

Coordinated Services Team Initiative Key Elements in an Interagency Agreement

- The identity of every county department, tribal agency, agency, school district, cooperative educational service agency, county children with disabilities education board, technical college district, or other organization that will participate in the initiative.
- Identification of services and resources that the participating organizations will commit to the initiative or will seek to obtain, including joint funding of services and resources and funding for the qualified staff needed to support the initiative, such as by cash or contribution of in-kind services and resources. This identification shall specify the roles and responsibilities of the coordinated services team and the coordinating committee.
- The designation of service coordination agencies
- The identification of any group of children who will be targeted for services and resources through the initiative.
- The procedures for outreach, referral, intake, assessment, case planning, and service coordination that the initiative will use.
- The specific criteria that will be used for deciding whether a child and his or her family are eligible for services and resources through the initiative.
- The procedures to be followed to obtain any required authorizations for sharing of confidential information among organizations providing treatment, services, education, and other resources to a child and his or her family.
- The procedures that will be used for managing conflicts among service providers or coordinated services team members or between a child or his or her family and service providers.
- The methods that will be used to measure initiative effectiveness, including satisfaction of a child and his or her family, and for revising the operation of the initiative in light of evaluation results.
- The mission and core values of the initiative.
- Expectations for organizations represented on the coordinating committee, including provision of funding match.

Sources: WI State Statute 46.56

The Coordinated Services Team Initiative Sample Interagency Service Agreement

Coordinated Family Services St. Croix County, Wisconsin Interagency Partnership Agreement

Coordinating Committee Mission Statement: St. Croix County Coordinated Family Services strives to keep individuals with multiple needs in their communities (home, school, work) through the establishment of a comprehensive, coordinated, community-based interagency system of care centered on the individual.

Since April 2003, organizations and agencies in St. Croix County have partnered to accomplish this mission. We are currently in the process of renewing and improving this partnership and ask for your continued support and involvement.

A requirement of organizational participation in the St. Croix County Coordinated Family Services is the acceptance and support of the mission, values, principles, and conditions outlined in this Interagency Agreement.

Philosophy

The Coordinating Committee believes:

- The basic needs for food, clothing, housing, and medical care must first be met in order to enable individuals and families to address other needs
- Whenever possible, services can best be provided in a family and community setting, rather than a residential or institutional setting
- Clients and families as partners will have voice, access, and ownership in the development and implementation of the initiative

Guiding Principles

The system of care will:

- Serve individuals with multiple needs regardless of ability to pay and without regard to race, religion, national origin, sex, sexual orientation or handicapping condition
- Be child/family/client-centered, with strengths and needs dictating the types and mix of services provided
- Encourage families and individuals to become full participants in the planning and delivery of services
- Promote early identification and intervention to enhance the opportunity for positive outcomes
- Provide access to a comprehensive array of services that promote physical, emotional, and mental health and address identified social, educational, and recreational needs
- Provide service coordination to ensure that multiple services are developed and delivered in a coordinated, collaborative, confidential manner
- Ensure a smooth and coordinated transition from the child- to the adult-service system
- Protect the rights of the child and their families, and clients, promoting effective advocacy

Conflict Resolution Procedure

All conflicts regarding services will be referred to the Coordinating Committee for resolution. The conflict will then be brought to the entire Coordinating Committee at the next scheduled meeting for discussion.

Conflicts regarding specific agencies or agency personnel should be referred to the specific resolution (grievance) procedure of that agency.

Program Evaluation

Ongoing evaluation will be conducted by the Coordinating Committee.

Expected outcomes include:

- Success in meeting the Plan of Care goals and objectives
- Improved client satisfaction levels as measured by surveys
- In the case of children, improved school performance levels
- Reduced out-of-home placements
- Interagency collaboration as measured by provider satisfaction surveys
- Upon termination of Coordinated Family Services the family/client will not be re-referred for Human Services for six months

Evaluation information will serve as a basis for program modification and be used to update the Interagency Agreement as necessary.

