

COLLABORATIVE SERVICE PLANNING

Collaborative service planning is a strategy designed to help service providers develop, maintain and enhance the integrated network of services and supports available to victims of partner abuse and their children in the Central and South Hastings region.

This strategy is designed to help service providers work together more effectively focusing on the best interest, protection and well being of victims of partner abuse and their children.

Service Planning

Service planning is not for every case, for example if a case has already been presented to HART, but may be considered for use when working with victims/survivors in high risk situations, victims/survivors with multiple and complex issues requiring attention, and/or victims/survivors involved with many different agencies.

Service planning is a meeting involving representation from two or more agencies that are working with a specific victim/survivor and have their consent to speak to one another. Service planning meetings may be scheduled at the onset of the service delivery relationship and/or during the services process to facilitate: information sharing; risk assessment and management; problem solving; and/or efficient use of available resources.

This inter-agency meeting is used to generate a concrete plan of action for each of the agencies or professionals working with the client in accordance with their mandate and in consideration of the victim/survivor's needs, priorities, preferences, values and goals. In some instances, specific problems, gaps in services, duplication of service, communication break-downs or similar issues may be identified during the meeting. Every effort will be made to address any such issues in relation to the specific victim/survivor as they arise. When necessary and appropriate, issues may be highlighted for follow-up by a particular agency (such as problems with a particular policy or practice) or the QCCAV (such as reoccurring service gaps).

Service Planning Procedure

1. Agency representative identifies interest or need for service planning meeting, either as a result of his/her own assessment of the situation or as requested by the victim/survivor.
2. Agency representative explains the service planning process to the victim/survivor and secures permission to proceed.
3. Agency representative meets with the victim/survivor and explores the other agencies and/or professionals who will or could possibly be involved in service

- planning for her and/or her children. The agency representative will adhere to their agency practice for obtaining a **Consent to Release & Receive Information** by using their required forms or by completing the **Consent to Release & Receive Information** form (Appendix 16) with the victim/survivor for all invited agencies. This form will then be faxed to all of those agencies prior to the meeting.
4. The meeting is scheduled by the agency representative. In the event that the victim/survivor wishes to participate in the meeting, the agency representative will do everything possible to facilitate her participation, including if necessary the arrangements for language or ASL interpreter services. In most instances, the agency representative who initiated the process will serve as chair or facilitator of the meeting.
 5. Each participant is responsible for organizing and presenting information relevant to their agency and for record keeping and confidentiality commitments in keeping with their professional and agency requirements.
 6. The meeting chair will assume responsibility for generating a brief written summary of decisions, agreements and action commitments generated during the meeting, for distributing said summary to all participants, and for reviewing said summary with the victim/survivor in the event that she decides not to attend the serve planning meeting.
 7. Individual agency participants will assume responsibility for addressing any issues requiring follow up or action within their own agency in accordance with their internal communication, decision-making and accountability processes.
 8. The meeting chair will assume responsibility for forwarding any issues, concerns, gaps in service or recommendations that are not addressed by the interagency issue resolution process to the Chair of the Protocol Committee of the QCCAV.