

Family Issues Committee: Systems Coordination Protocol September 2008

1. Preamble:

A Family Issues committee was established from the Integrated Children's Services Group for the purpose of developing a collaborative, integrated service delivery model that will link children and adult service to improve the health and well being of children, youth and families across the service spectrum. One of the initial discussions from this committee was the need to increase coordination among the child, youth and adult systems. To address service integration, a protocol was necessary to outline the processes in a case where numerous systems intersect and/or overlap. This protocol is outlined below.

2. Purpose:

To promote a framework for enhanced coordinated service delivery among child, youth and adult systems by bringing together representatives from across sectors or systems.

3. Protocol Participants:

Participants include agency representatives from service providers and across sectors who will work towards collaborating services.

4. Roles and Responsibilities of Child, Youth & Adult Systems:

Participants will come to the case conference table and be a part of the plan. They will bring knowledge of respective systems and services that are being provided. Participants will encourage good will, flexibility and cooperation in an attempt to resolve complex issues that may arise in the provision of service.

5. Case Conferences:

Determining a Case Manager:

If there are 2 or more agencies working together that already have a service protocol, it will prevail. If no existing protocol, the parties (service providers and clients) will communicate (email, telephone, small case conference) to determine who the case manager will be.

A case manager will call a case conference, ensuring that all parties are included, with the purpose of ensuring that the child, youth and family are being provided with the necessary services. If at any time, a service provider has an issue with a case they can contact the case manager to request a case conference. Parties will agree that when they come to the meeting, each agencies focus will be meeting the needs of the child and family and how they will contribute to them. The case manager will ensure that minutes

are being taken and that all parties receive a hard copy of the minutes. Minutes will provide a detailed plan for the child/youth and family, services that will be provided, persons involved, timelines and follow-up. Each agency will be responsible for ensuring that the appropriate parties attend. Where possible, the child/youth and family will be present at the case conference. If at any point in time a party is ending service they will need to notify all other parties and provide reasoning.

Minutes will include:

1. What was discussed and agreed upon (how the issue was resolved)
2. Changes that are being made regarding services for the child, youth and family.

When a case conference will be called:

A case conference can be called at a client's request to coordinate service delivery. A case conference can be called when the complexity of the case is beyond the resources of the services involved and when cross system planning is required. .

Steps to take before a Case Conference is held:

- Discuss case conference options with the family or clients
- Determine what other supports and services are currently in place
- Get necessary consents signed

Effective Case Conferences will:

- Have a specific Agenda and recorded minutes
- Address the gap between services
- Identify specific individuals in action items
- Have individuals involved who are in a position to make applicable decisions on behalf of their agencies

If effective case conferencing cannot achieve its objectives, the matter can be referred to the Family Issues Integration Team for guidance and recommendations.

Anticipated Benefits/Outcomes of Case Conferences of Case Conferences:

- Improved services to children, youth and families
- Increased knowledge, exchange and transfer
- Increased collaboration among the systems
- Increased access to services

8. Communication Plan:

This protocol is to be shared among any agency in the child, youth and adult sectors, as well as their respective planning groups. The committee and protocol will be reviewed with the Family Issues Integration Team's annual work plan.