

Our Partners

Access: Supports for Living

Astor Services for Children & Families

Cornell Cooperative Extension Ulster County

Family Services & Hudson Valley Mental Health

Family of Woodstock

Gateway Community Industries, Inc.

HealthAlliance of the Hudson Valley

The Institute for Family Health

Mental Health Association in Ulster County

People USA

Step One Child & Family Guidance Center

Ulster County Department of Social Services

Ulster County Office for the Aging

Ulster County Department of Health & Mental Health

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Integrated Ulster



Integrated Ulster is a partnership of organizations of all types to create a system of care that is welcoming and effective in addressing the complex needs of all people in Ulster County.

Vision & Mission

We all welcome people and families with complex issues into caring relationships with a wide variety of providers across all systems of care. All people deserve the promise, hope and help to achieve productive and meaningful lives that fulfill their vision of wellness.

We aim to create a universal approach for service providers to create a system of care that is:

- **Welcoming**
- **Accessible**
- **Capable** of providing care that is:
 - *Person & Family Centered*
 - *Recovery & Resiliency Oriented*
 - *Trauma Informed*
 - *Culturally Competent, and*
 - *Integrated*

Guiding Principles

With the Comprehensive, Continuous, Integrated System of Care (CCISC) model* as a framework, we are guided by the following principles:

- Complexity is an expectation.
- Service partnerships are empathic, hopeful, integrated, and strength-based.
- All people are unique and one size does not fit all.
- All issues and needs are the primary concern.
- Progress takes time. Change involves meeting the person where they are at and addressing each issue over time.

**Minkoff and Cline (2004, 2005)*



Goals & Action Steps

Outcome: Everyone in Ulster County in need of help will be welcomed and provided with the best possible service by staff who are empowered with the tools they need.

Goal: To improve collaboration and communication among helping providers.

Action Steps:

- Creation of a directory of Integrated Ulster members who will be the point contacts in ensuring their agency is accessible and welcoming to the public as well as partner agencies.
- Implementation of a *Resource Weekly* e-newsletter to enhance the sharing of news and information among human services providers in Ulster County.

Goal: To assist providers in becoming more welcoming, accessible and capable of helping with complex issues.

Action Steps:

- Each partner organization will identify "Change Agents" who will develop a quality improvement team within their agency to conduct a self-assessment and strive toward being better at assisting those with complex needs.
- Implement a bi-annual orientation for human services provider staff with trainings consistent with our vision, mission and guiding principles.