



**NEWTOWN CENTER OR SUPPORT AND WELLNESS  
REGULAR MEETING  
THURSDAY, SEPTEMBER 29, 2016 7:00PM  
CSW OFFICE  
28 TRADES LANE, NEWTOWN, CT 06472**

**AGENDA**

- I. Welcome/Introductions
- II. Brief History
- III. Overview of Center
  - a. Organizational Chart
  - b. Vision, Mission, Goals
- IV. Advisory Board Review
- V. Data Review
- VI. Future Meeting dates
- VII. Announcements



**Vision**

Newtown values community wellness and will provide integrated human and social services to support all families and individuals.

**Mission**

The Center for Support and Wellness is the single point of entry which connects members of the community with wellness resources through a strong referral system and dedicates staff to families and individuals in need.

**Goal and Outcomes:**

Goal 1: The CSW will develop a referral system with a variety of wellness options to support families and individuals

- Outcome 1: Providers, schools, physicians and other entities will refer those in need to the CSW.
- Outcome 2: Residents will report an awareness of services offered by the CSW.
- Outcome 3: Staff will be able to identify and navigate the available resources in Newtown and the surrounding communities.
- Outcome 4: CSW will maintain a robust provider database.

Goal 2: The CSW will provide outreach and support to those directly and indirectly affected by 12/14

- Outcome 5: CSW will create an internal portal for victims families with current and future resources.
- Outcome 6: CSW will create monthly communications to victims and survivors of 12/14.
- Outcome 7: CSW will provide various events and services to support victim's families and survivors.

Goal 3: The CSW will continually improve the client referral system and satisfaction of services

- Outcome 8: CSW will survey clients to assess satisfaction and efficacy of referrals.
- Outcome 9: CSW will report on changes, trends, and recommendations.

Goal 4: The CSW will create strong relationships with area providers and community partners

- Outcome 10: CSW will host monthly roundtables for area providers.
- Outcome 11: CSW will host ongoing trainings for providers.
- Outcome 12: CSW will develop relationships with traditional and non traditional providers.
- Outcome 13: The CSW will provide case management assistance with community partners such as the police department, social services, senior center, etc.



## Director

- Overall operations of the CSW
- Maintain database and reports
- Oversight of budget and expenditures
- Provide support to care navigators
- Provide case management services to the community
- Collaborate with community partners for future health of community

## Care Navigator

- Point of contact for community assistance
- Provide case management services to link individuals and families to all of the services available
- Assist with the care navigation of those impacted by 12/14
- Assistant in programmatic efforts for CSW
- Provide anecdotal community needs/trends information to appropriate clinician

## Victims family Advocate

- Initiate contacts and referrals to families of victims.
- Keep families informed of services available to them
- Refer clients to clinical resource as needed
- Organize events for families as warranted
- Update families regularly with information

## Survivors family Advocate

- Respond to inquiries for assistance/provide care navigation to parents, staff, and first responders highly impacted by 12/14
- Work with school system to monitor and assist surviving students and families
- Assist in regular communication with survivors and families
- Provide guidance to others working on 12/14 related services





### Advisory Board

The Advisory Board to the CSW will provide oversight regarding the direction of the organization, serve as a sounding board to the Director, and review the overall performance of the Newtown Center for Support and Wellness. The advisory board responsibilities will be to:

- Work closely with the Director of the CSW to ensure the centers goals are met and aid in the assessment of these measures.
- Provide structure through which to assure the public and all stakeholders that the CSW and team are properly executing its stated mission.
- Ensure that the expectations of supporters, clients, and customers are met and that grant funds are used for the delivery of customer/client centered services.
- Meet on a monthly basis to review a monthly report from the Director and discuss CSW related business.
- Be informed of CSW vision and mission, goals, challenges, and needs. Assist with business related to the board members particular skills and expertise.
- Encourage and enable the participation of fellow board members and staff of the CSW when present at the meetings.
- Assist with decisions regarding the future of CSW.
- Respect the confidentiality of information, as needed and appropriate.
- Commit to the success of the CSW and positively represent the CSW when afforded the opportunity.

