

Service Integration Guidelines for Kingston, Frontenac and Lennox & Addington

What is Service Integration?

Service integration is both a process and a philosophy that supports a family centered service planning process, enabling families to achieve and maintain a quality of life consistent with their values, priorities, strengths and preferences. The process is individualized, responsive and inclusive of both formal and informal services and supports for families in their communities.

The Purpose of Service Integration

The purpose of service integration is to support families with complex needs who could benefit from or who are involved with more than one agency. Service integration is intended to:

- promote family involvement in determining their needs and the resources they require
- promote the least intrusive approach to service provision
- provide continuity, consistency and co-ordination of supports across all service sectors e.g., public health, child welfare, infant development, children's mental health, etc.
- reduce duplication in service provision
- identify gaps in service (formal and informal)
- make efficient use of limited resources.

Beliefs and Values

Service integration is based on the following beliefs and values:

- service integration defines parents as partners with service providers and supports families as they take charge of their services
- service integration recognizes the importance of all service providers and the importance of coordinating all services
- service integration builds on the family strengths
- service integration is family-centered (i.e., meetings are arranged at a time and place convenient to the family; clear language is used in all communication; the family can easily access the service integration process).

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The Service Integration Process

(1) Assessment and Identification of the Service Coordinator

Service partners conduct an assessment of the child according to their own agency's procedure.

Families with multiple stressors who are receiving, or would benefit from receiving, supports and services of more than one resource/agency are appropriate for service integration.

If there is an open protection file with the Children's Aid Society, the child welfare worker is identified as the service coordinator.

If there is not an open protection file with the Children's Aid Society and there is more than one service agency involved with the family, the service coordinator is selected with the agreement of the family from the involved agencies. The person identified as service coordinator may shift as primary agency involvement changes.

(2) Functions of the Service Coordinator

The service coordinator:

- Identifies him/herself as the service coordinator to all the service agencies involved with the family.
- Discusses the service integration process and the functions of the service coordinator with the family. Since the service integration process is family centered, it is anticipated that all families will be involved in some capacity.
- Arranges for an initial service integration meeting within 60 days, if possible, of initiating contact with the family.
- It is assumed that the family will attend all service integration meetings, unless they choose otherwise.
- The service coordinator determines:
 - if the family wants to be present for all or a portion of the meeting,

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- what formal services or informal supports the family would like to have at the meeting,
- the preferred date, time and location
- Acts as a facilitator (or designates the role of facilitator) at the service integration meeting.
- Ensures that the necessary consent forms are completed. Individual agencies are responsible for following their own protocols in obtaining consent.
- Completes the Service Integration Meeting form (see attached). This form reflects the discussions of the meeting. The original form is kept with the service coordinator. Copies are distributed to the family and the service agencies involved with the family.

(3) Responsibility of Service Providers

- Collaborate with team members regarding family-centred and strength-based intervention
- Ongoing communication with service coordinator regarding their involvement with the family, particularly changes
- Attend service coordination meetings whenever possible
- Accountable to the family and their own organization with respect to legislation, individual policies and procedures, etc
- Committed to resolve conflicts and collaborate with partner agencies (service providers)

The purpose of the initial service integration meeting is to:

- review the summary of the family's strengths, their needs and issues,
- assist the family in identifying strengths and goals,
- discuss who will take the lead in implementing strategies that will contribute to the achievement of the goals,
- agree to an integrated service plan.

(4) Monitoring and Review

The service coordinator will:

- Contact the family regularly to determine if the plan is being implemented as intended and/or to determine if revisions are needed.

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- Maintain contact with all service providers, as needed, and notify them as services are completed and the family is discharged.
- Arrange a meeting to review the service plan every six months or less if a significant number of goals have been achieved or if there is difficulty reaching the goals.

It is the responsibility of each individual service provider to notify the service coordinator when the family no longer requires their services.

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INTEGRATED SERVICE PLAN

Name: _____

GOAL	ACTION	BY Whom and When	Results

Date of ISP: _____

Date to be reviewed: _____

GOAL AREAS * Mobility * Physical Health * Communication * Productivity * Social / Emotional *

Service Integration Meeting

To be completed by the Service Coordinator, or designate:

Family Surname: _____

File #: _____
(optional)

Mother's Name: _____

Father's Name: _____

Person Completing Form: _____

Telephone: _____

Organization: _____

Fax: _____

Service providers in attendance:

Name/Agency	Telephone /Fax	(CI) (PI)*

* (CI – currently involved), (PI – potentially involved)

Meeting Date: _____ Location: _____

Consent form(s) must be signed for all participating organizations.

Issues identified by Family:
