

## **A Summary of Steps for Developing a Collaborative System of Care**

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- Identify partners & develop policies
  - Identify process for including consumers
  - Develop an interagency Coordinating Committee
  - Ensure committee members have agreement on values & principles
  - Clarification of communication procedures with partners & clients
  - Clarification of a conflict management process
  - If necessary, agencies will make structure changes allowing for active participation. Internal system issues will be addressed including recruitment, training, supervision, service documentation, and billing.
  - Development of an Interagency Agreement
  
- Identify target population
  
- Determine processes for referral and enrollment
  
- Address issues related to service coordination including staff, training, ongoing support & coaching
  
- Implement the team process: collaborative consumer teams create and implement individualized support and service plans of care.
  
- Establish monitoring and evaluation processes
  
- Ensure sufficient collaborative funding is available to meet the financial needs identified in plans of care
  
- Develop a collaborative plan for sustainability of the system of care
  
- Identify a historian to track and organize project activities and outcomes