

Service Co-ordination Guidelines for Leeds & Grenville

What is Service Co-ordination?

Service Co-ordination is one piece of the larger process and philosophy of Service Integration. It is an intervention that allows the coordination of services that will enhance the opportunity for a seamless/integrated service delivery experience for the client – an intervention that will meet the required outcomes in an effective and efficient manner.

Towards a Vision of Service Integration

The Service Integration Index (MCYS) describes Service Integration as a system of service delivery that provides families with a one stop access to a variety of programs that have clear and complementary mandates within a seamless system of services. Agencies/programs jointly plan the offering of services to families, and actively modify services based on advice and input from their mutual discussion. Ideally service providers jointly plan and modify services to meet the family's goals.

Service co-ordination 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 Co-ordination

The purpose of service co-ordination is to support families who could benefit from or who:

- are involved with more than one agency
- has special needs
- require support to navigate the service system.

Service co-ordination 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.

Adapted from the KFL&A Children and Youth Services Steering Committee 2009 -(Original developed by Frontenac Children's Aid Society, Lennox & Addington Family and Children's Services, Infant Development Program, Better Beginnings for Kingston Children, Pathways for Children and Youth and Healthy Babies Healthy Children (KFL&A Health Unit) June 29, 2001.)

Beliefs and Values

Service co-ordination is based on the following beliefs and values derived from service integration:

- 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 co-ordination and integration builds on the family strengths
- service co-ordination and 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.)

The Service Co-ordination 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 co-ordination.

If 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. Who ever has the best capacity to meet the objectives for the child and family should be considered when selecting the service coordinator.

(2) Functions of the Service Coordinator

The service coordinator:

- Identifies her/himself 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 meeting.

- The service coordinator determines: if the family wants to be present for all or a portion of the meeting; what formal services or informal support 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 Co-ordination 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-centered 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 co-ordination 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 a co-ordinated and 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.
- 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.

(5) Responsibilities of Agencies (to be developed)

Participating Leeds & Grenville Service Providers and Agencies

The Best Start Network of Leeds-Grenville is the planning workgroup for prenatal to 6 year old children and their families in Leeds-Grenville. Best Start reports to the broader children's planning table, *Every Kid in our Communities*, a coalition of over 30 agencies, school boards, organizations and individuals committed to supporting evidence-based collaborative community actions that help to achieve the vision that all children and youth are safe, healthy and valued. The coalition supports children, youth from prenatal to 18 and their families.

The partners for the project include the membership of the EKIOC coalition:

Children's Mental Health of Leeds-Grenville (MCYS)
Family and Children Services of Leeds-Grenville (MCYS)
Developmental Services of Leeds-Grenville (MCYS)
Infant and Child Development (MCYS)
Brockville and Area YMCA (recreation and childcare)
Catholic District School Board of Eastern Ontario (education)
Upper Canada District School Board (education)
Brockville and District Association for Community Involvement (MCYS)
Safe Communities Coalition of Leeds-Grenville
Brockville Police
United Counties of Leeds-Grenville (municipal government, OEYC, childcare)
RNJ Youth Services (youth justice)
Girls Inc. (ngo providing evidence-based programs for girls 8 to 16)
Leeds-Grenville Lanark Public Health Unit (includes Healthy Babies, Healthy Children)
Preschool Speech and Language (health)
Big Brothers Big Sisters of Leeds and Grenville
Employment and Education Centre (education/training and volunteer support for youth and adults)
Country Roads Community Health Centre (serves Rideau Lakes Township) LHIN
Southeast Region Autism Program
Child Development Centre Hotel Dieu (MCYS)
Youth Probation (CSS)
Community and Primary Health Care (LHIN)
Volunteer Bureau of Leeds-Grenville (supports volunteer recruitment and training)
United Way of Leeds-Grenville
Brockville Fire Department
North Grenville Community Living
Licensed childcare providers of Leeds-Grenville
MCYS regional office Kingston

Regional French Language Network (MCYS)
Community Care Access Centre
Healthy Communities Partnership (Ministry of Health Promotion)
Assault Response and Care Centre (MCYS)
Leeds-Grenville Libraries (26 libraries represented)
Tricounty Addictions
Ministry of Education (regional officer)
Blind/low vision program

The project will be led by the Service Integration Working Group which includes community partners representing a variety of sectors working with children and youth and reports directly to the children's planning table.

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