture - SYS_Cult -	System terminology and language barriers: Every system has a different language, different terminology. This was particularly difficult for parents for whom English was not their first language. Medical appointments were also particularly difficult because of the terminology that doctors use and the difficulty with not knowing what to ask. Two families were bi-lingual, a third was tri-lingual.	3
1362	Adult	Culture - SYS_Cult -	More informational documentation translated in Spanish	2
1363	Adult	Culture - SYS_Cult -	More medical staff that is bilingual within the community	3
1364	Adult	Culture - SYS_Cult -	More information on affordable housing for the Spanish community	1
1365	Adult	Family Choice - SYS_Choice -	There are a lot of jobs- people just don't want to apply for them. They don't want to work for minimum wage.	2
1366	Adult	Family Choice - SYS_Choice -	Programs and agencies have to look into who is hired. Degrees do not mean that this person is good for your family. A good fit has to be established between providers and families.	3
1367	Adult	Family Choice - SYS_Choice -	Everyone should learn about advanced directives; not specifically surrounding mental health but in all situations	1
1368	Adult	Family Choice - SYS_Choice -	DCF wants to separate children. Because I did not give my disabled child meds they gave the kids to a non-relative person instead. The kids should be with family instead of strangers regardless.	3
1369	Adult	Family Choice - SYS_Choice -	Be family friendly/family centered/respectful	4

1370	Adult	Family Choice - SYS_Choice +	One mother had a pediatrician who spoke Albanian but she did not like how the doctor worked with her son and interacted with her. She switched to a non-Albanian speaking doctor and is more satisfied.	1
1371	Adult	Family Voice - SYS_Voice -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	
1372	Adult	Family Voice - SYS_Voice -	Everyone should be an adovcate, police, courts, everyone etc.	Consensus
1373	Adult	Family Voice - SYS_Voice -	Families sharing their stories, educating legislators and other system partners will help increase awareness and empowerment.	
1374	Adult	Family Voice - SYS_Voice -	Parents/families need to tell their providers what they need. The doctors want to help and they don't know how unless there is good communication. Use medical portals and feel free to communicate. Really planning care together.	
1375	Adult	Family Voice - SYS_Voice -	More informational documentation translated into spanish	2
1376	Adult	Family Voice - SYS_Voice -	More medical staff that is bilingual within the community	3

1377	Adult	Family Voice - SYS_Voice -	More information on affordable housing for the spanish community	3
1378	Adult	Family Voice - SYS_Voice -	Have more parents participate and give feedback to other parents	3
1379	Adult	Family Voice - SYS_Voice -	System terminology and language barriers- Every system has a different language, different terminology. This was particularly difficult for parents whom English was not their first language. Medical appointments were also particularly difficult because of the terminology that doctors use and the difficulty with not knowing what to ask. Two families were bilingual and a third was trilingual.	3
1380	Adult	Family Voice - SYS_Voice -	The fatherhood good is great but increased inclusion of fathers across the board is needed. Less provider decision making.	3
1381	Adult	Family Voice - SYS_Voice -	Not treating fathers the same as mothers are treated.	All
1382	Adult	Family Voice - SYS_Voice -	We are treated like we don't know anything because we're never given the opportunity to meaningfully be involved.	2
1383	Adult	Family Voice - SYS_Voice -	Include families from other islands more.	3
1384	Adult	Family Voice - SYS_Voice -	Language barrier in agencies/organizations.	1
1385	Adult	Family Voice - SYS_Voice -	Strength in number-when ou want to make change, it is more powerful in numbers. Break the stigma.	2
1386	Adult	Family Voice - SYS_Voice -	More community forums, focus groups, community conversations	3
1387	Adult	Family Voice - SYS_Voice -	More cultural diversity at systems of care, organizations, stat/federal agencies and providers.	1

1388	Adult	Family Voice - SYS_Voice -	Mom was told by provider that son was high functioning; mom did not think they were understanding the true need of child because they are not there all the time	2
1389	Adult	Family Voice - SYS_Voice -	Some medications used are not necessary or safe at all.	
1390	Adult	Family Voice - SYS_Voice -	Survey about 71 main street so someone can stand up to them.	1
1391	Adult	Family Voice - SYS_Voice -	PPT, families are excluded once the child turns 18	3
1392	Adult	Family Voice - SYS_Voice -	Mental health is looked as bad (Stigma) to how we were raised. In certain cultures if you suffer from mental health you not supposed to speak about it or seek help because others will find out. They feel embarrassed.	6
1393	Adult	Family Voice - SYS_Voice -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
1394	Adult	Family Voice - SYS_Voice -	More parent involvement needed, parents need to advocate for less budget cuts in the schools.	2
1395	Adult	Family Voice - SYS_Voice -	"Differently abled: children, change the language we use to discuss children.	
1396	Adult	Family Voice - SYS_Voice -	As advocates, we should be paid for our time. I took time out to be here.	2
1397	Adult	Family Voice - SYS_Voice -	I don't have to be paid all the time to give you my opinion. But if you need my opinion to help you, I should be paid for helping.	3
1398	Adult	Family Voice - SYS_Voice -	Some medications used are not necessary or safe at all.	

1399	Adult	Family Voice - SYS_Voice +	Goshen community has been supportive. Parent reached out to the school and fire department to keep an eye out for his child and to help find resources and support.	1
1400	Adult	Family Voice - SYS_Voice +	Families are becoming more vocal with their concerns.	
1401	Adult	Family Voice - SYS_Voice +	Identified medical homes in this area. The idea is a great one. The DR.'s might not know what the role is, but they are willing to listen. There are medical home meetings, parents have power at them and they listen to what they need.	
1402	Adult	Family Voice - SYS_Voice +	Family driven care, parents have the ability to say no.	
1403	Adult	Family Voice - SYS_Voice +	One mother had a pediatrician who spoke Albanian but she did not like how the doctor worked with her son and interacted with her. She switched to a non-Albanian speaking doctor and is more satisfied.	1
1404	Adult	Family Voice - SYS_Voice +	People have started working on respecting a family's culture. There is a greater respect for culture.	1
1405	Adult	Family Voice - SYS_Voice +	Community Conversations- allowing for voices to be heard	1
1406	Adult	Family Voice - SYS_Voice +	Chris Murphy is supportive and Elizabeth Etsy holds community conversations	1
1407	Adult	Family Voice - SYS_Voice +	Library system has made remarkable improvements in engaging diverse population of Stamford. Previously, patrons were predominantly Caucasian but now it is very mixed in terms of use by different racial groups. Library programs have been responsive to community needs, including discussions on everyday democracy and undoing racism.	3

1408	Adult	Family Voice - SYS_Voice +	Parenting classes are being offered by individual agencies (Exchange Club, St. Joseph's Parenting Center, Building One Community) in different languages and childcare is also offered to make it accessible.	2
1409	Adult	Family Voice - SYS_Voice +	Care coordination and SOC collaborative has been positive in increasing family voice.	1
1410	Adult	Family Voice - SYS_Voice +	Plymouth Police Department has officers that try to connect with the kids. They are understanding and helpful. Police Chief shared strategies that the family provided with officers on how to deal with their child with mental health needs.	1
1411	Adult	Information - SYS_Info	Resources are not updated, or are out of date and not correct.	
1412	Adult	Information - SYS_Info -	Directory for foster care parents so they know the rules and resources. A handbook that is easy to understand and you know what to expect. Know what the process is and what it entails, know the timeline for things, definitions of terminology and acronyms.	Consensus
1413	Adult	Information - SYS_Info -	Inconsistent message about talking to your child following trauma. Therapist says to talk to child, support child but courts see that as "coaching the child." How do I tell your child, "Don't talk to me about it?" because it is considered coaching.	1
1414	Adult	Information - SYS_Info -	Have resources available sooner. Police can carry resources with them and hand them out. They could have resources at the police station and court. Have information available to support victims of crime including specific help.	Consensus

1415	Adult	Information - SYS_Info -	Families need to be able to know what a medical home is and how to access/use them. This is the first time I am hearing about this.	
1416	Adult	Information - SYS_Info -	Families sharing their stories, educating legislators and other system partners will help increase awareness and empowerment.	
1417	Adult	Information - SYS_Info -	Families need to know about the resources and better access to resources.	Consensus
1418	Adult	Information - SYS_Info -	Meetings like this, informational meetings, support groups, providers and families coming together. Also support groups at ideal times with childcare/ or funding for childcare and more local like in a local library or church.	Consensus
1419	Adult	Information - SYS_Info -	Parent was interested in ASD services and what they could afford but did not want to risk losing BSP services. Did not know how one service might affect the other.	1
1420	Adult	Information - SYS_Info -	Make it easier for families to find services, access and information for families.	2
1421	Adult	Information - SYS_Info -	More information about transition resources.	2
1422	Adult	Information - SYS_Info -	School districts putting out information earlier	2
1423	Adult	Information - SYS_Info -	DDS should find ways to get information about all services to families.	3
1424	Adult	Information - SYS_Info -	Family has been involved in the system for 2.5 years and is still unaware about services.	1
1425	Adult	Information - SYS_Info -	Social media supports ; parents have found that connecting to people online on sites such as Facebook who have similar experiences has provided support.	1

1426	Adult	Information - SYS_Info -	Lack of information regarding non-documented population and their rights	1
1427	Adult	Information - SYS_Info -	Families not knowing what to do about their immigration status	1
1428	Adult	Information - SYS_Info -	More informational documentation translated into spanish	2
1429	Adult	Information - SYS_Info -	More resources and information for undocumented population families about their rights	3
1430	Adult	Information - SYS_Info -	More informational workshops	3
1431	Adult	Information - SYS_Info -	Hard to find services in and around Waterbury. One grandmother asked, " what are the services after Birth to Three?" Not knowing what resources are out there and not knowing the next step for the child after that system. In general, lack of knowledge and training about resources and how to access and get those resources was an issue for all the families.	3
1432	Adult	Information - SYS_Info -	System terminology and language barriers- Every system has a different language, different terminology. This was particularly difficult for parents whom English was not their first language. Medical appointments were also particularly difficult because of the	3
1433	Adult	Information - SYS_Info -	Missing/hiding/throwing away school physical/medical forms at schools and health department for school registration.	2
1434	Adult	Information - SYS_Info -	Too much paperwork-families are constantly filling out multiple forms of the same paperwork. There should be a system that keeps information stored.	2

1435	Adult	Information - SYS_Info -	Family member did not know what care coordination was after being involved in the system for a long time	3
1436	Adult	Information - SYS_Info -	Families were not aware of the services available in their towns - i.e. Portland families did not know what services were available to them	2
1437	Adult	Information - SYS_Info -	People are not aware of or how to access 211 and also do not know the scope of 211.	2
1438	Adult	Information - SYS_Info -	Social security disability insurance benefits do not cover many needs; mom does not know how to access more funds for her son	1
1439	Adult	Information - SYS_Info -	Parent reports that they do not understand the Department of Social Services and what this department has to offer families.	3
1440	Adult	Information - SYS_Info -	Respite - there is a lack of respite services for families; there needs to	1
1441	Adult	Information - SYS_Info -	A menu of services is needed to understand what is available for families	3
1442	Adult	Information - SYS_Info -	We need an up to date resource guide to find services.	
1443	Adult	Information - SYS_Info -	When insurances offer something new or a new covered service they need to let ppl know about it. When they make any big changes they need to inform people.	
1444	Adult	Information - SYS_Info -	Don't know too many support groups.	9
1445	Adult	Information - SYS_Info -	The ymca is based on income and I need help and would like more information. I didn't know that I was eligible for scholarships.	5
1446	Adult	Information - SYS_Info -	I don't know about other programs that help.	9
1447	Adult	Information - SYS_Info -	Difficult in finding programs and funding programs.	14

1448	Adult	Information - SYS_Info -	EMPS/211 came to the school but they didn't need to be there. The school didn't know what to do.	1
1449	Adult	Information - SYS_Info -	Hospital just refers to the same places/providers.	2
1450	Adult	Information - SYS_Info -	Link OP mental health to electronic health records.	1
1451	Adult	Information - SYS_Info -	More people need to know about 211/EMPS. I found out by calling HUSKY who said they could send out a crisis team within a half hour.	2
1452	Adult	Information - SYS_Info -	More suicide prevention education.	1
1453	Adult	Information - SYS_Info -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF	8
1454	Adult	Information - SYS_Info -	Not knowing about the services is the reason that there are a lot of youth on the streets using substances. If a child loses services for substance abuse or mental health they end up on the streets and they get in trouble most of the time.	4
1455	Adult	Information - SYS_Info -	More collaboration	4
1456	Adult	Information - SYS_Info -	Fact based advocacy and civil outspoken interactions versus emotional responses	5
1457	Adult	Information - SYS_Info -	Lack of information on what the human service department is offering, no communication, and no information on how to access services.	All
1458	Adult	Information - SYS_Info -	Town Government- not as useful as they used to be when it comes to providing information.	1
1459	Adult	Information - SYS_Info -	The community is still not aware of EMPS and the services they offer.	All

1460	Adult	Information - SYS_Info -	Bring awareness of the services that are offered here in our community. More community engagement will help with this.	1
1461	Adult	Information - SYS_Info -	Resources are not updated, or are out of date and not correct.	
1462	Adult	Information - SYS_Info -	We need an up to date resource guide to find services.	
1463	Adult	Information - SYS_Info -	When insurances offer something new or a new covered service they need to let ppl know about it. When they make any big changes they need to inform people.	
1464	Adult	Information - SYS_Info +	Connecticut's SAVIN system notifies families of all court dates and releases via text message.	2
1465	Adult	Information - SYS_Info +	Social media supports to receive direct hire staff; caregiver utilized social media to ask for direct hire staff and was able to hire someone who responded on social media.	1
1466	Adult	Information - SYS_Info +	FRC-MS. NAME-gives us resources	3
1467	Adult	Information - SYS_Info +	Was invited to a resource fair. Received good inforamtion...need more of this.	1
1468	Adult	Information - SYS_Info +	Inspiration support group (Marta) - able to connect with other families in similar situations and learn about other resources	2
1469	Adult	Information - SYS_Info +	Health Department- A lot of information for resources	2
1470	Adult	Information - SYS_Info +	Town Hall- has a social services department	1
1471	Adult	Information - SYS_Info +	SCOW- (Spanish Community of Wallingford) located in Wallingford but accessible for Spanish Speaking families in Wallingford and Meriden- resources, assistance and programs for youth and families	2

1472	Adult	Information - SYS_Info +	Workforce and Labor Department-Group forgot the name of the actual place that helps with job searchers and resumes. They are able to get assistance in job hunt.	1
1473	Adult	Information - SYS_Info +	Through IHF I got to know the system and been involved to give my children a better way	3
1474	Adult	Information - SYS_Info +	If you know where to look for it, or who to ask you can get help.	
1475	Adult	Insurance - SYS_Insure	Insurance is a barrier to accessing appropriate care for your child. Insurance dictates the services your	All
1476	Adult	Insurance - SYS_Insure -	Insurance - even if you have good insurance, they fight you. Insurance sucks! They profit for not doing their job, insurance for profit-they line their pockets and benefit by not covering things. The co-pays can add up. You need to advocate for yourself. One family member discussed that the insurance company took money back from a doctor and now the family is being billed for something they thought was covered.	Consensus
1477	Adult	Insurance - SYS_Insure -	We need more providers that accept private insurance.	
1478	Adult	Insurance - SYS_Insure -	Limited slots are available for HUSKY vs. private insurance.	
1479	Adult	Insurance - SYS_Insure -	Insurance does not cover anything; premium is high; did help in covering home based services; issues with having services within the home that are offered	2
1480	Adult	Insurance - SYS_Insure -	CT First Choice- parent must have insurance for child to get services.	1

1481	Adult	Insurance - SYS_Insure -	Social security disability insurance benefits do not cover many needs; mom does not know how to access more funds for her son	1
1482	Adult	Insurance - SYS_Insure -	If you have private insurance it is a barrier to care. You need to have HUSKY to have services.	
1483	Adult	Insurance - SYS_Insure -	When insurances offer something new or a new covered service they need to let ppl know about it. When they make any big changes they need to inform people.	
1484	Adult	Insurance - SYS_Insure -	Health insurance services because the state said my son didn't qualify for insurance because my husband worked.	
1485	Adult	Insurance - SYS_Insure -	Insurance doesn't pay for extracurricular activities even though it may be necessary for them. However, we cannot pay for the programs. We explain to them but they wont help because they don't have individualized people to help directly with child in the sport or activity.	
1486	Adult	Insurance - SYS_Insure -	Private insurance didn't approve inpatient stay...hospital admitted her... and stuck me with the bill.	1
1487	Adult	Insurance - SYS_Insure -	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 (ADHA and autism).	2
1488	Adult	Insurance - SYS_Insure -	(re:insurance) Husky is okay but it's going to be a lot of out of pocket for my daughter's braces. By the time I'm done paying, it will be \$7000 for 4 braces.	2

1489	Adult	Insurance - SYS_Insure -	They used to pay for a BP cuff or a humidifier and they don't anymore. Sometimes if you get the diagnosis code it will help it be covered.	1
1490	Adult	Insurance - SYS_Insure -	Tri-care insurance is hard to find any providers in network. Genetic drug tests have been so helpful but a lot of insurance plans don't cover it.	
1491	Adult	Insurance - SYS_Insure -	Very complicated process, insurances and provider waitlists. Finding resources. Accessing care, none of it is easy or makes sense.	
1492	Adult	Insurance - SYS_Insure -	If you have private insurance it is a barrier to care. You need to have HUSKY to have services.	
1493	Adult	Insurance - SYS_Insure -	When insurances offer something new or a new covered service they need to let ppl know about it. When they make any big changes they need to inform people.	
1494	Adult	Insurance - SYS_Insure +	The school has been helpful, as well as the therapies he has out of school. Also the insurance that he has so they can provide services. His doctors have been great with providing services and they make all	1
1495	Adult	Insurance - SYS_Insure +	Since daughter was born I's thankful for state of CT for the health insurance. I'm grateful for birth to three. She received it for months. They helped because she has impotence. They have occupational therapy. She also has tutors and they have been great. They are a program for 5 years to 5th grade. The teachers are attentive. They are familiar with her medical history. The administration system is also attentive. The medical team is what has been really helpful.	1

1496	Adult	Insurance - SYS_Insure +	My son does swimming, karate and I keep him occupied because he is very hyperactive. His evening he is busy and on Thursday he attend catechism that I pat for personally. But Husky B helps.	1
1497	Adult	Policies - SYS_Policy	The way that the regions are divided leaves certain towns out from services. There is also confusion with providers and what towns they serve.	All
1498	Adult	Policies - SYS_Policy -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	

1499	Adult	Policies - SYS_Policy -	<p>The process is too long- the cases get continued and continued and continued- it impacts working families but the court does not care. One parent talked about son getting into trouble for vandalism- son turned himself in, got probation and community service- it should have been a quick process. Son got more than others with more serious offenses. Inconsistent-depends on the judge. A judge can be lenient or strict. The courts are behind the times. Few years back the courts said you should all be treated like adults every crime and punishment perspective but now there is a shift to understanding kids but people in the system are still on the older model and perspective. Another discussed that the court system does not do well with mental illness- they did not identify a mental health issue or send the child to a program.</p>	
1500	Adult	Policies - SYS_Policy -	<p>Juvenile system should deal better with kids especially those with mental health problems. Court process is too long, needs to be streamlined.</p>	3

