

Waterloo Region Special Needs Strategy Planning Table

Update – Issue #9



February 2017

Coordinated Service Planning Proposal – Update

We are pleased to be able to provide an update regarding Special Needs Strategy and Coordinated Service Planning (CSP) in Waterloo Region. Please note we are still awaiting direction from the Province regarding Integrated Rehabilitation.

Over the last six months we have continued to work on our draft Memorandum of Understanding with partner organizations. In January 2017, we were asked to join the provincial network for CSP and on February 13, 2017, we received our confirmation letter from the Ministries that Sunbeam has been confirmed as the host agency.

In August 2016, a detailed work plan was developed based upon information gathered from the consultation process. This information confirmed the need for smaller working groups. In developing our work plan, we considered the following key themes which were identified via consultations:

- No wrong door—decentralized access and intake model
- Centralized website for families and service providers
- Processes established to share information and coordinate

- service across partner organizations
- Use technology to simplify sharing of info (system yet to be identified)
- Flexibility in criteria – coordination matches non-static family needs
- Leverage existing system capacity; Coordinated Service Planning or Inter-Agency Coordination

Listed below are the working groups (goals, completed work and next steps), as well as a diagram that shows the connection of working group efforts to the shared website for system entry.

Shared Intake & Single Plan of Care

- Completed a high level review of organizations' intake forms/data
- Identified common questions
- Second draft of common intake

Common Intake & Single Plan of Care

- Concept is that each Partner Organization uses common intake form to collect client information
- Each organization/program will continue to collect more detailed information relevant to them
- Common form can then be shared with other organizations when more than one organization involved
- Eliminates need for children/youth and families to repeat information
- Assist in identifying other services that may be required

Special Needs Strategy

Vision:

A Waterloo Region where children and youth with special needs get the timely and effective services they need to participate fully at home, at school, in the community, and as they prepare to achieve their goals for adulthood.



Looking for More Information?

For the most up-to-date information, you can also visit our dedicated webpage at <http://waterlooregionspecialneedsstrategy.weebly.com/> or the Provincial webpage at <http://specialneedsstrategy.children.gov.on.ca>

Next Steps

- Review organizations' Plan of Care Forms
- Determine if a single, common form can be developed and agreed upon
- Develop implementation and training plan

Inter-Agency Coordination

- Renamed from "Little c service coordination"
- Distinct from CSP
- Formal referral to DSRC
- Process aimed at building on agency coordination that currently exist in our community
- Systemizing process to ensure consistency across organizations and staff members within
- Given the need for coordination, important to leverage existing resources within and across organizations
- Building upon the work done by Common Intake & Single Plan of Care
- Utilizes sharing of common documents to begin the coordination process
- Draft process for inter-agency coordination currently in development

Next Steps

- Review proposed process with organization staff
- Develop implementation and training plan

Family-Centredness

- Reviewed current gaps in delivering family-centred service
- Barriers to delivering family-centred services
- Maintaining family-centred approach in the face of system realities i.e. waitlists
- Identified key principles for ensuring services remain family-centred
- Organizations/groups have developed family-centred

principles

- KidsAbility
- Children's Planning Table –Shared Philosophy
- Intention to build on this work and create a simple touchstone from family perspective

Next Steps

- Work with other working groups to review processes and ensure a family-centred approach
- Develop touchstones and resources for organization staff

Privacy & Consent

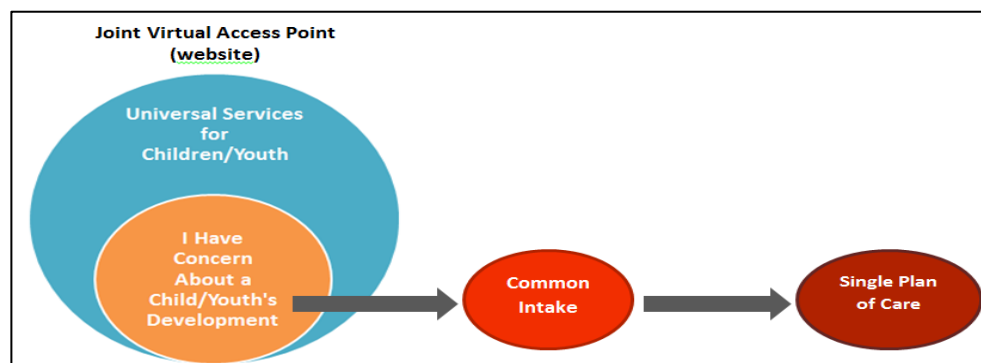
- Sharing and increasing knowledge of privacy requirements, based on sector
- Expanded scope to also include use of technology - interconnected
- Establishing processes for:
 - Privacy breaches
 - Authority profiles based on position
 - Parameters for beginning and ending Coordinated Service Planning
- Developing plain language content of how information is used
- Once processes are established and technology selected, privacy and consent framework will be developed to support new way of working

Planning Table Members

- Carizon/Lutherwood
- Children's Planning Table
- Conseil scolaire de district catholique Centre-Sud (CSDCCS)
- Conseil scolaire Viamonde
- Erinoakkids
- Family and Children's Services
- First Nation, Metis and Inuit of Waterloo Region
- Kerry's Place
- KidsAbility Centre for Child Development
- KidsAbility School Authority
- KW Habilitation
- Region of Waterloo
- Sunbeam
- Waterloo Catholic District School Board
- Waterloo Region District School Board
- Waterloo Region Family Network
- Waterloo Wellington Community Care Access Centre (CCAC)
- Waterloo Wellington Local Health Integration Network (LHIN)

Next Steps

- Work with other working groups to develop framework around process
- Develop training and education materials about consent for staff within organizations



For more information on the Waterloo Region Special Needs Strategy please contact one of our Chairs or visit <http://waterlooregionspecialneedsstrategy.weebly.com/>. This document is available in alternative formats upon request and questions in French can be answered via our Chairs.

Coordinated Service Planning

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