1501	Adult	Policies - SYS_Policy -	<p>Financial strain due to lost work and wages to attend appointments and court. Financial cost for counseling for all children in the home impacted by an even, hospital bills, medical bills, etc. Financial strain across the board. There are programs out there to help but for them to pay you need to first show a receipt that it was paid and often families do not have the resources to pay first. The financial help comes when the court case starts but families need help earlier. Most of the costs occur at the time of the crime and shortly afterwards but it takes a while to get to the court process and by then people's housing and utilities can be at risk. Reimbursements should be sooner. The process, not the paperwork, is overly complicated and they nitpick the responses on the application.</p>	All
1502	Adult	Policies - SYS_Policy -	<p>The system is set up to protect the offender and the victim continues to be victimized by the offender. The systems-police, courts, DCF, child support do not hold the offender accountable. One mother discussed father/offender was released after court. While she is now responsible for all the child's care, treatment, and picking up the pieces as a single mother while the father is now free to do as he wishes and goes on vacations. The father is not being held accountable and has zero consequences and zero responsibilities.</p>	All

1503	Adult	Policies - SYS_Policy -	All the family members agreed that the timeline between the disclosure of a crime and the offender actually getting charged is too long. And even after being charged, they are released quickly. One family member reported that after the disclosure, it took 6 months before the charge, due to the investigation period and then offender was released in one day. All the while she feared for her safety and the safety of her child. In addition, the court case can go on for 2-3 years without progress due to continuance. One group member discussed the slowness of the system. The police treat the investigation as a criminal trial and need to have all the evidence	All
1504	Adult	Policies - SYS_Policy -	There is inadequate monitoring of offenders while on release and the victims feel unsafe. Victims continue to be fearful, constantly looking over their shoulder, may need to move to feel safer. Lack of follow through one offender was arrested on another charge while on parole and little happened. The charges get knocked down during the plea deal.	All
1505	Adult	Policies - SYS_Policy -	Lack of confidentiality with the police blotter and when it hits the papers by the court reporters. IF the offender is a relative, it ties the perpetrator to the victim. Victim's impact statements should not be in the papers or in the write-up. People can put 2 and 2 together, especially in a small town and especially if the perpetrator is related by name or is a senior or junior.	3

1506	Adult	Policies - SYS_Policy -	Need a better system to monitor offenders after release-ankle bracelets or tracking or some other way.	All
1507	Adult	Policies - SYS_Policy -	Speed up the time lag between disclosure to arrest to conviction to sentencing. The process is also very complicated and needs to be simplified.	All
1508	Adult	Policies - SYS_Policy -	Police blotters need to go away. Victim impact statements should be private and unwritten in transcripts. Especially in cases where there is a familial link between the offender and victim.	All
1509	Adult	Policies - SYS_Policy -	Cover wages for lost time as a direct result of the crime-appointments and be more flexible earlier with reimbursement before housing/utilities are at risk or shut off. Most of the financial loss occur quickly following the crime. Families cannot wait.	All
1510	Adult	Policies - SYS_Policy -	Change the laws: faster process-detain suspect quickly and keep the person in custody while investigating the crime, protect the victims, individualize the way the case is processed with sensitive cases, hold the perpetrator accountable. Maintain the safety of the victims.	All
1511	Adult	Policies - SYS_Policy -	Have resources available sooner. Police can carry resources with them and hand them out. They could have resources at the police station and court. Have information available to support victims of crime including specific help.	Consensus
1512	Adult	Policies - SYS_Policy -	Legislation/policies continue to be more reactive than proactive.	

1513	Adult	Policies - SYS_Policy -	Waitlists are ridiculous and especially for medication prescribers.	
1514	Adult	Policies - SYS_Policy -	Emergency rooms change kids diagnoses without even seeing the child.	
1515	Adult	Policies - SYS_Policy -	Emergency rooms are not communicating with primary doctors for diagnoses.	
1516	Adult	Policies - SYS_Policy -	Joshua center calls troop D instead of 211, they are having a hard time handling children. Troop D has said they feel over used by the IOP/PHP program.	
1517	Adult	Policies - SYS_Policy -	Social skills groups need to have appropriate placements. Trying to un-train bad habits and skills learned during them.	
1518	Adult	Policies - SYS_Policy -	Add additional funds for access to supports	
1519	Adult	Policies - SYS_Policy -	There needs to be additional funding for schools.	
1520	Adult	Policies - SYS_Policy -	I had a good provider for respite, but once I was on the waiver they took that away.	1
1521	Adult	Policies - SYS_Policy -	"It's overwhelming to handle all the pieces." Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.	Consensus
1522	Adult	Policies - SYS_Policy -	Hold people accountable on disability rights and can contact office of the child advocate.	3

1523	Adult	Policies - SYS_Policy -	More affordable services especially for voluntary services. No income based system for DSS.	1
1524	Adult	Policies - SYS_Policy -	Meetings that happen in Hartford are not convenient to parents in other parts of the state	1
1525	Adult	Policies - SYS_Policy -	ARC drivers should have public service licenses and reliable and safe transportation.	3
1526	Adult	Policies - SYS_Policy -	If a service is working, don't change it or take it away from families.	1
1527	Adult	Policies - SYS_Policy -	Emergency rooms need shorter intake process	2
1528	Adult	Policies - SYS_Policy -	Need more funding for programs/services that have been cut	3
1529	Adult	Policies - SYS_Policy -	Emergency rooms need shorter intake process	2
1530	Adult	Policies - SYS_Policy -	One parent had a negative experience at Waterbury Hospital ER for her child. It was over a 3hr wait time. The 2.5 year old was running on 102 fever and vomiting all the while with little help. Another rparent spoke of the long wait time at St. Mary's ER with her sick child.	2
1531	Adult	Policies - SYS_Policy -	My son is older and he disabled. There are handicapped bathrooms but I am unable to enter with him. I cant bring him into the women's bathroo, at the YMCA in Brookfield. He cant go in by himself. They escorted me out the building.	2
1532	Adult	Policies - SYS_Policy -	Some of the paperwork is too much paperwork. They asked about many exams that my child has had.	5
1533	Adult	Policies - SYS_Policy -	DCF will close cases too quickly	3

1534	Adult	Policies - SYS_Policy -	Parents rights are taken away way too fast. When dealing with DCF our parental right are taken away eventually	5
1535	Adult	Policies - SYS_Policy +	DDS provides grant money for hearing aid warranty and other expenses.	2
1536	Adult	Policies - SYS_Policy +	There is a restorative approach to juvenile justice.	2
1537	Adult	Policies - SYS_Policy +	Medical cab has changed companies and I believe that means they are listening to consumers who were not satisfied with the old company.	
1538	Adult	Professional Development - SYS_ProfDev	Stop stigma. Use positive approach.	1
1539	Adult	Professional Development - SYS_ProfDev	Department of Corrections staff mistreat & disrespect the prisoners. DOC should focus on a humanizing approach.	1
1540	Adult	Professional Development - SYS_ProfDev -	Communication: The CPS workers are hard to reach. I don't often call for help when I do, it shouldn't take a week and half to get a call back. DCF worker need auto reply if they are out of the office. "call back now, not later". If you get a voicemail message and they are out they direct you to a supervisor who is also out, it is not helpful. The should know who is in the office and direct you to that person. You get "lots of voicemail messages, more helpful if we had their cell phone numbers. DCF- "if the social workers can get you to do it, they will – like setting up transportation". DCF workers are "insensitive to a parent's need, to us as people, the worker is only sensitive about their own schedule- discussed a DCF worker that blamed another agency for a time mix up but it was not due to the other agency. If you raise your voice, there is a fear that they will come after you. One family member went directly to the commissioner. It is not what you say but how you say it.	Consensus

1541	Adult	Professional Development - SYS_ProfDev -	Visitation/ care of child: A parent discussed care of the child during visits. Foster Parent described 6 and 7 year olds who had a visitation in Danbury after school. The kids arrived back after 7pm and hadn't eaten. Happened to another child and DCF had to cut the visit short. Another parent said that she told the DCF worker and the worker responded, "so you give him lunch to go". The visits are not really being supervised if the child goes without eating. One father send food with the child as well as food for the bio-mom.	General Agreement
1542	Adult	Professional Development - SYS_ProfDev -	Biological families: "sometimes dealing with the bio-families is more harmful." It can impact the kids negatively and can be very emotional. The bio connection can be wonderful but it is not wonderful without the social workers' involvement. Bio fam often blames foster families. DCF social workers need to initiate & oversee the connection between the bio-family & foster-family in order for it to be successful	Consensus
1543	Adult	Professional Development - SYS_ProfDev -	Transportation services from the school to afterschool programs was helpful. DCF transported a child from Head-start in Winsted to the YMCA but child got kicked out because of cancellations by DCF staff and family member owed some of the cancellations as well	1

1544	Adult	Professional Development - SYS_ProfDev -	Better training for those that evaluate if a parent is ok for reunification- case aids and outside agencies like RTFT need training on evaluating bio-parents.	Consensus
1545	Adult	Professional Development - SYS_ProfDev -	DCF- can get a good DCF worker or can get a really bad one. Some workers have saved lives.	
1546	Adult	Professional Development - SYS_ProfDev -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	
1547	Adult	Professional Development - SYS_ProfDev -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	

1548	Adult	Professional Development - SYS_ProfDev -	The process is too long- the cases get continued and continued and continued- it impacts working families but the court does not care. One parent talked about son getting into trouble for vandalism- son turned himself in, got probation and community service- it should have been a quick process. Son got more than others with more serious offenses. Inconsistent-depends on the judge. A judge can be lenient or strict. The courts are behind the times. Few years back the courts said you should all be treated like adults every crime and punishment perspective but now there is a shift to understanding kids but people in the system are still on the older model and perspective. Another discussed that the court system does not do well with mental illness- they did not identify a mental health issue or send the child to a program.	
1549	Adult	Professional Development - SYS_ProfDev -	DCF staff needs sensitivity training.	3
1550	Adult	Professional Development - SYS_ProfDev -	Communication was a concern especially between the victims, the court and the state police.	3

1551	Adult	Professional Development - SYS_ProfDev -	New Britain police department needs better communication. They offered a lot of support but were never responsive when I left a message. Harwington does not have its own police department, it is covered by state police barracks. The state police get there whenever they get there. The state police were not responsive to familie's needs. The state police need to work on their tone and delivery. They need more staff that are sensitive to the need and understand their job. Another father from a smaller town was new the police in his town worked with them.	3
1552	Adult	Professional Development - SYS_ProfDev -	Overwhelmingly, the families felt that the Office of Victim's Services at the court was not helpful. You would get resources but after the initial meeting there was no follow-up and calls did not get returned.	4
1553	Adult	Professional Development - SYS_ProfDev -	Financial strain due to lost work and wages to attend appointments and court. Financial ccost for counseling for all children in the home impacted by an even, hospital bills, medical bills, etc. Financial strain across the board. There are programs out there to help but for them to pay you need to first show a receipt that it was paid and often families do not have the resources to pay first. The financial help comes when the court case starts but families need help earlier. Most of the costs occur at the time of the	All

1554	Adult	Professional Development - SYS_ProfDev -	<p>DCF gave one parent misinformation. Father was told he could not see the kids because his own father was the perpetrator. The mother told them not to let the grandfather see the child but they never reached out to him. The father called DCF and got nowhere. It ended up causing rifts in the family. Others said that DCF workers were hard to get ahold of and not responsive by phone. Family member felt victimized by the system. DCF doesn't know how to talk to people. Families are fearful that DCF will take away their kids. The things DCF workers said made sense but they need to work on how they say things. The way DCF explains it sounds like blame, i.e., "how could you let it happen in your house, under your roof?"</p>	All
1555	Adult	Professional Development - SYS_ProfDev -	<p>Inconsistent message about talking to your child following trauma. Therapist says to talk to child, support child but courts see that as "coaching the child." How do I tell your child, "Don't talk to me about it?" because it is considered coaching.</p>	1
1556	Adult	Professional Development - SYS_ProfDev -	<p>Police training on sensitivity with victims. Especially with domestic violence. One woman told to "play nice" with the offender and "tell him that you love him" so that he would not flee while they were preparing for the arrest. The police waited 3-4 days while the husband "lawyered up" in 2-3 days. Why are police allowed to talk the way they do? They should have consequences for not doing their job.</p>	Consensus

1557	Adult	Professional Development - SYS_ProfDev -	DCF staff need to work on how they say things; less blaming.	Consensus
1558	Adult	Professional Development - SYS_ProfDev -	Lack of quality educated providers that are compassionate. Provider are stretched too thin and not educated properly.	
1559	Adult	Professional Development - SYS_ProfDev -	Police need to be trained on behavioral health issues. Give the police a heads up. Police may not know what to do. Parents fear that the police may restrain the child. One parent talked about one town in which it was a meet your local first responders day. Families met their local police and got to know them. Questionnaire for families that go to the police so police are aware in case they get called to the home of a child with special needs.	General Agreement
1560	Adult	Professional Development - SYS_ProfDev -	The length of time to access DDS services was too long. For one of the families, it has been 3 year and waiting. In addition, the family made the application and was told it was all set, then months later were told that they were never in the system and had to reapply. Told by supervisor, "once its gone, its gone" no way to fix that mistake.	2
1561	Adult	Professional Development - SYS_ProfDev -	More medical staff that is bilingual within the community	3
1562	Adult	Professional Development - SYS_ProfDev -	Not treating fathers the same as mothers are treated.	all
1563	Adult	Professional Development - SYS_ProfDev -	Fathers never have a voice. They are often stigmatized by the system.	all
1564	Adult	Professional Development - SYS_ProfDev -	We are treated like we don't know anything because we're never given the opportunity to meaningfully be involved.	2

1565	Adult	Professional Development - SYS_ProfDev -	Law Enforcement- Police- minorities experience lots of racism	2
1566	Adult	Professional Development - SYS_ProfDev -	Lack of equality for the unemployed- abuse of the system.	3
1567	Adult	Professional Development - SYS_ProfDev -	More cultural diversity at systems of care, organizations, stat/federal agencies and providers.	1
1568	Adult	Professional Development - SYS_ProfDev -	Special needs awareness/engagement/educationa l services/programs.	2
1569	Adult	Professional Development - SYS_ProfDev -	Everyone should learn about advanced directives; not specifically surrounding mental health but in all situations	1
1570	Adult	Professional Development - SYS_ProfDev -	Our children are going to continue to grow, they should have personnel that have empathy and actually care. People are only in it for the money. They can have courses that teaches them about cultural competency and adequate training.	6
1571	Adult	Professional Development - SYS_ProfDev -	Courses for staff that are specific with each disability. Training in specialty areas.	3
1572	Adult	Professional Development - SYS_ProfDev -	They need professional personnel who is empathetic and have continous education.	4
1573	Adult	Professional Development - SYS_ProfDev -	The drivers (transportation/medcab) really don't know where they are going. Supposed to be a pickup at 5:15 and arrived at 6:15. He (the driver) went to the wrong street.	1
1574	Adult	Professional Development - SYS_ProfDev -	There are workers that just show up and give gift cards...train your workers the right way. Maybe they've seen too many families and they don't care anymore. We need DCF workers to care.	1

1575	Adult	Professional Development - SYS_ProfDev -	<p>DDS- you get no support when you are under DDS. Child adopted through DCF and received support but when DCF closed and child was just under DDS parent said she got no help, "you are on your own when in DDS". Another parent said, I have not seen my DDS worker in 2 years. The money follows the child initiative was supposed to help but it hasn't. Another parent said, "DDS doesn't offer support" was told, "this is your daughter, you take care of her." DDS only offers financial support of the social security check but daughter doesn't have friends and there are no programs.</p>	3
1576	Adult	Professional Development - SYS_ProfDev -	<p>DCF- "Workers do not know what kids need". The correct needs are not getting met. Info from the top is not flowing down. DCF programs do not share information about benefits, example given- \$500 benefit for children to attend their prom. Parent was not made aware of the benefit and learned of it later. "It would be nice to know what help you can get." The social worker should be a guide and know the programs and resources. Instead of having DCF workers go through a 6-10 month orientation, they should shadow other seasoned workers. New workers don't know anything. Workers are insensitive, make you feel like you are after the money. Make you feel embarrassed to ask for help even though it is in the adoption agreement. There is a difference with DCF workers, some are good, some not so good. They do not understand kids with medically complex needs.</p>	4

1577	Adult	Professional Development - SYS_ProfDev -	Instead of having DCF workers go through a 6-10 month orientation, they should shadow other workers.	General Consensus
1578	Adult	Professional Development - SYS_ProfDev -	Communication- Waterbury schools, DCF and DDS need to communicate and work together. Communicate together work as a team DCF DDS parent school The	General Consensus
1579	Adult	Professional Development - SYS_ProfDev -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
1580	Adult	Professional Development - SYS_ProfDev -	DCF is not good due to not doing what they said they would	5
1581	Adult	Professional Development - SYS_ProfDev -	DCF does not listen to families. I reached out to the worker from DCF but they did nothing.	3
1582	Adult	Professional Development - SYS_ProfDev -	DCF staff lies to families	5
1583	Adult	Professional Development - SYS_ProfDev -	There is no consistency with the new truancy laws. There is confusion on what happens with these kids now. There is no youth service bureau in Terryville (pocket town) which is supposed to be taking these referrals. State Department of Ed is waiting for guidelines.	2
1584	Adult	Professional Development - SYS_ProfDev -	EMPS-211 needs to offer trainings in this town to spread awareness of how they can help families.	1
1585	Adult	Professional Development - SYS_ProfDev -	Workshop that offers sensitivity training and offers help on how to respond to needs of all kids and families- i.e. Non-English families, low income families, and kids with special needs.	2
1586	Adult	Professional Development - SYS_ProfDev -	Educating day care (have one on one capability)	

1587	Adult	Professional Development - SYS_ProfDev +	DCF- can get a good DCF worker or can get a really bad one. Some workers have saved lives.	
1588	Adult	Professional Development - SYS_ProfDev +	State police were supportive as much as they could be. Another parent found the police to be very supportive and helpful as well. One parent said the police drove by her house regularly to make sure she was safe.	3
1589	Adult	Professional Development - SYS_ProfDev +	Foster care/Adoption social workers have been very good. They always help, esp. the foster care, adoption services unit (fasu unit). One parent spoke about how nice it was to work with the Torrington office, stating that it was a smaller office which makes a huge difference. Torrington workers always there for families easy to communicate texting and email. Parent said that the Torrington office was fantastic, the social workers are available and support foster/adoptive parents. Another parent compared the Waterbury office favorably as compared to New Britain, saying that Waterbury is much more helpful. One parent said that she had a really good worker when she was in New Haven.	10
1590	Adult	Professional Development - SYS_ProfDev +	Great support from DCF, throughout their time involved with us, they were responsive and listened to us.	
1591	Adult	Professional Development - SYS_ProfDev +	There are some incredible workers at DCF and I wish we could clone them.	
1592	Adult	Professional Development - SYS_ProfDev +	It is awesome when I need help with a case and I call a DCF supervisor and they are familiar with the family and they can help solve the issue.	

1593	Adult	Professional Development - SYS_ProfDev +	Nothing better than calling the DCF SW Supervisor and the supervisor know the case	
1594	Adult	Respect - SYS_Respect -	Lack of equality for the unemployed- abuse of the system.	3
1595	Adult	Respect - SYS_Respect -	When we go to a new provider, they change medications and diagnoses, then they do this with the PCP or primary psychiatrist.	
1596	Adult	Respect - SYS_Respect -	Disrespect due to language barriers. Being told that we need to speak English in not the right thing to say. At hospital I was told that since I live in the United States we need to speak English.	4
1597	Adult	Respect - SYS_Respect -	Be family friendly/family centered/ respectful	4
1598	Adult	Respect - SYS_Respect -	Department of Corrections staff mistreat & disrespect the prisoners. DOC should focus on a humanizing approach.	1
1599	Adult	Respect - SYS_Respect -	Not treating fathers the same as mothers are treated.	All
1600	Adult	Respect - SYS_Respect -	We are treated like we don't know anything because we're never given the opportunity to meaningfully be involved.	2
1601	Adult	Respect - SYS_Respect -	Stop stigma. Use positive approach.	1
1602	Adult	Respect - SYS_Respect -	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- judgemental.	All

1603	Adult	Respect - SYS_Respect -	DCF- staff keep changing. One participant talked about having 5 different workers. DCF feel like they are all knowing and powerful. One parent filed a complaint against DCF with the ACLU. When you are involved with DCF, your life is in crisis-they cant help-they take what you say and twist it around. Some felt discriminated, ready to hire a lawyer but afraid of repercussions of children getting taken away. Felt intimidated by worker. One parent talked about a worker who was finally willing to hear her story, listen, and help.	
1604	Adult	Respect - SYS_Respect -	Always be respectful in treatment and in systems. You always feel judged, by everyone, school systems and even your own families. They just do not understand. Need to increase empathy and awareness.	General Consensus
1605	Adult	Respect - SYS_Respect -	"It's overwhelming to handle all the pieces." Each new agency comes in and need to evaluate and assess, but it doesn't address the problem, nothing has changed, blame the family for lack of progress. There is a long intake process, staff are often late or dont show up. I have had 6-7 caseworkers in 3 years. Need to repeat your story over-and-over again with each new provider. DCF throws the neglect card around. If you dont see eye-to-eye with the DDS worker, they're livid. I needed arm guards and they needed supporting documentation.	Consensus

1606	Adult	Respect - SYS_Respect -	<p>They have been hitting my son by the school and they are against me and no one helps. The police has been against me. DCF called me and told me that my son has been hit. I have reports and have 3 people that are willing to speak on my behalf. They blame my son of being a liar.</p>	5
1607	Adult	System Gaps - SYS_Gaps -	<p>Medical records and Information sharing: Family discussed not getting a child's medical records for 2.5 month after placement which hindered care. Another waited 6 weeks and foster parent was unable to bring child to the doctor or hospital if needed. The medical verage cards are not given in a timely fashion which hinders care. Another parent discussed the child being dropped off with no information at all. Jen discussed that foster families used to get a blue folder of information but families said that the no longer get the folders. The folder used to contain known issues, social security numbers, info on doctors and scheduled appointments, history and medical info.</p>	Consensus

1608	Adult	System Gaps - SYS_Gaps -	The reunification process can go on for too long. Determination is 3 months but it can be extended. The bio parents go through different programs and may do just enough but they do not make the visits half of the time. One parent said that the bio mom disappeared for 6 months then showed back up and gets visits. Jenn explained that DCF needs to show due diligence.	General Agreement
1609	Adult	System Gaps - SYS_Gaps -	DCF may have holidays that families do not expect like President's Day and can not get any support	Consensus
1610	Adult	System Gaps - SYS_Gaps -	DCF careline is not very helpful. There is no one available during holidays, weekends or after hours to assist families. Foster parent Called DCF care line when faced with an intoxicated 17 year old. and was told that she needed to let the youth into the house but was fearful for the other two children in the home. Police assisted with the issue.	Consensus
1611	Adult	System Gaps - SYS_Gaps -	Transfer of guardianship. If a family opts to do a transfer of guardianship rather than adoption, there is no college benefit for the child.	2
1612	Adult	System Gaps - SYS_Gaps -	Inconsistency in adoption subsidies/foster care voucher. Voucher for a crib for a child that stayed 3 weeks. Can't the crib be re-used by another family? Put in storage, etc., others said that foster families may not want re-used furniture. Stipends are still not enough to support a child \$25 a day, need to increase,	Most agreed

1613	Adult	System Gaps - SYS_Gaps -	Bring back the blue folder with information – but ensure it is filled out, with medical records, needed information, upcoming doctor's appts, insurance information, social security # etc.	Consensus
1614	Adult	System Gaps - SYS_Gaps -	Torrington is lacking a higher level of care. Child had to leave the community when she needed to be hospitalized.	consensus
1615	Adult	System Gaps - SYS_Gaps -	Juvenile court and probation- "Probation officers do not help."	4
1616	Adult	System Gaps - SYS_Gaps -	Torrington public school system- did not identify child as special ed. Just pushed her out of the school. Another parent commented that people just move out of town rather than change the system. Torrington principle fired for advocating for a paraprofessional for a special ed. child. Special ed. director on suspension for not following IEPs.	4
1617	Adult	System Gaps - SYS_Gaps -	PHP at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapist.	consensus
1618	Adult	System Gaps - SYS_Gaps -	Need a higher level of care in the community. No place for troubled teens to go for inpatient care, closest is Ledyard, Yale-New Haven for inpatient. Even something more intense like php at Charlotte Hungerford did not have the ability to do family therapy. They meet with the family at intake but not much afterward because there are only 2 therapists. The clinicians are really good but do not have the time.	consensus

1619	Adult	System Gaps - SYS_Gaps -	Increase funding, raises for clinicians-double it. More programs supports and services. More prevention and intervention.	consensus
1620	Adult	System Gaps - SYS_Gaps -	Juvenile system should deal better with kids especially those with mental health problems. Court process is too long, needs to be streamlined.	3
1621	Adult	System Gaps - SYS_Gaps -	Services should take a whole family approach. PHP couldn't due to staffing. MST takes a whole family approach-need services that provide indiviudal support and whole family support. PHP needs staffing to provide family care for adoslescents and adult.	3
1622	Adult	System Gaps - SYS_Gaps -	New Britain police department needs better communication. They offered a lot of support but were never responsive when I left a message. Harwington does not have its own police department, it is covered by state police barracks. The state police get there whenever they get there. The state police were not responsive to familie's needs. The state police need to work on their tone and delivery. They need more staff that are sensitive to the need and understand their job. Another father from a smaller town was new the police in his town worked with them.	3
1623	Adult	System Gaps - SYS_Gaps -	Overwhelmingly, the families felt that the Office of Victim's Services at the court was not helpful. You would get resources but after the initial meeting there was no follow-up and calls did not get returned.	4

1624	Adult	System Gaps - SYS_Gaps -	<p>Financial strain due to lost work and wages to attend appointments and court. Financial cost for counseling for all children in the home impacted by an even, hospital bills, medical bills, etc. Financial strain across the board. There are programs out there to help but for them to pay you need to first show a receipt that it was paid and often families do not have the resources to pay first. The financial help comes when the court case starts but families need help earlier. Most of the costs occur at the time of the crime and shortly afterwards but it takes a while to get to the court process and by then people's housing and utilities can be at risk. Reimbursements should be sooner. The process, not the paperwork, is overly complicated and they nitpick the responses on the application.</p>	All
1625	Adult	System Gaps - SYS_Gaps -	<p>The system is set up to protect the offender and the victim continues to be victimized by the offender. The systems-police, courts, DCF, child support do not hold the offender accountable. One mother discussed father/offender was released after court. While she is now responsible for all the child's care, treatment, and picking up the</p>	All

1626	Adult	System Gaps - SYS_Gaps -	<p>All the family members agreed that the timeline between the disclosure of a crime and the offender actually getting charged is too long. And even after being charged, they are released quickly. One family member reported that after the disclosure, it took 6 months before the charge, due to the investigation period and then offender was released in one day. All the while she feared for her safety and the safety of her child. In addition, the court case can go on for 2-3 years without progress due to continuance. One group member discussed the slowness of the system. The police treat the investigation as a criminal trial and need to have all the evidence before the arrest but families need the arrest to happen right away. These types of court cases need to be looked at individually and set up a different process. System was slow and the child feared that offender would come back- what do you say to your child. You say it will be ok but you don't know yourself. Should treat it like a murder where they take the suspect into custody right away and investigate it while the person is in custody.</p>	All
1627	Adult	System Gaps - SYS_Gaps -	<p>There is inadequate monitoring of offenders while on release and the victims feel unsafe. Victims continue to be fearful, constantly looking over their shoulder, may need to move to feel safer. Lack of follow through one offender was arrested on another charge while on parole and little happened. The charges get knocked down during the plea deal.</p>	All

1628	Adult	System Gaps - SYS_Gaps -	Lack of confidentiality with the police blotter and when it hits the papers by the court reporters. IF the offender is a relative, it ties the perpetrator to the victim. Victim's impact statements should not be in the papers or in the write-up. People can put 2 and 2 together, especially in a small town and especially if the perpetrator is related by name or is a senior or junior.	3
1629	Adult	System Gaps - SYS_Gaps -	Need a better system to monitor offenders after release-ankle bracelets or tracking or some other way.	All
1630	Adult	System Gaps - SYS_Gaps -	Speed up the time lag between disclosure to arrest to conviction to sentencing. The process is also very complicated and needs to be simplified.	All
1631	Adult	System Gaps - SYS_Gaps -	Police blotters need to go away. Victim impact statements should be private and unwritten in transcripts. Especially in cases where there is a familial link between the offender and victim.	All
1632	Adult	System Gaps - SYS_Gaps -	Cover wages for lost time as a direct result of the crime-appointments and be more flexible earlier with reimbursement before housing/utilities are at risk or shut off. Most of the financial loss occur quickly following the crime. Families cannot wait.	All

1633	Adult	System Gaps - SYS_Gaps -	Change the laws: faster process- detain suspect quickly and keep the person in custody while investigating the crime, protect the victims, individualize the way the case is processed with sensitive cases, hold the perpetrator accountable. Maintain the safety of the victims.	All
1634	Adult	System Gaps - SYS_Gaps -	Have resources available sooner. Police can carry resources with them and hand them out. They could have resources at the police station and court. Have information available to support victims of crime including specific help.	Consensus
1635	Adult	System Gaps - SYS_Gaps -	Legislation/policies continue to be more reactive than proactive.	
1636	Adult	System Gaps - SYS_Gaps -	We need more providers that accept private insurance.	
1637	Adult	System Gaps - SYS_Gaps -	Budget issues are an issue for schools and they are not using the funding they have for our students. They are neglectful of the students needs.	
1638	Adult	System Gaps - SYS_Gaps -	Waitlists are ridiculous and especially for medication prescribers.	
1639	Adult	System Gaps - SYS_Gaps -	Emergency rooms change kids diagnoses without even seeing the child.	
1640	Adult	System Gaps - SYS_Gaps -	Emergency rooms are not communicating with primary doctors for diagnoses.	
1641	Adult	System Gaps - SYS_Gaps -	Joshua center calls troop D instead of 211, they are having a hard time handling children. Troop D has said they feel over used by the IOP/PHP program.	
1642	Adult	System Gaps - SYS_Gaps -	There are social skills groups transportation barriers, funding barriers, co-pays and it can be expensive.	

1643	Adult	System Gaps - SYS_Gaps -	Transportation issues in general. There are so many issues with scheduling appointments.	
1644	Adult	System Gaps - SYS_Gaps -	Social skills groups need to have appropriate placements. Trying to un-train bad habits and skills learned during them.	
1645	Adult	System Gaps - SYS_Gaps -	Earlier screening and interventions would help solve issues as they happen instead of waiting for children to be out of control.	
1646	Adult	System Gaps - SYS_Gaps -	There needs to be additional funding for schools.	
1647	Adult	System Gaps - SYS_Gaps -	Legislative advocacy would be helpful in the schools.	
1648	Adult	System Gaps - SYS_Gaps -	Add additional funds for access to supports	
1649	Adult	System Gaps - SYS_Gaps -	There needs to be additional funding for schools.	
1650	Adult	System Gaps - SYS_Gaps -	DDS: It takes too long to get services. Took 4 years. I would like to stay home and take care of my child 24/7 but I cant I have to work. It is hard enough being a parent but you have to fight for every morsel of help. Funding cut to the BSP program. Got medicaid waiver after 4 years for my daughter with autism- finally got some in-home services. Took 6 months to get child onto waiver. Communication w/ process surrounding services, families not getting accurate information.	5
1651	Adult	System Gaps - SYS_Gaps -	DDS isnot at fault-its funding for slow or no responsive actions.	3

1652	Adult	System Gaps - SYS_Gaps -	One family member was on the verge of getting the BSP program but due to the budget freeze, open slots are now closed. DDS cuts, no longer have case management for people under 18. They used to have 18 transitions advisors but that number has been cut to 2 people for the whole state.	2
1653	Adult	System Gaps - SYS_Gaps -	The length of time to access DDS services was too long. For one of the families, it has been 3 year and waiting. In addition, the family made the application and was told it was all set, then months later were told that they were never in the system and had to reapply. Told by supervisor, "once its gone, its gone" no way to fix that mistake.	2
1654	Adult	System Gaps - SYS_Gaps -	Medication switches can be a difficult time. Child went to CCMC ER all day but there were no beds so the child ended up at St. Francis Mount Sinai campus.	2
1655	Adult	System Gaps - SYS_Gaps -	Budget cuts prevent families from accessing services.	2
1656	Adult	System Gaps - SYS_Gaps -	Need more services available in the Torrington/Litchfield area.	2
1657	Adult	System Gaps - SYS_Gaps -	More affordable services especially for voluntary services. No income based system for DSS.	1
1658	Adult	System Gaps - SYS_Gaps -	Proper inforamtion sharing between DSS and DDS.	2
1659	Adult	System Gaps - SYS_Gaps -	Hire more DDS staff, DDS needs more funding. BSP-need to unfreeze the slots. BSP for any kids with behavioral health issues.	2

1660	Adult	System Gaps - SYS_Gaps -	Funding – the state needs to step up to support our most needy citizens; believe that the money is there but they have to find out how to allocate it.	2
1661	Adult	System Gaps - SYS_Gaps -	Respite houses are the first to be cut in budgets. DDS should know that these are good and should not cut these services; family wishes that they would be able to have respite more than once a quarter	3
1662	Adult	System Gaps - SYS_Gaps -	Cannot use in-home supports and respite money at the same time with DDS services; can't use respite centers if you have more than \$20,000 in funding.If you receive \$20,000 or more in services, not eligible for respite;	3
1663	Adult	System Gaps - SYS_Gaps -	Getting son on social security benefits was very overwhelming for parent. It was a huge undertaking involving probate etc. Mom felt that it was overwhelming but doable; feels for families who do not have the skills or resources to do it	1
1664	Adult	System Gaps - SYS_Gaps -	Having respite care more than one a quarter	2
1665	Adult	System Gaps - SYS_Gaps -	Should have behavior therapist in Guilford school systems	1
1666	Adult	System Gaps - SYS_Gaps -	BSP (Behavioral Services Program) package not benefiting the DDS population	3
1667	Adult	System Gaps - SYS_Gaps -	Lack of supports for family leaves family in difficult situation; lack of supports leads to job loss. Family of seven is currently living on \$50,000	2
1668	Adult	System Gaps - SYS_Gaps -	Gap in consistency in services is a real problem. Family reports having high turnover of workers coming out to their homes.	2

1669	Adult	System Gaps - SYS_Gaps -	Traditional mental health system is not meeting the needs of the DDS families. Family went to UCFS for diagnostic testing and counseling. Family was told that they were being discharged due to being too much of a challenge. Family didn't thing that this was fair due to both children in the home being verbal. Family was told to do more DDS services and to have a structured enviroment at home like school.	1
1670	Adult	System Gaps - SYS_Gaps -	Seems as if the parents that live bordering the Massachusetts border are able to get better services than those who live in the northeast area of the state; it is very hard for families in the Northeast corner of state to get services.	2
1671	Adult	System Gaps - SYS_Gaps -	Transportation is an issue; families have asked for an aide to be on the bus with child; family was told that it was not in the budget. Family was concerned that the vehicle was not in good working condition when direct hire came to pick up child. Car had only one working head light. Family reported the incident	1
1672	Adult	System Gaps - SYS_Gaps -	More services in low service areas are needed especially in the Northeast.	2
1673	Adult	System Gaps - SYS_Gaps -	Waterbury Hospital- waiting for more than 2 hours in the ER for child with high fever never got seen so left and went to Yale in New Haven isntead	1
1674	Adult	System Gaps - SYS_Gaps -	St. Mary's Hospital- ER waiting for 5 hours	1
1675	Adult	System Gaps - SYS_Gaps -	Immigration status of families in community- families scared to apply for programs at Now, Inc. due to not knwoing if they will be deported	2

1676	Adult	System Gaps - SYS_Gaps -	Emergency rooms need shorter intake process	2
1677	Adult	System Gaps - SYS_Gaps -	More psychiatrists and therapists that speak spanish	3
1678	Adult	System Gaps - SYS_Gaps -	Need more funding for programs/services that have been cut	3
1679	Adult	System Gaps - SYS_Gaps -	Emergency rooms need shorter intake process	2
1680	Adult	System Gaps - SYS_Gaps -	One mother was struggling to find the 30 hours of in home services that her pediatrician recommended for her son. Mother would like to bring her son out more but he runs wherever he is in the community so it is difficult for her. Having another person assist her with the child in the community would offer her and her son more opportunities.	1
1681	Adult	System Gaps - SYS_Gaps -	One parent had a negative experience at Waterbury Hospital ER for her child. It was over a 3hr wait time. The 2.5 year old was running on 102 fever and vomiting all the while with little help. Another rparent spoke of the long wait time at St. Mary's ER with her sick child.	2
1682	Adult	System Gaps - SYS_Gaps -	Where are the advocates to help families at these meetings?	1
1683	Adult	System Gaps - SYS_Gaps -	Strengthen advocacy at the local level.	2
1684	Adult	System Gaps - SYS_Gaps -	No transportation across town lines from school to daycare even if close distance	1
1685	Adult	System Gaps - SYS_Gaps -	Lack of funding (or funding has been cut) for ASD – only intellectual disabilities. Now services are going through Medicare.	1
1686	Adult	System Gaps - SYS_Gaps -	Lack of appropriate ASD services available	1

1687	Adult	System Gaps - SYS_Gaps -	Doctor office systems are not the same making it hard for providers to share information with one another	1
1688	Adult	System Gaps - SYS_Gaps -	Child's medical team needs to have good communication, collaboration and coordination	1
1689	Adult	System Gaps - SYS_Gaps -	Support for self-care for parents and caregivers	1
1690	Adult	System Gaps - SYS_Gaps -	More parent support groups needed	1
1691	Adult	System Gaps - SYS_Gaps -	Budget cuts at the Labor Department- not enough employees to help	1
1692	Adult	System Gaps - SYS_Gaps -	BRS is terrible! - Worker used too many acryonyms that parent did not understand whether he was speaking English or another language; worker could not explain it in a different way when parent asked	3
1693	Adult	System Gaps - SYS_Gaps -	Gap - lack of services for young adults in their 20s	3
1694	Adult	System Gaps - SYS_Gaps -	There are huge gaps in getting services to families of young adults who are transitioning from one stage to another	1
1695	Adult	System Gaps - SYS_Gaps -	Respite - there is a lack of respite services for families; there needs to be more services and more knowledge of services	1
1696	Adult	System Gaps - SYS_Gaps -	There is no long term care programs or services in case of an emergency for single parents or families who do not have extended family near by. Single parents worry about having someone to care for child when there is no family available; people may put off what they need (i.e. preventative medical appointments) when they have no one to trust with their kids	1

1697	Adult	System Gaps - SYS_Gaps -	Have always had issues with transportation issues with my child. No matter who I have used they are always bad.	
1698	Adult	System Gaps - SYS_Gaps -	Too many technicalities and barriers. The systems need to communicate and all be on the same page for better access.	
1699	Adult	System Gaps - SYS_Gaps -	I had the experience that my son. I brought him to this country when he was 11 months and the school helped with therapy. When I went to Costa Rica for 10 years I came back. After high school they didn't help. So for 5 years he was at home playing with his hands. Social services referred me to DDS and they say there were no resources. I asked for citizenship and they denied it. He was unable to get help but by that time he aged out.	1
1700	Adult	System Gaps - SYS_Gaps -	Specialist doctors are barriers in the language.	6
1701	Adult	System Gaps - SYS_Gaps -	There are no psychologist that speak Spanish.	4
1702	Adult	System Gaps - SYS_Gaps -	There is always campaign for sports but my daughter cannot move actively. There are no programs available for my disabled daughter.	6
1703	Adult	System Gaps - SYS_Gaps -	Insurance doesn't pay for extracurricular activities even though it may be necessary for them. However, we cannot pay for the programs. We explain to them but they won't help because they don't have individualized people to help directly with child in the sport or activity.	
1704	Adult	System Gaps - SYS_Gaps -	No boys and girls club available.	

1705	Adult	System Gaps - SYS_Gaps -	While they are smaller but when they are older there are no specific programs for older kids.	
1706	Adult	System Gaps - SYS_Gaps -	My daughter is in wheelchair but there is no special equipment to bring my child to park.	5
1707	Adult	System Gaps - SYS_Gaps -	We need more financial help.	3
1708	Adult	System Gaps - SYS_Gaps -	We need more recreation for special needs children.	12
1709	Adult	System Gaps - SYS_Gaps -	We have problems communicating because many times when they send emails they only come in english. We don't feel confident to speak with them.	6
1710	Adult	System Gaps - SYS_Gaps -	Services don't provide interpreters or if they do they speak too fast and do not explain properly.	14
1711	Adult	System Gaps - SYS_Gaps -	Due to language barrier we are not being provided the right resources.	4
1712	Adult	System Gaps - SYS_Gaps -	They need more spanish speaking clinicians in family and childrens. They graduate but they don't speak spanish. She would tell me certain thing but would say something different to the school. They wouldn't provide proper therapy only drawing therapy.	4
1713	Adult	System Gaps - SYS_Gaps -	Morris school no one who speaks spanish	2
1714	Adult	System Gaps - SYS_Gaps -	Lack of busing or arrive extremely late to the home and while I call they don't provide answers.	1
1715	Adult	System Gaps - SYS_Gaps -	More personnel that has the capacity to provide 1 on 1 direct service.	6
1716	Adult	System Gaps - SYS_Gaps -	More people who speak spanish.	10

1717	Adult	System Gaps - SYS_Gaps -	We can make a difference one grain at a time. I've received training in areas and they should provide the same for regular children and different training for those who have disabilities. Have disability awareness. Pembroke and morris school are of need.	6
1718	Adult	System Gaps - SYS_Gaps -	Need more recreational programs for children with disabilities.	5
1719	Adult	System Gaps - SYS_Gaps -	Playgrounds with more access for children with disabilities.	6
1720	Adult	System Gaps - SYS_Gaps -	More money for childcare.	6
1721	Adult	System Gaps - SYS_Gaps -	More support groups/trainings for parents.	5
1722	Adult	System Gaps - SYS_Gaps -	More housing low income.	4
1723	Adult	System Gaps - SYS_Gaps -	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
1724	Adult	System Gaps - SYS_Gaps -	Juvenile court doesn't take parents serious.	1
1725	Adult	System Gaps - SYS_Gaps -	The system needs to be proactive with issues our kids have.	1
1726	Adult	System Gaps - SYS_Gaps -	EMPS/211 came to the school but they didn't need to be there. The school didn't know what to do.	1
1727	Adult	System Gaps - SYS_Gaps -	Hospital just refers to the same places/providers.	2
1728	Adult	System Gaps - SYS_Gaps -	Need more early identification and detection of mental health issues.	2

1729	Adult	System Gaps - SYS_Gaps -	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 a half waiting for a bed. You cant bring a child in crisis anywhere except Yale.	3
1730	Adult	System Gaps - SYS_Gaps -	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
1731	Adult	System Gaps - SYS_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
1732	Adult	System Gaps - SYS_Gaps -	Even after signing a release, they should be able to share data. Parents still have to repeat themselves.	3

1733	Adult	System Gaps - SYS_Gaps -	It's hard to get mental health services for my daughter. She came out of Yale (hospital) with nothing. I called and they called in a 15 day supply of meds. She ended up going in (inpatient) again soon after but we had her to go Griffin instead because of the IOP there. She had seizures from the meds. Then she missed too many dais of the IOP which counted against her. So then she was disconnected again without a psychiatrist and regular doctor wouldn't prescribe. Finally, her therapist called Griffin. BH Care wouldn't take her so her therapist called Griffin who took her for her meds only. They (BHCare) want her to do the yound adult program in order to go to BHCare but she didnt want to because it was all drug addicts and she had nothing in common with them.	2
1734	Adult	System Gaps - SYS_Gaps -	Transportation is difficult-they are too early or hours late.	2
1735	Adult	System Gaps - SYS_Gaps -	When somethngs not part of policies, you're screwed. Since PCRC merged, and BHCare took over, it's not good.	1

1736	Adult	System Gaps - SYS_Gaps -	<p>Opportunities for building our advocacy skills aren't out there. We're looking for something for autism moms to talk to other moms and we couldn't find anything around here. I thought there were was more out there other than 2 parts of the state. There's nothing in the Valley for this. If she (daughter who is a mom of toddler child with autism) could find a group that would be helpful to see what's the autism versus what's just "being a 2 year old."</p>	1
1737	Adult	System Gaps - SYS_Gaps -	<p>Look at all of the school shootings. They keep saying it's about gun control but this is about mental health issues. This last one, he was a loner, a weirdo...do you know what happens if she goes off her meds (daughter), I would have to go to court. These mental patients, they have rights. But what about the rest of us? They're going out and shooting schools. Caregivers have to be afraid. You don't think NAME mother wasn't afraid? She was afraid. We need to change that when they're off their meds, the judge should put them in the hospital for 3 months where their meds are regulated and they don't come out and go off of them. It's not a gun issue. They could go in with bombs or knives, it's not about the guns.</p>	2
1738	Adult	System Gaps - SYS_Gaps -	There's no inpatient beds for kids.	2

1739	Adult	System Gaps - SYS_Gaps -	I wish they came up with a universal form among all of the providers so that once you fill it out, it's done. I work at a hospital and we use Epoch and that's the goal.	5
1740	Adult	System Gaps - SYS_Gaps -	There should be more social skills groups for kids-not an IOP, not forced, just somewhere to interact with other kids.	2
1741	Adult	System Gaps - SYS_Gaps -	DDS- you get no support when you are under DDS. Child adopted through DCF and received support but when DCF closed and child was just under DDS parent said she got no help, "you are on your own when in DDS". Another parent said, I have not seen my DDS worker in 2 years. The money follows the child initiative was supposed to help but it hasn't. Another parent said, "DDS doesn't offer support" was told, "this is your daughter, you take care of her." DDS only offers financial support of the social security check but daughter doesn't have friends and there are no programs.	3
1742	Adult	System Gaps - SYS_Gaps -	Parent discussed time-limited services with ICC program. They give services then they take away the extra help. As soon as services are put into place they start pulling back. They helped with scheduling, navigating the system, with a child with severe mental health needs there is ongoing need.	1

1743	Adult	System Gaps - SYS_Gaps -	Inconsistency in services for children (child welfare/ behavioral health) in general. Staff changes are difficult for the children and families. If you switch providers, all the rules change. Differences in rates, services, support types, i.e. with therapeutic foster care you get one thing, with medical complex kids you get another.	General Agreement
1744	Adult	System Gaps - SYS_Gaps -	Communication- Waterbury schools, DCF and DDS need to communicate and work together.	All
1745	Adult	System Gaps - SYS_Gaps -	Communication- Waterbury schools, DCF and DDS need to communicate and work together. Communicate together work as a team DCF, DDS, parent, school. The	General Consensus
1746	Adult	System Gaps - SYS_Gaps -	Teach empathy to other students, teachers need more help and funding for education. Funding in general, DDS, DCF, etc. etc.	General Consensus
1747	Adult	System Gaps - SYS_Gaps -	Ensure the involvement of nurses for children with medically complex needs and involved them in DCF and school planning.	1-consensus reached
1748	Adult	System Gaps - SYS_Gaps -	Don't have a lot of people that know about the services. Not enough resources of services for kids. Schools don't connect kids to resources. DCF doesn't give the information about resources of referrals. I got my grandkids and needed some resources but the DCF worker did not do anything. My friend taught me about getting money assistance for me to care for my grandkids and DCF worker did not	8
1749	Adult	System Gaps - SYS_Gaps -	DCF is little to no help/support	1
1750	Adult	System Gaps - SYS_Gaps -	DCF makes it hard for families to keep the kids within the families	3

1751	Adult	System Gaps - SYS_Gaps -	DCF will close cases too quickly	3
1752	Adult	System Gaps - SYS_Gaps -	Court/social workers don't give services to support children	4
1753	Adult	System Gaps - SYS_Gaps -	Middle school children are most at risk in educational system and they receive the least amount of resources and mentoring and guidance counseling is lacking in Stamford and urban areas in CT. Wealthy areas in CT do the opposite and continue to provide resources to middle school youth in a way that keeps them on a positive trajectory. The achievement gap in urban areas happens in middleschool and needs are not being met.	2
1754	Adult	System Gaps - SYS_Gaps -	Educational system is biased	1
1755	Adult	System Gaps - SYS_Gaps -	Educational system is ignorant	3
1756	Adult	System Gaps - SYS_Gaps -	More financial resourcers to improve Stamford public school system (redistribute money to pre-school and middle school primarily)	3
1757	Adult	System Gaps - SYS_Gaps -	Address issues of racism in order to impact the system challenges	6
1758	Adult	System Gaps - SYS_Gaps -	More youth programming at middle school age and up	2
1759	Adult	System Gaps - SYS_Gaps -	There are no behavioral health care providers in town.	All
1760	Adult	System Gaps - SYS_Gaps -	No pediatricians in Terryville-this is a needed resource.	All
1761	Adult	System Gaps - SYS_Gaps -	No Human Service Department in Terryville- having a social worker is a needed resource.	All
1762	Adult	System Gaps - SYS_Gaps -	Wheeler Health is no longer in the area to assist families get access to health care (clinics such as blood pressure clinics and podiatrists clinic cut)	2
1763	Adult	System Gaps - SYS_Gaps -	Limited access to medical doctors in town, families have to drive to towns such as Burlington or Waterbury for medical care.	2

1764	Adult	System Gaps - SYS_Gaps -	Kids being admitted to hospital level of care due to there being no behavioral health services available- kids being housed at hospital E.R units until placement.	2
1765	Adult	System Gaps - SYS_Gaps -	Insurance is a barrier to accessing appropriate care for your child. Insurance dictates the services your child can receive.	All
1766	Adult	System Gaps - SYS_Gaps -	Barrier accessing physical therapy that takes insurance. Families have to drive out of town for care.	2
1767	Adult	System Gaps - SYS_Gaps -	Transportation is a barrier to accessing services due to there being limited services in town and no public transportation.	All
1768	Adult	System Gaps - SYS_Gaps -	Medical Cabs- they don't show up, they show up late, they are not reliable.	1
1769	Adult	System Gaps - SYS_Gaps -	There is no consistency with the new truancy laws. There is confusion on what happens with these kids now. There is no youth service bureau in Terryville (pocket town) which is supposed to be taking these referrals. State Department of Ed is waiting for guidelines.	2
1770	Adult	System Gaps - SYS_Gaps -	Public housing is for people 55 and older. No public housing for younger households. Affordable housing is a problem. High taxes for homeowners.	2
1771	Adult	System Gaps - SYS_Gaps -	More community based services needed in Terryville specifically.	All
1772	Adult	System Gaps - SYS_Gaps -	More behavioral health services needed in town.	All
1773	Adult	System Gaps - SYS_Gaps -	If you don't know where to look, you just don't know where to turn	

1774	Adult	System Gaps - SYS_Gaps -	Universal testing for children for early identification of services, specific diagnoses, birth to 3... etc. A better path to services.	
1775	Adult	System Gaps - SYS_Gaps -	Have always had issues with transportation issues with my child. No matter who I have used they are always bad.	
1776	Adult	System Gaps - SYS_Gaps -	Too many technicalities and barriers. The systems need to communicate and all be on the same page for better access.	
1777	Adult	Transitions - SYS_Trans -	Shorten the process from TPR to adoption. Have a timeline or if there is no timeline say so. I do not want to be told it will take 2-3 weeks when it will take 2-3 months.	Consensus
1778	Adult	Transitions - SYS_Trans -	The process is too long- the cases get continued and continued and continued- it impacts working families but the court does not care. One parent talked about son getting into trouble for vandalism- son turned himself in, got probation and community service- it should have been a quick process. Son got more than others with more serious offenses. Inconsistent-depends on the judge. A judge can be lenient or strict. The courts are behind the times. Few years back the courts said you should all be treated like adults every crime and punishment perspective but now there is a shift to understanding kids but people in the system are still on the older model and perspective. Another discussed that the court system does not do well with mental illness- they did not identify a mental health issue or send the child to a program.	

1779	Adult	Transitions - SYS_Trans -	Transitions need to be planned better. Are children grouped by their emotional age or their physical age? There needs to be better identification process.	
1780	Adult	Transitions - SYS_Trans -	Have more services for families transitioning from birth to three programs to regular ed.	
1781	Adult	Transitions - SYS_Trans -	I had a good provider for respite, but once I was on the waiver they took that away.	1
1782	Adult	Transitions - SYS_Trans -	Parents felt that they are not well-versed in the programs for transitioning to adulthood.	2
1783	Adult	Transitions - SYS_Trans -	More information about transition resources.	2
1784	Adult	Transitions - SYS_Trans -	Getting son on social security benefits was very overwhelming for parent. It was a huge undertaking involving probate etc. Mom felt that it was overwhelming but doable; feels for families who do not have the skills or resources to do it	1
1785	Adult	Transitions - SYS_Trans -	Having statewide meetings more locally or finding ways to involve parents all over the state to have their voices being heard.	1
1786	Adult	Transitions - SYS_Trans -	If a service is working, don't change it or take it away from families.	1
1787	Adult	Transitions - SYS_Trans -	After the age of 18 Lack of support. Younger cousin was just given list of shelters. No further support of guidance. Look at second chance of society-what is the eligibility?	1
1788	Adult	Transitions - SYS_Trans -	Problem with transitioning. What helps kids once they leave these programs and foster homes.	2
1789	Adult	Transitions - SYS_Trans -	Worried about children's future-concern about transition services lacking	1

1790	Adult	Transitions - SYS_Trans -	There are huge gaps in getting services to families of young adults who are transitioning from one stage to another	1
1791	Adult	Transitions - SYS_Trans -	Time limited services is a concern for families; Services end when the youth starts to do well in services; there is no way for the youth to maintain momentum before the service ends	3
1792	Adult	Transitions - SYS_Trans -	Better transition from childhood to adulthood to support success.	1
1793	Adult	Transitions - SYS_Trans -	It's hard to get mental health services for my daughter. She came out of Yale (hospital) with nothing. I called and they called in a 15 day supply of meds. She ended up going in (inpatient) again soon after but we had her to go Griffin instead because of the IOP there. She had seizures from the meds. Then she missed too many dais of the IOP which counted against her. So then she was disconnected again without a psychiatrist and regular doctor wouldn't prescribe. Finally, her therapist called Griffin. BH Care wouldn't take her so her therapist called Griffin who took her for her meds only. They (BHCare) want her to do the yound adult program in order to go to BHCare but she didnt want to because it was all drug addicts and she had nothing in common with them.	2
1794	Adult	Transitions - SYS_Trans -	Once IICAPS was done, they just dropped us "you're done." Nothing really happened after that.	1
1795	Adult	Transitions - SYS_Trans -	Translation services don't translate things to doctors/families properly	7

1796	Adult	Transitions - SYS_Trans +	Openness to ideas for improvement and change	1
Codes				
#	Youth	Code	Comments	Number of Times
1797	Youth	Community Resource - COMM_Resource -	Social media- risk of cyber bullying	
1798	Youth	Community Resource - COMM_Resource -	If someone cannot speak English they need help. There is only one teacher who can translate and you need to wait if she is busy or not in. There is only one teacher to 1300 students and a wide array of languages; portuguese, english as a second language. There is little support outside the school for language needs. There is a Portuguese club but not something for Albanians and other groups. At one point, there was 87 different languages spoken by students in the school. Need more resources.	3
1799	Youth	Community Resource - COMM_Resource -	Need more and a better variety of activities in the community that are not connected to the school. If not, students just go home and do nothing.	
1800	Youth	Community Resource - COMM_Resource -	Need a city bus. The town has limited public transportaion. No way for kids to get around town.	
1801	Youth	Community Resource - COMM_Resource -	The local park needs repairs and upgrades to basketball court and in other ways. The basketball hoops/rims have been broken and they were supposed to fix them but they haven't done so.	4
1802	Youth	Community Resource - COMM_Resource -	We need more recreational sports	1
1803	Youth	Community Resource - COMM_Resource +	Danbury Library offers volunteers to help with homework. The library also training to be certified as a babysitter.	2

1804	Youth	Community Resource - COMM_Resource +	At Pembroke Elementary (grades 5-8) the police come out and talk to you about safety and they had a Microsoft tech outing in the Apple store in the mall.	1
1805	Youth	Community Resource - COMM_Resource +	Naugatuck Youth Services- nice place to meet nice people and do activities. Youth meet at the armory. Asset Ambassadors using the 40 developmental assets at the Armory is helpful. There is also drop-in times so students can come right after school. The Armory also has a lot of programs; homework help, baby-sitting certification class, peer leadership, leadership development, help with projects, mentors, sent 25 youth to the youth-to-youth conference.	All
1806	Youth	Community Resource - COMM_Resource +	Mcdonald's restaurant. A lot of freshman students meet at Mcdonald's to get together for food. Kids also go and hang out at the Naugatuck green when the weather is nicer. Kids get together to talk, skateboard and hang-out on the green. On the negative side, there are not a lot of places for kids to hangout outside of school activities.	3
1807	Youth	Community Resource - COMM_Resource +	Social media was seen as a plus and minus. You are able to meet people and socialize but you can also get bullied on social media.	
1808	Youth	Community Resource - COMM_Resource +	Sports- the football team has a decent turnout but the basketball team is not very good.	
1809	Youth	Community Resource - COMM_Resource +	Going to church helpful. I help with the younger kids at Sunday school.	2

1810	Youth	Community Resource - COMM_Resource +	Playing football kept me out of trouble. (semi-pro and high school). Other sports like wrestling, track and field, basketball, track also helped. Sports in general helpful for staying out of trouble.	5
1811	Youth	Community Resource - COMM_Resource +	Playing recreational sports(basketball for the school team and at the Ralphola Taylor Center) helps to focus on self and keep grades up.	3
1812	Youth	Community Resource - COMM_Resource +	Lighthouse Program is helpful with homework and fun activities after school	1
1813	Youth	Community Resource - COMM_Resource +	Camps and other programming are helpful	1
1814	Youth	Community Resource - COMM_Resource +	Going on trips (such as museums) through school or other programs to learn new things	1
1815	Youth	Community Resource - COMM_Resource +	Having a job. Working, running errands, doing community service, volunteering like for the back to school rally, doing activities and volunteering at Waterbury Youth Services. Staying busy and contributing is important. Youth typically hear about activities from teachers and guidance counselors.	2
1816	Youth	Community Resource - COMM_Resource +	Waterbury has good and accessible transportation. For some students, school buses worked well but others discussed bus breakdowns, late pick-ups and long rides for short distances. There is a bus-tracker app to see bus location- bus companies should use it. Kids can take the school bus directly to their jobs at Waterbury Youth Services.	All

1817	Youth	Community Resource - COMM_Resource +	Karate through New London rec, but now it is through a private program. The New London rec was helpful with affordable programs that wouldn't have been otherwise.	
1818	Youth	Community Resource - COMM_Resource +	I enjoyed youth programs built around youth empowerment is the focus, writers block... foundation, hearing voices. Facilitate leadership and strengthening the leadership of youth, so helpful for building confidence and relationships.	
1819	Youth	Community Resource - COMM_Resource +	Camp rotary, learning programs and it was successful. Learned a lot over the summer.	
1820	Youth	Community Resource - COMM_Resource +	Projects oceanology was great-summer camps, Long Island Sound. Report given to the state, it was very cool to experience this program and to have completed work that felt important.	
1821	Youth	Community Resource - COMM_Resource +	FRESH, similar to writers block. Urban agriculture. Growing plants and gardens. Jennings, community agriculture and have youth program. Youth come in and get a stipend, they work and contribute to the community. We learn about growing and it is a community garden so everyone can help.	
1822	Youth	Community Resource - COMM_Resource +	Waterford theater program, CT office of the Arts, had a theater expo and other schools got to meet and have tech workshops. Shakespeare, stage fighting... etc.	
1823	Youth	Community Resource - COMM_Resource +	New London public library gets grants and have a lot of programs. I am doing a drumming session. Summer supplemental programs.	

1824	Youth	Community Resource - COMM_Resource +	Groton parks and rec have a lot of great summer programs, educational opportunities, renovated library and have a great teen center. Classes you can sign up for, financial literacy. Teen focused stuff, volunteer opportunities.	
1825	Youth	Basic Needs - FS_Needs -	Being poor is not working	All
1826	Youth	Basic Needs - FS_Needs -	Some kids can't afford the internet, wifi should be free for those who cannot afford it.	All
1827	Youth	Basic Needs - FS_Needs -	Need a cell tower near Rubber Ave. and a better wifi connection. Chromebooks are helpful but not without the ability to connect. Most work is on the chromebook.	All
1828	Youth	Basic Needs - FS_Needs -	Edible food in the cafeteria.	All
1829	Youth	Basic Needs - FS_Needs -	Food served at school does not taste good, looks thrown together (scraps) and can make you sick	9
1830	Youth	Basic Needs - FS_Needs -	Bathrooms at school are not clean and soap and toilet paper is not refilled for several weeks at a time, stall locks are also broken	8
1831	Youth	Basic Needs - FS_Needs -	Lunch is too short-only 25 minutes and you barely have time to wait in line, get your food and sit down before they are clearing tables.	2
1832	Youth	Basic Needs - FS_Needs -	Some lunches aren't cooked all the way through are cold and look old	1
1833	Youth	Basic Needs - FS_Needs -	Bathrooms (Harding High) are hard to access- they remain locked during the day and a teacher or security guard has to open them for students, but it's not always easy to find a security guard	2

1834	Youth	Basic Needs - FS_Needs -	There are mice at school. We've seen them run in the library and out of the elevator. You can also see the traps in the classrooms	4
1835	Youth	Basic Needs - FS_Needs -	Better food served at school...REAL food	3
1836	Youth	Caregiver Support - FS_Caregiver -	If someone cannot speak English they need help. There is only one teacher who can translate and you need to wait if she is busy or not in. There is only one teacher to 1300 students and a wide array of languages; portuguese, english as a second language. There is little support outside the school for language needs. There is a Portuguese club but not something for Albanians and other groups. At one point, there was 87 different languages spoken by students in the school. Need more resources.	3
1837	Youth	Caregiver Support - FS_Caregiver +	Youth having positive relationships with parents helps	1
1838	Youth	Recreational - FS_Rec -	No soccer team at school	1
1839	Youth	Recreational - FS_Rec -	There is no oversight of curriculum, we read two books in school with minority authors. There needs to be diverse curriculum.	
1840	Youth	Recreational - FS_Rec -	The sports/rec can use some help. Coahces don't get paid and they need to. Money for the Martin center supposed to be a rec center.	

1841	Youth	Recreational - FS_Rec +	Mcdonald's restaurant. A lot of freshman students meet at Mcdonald's to get together for food. Kids also go and hang out at the Naugatuck green when the weather is nicer. Kids get together to talk, skateboard and hang-out on the green. On the negative side, there are not a lot of places for kids to hangout outside of school activities.	3
1842	Youth	Recreational - FS_Rec +	Sports- the football team has a decent turnout but the basketball team is not very good.	
1843	Youth	Recreational - FS_Rec +	Playing recreational sports(basketball for the school team and at the Ralphola Taylor Center) helps to focus on self and keep grades up.	3
1844	Youth	Youth Support - FS_Youth -	Students don't like the time that school starts at- its too early.	3
1845	Youth	Youth Support - FS_Youth -	Due to recent tragedies in the news students feel there should be more security and police presence in schools.	2
1846	Youth	Youth Support - FS_Youth -	Standardized tests such as SAT's are stressful and students feel that there is not enough prep or practice to feel prepared for tests.	3
1847	Youth	Youth Support - FS_Youth -	In regards to the ALEX program (computer class) a student claimed the program was not helpful because it did not provide classroom instruction. Some students learn better with a teacher and not a computer. The student felt they could not ask the teacher questions, as the teacher was not capable of answering their questions.	1

1848	Youth	Youth Support - FS_Youth -	More like skill classes suggested for kids such as help with writing checks, learning about taxes, and the stock market.	3
1849	Youth	Youth Support - FS_Youth -	More one on one time with the teachers suggested.	1
1850	Youth	Youth Support - FS_Youth -	More lifestyle programs to help with preparedness for young adulthood.	1
1851	Youth	Youth Support - FS_Youth -	Teachers need to be more involved in student's lives to balance education and support.	1
1852	Youth	Youth Support - FS_Youth -	Better policy for lock down. Students don't want to sit in classrooms. They feel like sitting ducks.	1
1853	Youth	Youth Support - FS_Youth -	Have police enforcement come into schools and show students and teachers how to deal with school shootings.	1
1854	Youth	Youth Support - FS_Youth -	Hard to speak to the guidance counselors. In one school there are 3 counselors for 1083 kids, in another there is 1 psychologist and 2 counselors for 600+ kids. You need an appointment. Students didn't feel listened to, felt ignored when they complained, counselors do not cooperate, too busy and always in a meeting.	4

1855	Youth	Youth Support - FS_Youth -	New block schedule- the block schedule is new to the school and is confusing. They had an 8 period block schedule that went to 7 blocks this year but one of the blocks is really long 75 minutes as compared to the other periods 45 minutes. The long block rotates- overly confusing and complex-often students do not know which class is the long block until it is announced in the morning and the rotation differs if there is a school delay versus closure. The students think it will change back to 8 blocks in the next school year.	All
1856	Youth	Youth Support - FS_Youth -	Students do not really know about the social clubs and activities. One student discussed that he is starting a fishing club. Most did not know about recreational basketball activity. The students would like more activities that are disconnected from the school. There are few social opportunities in	All
1857	Youth	Youth Support - FS_Youth -	Social media- risk of cyber bullying	
1858	Youth	Youth Support - FS_Youth -	School internet is unreliable and most of the school work is done electronically. The internet unreliability is a problem. The internet can be down and inaccessible (slow). The wifi in this area is poor, there is a large area where you cannot get a signal. Also, schools block personal email use on the Chromebook. Some students do not like using Chromebook and would rather do homework on paper.	All
1859	Youth	Youth Support - FS_Youth -	Some kids can't afford the internet, wifi should be free for those who cannot afford it.	All

1860	Youth	Youth Support - FS_Youth -	If someone cannot speak English they need help. There is only one teacher who can translate and you need to wait if she is busy or not in. There is only one teacher to 1300 students and a wide array of languages; portuguese, english as a second language. There is little support outside the school for language needs. There is a Portuguese club but not something for Albanians and other groups. At one point, there was 87 different languages spoken by students in the school. Need more resources.	3
1861	Youth	Youth Support - FS_Youth -	Edible food in the cafeteria.	All
1862	Youth	Youth Support - FS_Youth -	Need more and a better variety of activities in the community that are not connected to the school. If not, students just go home and do nothing.	
1863	Youth	Youth Support - FS_Youth -	Need a city bus. The town has limited public transportation. No way for kids to get around town.	
1864	Youth	Youth Support - FS_Youth -	Communication needs to improve. Kids are on their phones everyday and even in class but are not communicating with each other or between students and teachers.	2

1865	Youth	Youth Support - FS_Youth -	DCF needs to do a better job communicating. DCF Social Worker comes to my school to visit and I don't feel like she is paying attention to me, only to what she has to get done. This gets me frustrated. Some DCF workers are hard to contact because they only use emails and dont pick up their phone or cell phones. "Cant get a hold of mine at all." There always had to be a middle person to contact them (like a supervisor or a therapist). You have a better contact with the DCF supervisors than actual workers.	4
1866	Youth	Youth Support - FS_Youth -	In past year I have been in 4 different foster homes (previously was in respite, group home and other institutions). When I get moved, 9 don't have a say or choice. Some workers don't care about how good the foster placement; it just has to be licensed. Some foster homes just in it to collect money.	4
1867	Youth	Youth Support - FS_Youth -	Hard to see your family if you are under 18 and involved with DCF because visits need to be supervised.	1
1868	Youth	Youth Support - FS_Youth -	Community Residences Inc. & IPP take you out of a foster placement without telling you (don't even let you pack your own stuff). Sometimes foster parent allowed to pack your stuff up, but you cant. Still don't have some of my stuff and you cant go to the house to pack it up yourself or you will get arrested.	3
1869	Youth	Youth Support - FS_Youth -	Havent lived with "real" parents in a long time.	1

1870	Youth	Youth Support - FS_Youth -	DCF put labels on you. They try to make you go to therapy but we don't want to talk about it.	Most
1871	Youth	Youth Support - FS_Youth -	DCF needs to meet with their clients more often than once a month (at least twice a month). When they do meet with you its only for about 10 minutes and they are on their phone the whole time- feel like they arent listening and it's a waste of my time. DCF Visits arent consistent (havent seen my worker in a couple months and they only call me like once a month).	4
1872	Youth	Youth Support - FS_Youth -	DCF doesn't listen. They always think the parents are right and the kids are wrong. DCF worker doesn't respect of listen to me.	4
1873	Youth	Youth Support - FS_Youth -	Foster parent wont allow kids to have keys to the house.	1
1874	Youth	Youth Support - FS_Youth -	Listen to youth so their voice could be heard, nothing can be done if there is no communication. Youth want a say no matter what their age is.	3
1875	Youth	Youth Support - FS_Youth -	Youth should have a say in what placement you go to, even if under 18 because "only you know what is best for you". Kids act out because they feel like they are being controlled and don't have a say in where they live.	Most
1876	Youth	Youth Support - FS_Youth -	"It shouldn't get to a point where I have to act out for you to listen to me. Just listen to me from the start." "Intervene before I get pissed". I learned that if I act up they listen. DCF is only worried only about "tougher" cases so I became one of their tougher cases so they would listen.	Most

1877	Youth	Youth Support - FS_Youth -	Special Ed classes are in the basement and kids from regular classes are upstairs (different middle school)	1
1878	Youth	Youth Support - FS_Youth -	No real solution to bad behavior other than getting kicked out and detention	1
1879	Youth	Youth Support - FS_Youth -	Afterschool program should have its own building or location so it doesn't get moved around all the time.	2
1880	Youth	Youth Support - FS_Youth -	Additional security personnel in school would be helpful or maybe a metal detector at school-middle school in Norwalk also gave students clear bookbags.	1
1881	Youth	Youth Support - FS_Youth -	If you have no access at home to a computer it is hard to do homework. One student discussed needing to go in early to complete assignments.	2
1882	Youth	Youth Support - FS_Youth -	Substance Abuse Prevention (SAP) classes. The classes are required during all four years. You get pulled out of class for one period everyday for 14 days on a rotating schedule but alphabetical order. General agreement among youth was that they did not like the classes. The curriculum is the same every year-they just show videos and then you answer questionnaires about the videos. You do not really get to discuss anything. It is not interactive and gets repetitive after 4 years. It is not really learning. Since they pull you out of class you miss work and need to make it up. They pull you out of major academics-it is not worthwhile. One student felt that it was bad. It could also give kids ideas.	7

1883	Youth	Youth Support - FS_Youth -	<p>School bus inconsistencies and undependability. Some schools buses break down a lot, do not show up, or are late. One youth was late so often taking the bus to school that he decided to walk to school everyday. IT can be a very early pick-up. One student discussed a 6:30 pick-up time when school starts at 8:30. She said that there are 30 stops and she is the first one. It would normally only take about 10 minutes to drive to school but because of all the stops she has to be ready one hour before. Not enough buses. It is hard to get across town in the morning. There is lots of traffic within the cit. Students also discussed confusion about finding the bus when heading home. The buses line up differently everyday and depending on when the bus gets there they may have to park in a different lot because there is not enough parking for all the buses. There is a bus-tracker app to see the bus location-bus companies don't use it.</p>	5
1884	Youth	Youth Support - FS_Youth -	<p>Lunch is nasty. There needs to be better food and more variety. The vending machines are on a timer-you cannot get anything until the breaks after first lunch. The vending machines are over priced. The teachers have a soda machine, there should be a soda machine for kids too. The school treats soda with the same seriousness as a gun. Some teachers say you cannot bring in your own water.</p>	5

1885	Youth	Youth Support - FS_Youth -	<p>Guidance counselors need to be watched by their supervisor and principle. Survey the students on how well the guidance counselors are doing their job. Survey students to evaluate teachers and all staff. If you do not want to do your job don't be there. 400 counselors for 800 students in one school. In another school, there are 2 counselors for all 7 grades (150-200 students per grade)- 2 counselors for 1000-1400 kids. Sometimes it takes a couple weeks to get an appointment with the guidance counselor. There needs to be more counselors and ones that like their jobs.</p>	All
1886	Youth	Youth Support - FS_Youth -	<p>The way the education system in CT approaches discipline in this state is disgusting. Keep kids in incubators and restrain them and put them in low achieving classes. Clinical day schools, my best friend has been there for 6 years after one altercation of her punching a bully. The school determined she was disruptive and hasn't been able to come back.</p>	
1887	Youth	Youth Support - FS_Youth -	<p>I have problems with my teachers, they treat kids differently. I go to a special room for help and one of the kids with Autism they treat him very badly. The student doesn't shower and they say mean things and bully the kid.</p>	

1888	Youth	Youth Support - FS_Youth -	Discipline actions are not handled well. They move too quickly and if you hit someone you are immediately expelled. The bullying goes unchecked. Unprofessional teachers. Single out kids to make fun of.	
1889	Youth	Youth Support - FS_Youth -	Waterford HS, Clark Lane, insensitivity and ignorance regarding minorities. There were many incidents of racism and it is just brushed under the rug. Acts violence towards people, the kid apologized and he was let off with nothing.	
1890	Youth	Youth Support - FS_Youth -	Trade schools are forced upon students even though they don't want to do them.	
1891	Youth	Youth Support - FS_Youth -	Lots of the institutions pride themselves on the individualization and catering. They are not giving students the help they need. Taking the time they need, using resources.	
1892	Youth	Youth Support - FS_Youth -	Horrible racism in East Lyme, lack of programs. Freshmen year multicultural night, volleyball team dressed up for "gangster" day. The school took away all of the dress up days after media got involved.	
1893	Youth	Youth Support - FS_Youth -	Seniors had a tailgate for a football party and the black kid had a noose around his neck. Ignorance and they don't even care how we are treating each other.	

1894	Youth	Youth Support - FS_Youth -	Major disparity in kids excelling in school and kids that aren't doing well. AP, Honors, A and B. Teachers make jokes about kids in B level and it is ingrained in the culture of the school. Creative programs don't exist. The "theater program" in the school is very underfunded. Out of 1,053 kids in the school, no teachers of color, one in the attendance office.	
1895	Youth	Youth Support - FS_Youth -	AP, Honors, etc. separating kids out and making fun of each other, teachers make fun of kids.	
1896	Youth	Youth Support - FS_Youth -	Teachers are surprised when the student with mental health issues are doing well. I don't want to be identified as having any mental health issues. I don't want to even ask for extensions because teachers are so tough.	
1897	Youth	Youth Support - FS_Youth -	Class difference starts in middle school. Pathways, they start kids off really young. They separate them right away even having different hallways. Basement classrooms for severe kids. Can't change paths until 8th grade.	
1898	Youth	Youth Support - FS_Youth -	Teachers need to like the kids they teach. That is the biggest problem.	
1899	Youth	Youth Support - FS_Youth +	School curriculum moves at the right place and is age appropriate.	1
1900	Youth	Youth Support - FS_Youth +	Friends at school give you people to talk to and relate to.	2
1901	Youth	Youth Support - FS_Youth +	Sports give you self-motivation and encouragement to try harder in school since a passing grade is needed to participate.	1
1902	Youth	Youth Support - FS_Youth +	Some teachers are motivating and supportive to students.	1

1903	Youth	Youth Support - FS_Youth +	Sports require better grades so students are motivated to do well in school.	5
1904	Youth	Youth Support - FS_Youth +	Class offered at EC Goodwin which helped prepare for young adulthood responsibilities and budget managing.	1
1905	Youth	Youth Support - FS_Youth +	Rogers Park is a place you can ride your bike and do mountain biking.	1
1906	Youth	Youth Support - FS_Youth +	There is a skateboard park in Danbury as well and an Ice skating rink.	2
1907	Youth	Youth Support - FS_Youth +	The teen center in Bethel has activities and after school programs but it is more for high school kids than elementary school kids.	3
1908	Youth	Youth Support - FS_Youth +	Barnes and Noble- has activities for kids. They recently had a DR. Seuss drawing activity.	1
1909	Youth	Youth Support - FS_Youth +	The mall offered trick or treat last halloween.	1
1910	Youth	Youth Support - FS_Youth +	Danbury Target Program is open to kids from Laurel Gardens (low income housing complex) and offers homework assistance, tutoring, snacks after school.	2
1911	Youth	Youth Support - FS_Youth +	S.E.T gym offers free basketball activities on Saturdays.	1
1912	Youth	Youth Support - FS_Youth +	Bethel has the babysitter training as well but it is offered through the parks and rec. dept.	1
1913	Youth	Youth Support - FS_Youth +	One student discussed taking STEM courses but doesn't like STEM core. She doesn't like science and doesn't like history but says the teacher is nice.	1
1914	Youth	Youth Support - FS_Youth +	Naugatuck high teachers tend to care about the students, they are not just in it for the money	3

1915	Youth	Youth Support - FS_Youth +	<p>Afterschool clubs- in the clubs you get to meet new people, are free to speak your mind. One student discussed being in the Excel Club that helps focus on fund-raising half of the fund-raising goes to the school and the other half goes to DCF families for diapers. The club contributes to the community. One student discussed starting an ultimate Frisbee Club in his school. He was easily able to start the club by finding others who wanted to play the sport and getting a teacher to agree to sponsor the club. Animal Rights Club- work on saving animals and humane treatment of animals.</p>	3
1916	Youth	Youth Support - FS_Youth +	<p>Naugatuck School peers called the Naugy Peers are youth leaders who come up with fun activities and events. Last week they had a kindness week.</p>	All
1917	Youth	Youth Support - FS_Youth +	<p>Naugatuck Youth Services- nice place to meet nice people and do activities. Youth meet at the armory. Asset Ambassadors using the 40 developmental assets at the Armory is helpful. There is also drop-in times so students can come right after school. The Armory also has a lot of programs; homework help, baby-sitting certification class, peer leadership, leadership development, help with projects, mentors, sent 25 youth to the youth-to-youth conference.</p>	All

1918	Youth	Youth Support - FS_Youth +	OPP helps find summer jobs, employment and helps find internships. Help you get an internship in whatever you are interested in and then helps you get employed there. "helped me with job core."	All
1919	Youth	Youth Support - FS_Youth +	Staying to yourself, out of trouble.	1
1920	Youth	Youth Support - FS_Youth +	Playing recreational sports(basketball for the school team and at the Ralphola Taylor Center) helps to focus on self and keep grades up.	3
1921	Youth	Youth Support - FS_Youth +	Youth having positive relationships with parents helps	1
1922	Youth	Youth Support - FS_Youth +	Lighthouse Program is helpful with homework and fun activities after school	1
1923	Youth	Youth Support - FS_Youth +	Camps and other programming are helpful	1
1924	Youth	Youth Support - FS_Youth +	Going on trips (such as museums) through school or other programs to learn new things	1
1925	Youth	Youth Support - FS_Youth +	Sports. Being involved in sports was seen as helpful. One youth talked about being on the swimming team, another talked about basketball and baseball. Youth were involved in sports through their schools, through the YMCA and through their own teams.	4
1926	Youth	Youth Support - FS_Youth +	A leadership program through Waterford HS, athletics, arts, kids would be recommended by teachers and we got to do a ropes course. It was a great program for leadership for kids. Most of them wouldn't have thought about themselves that way.	

1927	Youth	Youth Support - FS_Youth +	I enjoyed youth programs built around youth empowerment is the focus, writers block... foundation, hearing voices. Facilitate leadership and strengthening the leadership of youth, so helpful for building confidence and relationships.	
1928	Youth	Youth Support - FS_Youth +	FRESH, similar to writers block. Urban agriculture. Growing plants and gardens. Jennings, community agriculture and have youth program. Youth come in and get a stipend, they work and contribute to the community. We learn about growing and it is a community garden so everyone can help.	
1929	Youth	Youth Support - FS_Youth +	New London public library gets grants and have a lot of programs. I am doing a drumming session. Summer supplemental programs.	
1930	Youth	Youth Support - FS_Youth +	Groton parks and rec have a lot of great summer programs, educational opportunities, renovated library and have a great teen center. Classes you can sign up for, financial literacy. Teen focused stuff, volunteer opportunities.	
1931	Youth	Youth Support - FS_Youth +	Williams school, ninth period 48 minutes at the end of the day and can meet with teachers and have quite time to get work done. Small school 46 students per grade though.	
1932	Youth	Youth Support - FS_Youth +	Williams school utilize clubs well, leaders of them are great. They have different things they do. Students have leadership opportunities and community.	

1933	Youth	Youth Support - FS_Youth +	The trade schools are very good here. Grasso Tech, pick a trade. Offering different opportunities for people and start right away out of school.	
1934	Youth	Youth Support - FS_Youth +	Williams school (same campus as Conn College) allowed me to start a club really easily and there was not a lot of resistance. Can use artistic side more.	
1935	Youth	Access to Services - SCH_Access -	Students do not really know about the social clubs and activities. One student discussed that he is starting a fishing club. Most did not know about recreational basketball activity. The students would like more activities that are disconnected from the school. There are few social opportunities in town, students wanted more variety.	All
1936	Youth	Access to Services - SCH_Access -	School internet is unreliable and most of the school work is done electronically. The internet unreliability is a problem. The internet can be down and inaccessible (slow). The wifi in this area is poor, there is a large area where you cannot get a signal. Also, schools block personal email use on the Chromebook. Some students do not like using Chromebook and would rather do homework on paper.	All
1937	Youth	Access to Services - SCH_Access -	Fix block schedule to full on block, periods 1-4 then 5-8. 80% of the students just want 1-8 period everyday.	
1938	Youth	Access to Services - SCH_Access -	Keep school day from 7:30-2pm	
1939	Youth	Access to Services - SCH_Access -	Special Ed classes are in the basement and kids from regular classes are upstairs (different middle school)	1

1940	Youth	Access to Services - SCH_Access -	It is hard to get enough help after school when many other students are there. There is only one teacher that helps each student individually	1
1941	Youth	Access to Services - SCH_Access -	There are mice at school. We've seen them run in the library and out of the elevator. You can also see the traps in the classrooms	4
1942	Youth	Access to Services - SCH_Access -	Afterschool program should have its own building or location so it doesn't get moved around all the time.	2
1943	Youth	Access to Services - SCH_Access -	Waterbury has good and accessible transportation. For some students, school buses worked well but others discussed bus breakdowns, late pick-ups and long rides for short distances. There is a bus-tracker app to see bus location- bus companies should use it. Kids can take the school bus directly to their jobs at Waterbury Youth Services.	All

1944	Youth	Access to Services - SCH_Access -	School bus inconsistencies and undependability. Some schools buses break down a lot, do not show up, or are late. One youth was late so often taking the bus to school that he decided to walk to school everyday. IT can be a very early pick-up. One student discussed a 6:30 pick-up time when school starts at 8:30. She said that there are 30 stops and she is the first one. It would normally only take about 10 minutes to drive to school but because of all the stops she has to be ready one hour before. Not enough buses. It is hard to get across town in the morning. There is lots of traffic within the cit. Students also discussed confusion about finding the bus when heading home. The buses line up differently everyday and depending on when the bus gets there they may have to park in a different lot because there is not enough parking for all the buses. There is a bus-tracker app to see the bus location-bus companies don't use it.	5
1945	Youth	Access to Services - SCH_Access -	Small gym in one school. Not all of the schools have a swimming pool. So Crosby High School Swim team has to share swimming pool with Wallace Middle School. Not all schools have access to a track and field due to the urban setting of Waterbury so cross country runners have to run through out the city.	2
1946	Youth	Access to Services - SCH_Access -	Have junior ROTC at all schools.	1
1947	Youth	Access to Services - SCH_Access -	If you do not have a computer it is hard to get assignments done. Need a way to give these students access.	All

1948	Youth	Access to Services - SCH_Access -	The resources are not consistent and the classes are different and it makes it difficult.	
1949	Youth	Access to Services - SCH_Access +	Technology: Broadview- teachers sent lessons in Google Classroom. Westside, homework is done on the computer, the school can provide a computer during the day but students are required to have a computer.	3
1950	Youth	Access to Services - SCH_Access +	Afterschool clubs- in the clubs you get to meet new people, are free to speak your mind. One student discussed being in the Excel Club that helps focus on fund-raising half of the fund-raising goes to the school and the other half goes to DCF families for diapers. The club contributes to the community. One student discussed starting an ultimate Frisbee Club in his school. He was easily able to start the club by finding others who wanted to play the sport and getting a teacher to agree to sponsor the club. Animal Rights Club- work on saving animals and humane treatment of animals.	3
1951	Youth	Access to Services - SCH_Access +	Afterschool homework help.	1
1952	Youth	Access to Services - SCH_Access +	Going to C.H.A.M.P.S afterschool program provides opportunity to learn more about the community and current events, socialize, learn skills, talk about feelings and be "free," and be in a positive environment.	4

1953	Youth	Access to Services - SCH_Access +	School also allows you to take electives in an area that you enjoy. The lectives are grouped into "strands" or tracks. There is a strand for those interested in technology, a strand for health services, a strand for human services and one for manufacturing. Students from Career Academy- but you can choose electives in any school maybe not the same electives.	4
1954	Youth	Access to Services - SCH_Access +	Free lunch for all public school students in Waterbury. Food is not the best but it is free. Kaynor tech has better food because they have a culinary program.	All
1955	Youth	Access to Services - SCH_Access +	Naugatuck Community College can take up to 2 years for free. There are internships for youth 16 years or older for some of the occupational strands/tracks. Naugatuck Valley Community College is like a high school reunion. Youth already know a lot of the other students.	All
1956	Youth	Access to Services - SCH_Access +	The trade schools are very good here. Grasso Tech, pick a trade.Offering different opportunities for people and start right away out of school.	
1957	Youth	Culture - SCH_Cult -	Seniors had a tailgate for a football party and the black kid had a noose around his neck. Ignorance and they don't even care how we are treating each other.	
1958	Youth	Culture - SCH_Cult -	Waterford HS, Clark Lane, insensitivity and ignorance regarding minorities. There were many incidents of racism and it is just brushed under the rug. Acts violence towards people, the kid apologized and he was let off with nothing.	

1959	Youth	Culture - SCH_Cult -	Groton and New London there are no arts in the school programs. No community theater. Whatever there is, its all built on institutional racism (white washed).	
1960	Youth	Culture - SCH_Cult -	Horrible racism in East Lyme, lack of programs. Freshmen year multicultural night, volleyball team dressed up for "gangster" day. The school took away all of the dress up days after media got involved.	
1961	Youth	Culture - SCH_Cult -	Students of color are being typecast and not allowed to perform with others and the entire theater.	
1962	Youth	Culture - SCH_Cult -	There needs to be more evaluations for people in charge, students to evaluate their teachers/admin., can see trends and themes within the school. Checks and balances within the schools. Hold weight and actual meaning to hold people accountable.	
1963	Youth	Culture - SCH_Cult -	Major disparity in kids excelling in school and kids that arent doing well. AP, Honors, A and B. Teachers make jokes about kids in B level and it is ingrained in the culture of the school. Creative programs don't exist. The "theater program" in the school is very underfunded. Out of 1,053 kids in the school, no teachers of color, one in the attendance office.	
1964	Youth	Culture - SCH_Cult +	Eastern, every week or every other has a seminar and they are specific about different topics within the community. Chinese Christian Club and black woman and hair... etc.	

1965	Youth	Policy - SCH_Policy -	Hard to speak to the guidance counselors. In one school there are 3 counselors for 1083 kids, in another there is 1 psychologist and 2 counselors for 600+ kids. You need an appointment. Students didn't feel listened to, felt ignored when they complained, counselors do not cooperate, too busy and always in a meeting.	4
1966	Youth	Policy - SCH_Policy -	More fair punishment when kids get into a fight. Right now both are punished but it should be the one who started it.	All
1967	Youth	Professional Development - SCH_ProfDev -	There is not enough guidance given by guidance counselors and also by teachers in school to students.	4
1968	Youth	Professional Development - SCH_ProfDev -	In regards to the ALEX program (computer class) a student claimed the program was not helpful because it did not provide classroom instruction. Some students learn better with a teacher and not a computer. The student felt they could not ask the teacher questions, as the teacher was not capable of answering their questions.	1
1969	Youth	Professional Development - SCH_ProfDev -	It seems that some teachers only grade school work and don't help when students stay after for extra help.	2
1970	Youth	Professional Development - SCH_ProfDev -	Suggestion for a new principle at Eastern HS and retrain staff to help them become more personable and learn to support students better.	1
1971	Youth	Professional Development - SCH_ProfDev -	Teachers need to be more involved in student's lives to balance education and support.	1
1972	Youth	Professional Development - SCH_ProfDev -	Show teachers how to be more prepared for shootings.	1

1973	Youth	Professional Development - SCH_ProfDev -	Have police enforcement come into schools and show students and teachers how to deal with school shootings.	1
1974	Youth	Professional Development - SCH_ProfDev -	Regarding classes: One student discussed not liking English class. She said that the teacher is young and went from teaching English to teaching health class. The student said that the teacher talks too fast and that she doesn't understand and is not able to keep up. Another student chimed in that her science teacher talks too fast and doesn't make sure students understand before moving on. She noted that the information is confusing. All students discussed having too much homework. One student said that was especially true of her history class, another mentioned her science class. The students may understand the work while in the classroom, but when it gets to the homework, they do not understand how to do it. They get a packet from the teacher and the teacher does not go over it or how to complete it. Parents may not even be able to help with the homework, parents have to google it.	4
1975	Youth	Professional Development - SCH_ProfDev -	If one person in class acts up, the teacher punishes the whole class by giving them extra homework.	3
1976	Youth	Professional Development - SCH_ProfDev -	More teachers who interact positively with their students and are less grumpy	4
1977	Youth	Professional Development - SCH_ProfDev -	Younger teachers are needed	3
1978	Youth	Professional Development - SCH_ProfDev -	Different process of teaching is needed so kids can learn	2

1979	Youth	Professional Development - SCH_ProfDev -	Guidance counselors- 4 students report having bad experiences. Students said that the inconsistencies were due to the characteristics of the counselors themselves. Some are good and some do not care. Studnets aslo said that there was favoritism in getting help. If you are on the basketball or football team you are favored. There are special privileges for those that are favored. Those who struggle get lost, those with a bad reputation can be disrespected.	4
1980	Youth	Professional Development - SCH_ProfDev -	Guidance counselors need to be watched by their supervisor and principle. Survey the students on how well the guidance counselors are doing their job. Survey students to evaluate teachers and all staff. If you do not want to do your job don't be there. 400 counselors for 800 students in one school. In another school, there are 2 counselors for all 7 grades (150-200 students per grade)- 2 counselors for 1000-1400 kids. Sometimes it takes a couple weeks to get an appointment with the guidance counselor. There needs to be more counselors and ones that like their jobs.	All
1981	Youth	Professional Development - SCH_ProfDev -	I have problems with my teachers, they treat kids differently. I go to a special room for help and one of the kids with Autism they treat him very badly. The student doesn't shower and they say mean things and bully the kid.	

1982	Youth	Professional Development - SCH_ProfDev -	Discipline actions are not handled well. They move too quickly and if you hit someone you are immediately expelled. The bullying goes unchecked. Unprofessional teachers. Single out kids to make fun of.	
1983	Youth	Professional Development - SCH_ProfDev -	Waterford HS, Clark Lane, insensitivity and ignorance regarding minorities. There were many incidents of racism and it is just brushed under the rug. Acts violence towards people, the kid apologized and he was let off with nothing.	
1984	Youth	Professional Development - SCH_ProfDev -	Isaac School arts and communication, there is a lack of arts and communication. Educators are under supported and under trained.	
1985	Youth	Professional Development - SCH_ProfDev -	Major disparity in kids excelling in school and kids that aren't doing well. AP, Honors, A and B. Teachers make jokes about kids in B level and it is ingrained in the culture of the school. Creative programs don't exist. The "theater program" in the school is very underfunded. Out of 1,053 kids in the school, no teachers of color, one in the attendance office.	
1986	Youth	Professional Development - SCH_ProfDev -	AP, Honors, etc. separating kids out and making fun of each other, teachers make fun of kids.	
1987	Youth	Professional Development - SCH_ProfDev -	Teachers are surprised when the student with mental health issues are doing well. I don't want to be identified as having any mental health issues. I don't want to even ask for extensions because teachers are so tough.	

1988	Youth	Professional Development - SCH_ProfDev +	One of the high schools in Bristol has a great principle who makes students feel welcome everyday.	1
1989	Youth	Professional Development - SCH_ProfDev +	Some teachers are motivating and supportive to students.	1
1990	Youth	Professional Development - SCH_ProfDev +	Of their school teachers, the group said that the "teachers are nice" overall.	4
1991	Youth	Professional Development - SCH_ProfDev +	Teachers can use a style that makes things fun and interesting to learn	2
1992	Youth	Quality of Staff - SCH_QStaff -	Hard to get from class to class in the 4 minute time break between classes especially if one class is at one end of the shool and the next is at the other end. The school written policy says that the teachers are supposed to shut the door and send any late comers to ISS. The students need to "speed walk" to get to the next class on time. Some teachers are very strict and others are more understanding.	All
1993	Youth	Quality of Staff - SCH_QStaff -	Some teachers nitpick	2
1994	Youth	Quality of Staff - SCH_QStaff -	Guidance counselor is not helpful in getting students to the high school of their choice	1
1995	Youth	Quality of Staff - SCH_QStaff -	The school librarian does not allow questions and its not helpful	2
1996	Youth	Quality of Staff - SCH_QStaff -	The cafeteria staff will take your plate to dump it even if you're still eating	3
1997	Youth	Quality of Staff - SCH_QStaff -	Some teachers pick on certain students and pick favorites	5
1998	Youth	Quality of Staff - SCH_QStaff -	Teachers' teaching style- high school teachers arent always trying to engage students	3
1999	Youth	Quality of Staff - SCH_QStaff -	Better janitors- maybe pay them more and they'll clean better than "just enough"	3

2000	Youth	Quality of Staff - SCH_QStaff -	We need teachers that are current and up to date with what we know	2
2001	Youth	Quality of Staff - SCH_QStaff -	We need nicer janitors and lunch ladies	2
2002	Youth	Quality of Staff - SCH_QStaff -	I have problems with my teachers, they treat kids differently. I go to a special room for help and one of the kids with Autism they treat him very badly. The student doesn't shower and they say mean things and bully the kid.	
2003	Youth	Quality of Staff - SCH_QStaff -	Discipline actions are not handled well. They move too quickly and if you hit someone you are immediately expelled. The bullying goes unchecked. Unprofessional teachers. Single out kids to make fun of.	
2004	Youth	Quality of Staff - SCH_QStaff -	Teachers need to like the kids they teach. That is the biggest problem.	
2005	Youth	Quality of Staff - SCH_QStaff +	Naugatuck high teachers tend to care about the students, they are not just in it for the money	3
2006	Youth	Quality of Staff - SCH_QStaff +	Hard to get from class to class in the 4 minute time break between classes especially if one class is at one end of the school and the next is at the other end. The school written policy says that the teachers are supposed to shut the door and send any late comers to ISS. The students need to "speed walk" to get to the next class on time. Some teachers are very strict and others are more understanding.	All
2007	Youth	Quality of Staff - SCH_QStaff +	Our school is welcoming and they show you around if you are a new student	2
2008	Youth	Quality of Staff - SCH_QStaff +	Some teachers are interactive and relate well with students	4

2009	Youth	Quality of Staff - SCH_QStaff +	When teachers take the time to address disruptive/disrespectful behavior and explain why it is not ok	2
2010	Youth	Quality of Staff - SCH_QStaff +	Williams school utilize clubs well, leaders of them are great. They have different things they do. Students have leadership opportunities and community.	
2011	Youth	Respect - SCH_Respect -	Students feel disrespected by peers and teachers in school. Students feel like others don't care.	2
2012	Youth	Respect - SCH_Respect -	Board of Education- a student discussed that the Board of Ed. Listened. The student proposed an idea and the Board of Ed. Listened and agreed, however, some students also said that there was a proposed change related to starting the school day later and the students felt that the decision was made by people in the community and parents and that the students were not listened to and really had to push-back to make their perspective heard. Many students did not feel listened to and 99% of students wanted the school time to stay the same due to afterschool activities. They all agreed that if it is a new idea, the Board was open to listening but if the Board of Ed. made a decision, it was difficult to change their mind. It was a positive that the Board of Ed. had 2 student reps.	
2013	Youth	Respect - SCH_Respect -	Students disrespecting the teachers and using bad words.	

2014	Youth	Respect - SCH_Respect -	Hard to get from class to class in the 4 minute time break between classes especially if one class is at one end of the school and the next is at the other end. The school written policy says that the teachers are supposed to shut the door and send any late comers to ISS. The students need to "speed walk" to get to the next class on time. Some teachers are very strict and others are more understanding.	All
2015	Youth	Respect - SCH_Respect -	Guidance counselors- 4 students report having bad experiences. Students said that the inconsistencies were due to the characteristics of the counselors themselves. Some are good and some do not care. Students also said that there was favoritism in getting help. If you are on the basketball or football team you are favored. There are special privileges for those that are favored. Those who struggle get lost, those with a bad reputation can be disrespected.	4
2016	Youth	Respect - SCH_Respect -	I have problems with my teachers, they treat kids differently. I go to a special room for help and one of the kids with Autism they treat him very badly. The student doesn't shower and they say mean things and bully the kid.	
2017	Youth	Respect - SCH_Respect -	Discipline actions are not handled well. They move too quickly and if you hit someone you are immediately expelled. The bullying goes unchecked. Unprofessional teachers. Single out kids to make fun of.	

2018	Youth	Respect - SCH_Respect +	Naugatuck high teachers tend to care about the students, they are not just in it for the money	3
2019	Youth	Respect - SCH_Respect +	Staying to yourself, out of trouble.	1
2020	Youth	Respect - SCH_Respect +	When teachers take the time to address disruptive/disrespectful behavior and explain why it is not ok	2
2021	Youth	School Climate - SCH_Climate -	Students feel disrespected by peers and teachers in school. Students feel like others don't care.	2
2022	Youth	School Climate - SCH_Climate -	Security issues, students feel like you can get away with anything such as people stealing equipment recently at school	3
2023	Youth	School Climate - SCH_Climate -	Due to recent tragedies in the news students feel there should be more security and police presence in schools.	2
2024	Youth	School Climate - SCH_Climate -	Suggestion for a new principle at Eastern HS and retrain staff to help them become more personable and learn to support students better.	1
2025	Youth	School Climate - SCH_Climate -	Students disrespecting the teachers and using bad words.	
2026	Youth	School Climate - SCH_Climate -	Hard to get from class to class in the 4 minute time break between classes especially if one class is at one end of the school and the next is at the other end. The school written policy says that the teachers are supposed to shut the door and send any late comers to ISS. The students need to "speed walk" to get to the next class on time. Some teachers are very strict and others are more understanding.	All

2027	Youth	School Climate - SCH_Climate -	Communication needs to improve. Kids are on their phones everyday and even in class but are not communicating with each other or between students and teachers.	2
2028	Youth	School Climate - SCH_Climate -	Special Ed classes are in the basement and kids from regular classes are upstairs (different middle school)	1
2029	Youth	School Climate - SCH_Climate -	Additional security personnel in school would be helpful or maybe a metal detector at school-middle school in Norwalk also gave students clear bookbags.	1
2030	Youth	School Climate - SCH_Climate -	Favoritism at school.	All
2031	Youth	School Climate - SCH_Climate -	The way the education system in CT approaches discipline in this state is disgusting. Keep kids in incubators and restrain them and put them in low achieving classes. Clinical day schools, my best friend has been there for 6 years after one altercation of her punching a bully. The school determined she was disruptive and hasn't been able to come back.	
2032	Youth	School Climate - SCH_Climate -	Discipline actions are not handled well. They move too quickly and if you hit someone you are immediately expelled. The bullying goes unchecked. Unprofessional teachers. Single out kids to make fun of.	
2033	Youth	School Climate - SCH_Climate -	Waterford HS, Clark Lane, insensitivity and ignorance regarding minorities. There were many incidents of racism and it is just brushed under the rug. Acts violence towards people, the kid apologized and he was let off with nothing.	

2034	Youth	School Climate - SCH_Climate -	Groton and New London there are no arts in the school programs. No community theater. Whatever there is, its all built on institutional racism (white washed).	
2035	Youth	School Climate - SCH_Climate -	Horrible racism in East Lyme, lack of programs. Freshmen year multicultural night, volleyball team dressed up for "gangster" day. The school took away all of the dress up days after media got involved.	
2036	Youth	School Climate - SCH_Climate -	Seniors had a tailgate for a football party and the black kid had a noose around his neck. Ignorance and they don't even care how we are treating each other.	
2037	Youth	School Climate - SCH_Climate -	Major disparity in kids excelling in school and kids that arent doing well. AP, Honors, A and B. Teachers make jokes about kids in B level and it is ingrained in the culture of the school. Creative programs don't exist. The "theater program" in the school is very underfunded. Out of 1,053 kids in the school, no teachers of color, one in the attendance office.	
2038	Youth	School Climate - SCH_Climate -	Students of color are being typecast and not allowed to perform with others and the entire theater.	
2039	Youth	School Climate - SCH_Climate -	Class difference starts in middle school. Pathways, they start kids off really young. They separate them right away even having different hallways. Basement classrooms for severe kids. Can't change paths until 8th grade.	
2040	Youth	School Climate - SCH_Climate -	Putting people of color into staff and within schools, good role models. More diversity.	

2041	Youth	School Climate - SCH_Climate -	There needs to be more evaluations for people in charge, students to evaluate their teachers/admin., can see trends and themes within the school. Checks and balances within the schools. Hold weight and actual meaning to hold people accountable.	
2042	Youth	School Climate - SCH_Climate -	STEM schools and more schools are becoming like them. Schools that arent like that are becoming more and more different. Treatment from teachers is different, there are no uniformed police there. Kids that "arent as good" cant use the science resources to use even though all of these great things are available. Why are only some of the kids able to use it.	
2043	Youth	School Climate - SCH_Climate -	Training of some sort about how to address sexual assault in HS. It doesn't just happen In college, it starts in HS. There is nothing that is done about it. Administration needs to take this seriously and help students.	
2044	Youth	School Climate - SCH_Climate -	The school social workers have no support. They are overwhelmed and overworked.	
2045	Youth	School Climate - SCH_Climate +	Tech schools have a lot of security which makes students feel safe.	2
2046	Youth	School Climate - SCH_Climate +	One child discussed Broadview school. Broadview school also helps homeless kids by taking donatins and she was a part of the walk out protest for kids against gun violence. Another child reported that Broadview is putting on the play Hairspray.	2
2047	Youth	School Climate - SCH_Climate +	Naugatuck high teachers tend to care about the students, they are not just in it for the money	3

2048	Youth	School Climate - SCH_Climate +	<p>Afterschool clubs- in the clubs you get to meet new people, are free to speak your mind. One student discussed being in the Excel Club that helps focus on fund-raising half of the fund-raising goes to the school and the other half goes to DCF families for diapers. The club contributes to the community. One student discussed starting an ultimate Frisbee Club in his school. He was easily able to start the club by finding others who wanted to play the sport and getting a teacher to agree to sponsor the club. Animal Rights Club- work on saving animals and humane treatment of animals.</p>	3
2049	Youth	School Climate - SCH_Climate +	<p>Board of Education- a student discussed that the Board of Ed. Listened. The student proposed an idea and the Board of Ed. Listened and agreed, however, some students also said that there was a proposed change related to starting the school day later and the students felt that the decision was made by people in the community and parents and that the students were not listened to and really had to push-back to make their perspective heard. Many students did not feel listened to and 99% of students wanted the school time to stay the same due to afterschool activities. They all agreed that if it is a new idea, the Board was open to listening but if the Board of Ed. made a decision, it was difficult to change their mind. It was a positive that the Board of Ed. had 2 student reps.</p>	

2050	Youth	School Climate - SCH_Climate +	Teachers can use a style that makes things fun and interesting to learn	2
2051	Youth	School Climate - SCH_Climate +	Our school is welcoming and they show you around if you are a new student	2
2052	Youth	School Climate - SCH_Climate +	Some teachers are interactive and relate well with students	4
2053	Youth	School Climate - SCH_Climate +	When teachers take the time to address disruptive/disrespectful behavior and explain why it is not ok	2
2054	Youth	School Climate - SCH_Climate +	The youth who spoke about this was from Waterbury Arts Magnet School (WAMS). School was a good place to see friends, they have time to socialize and the space to do so.	All
2055	Youth	School Climate - SCH_Climate +	Eastern, every week or every other has a seminar and they to be specific about different topics within the community. Chinese Christian Club and black woman and hair... etc.	
2056	Youth	School Resources - SCH_Resource -	There is not enough guidance given by guidance counselors and also by teachers in school to students.	4
2057	Youth	School Resources - SCH_Resource -	Standardized tests such as SAT's are stressful and students feel that there is not enough prep or practice to feel prepared for tests.	3
2058	Youth	School Resources - SCH_Resource -	A new math program that helps practice more standardized math skills.	2
2059	Youth	School Resources - SCH_Resource -	Backpack checks to help feel more secure at school.	9
2060	Youth	School Resources - SCH_Resource -	Cafeteria food at the high school is terrible. One student said that he had mold on his chicken yesterday.	All

2061	Youth	School Resources - SCH_Resource -	School internet is unreliable and most of the school work is done electronically. The internet unreliability is a problem. The internet can be down and inaccessible (slow). The wifi in this area is poor, there is a large area where you cannot get a signal. Also, schools block personal email use on the Chromebook. Some students do not like using Chromebook and would rather do homework on paper.	All
2062	Youth	School Resources - SCH_Resource -	Edible food in the cafeteria.	All
2063	Youth	School Resources - SCH_Resource -	Guidance counselor is not helpful in getting students to the high school of their choice	1
2064	Youth	School Resources - SCH_Resource -	The school librarian does not allow questions and its not helpful	2
2065	Youth	School Resources - SCH_Resource -	Bathrooms (Harding High) are hard to access- they remain locked during the day and a teacher or security guard has to open them for students, but it's not always easy to find a security guard	2
2066	Youth	School Resources - SCH_Resource -	No soccer team at school	1
2067	Youth	School Resources - SCH_Resource -	It is hard to get enough help after school when many other students are there. There is only one teacher that helps each student individually	1
2068	Youth	School Resources - SCH_Resource -	Additional security personnel in school would be helpful or maybe a metal detector at school-middle school in Norwalk also gave students clear bookbags.	1

2069	Youth	School Resources - SCH_Resource -	<p>Substance Abuse Prevention (SAP) classes. The classes are required during all four years. You get pulled out of class for one period everyday for 14 days on a rotating schedule but alphabetical order. General agreement among youth was that they did not like the classes. The curriculum is the same every year-they just show videos and then you answer questionnaires about the videos. You do not really get to discuss anything. It is not interactive and gets repetitive after 4 years. It is not really learning. Since they pull you out of class you miss work and need to make it up. They pull you out of major academics-it is not worthwhile. One student felt that it was bad. It could also give kids ideas.</p>	7
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2070	Youth	School Resources - SCH_Resource -	<p>School bus inconsistencies and undependability. Some schools buses break down a lot, do not show up, or are late. One youth was late so often taking the bus to school that he decided to walk to school everyday. IT can be a very early pick-up. One student discussed a 6:30 pick-up time when school starts at 8:30. She said that there are 30 stops and she is the first one. It would normally only take about 10 minutes to drive to school but because of all the stops she has to be ready one hour before. Not enough buses. It is hard to get across town in the morning. There is lots of traffic within the cit. Students also discussed confusion about finding the bus when heading home. The buses line up differently everyday and depending on when the bus gets there they may have to park in a different lot because there is not enough parking for all the buses. There is a bus-tracker app to see the bus location-bus companies dont use it.</p>	5
2071	Youth	School Resources - SCH_Resource -	<p>Lunch is nasty. There needs to be better food and more variety. The vending machines are on a timer- you cannot get anything until the breaks after first lunch. The vending machines are over priced. The teachers have a soda machine, there should be a soda machine for kids too. The school treat soda with the same seriousness as a gun. Some teachers say you cannot bring in your own water.</p>	5

2072	Youth	School Resources - SCH_Resource -	School only have 1 year of SAP classes and it should be more hands on; use virtual reality. It needs to be more interactive. The SAP classes shylt also be more organized. You shouldn't be pulled out of major academic classes.	5
2073	Youth	School Resources - SCH_Resource -	Have junior ROTC at all schools.	1
2074	Youth	School Resources - SCH_Resource -	Transportation need to be more organized. If there is a not enough parking for all the buses there should be a schedule for when the buses arrive. There should be certain spots for each bus at pick-up time. More buses are needed to decrease the number of stops and time on the bus. The buses that drop off at the YMCA are packed 3 to a seat or no seats; dangerous kids are standing. There should be dedicated specific buses for the YMCA. There is a bus-tracker app to see bus locations that should be used.	All

2075	Youth	School Resources - SCH_Resource -	Guidance counselors need to be watched by their supervisor and principle. Survey the students on how well the guidance counselors are doing their job. Survey students to evaluate teachers and all staff. If you do not want to do your job don't be there. 400 counselors for 800 students in one school. In another school, there are 2 counselors for all 7 grades (150-200 students per grade)- 2 counselors for 1000-1400 kids. Sometimes it takes a couple weeks to get an appointment with the guidance counselor. There needs to be more counselors and ones that like their jobs.	All
2076	Youth	School Resources - SCH_Resource -	One student wanted home economics at her school-WAMS (Waterbury Arts Magnet School). Others said that all the schools should have life skills and home economics programs that are mandatory- personal finance, nutrition, basic life skill courses.	3
2077	Youth	School Resources - SCH_Resource -	Isaac School arts and communication, there is a lack of arts and communication. Educators are under supported and under trained.	
2078	Youth	School Resources - SCH_Resource -	Groton and New London there are no arts in the school programs. No community theater. Whatever there is, its all built on institutional racism (white washed).	

2079	Youth	School Resources - SCH_Resource -	Major disparity in kids excelling in school and kids that aren't doing well. AP, Honors, A and B. Teachers make jokes about kids in B level and it is ingrained in the culture of the school. Creative programs don't exist. The "theater program" in the school is very underfunded. Out of 1,053 kids in the school, no teachers of color, one in the attendance office.	
2080	Youth	School Resources - SCH_Resource -	Mental health classes and education in schools. There needs to be more and regular.	
2081	Youth	School Resources - SCH_Resource -	Teachers need to have more power in their classroom but can't because of the administration. There are no resources available in school.	
2082	Youth	School Resources - SCH_Resource +	There are many opportunities to get involved in school and support to do so.	1
2083	Youth	School Resources - SCH_Resource +	Unified sports in school- tournaments bring all the schools together and is inclusive.	1
2084	Youth	School Resources - SCH_Resource +	There are a lot of programs in schools for individuals with disabilities such as Bristol ARC which helps people find jobs and other programs at the Bristol Boys & Girls Club.	1
2085	Youth	School Resources - SCH_Resource +	Advid- college prep classes offered in school helps you find scholarships, volunteer opportunities, and helps you get ready for next steps.	2
2086	Youth	School Resources - SCH_Resource +	One child said that the school based health center at Broadview school helped her after her parent's divorce	1

2087	Youth	School Resources - SCH_Resource +	One attendee goes to Johnson School in Bethel and talked about their afterschool gym program. She also discussed that twice a week, there is advisory free time. The whole school does advisory which is a time to talk about bullying and other issues.	1
2088	Youth	School Resources - SCH_Resource +	One girl attends Westside school in the Global Academy and is involved in "STEM stuff" at her school.	1
2089	Youth	School Resources - SCH_Resource +	Technology: Broadview- teachers sent lessons in Google Classroom. Westside, homework is done on the computer, the school can provide a computer during the day but students are required to have a computer.	3
2090	Youth	School Resources - SCH_Resource +	Chromebooks lent out by school help students understand homework, especially for non english students, they can use google translate	5
2091	Youth	School Resources - SCH_Resource +	Afterschool clubs- in the clubs you get to meet new people, are free to speak your mind. One student discussed being in the Excel Club that helps focus on fund-raising half of the fund-raising goes to the school and the other half goes to DCF families for diapers. The club contributes to the community. One student discussed starting an ultimate Frisbee Club in his school. He was easily able to start the club by finding others who wanted to play the sport and getting a teacher to agree to sponsor the club. Animal Rights Club- work on saving animals and humane treatment of animals.	3

2092	Youth	School Resources - SCH_Resource +	Afterschool homework help.	1
2093	Youth	School Resources - SCH_Resource +	Youth occupation support. At the Career Academy, there is a youth maker that is helping with career plans for one participant to be a doctor. Another youth discussed having been involved in ROTC but that it is not offered at his current school (Kennedy High School). He said that ROTC is good for students interested in a military service career.	4
2094	Youth	School Resources - SCH_Resource +	Sports. Being involved in sports was seen as helpful. One youth talked about being on the swimming team, another talked about basketball and baseball. Youth were involved in sports through their schools, through the YMCA and through their own teams.	4
2095	Youth	School Resources - SCH_Resource +	School also allows you to take electives in an area that you enjoy. The electives are grouped into "strands" or tracks. There is a strand for those interested in technology, a strand for health services, a strand for human services and one for manufacturing. Students from Career Academy- but you can choose electives in any school maybe not the same electives.	4
2096	Youth	School Resources - SCH_Resource +	Waterbury has good and accessible transportation. For some students, school buses worked well but others discussed bus breakdowns, late pick-ups and long rides for short distances. There is a bus-tracker app to see bus location- bus companies should use it. Kids can take the school bus directly to their jobs at Waterbury Youth Services.	All

2097	Youth	School Resources - SCH_Resource +	Free lunch for all public school students in Waterbury. Food is not the best but it is free. Kaynor tech has better food because they have a culinary program.	All
2098	Youth	School Resources - SCH_Resource +	Naugatuck Community College can take up to 2 years for free. There are internships for youth 16 years or older for some of the occupational strands/tracks. Naugatuck Valley Community College is like a high school reunion. Youth already know a lot of the other students.	All
2099	Youth	School Resources - SCH_Resource +	AT the Career Academy you can take classes for UCONN college credits and will be automatically accepted by UCONN.	3
2100	Youth	School Resources - SCH_Resource +	Substance Abuse Prevention (SAP) class is good for students to get the information about SA.	1
2101	Youth	School Resources - SCH_Resource +	African drumming is an enrichment after school program. Jennings Elementary School, can't do it during the day but make effort for after school. They have different special offers including pets, cooking, etc. Magnet schools have stronger enrichment programs.	
2102	Youth	School Resources - SCH_Resource +	STEM program is working at public schools. Trying to get kids interested in math and science.	
2103	Youth	School Resources - SCH_Resource +	A leadership program through Waterford HS, athletics, arts, kids would be recommended by teachers and we got to do a ropes course. It was a great program for leadership for kids. Most of them wouldn't have thought about themselves that way.	

2104	Youth	School Resources - SCH_Resource +	HOT schools are great (higher order thinking schools). HOT approach. Prepares students to be learners and it is arts integration and democratic practices. CT office of the arts. Nathan Hale is one of them.	
2105	Youth	School Resources - SCH_Resource +	Williams school, ninth period 48 minutes at the end of the day and can meet with teachers and have quite time to get work done. Small school 46 students per grade though.	
2106	Youth	School Resources - SCH_Resource +	Williams school utilize clubs well, leaders of them are great. They have different things they do. Students have leadership opportunities and community.	
2107	Youth	School Resources - SCH_Resource +	Williams school (same campus as Conn College) allowed me to start a club really easily and there was not a lot of resistance. Can use artistic side more.	
2108	Youth	School Resources - SCH_Resource +	ECE? UCONN programs early college experience. UCONN credits for taking high school classes.	
2109	Youth	School Resources - SCH_Resource +	School based health centers. When I was a preschool teacher TVCCA (taxes), dental in the school and BH within the school. Made it easier to access services.	
2110	Youth	Access to Service - SER_Access -	Need a cell tower near Rubber Ave. and a better wifi connection. Chromebooks are helpful but not without the ability to connect. Most work is on the chromebook.	All

2111	Youth	Access to Service - SER_Access -	DCF needs to do a better job communicating. DCF Social Worker comes to my school to visit and I don't feel like she is paying attention to me, only to what she has to get done. This gets me frustrated. Some DCF workers are hard to contact because they only use emails and dont pick up their phone or cell phones. "Cant get a hold of mine at all." There always had to be a middle person to contact them (like a supervisor or a therapist). You have a better contact with the DCF supervisors than actual workers.	4
2112	Youth	Access to Service - SER_Access +	The teen center in Bethel has activities and after school programs but it is more for high school kids than elementary school kids.	3
2113	Youth	Access to Service - SER_Access +	Grass Roots program helps children with academic achievement, offers assistance and they offer tennis lessons.	
2114	Youth	Access to Service - SER_Access +	Danbury Target Program is open to kids from Laurel Gardens (low income housing complex) and offers homework assistance, tutoring, snacks after school.	2
2115	Youth	Communication with Families - SER_Communic -	Need a better way to know what is going on around town. The staff spoke about some of the NYSB activities and the students were not aware of all the things they do.	
2116	Youth	Communication with Families - SER_Communic -	My case was closed with DCF and they didn't tell me.	1
2117	Youth	Communication with Families - SER_Communic +	Danbury has a newsletter for events and programs through DYS.	1

2118	Youth	Communication with Families - SER_Comm +	Bethel Parks and Rec adds their recreational programs and activities info to their school and town newsletter.	2
2119	Youth	Professional Development - SER_ProfDev -	DCF needs to meet with their clients more often than once a month (at least twice a month). When they do meet with you its only for about 10 minutes and they are on their phone the whole time- feel like they arent listening and it's a waste of my time. DCF Visits arent consistent (havent seen my worker in a couple months and they only call me like once a month).	4
2120	Youth	Professional Development - SER_ProfDev +	The Women's Center in Danbury has brought speakers into DYS to present on topics like bullying, gender stereotypes and other topics.	1
2121	Youth	Quality of Service - SER_Qservice -	DCF needs to meet with their clients more often than once a month (at least twice a month). When they do meet with you its only for about 10 minutes and they are on their phone the whole time- feel like they arent listening and it's a waste of my time. DCF Visits arent consistent (havent seen my worker in a couple months and they only call me like once a month).	4
2122	Youth	Quality of Service - SER_Qservice -	DCF doesn't listen. They always think the parents are right and the kids are wrong. DCF worker doesn't respect of listen to me.	4
2123	Youth	Quality of Service - SER_Qservice -	Everything is always last minute with DCF. Gave the DCF Social Worker documents to fill out to get involved in OPP but they didn't submit it-they arent good with paperwork.	4

2124	Youth	Quality of Service - SER_Qservice +	Keystone-teen leadership group through the Bristol Boys and Girls club- it brings everyone together for an hour and a half and youth get to talk about bringing the community together, volunteering, fundraising, and advocating for unity.	6
2125	Youth	Quality of Service - SER_Qservice +	Wrestling team for Boys & Girls Club is a good group to be involved in.	1
2126	Youth	Quality of Service - SER_Qservice +	Danbury Youth Services (DYS) Girl's as Leaders (Gal's Club). The youth discussed that they learn about empathy, being social, talking rather than texting. They work on STEM activities. STEM refers to the Science, Technology, Engineering, and Math courses they have in school. For instance, for science, they worked on a project to grow crystals. Gal's CLub has also completed local community projects like having a bake sale to raise money for local homeless shelters, raised money for Tales of Courage an animal shelter, and sorted toys for toy donation events around Christmas time. The Gal's clun also brings in speakers, a local clown through "Circus Moves" came in to teach the girls how to juggle. They do activities to role play around how to reach to bullying and do team enrichment activities. Recently the girls did a Chinese food/pizza movie night. A local church ahd donated gift cards. DYS also brings in guest speaker to talk about society, women empowerment, healthy relationships, and affirmations. Recently had a chili cook off.	4
2127	Youth	Quality of Service - SER_Qservice +	WestCONN has summer camp activities for 6-7th graders to save turtles and protect the watershed called "finding our way."	1

2128	Youth	Quality of Service - SER_Qservice +	OPP helps find summer jobs, employment and helps find internships. Help you get an internship in whatever you are interested in and then helps you get employed there. "helped me with job core."	All
2129	Youth	Quality of Service - SER_Qservice +	Anything to keep me bsuy keeps me staying off the streets. OPP keeps me out of the streets by going there after school. Helps me after school so I don't just sleep all day.	2
2130	Youth	Quality of Service - SER_Qservice +	School tutor at OPP is helpful. They also have a credit recovery for school credit (called Opportunity Academy).	3
2131	Youth	Quality of Service - SER_Qservice +	OPP helps by providing group activities like going to the movies, went to patriots training camp one time.	3
2132	Youth	Quality of Service - SER_Qservice +	Muse Program at OPP was good. Involved projects like working on music or making videos.	2
2133	Youth	Quality of Service - SER_Qservice +	Youth occupation support. At the Career Academy, there is a youth maker that is helping with career plans for one participant to be a doctor. Another youth discussed having been involved in ROTC but that it is not offered at his current school (Kennedy High School). He said that ROTC is good for students interested in a milatary service career.	4
2134	Youth	Quality of Service - SER_Qservice +	Sports. Being involved in sports was seen as helpful. One youth talked about being on the swimming team, another talked about basketball and baseball. Youth were involved in sports through their schools, through the YMCA and through their own teams.	4

2135	Youth	Quality of Service - SER_Qservice +	Child and family agency was awesome, their school based health.	
2136	Youth	Quality of Service - SER_Qservice +	Joshua Center, it was a good experience.	
2137	Youth	Quality of Staff - SER_QStaff -	Guidance counselors- 3 students had good experiences and support from their guidance counselors but 4 students did not. (see next section for details of negative responses)	3p/4n
2138	Youth	Quality of Staff - SER_QStaff -	There needs to be more evaluations for people in charge, students to evaluate their teachers/admin., can see trends and themes within the school. Checks and balances within the schools. Hold weight and actual meaning to hold people accountable.	
2139	Youth	Quality of Staff - SER_QStaff +	School tutor at OPP is helpful. They also have a credit recovery for school credit (called Opportunity Academy).	3
2140	Youth	Quality of Staff - SER_QStaff +	Guidance counselors- 3 students had good experiences and support from their guidance counselors but 4 students did not. (see next section for details of negative responses)	3p/4n
2141	Youth	Respect - SER_Respect -	Community Residences Inc. & IPP take you out of a foster placement without telling you (don't even let you pack your own stuff). Sometimes foster parent allowed to pack your stuff up, but you cant. Still don't have some of my stuff and you cant go to the house to pack it up yourself or you will get arrested.	3
2142	Youth	Respect - SER_Respect -	DCF put labels on you. They try to make you go to therapy but we don't want to talk about it.	Most

2143	Youth	Communication - SYS_Communications -	<p>Board of Education- a student discussed that the Board of Ed. Listened. The student proposed an idea and the Board of Ed. Listened and agreed, however, some students also said that there was a proposed change related to starting the school day later and the students felt that the decision was made by people in the community and parents and that the students were not listened to and really had to push-back to make their perspective heard. Many students did not feel listened to and 99% of students wanted the school time to stay the same due to afterschool activities. They all agreed that if it is a new idea, the Board was open to listening but if the Board of Ed. made a decision, it was difficult to change their mind. It was a positive that the Board of Ed. had 2 student reps.</p>	
2144	Youth	Communication - SYS_Communications -	<p>Need a better way to know what is going on around town. The staff spoke about some of the NYSB activities and the students were not aware of all the things they do.</p>	
2145	Youth	Communication - SYS_Communications -	<p>Listen to youth so their voice could be heard, nothing can be done if there is no communication. Youth want a say no matter what their age is.</p>	3
2146	Youth	Communication - SYS_Communications -	<p>Youth should have a say in what placement you go to, even if under 18 because "only you know what is best for you." Kids act out because they feel like they are being controlled and don't have a say in where they live.</p>	Most

2147	Youth	Communication - SYS_Communic -	<p>"It shouldn't get to a point where I have to act out for you to listen to me. Just listen to me from the start." "Intervene before I get pissed". I learned that if I act up they listen. DCF is only worried only about "tougher" cases so I became one of their tougher cases so they would listen.</p>	Most
2148	Youth	Communication - SYS_Communic -	Partnership, they are so important there needs to be a sense of unity and awareness of issues.	
2149	Youth	Culture - SYS_Cult -	Putting people of color into staff and within schools, good role models. More diversity.	
2150	Youth	Family Choice - SYS_Choice -	<p>Board of Education- a student discussed that the Board of Ed. Listened. The student proposed and idea and the Board of Ed. Listened and agreed, however, some students also said that there was a proposed change related to starting the school day later and the students felt that the decision was made by people in the community and parents and that the students were not listened to and really had to push-back to make their perspective heard. Many students did not feel listened to and 99% of students wanted the school time to stay the same due to afterschool activities. They all agreed that if it is a new idea, the Board was open to listening but if the Board of Ed. made a decision, it was difficult to change their mind. It was a positive that the Board of Ed. had 2 student reps.</p>	
2151	Youth	Family Voice - SYS_Voice -	Students want to see action and change when it comes to school safety.	1

2152	Youth	Family Voice - SYS_Voice -	For students to be able to speak up to the teachers and the principle give input and feedback.	4
2153	Youth	Family Voice - SYS_Voice -	Survey the community for the activities that kids like. Share information so kids know about it.	All
2154	Youth	Family Voice - SYS_Voice -	Danbury curriculum is new and teachers are learning as they are teaching it. Need feedback from teachers and students.	
2155	Youth	Family Voice - SYS_Voice -	Need a good complaint process in the Board of Ed. Get many perspectives and ideas before making decisions.	
2156	Youth	Family Voice - SYS_Voice -	In past year I have been in 4 different foster homes (previously was in respite, group home and other institutions). When I get moved, 9 don't have a say or choice. Some workers don't care about how good the foster placement; it just has to be licensed. Some foster homes just in it to collect money.	4
2157	Youth	Family Voice - SYS_Voice -	Listen to youth so their voice could be heard, nothing can be done if there is no communication. Youth want a say no matter what their age is.	3
2158	Youth	Family Voice - SYS_Voice -	Youth should have a say in what placement you go to, even if under 18 because "only you know what is best for you". Kids act out because they feel like they are being controlled and don't have a say in where they live.	Most

2159	Youth	Family Voice - SYS_Voice -	<p>"It shouldn't get to a point where I have to act out for you to listen to me. Just listen to me from the start." "Intervene before I get pissed". I learned that if I act up they listen. DCF is only worried only about "tougher" cases so I became one of their tougher cases so they would listen.</p>	Most
2160	Youth	Information - SYS_Info -	<p>Survey the community for the activities that kids like. Share information so kids know about it.</p>	All
2161	Youth	Insurance - SYS_Insure +	<p>Husky medical plan, mental health had good experiences with the services and the providers have been beneficial. Services are covered and my parents didn't stress about how much it was going to cost.</p>	
2162	Youth	Policies - SYS_Policy -	<p>The AP classes and fee waivers for tests differ by school district. Example, given of New Britain waiving the fees for students but Bristol doesn't do the same. The way income determination is made for waivers is unfair, the school goes by parent's income but some students pay for their own tests and the fee does not get waived.</p>	1
2163	Youth	Policies - SYS_Policy -	<p>Hard to speak to the guidance counselors. In one school there are 3 counselors for 1083 kids, in another there is 1 psychologist and 2 counselors for 600+ kids. You need an appointment. Students didn't feel listened to, felt ignored when they complained, counselors do not cooperate, too busy and always in a meeting.</p>	4

2164	Youth	Policies - SYS_Policy -	More fair punishment when kids get into a fight. Right now both are punished but it should be the one who started it.	All
2165	Youth	Policies - SYS_Policy -	Everything is always last minute with DCF. Gave the DCF Social Worker documents to fill out to get involved in OPP but they didn't submit it-they aren't good with paperwork.	4
2166	Youth	Policies - SYS_Policy -	The way the education system in CT approaches discipline in this state is disgusting. Keep kids in incubators and restrain them and put them in low achieving classes. Clinical day schools, my best friend has been there for 6 years after one altercation of her punching a bully. The school determined she was disruptive and hasn't been able to come back.	
2167	Youth	Policies - SYS_Policy -	Trade schools are forced upon students even though they don't want to do them.	
2168	Youth	Policies - SYS_Policy -	AP, Honors, etc. separating kids out and making fun of each other, teachers make fun of kids.	
2169	Youth	Policies - SYS_Policy -	Class difference starts in middle school. Pathways, they start kids off really young. They separate them right away even having different hallways. Basement classrooms for severe kids. Can't change paths until 8th grade.	
2170	Youth	Professional Development - SYS_ProfDev -	For teachers to learn to teach students in different ways i.e. make videos to show kids how to complete their homework.	All

2171	Youth	Professional Development - SYS_ProfDev -	There needs to be more diversity in programs. We need organizations to help students of color excel. Mandatory trainings for admin about mental health, racism, integrating into actual part of the curriculum.	
2172	Youth	Respect - SYS_Respect -	Youth should have a say in what placement you go to, even if under 18 because “only you know what is best for you”. Kids act out because they feel like they are being controlled and don’t have a say in where they live.	Most
2173	Youth	Respect - SYS_Respect -	“It shouldn’t get to a point where I have to act out for you to listen to me. Just listen to me from the start.” “Intervene before I get pissed.” I learned that if I act up they listen. DCF is only worried only about “tougher” cases so I became one of their tougher cases so they would listen.	Most
2174	Youth	System Gaps - SYS_Gaps -	Classes that aren't required are the ones that help with preparation for standardized testing.	2
2175	Youth	System Gaps - SYS_Gaps -	The AP classes and fee waivers for tests differ by school district. Example, given of New Britain waiving the fees for students but Bristol doesn’t do the same. The way income determination is made for waivers is unfair, the school goes by parent's income but some students pay for their own tests and the fee does not get waived.	1

2176	Youth	System Gaps - SYS_Gaps -	In regards to the ALEX program (computer class) a student claimed the program was not helpful because it did not provide classroom instruction. Some students learn better with a teacher and not a computer. The student felt they could not ask the teacher questions, as the teacher was not capable of answering their questions.	1
2177	Youth	System Gaps - SYS_Gaps -	College application fee waivers and Ap classes are unfair to some students.	1
2178	Youth	System Gaps - SYS_Gaps -	Some students have an issue with the new vice principle at Eastern HS and homeroom being required in the AM. The requirements for both public high schools are not the same.	2
2179	Youth	System Gaps - SYS_Gaps -	More like skill classes suggested for kids such as help with writing checks, learning about taxes, and the stock market.	3
2180	Youth	System Gaps - SYS_Gaps -	Student ID swipe card to help with security to get into schools.	1
2181	Youth	System Gaps - SYS_Gaps -	More one on one time with the teachers suggested.	1
2182	Youth	System Gaps - SYS_Gaps -	More lifestyle programs to help with preparedness for young adulthood.	1
2183	Youth	System Gaps - SYS_Gaps -	A new math program that helps practice more standardized math skills.	2
2184	Youth	System Gaps - SYS_Gaps -	Backpack checks to help feel more secure at school.	9
2185	Youth	System Gaps - SYS_Gaps -	Better policy for lock down. Students don't want to sit in classrooms. They feel like sitting ducks.	1
2186	Youth	System Gaps - SYS_Gaps -	Better protocols for things such as bomb threats, better safety and evacuation plans.	1

2187	Youth	System Gaps - SYS_Gaps -	Have police enforcement come into schools and show students and teachers how to deal with school shootings.	1
2188	Youth	System Gaps - SYS_Gaps -	Bomb shelter as part of school to help with safety.	1
2189	Youth	System Gaps - SYS_Gaps -	Strategic safety planning to help in any kind of situation.	1
2190	Youth	System Gaps - SYS_Gaps -	Students want to see action and change when it comes to school safety.	1
2191	Youth	System Gaps - SYS_Gaps -	Emergency exists in schools to help with safety.	1
2192	Youth	System Gaps - SYS_Gaps -	DYS usually only offers snacks and water. Staff person add the lack of budget for fresh and fruit and other options.	1
2193	Youth	System Gaps - SYS_Gaps -	The parks and rec in Danbury does not do much advertising about what recreational programs or activities they offer. Danbury doesn't have a newsletter.	2
2194	Youth	System Gaps - SYS_Gaps -	Hard to speak to the guidance counselors. In one school there are 3 counselors for 1083 kids, in another there is 1 psychologist and 2 counselors for 600+ kids. You need an appointment. Students didn't feel listened to, felt ignored when they complained, counselors do not cooperate, too busy and always in a meeting.	4
2195	Youth	System Gaps - SYS_Gaps -	More school counselors with more time available to students. Counselors should listen and have more time for students.	All
2196	Youth	System Gaps - SYS_Gaps -	More money/ funding for schools and community support services	All
2197	Youth	System Gaps - SYS_Gaps -	For teachers to learn to teach students in different ways i.e. make videos to show kids how to complete their homework.	All

2198	Youth	System Gaps - SYS_Gaps -	Smoking prevention, healthier lifestyle videos.	1
2199	Youth	System Gaps - SYS_Gaps -	Danbury curriculum is new and teachers are learning as they are teaching it. Need feedback from teachers and students.	
2200	Youth	System Gaps - SYS_Gaps -	Need more and a better variety of activities in the community that are not connected to the school. If not, students just go home and do nothing.	
2201	Youth	System Gaps - SYS_Gaps -	DCF needs to do a better job communicating. DCF Social Worker comes to my school to visit and I don't feel like she is paying attention to me, only to what she has to get done. This gets me frustrated. Some DCF workers are hard to contact because they only use emails and dont pick up their phone or cell phones. "Cant get a hold of mine at all." There always had to be a middle person to contact them (like a supervisor or a therapist). You have a better contact with the DCF supervisors than actual workers.	4
2202	Youth	System Gaps - SYS_Gaps -	Community Residences Inc. & IPP take you out of a foster placement without telling you (don't even let you pack your own stuff). Sometimes foster parent allowed to pack your stuff up, but you cant. Still don't have some of my stuff and you cant go to the house to pack it up yourself or you will get arrested.	3

2203	Youth	System Gaps - SYS_Gaps -	DCF needs to meet with their clients more often than once a month (at least twice a month). When they do meet with you its only for about 10 minutes and they are on their phone the whole time- feel like they arent listening and it's a waste of my time. DCF Visits arent consistent (havent seen my worker in a couple months and they only call me like once a month).	4
2204	Youth	System Gaps - SYS_Gaps -	School bus inconsistencies and undependability. Some schools buses break down a lot, do not show up, or are late. One youth was late so often taking the bus to school that he decided to walk to school everyday. IT can be a very early pick-up. One student discussed a 6:30 pick-up time when school starts at 8:30. She said that there are 30 stops and she is the first one. It would normally only take about 10 minutes to drive to school but because of all the stops she has to be ready one hour before. Not enough buses. It is hard to get across town in the morning. There is lots of traffic within the cit. Students also discussed confusion about finding the bus when heading home. The buses line up differently everyday and depending on when the bus gets there they may have to park in a different lot because there is not enough parking for all the buses. There is a bus-tracker app to see the bus location- bus companies dont use it.	5
2205	Youth	System Gaps - SYS_Gaps -	If you do not have a computer it is hard to get assignments done. Need a way to give these students access.	All

2206	Youth	System Gaps - SYS_Gaps -	Transportation need to be more organized. If there is a not enough parking for all the buses there should be a schedule for when the buses arrive. There should be certain spots for each bus at pick-up time. More buses are needed to decrease the number of stops and time on the bus. The buses that drop off at the YMCA are packed 3 to a seat or no seats; dangerous kids are standing. There should be dedicated specific buses for the YMCA. There is a bus-tracker app to see bus locations that should be used.	All
2207	Youth	System Gaps - SYS_Gaps -	The way the education system in CT approaches discipline in this state is disgusting. Keep kids in incubators and restrain them and put them in low achieving classes. Clinical day schools, my best friend has been there for 6 years after one altercation of her punching a bully. The school determined she was disruptive and hasnt been able to come back.	
2208	Youth	System Gaps - SYS_Gaps -	Putting people of color into staff and within schools, good role models. More diversity.	
2209	Youth	System Gaps - SYS_Gaps -	More scholarships and grants to fund students of color to help them excel. Imbedded in policy or given more opportunity to succeed. Letting schools know how important it is to fund black students. Preparing for future.	

2210	Youth	System Gaps - SYS_Gaps -	STEM schools and more schools are becoming like them. Schools that arent like that are becoming more and more different. Treatment from teachers is different, there are no uniformed police there. Kids that " arent as good" cant use the science resources to use even though all of these great things are available. Why are only some of the kids able to use it.	
2211	Youth	System Gaps - SYS_Gaps -	Balance the schools better somehow, the schools are so unfair.	
2212	Youth	System Gaps - SYS_Gaps -	Youth affairs had no money to give to kids.	
2213	Youth	System Gaps - SYS_Gaps -	New London and Groton, boys and girls club. MA buildings look amazing. Fitch middle school community center? Doesn't take as much money as people think. Partner and all get together. Community centers and boys and girls clubs are health options for the now.	
2214	Youth	Transitions - SYS_Trans -	Need a good complaint process in the Board of Ed. Get many perspectives and ideas before making decisions.	
2215	Youth	Transitions - SYS_Trans -	Take things seriously. Understanding that if you are white and someone doesn't look like you and says they have a problem, actually listen and grow.	