Responsibilities of Partners

Partners are asked at a minimum to:

- Participate on a Coordinated Family Services team
 - If an individual enrolled in Coordinated Family Services is involved with your agency, the expectation is that at least one person from your agency serve on the Coordinated Family Services team.
 - Participation on Coordinated Family Services teams includes: regular attendance at team meetings, participation in decisions, and involvement in the Plan of Care.
- Provide in-kind match costs for services outlined above (e.g. staff time and availability to participate on teams and committees, and meeting space for teams and committee meetings if needed).
- Share information with other partners consistent with the interagency release of information form and your agency's policy and procedures.
- If the individual signing this Interagency Agreement is no longer affiliated with that agency they will designate a replacement prior to leaving
- Be involved in services such as referral, screening, assessment, collaborative case planning and safety planning.
 - **Referral:** Following are the criteria for involvement in Coordinated Family Services
 - Individual is involved in at least two of the following multiple direct services:
 - Mental Health (therapy and/or medication management)
 - Special Education
 - Juvenile Justice
 - Child Protective Services

- Alcohol or Other Drug Abuse Services
 - Other interventions have not been successful over time; persistent obstacles to service access; and/or there is a need for service coordination
 - Child is risk of out of home/institutional placement
 - Parents are willing to be involved in the Coordinated Family Services process
- **Screening:** A Screening Meeting will be conducted within 30 days of receiving the completed referral form. The main purpose of the screening meeting is to confirm eligibility, ensure the referred individual understands the process, and determine if Coordinated Family Services is an appropriate way to meet needs. The use of the Screening Meeting for determination of enrollment models the collaborative spirit of the community for decision-making, rather than putting the decision in the hands of one individual. The referring person, the individual being referred (or parent(s) in the case of a child), DHHS staff and the St. Croix County Family Advocate will be expected to attend this meeting. Identified service providers or other potential team members as deemed necessary, should also be encouraged to attend.
- **Assessment, Collaborative Case Planning, and Safety Planning:** As part of the team process, the team determines the strengths and needs of the individual and team by completing a comprehensive Assessment Summary which addresses many aspects of the individual's life. The team then selects the top three priorities from the Assessment Summary and develops a Plan of Care to address these priorities. Finally, each team develops Safety Plans (also called Crisis Plans) to preplan crisis intervention with the people and/or agencies who may be involved in crisis resolution. After the initial Plan of Care is completed, the team provides on-going support and monitoring, meeting as often as necessary to review the Plan of Care, progress toward goals, and need for modification. Once progress toward the goals set by the team is being made, the team develops a Transition Plan which focuses on planning around long-term services the individual will continue to use or will need to access after the formal Coordinated Family Services process has ended.

Agency Partnership Commitment/Contact Person

St. Croix County Coordinated Family Services Members include representatives from:

- St. Croix County School Districts
- Community Members
- St. Croix County Health and Human Service
- State of Wisconsin, Office of Strategic Finance
- St. Croix County Law Enforcement Agencies
- St. Croix County Ministerial Associations
- St. Croix County Medical Community
- St. Croix County Judicial Community
- St. Croix County Businesses
- St. Croix County Advocacy Groups
- St. Croix County Elected Officials
- Other Interested Parties

_____ accepts and supports of the mission, values, principles,
(Agency Name)
and conditions as outlined in this Interagency Agreement and commits to the associated responsibilities.

Name (please print) Title

Business Address

Business Phone Number Business Fax Number

E-mail Address

Signature Date

**ADDENDUM TO INTERAGENCY PARTNERSHIP AGREEMENT FOR
ST. CROIX COUNTY COORDINATED FAMILY SERVICES (CFS)**

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Note: The commitment outlined below is not a requirement of organizational partnership in the St. Croix County Coordinated Family Services but aids in the expansion of the project throughout St. Croix County.

As part of the continued growth of the Coordinated Family Services (CFS) project throughout St. Croix County and in keeping with the mission of the Coordinating Committee which includes..."the establishment of a comprehensive, coordinated, community-based interagency system of care"; there is a need to expand the capacity to service more youth and their families within this project.

In response to this need, the Coordinating Committee has established a goal of increasing the capacity to serve more youth and their families by expanding the number of individuals that are able to Coordinate and Facilitate the CFS team process for a youth and his/her family.

Outlined below is a:

- Commitment from current partners that work with youth to identify within their organization an individual(s) that could be trained in the roles of Service Coordination and Facilitation of a CFS family team.
- Commitment from staff within St. Croix County DHHS that work directly with the CFS project to those partners.

Commitment from CFS community partners: As part of the continued expansion of the CFS project I/we agree to the following:

1. To identify at least one individual to receive the necessary training in the roles of Service Coordinator and Facilitator of the CFS process.
2. To Service Coordinate and/or assist in Service Coordinating a CFS team for at least one youth served through our organization

Commitment from St. Croix County DHHS Staff: As part of the continued expansion of the CFS project we agree to the following:

1. To provide ongoing training opportunities on the roles of Service Coordinator and Facilitator of a CFS family team.
2. To assign staff to work with the identified Service Coordinator or Facilitator of a CFS team initiated by a CFS community partner, to provide mentoring and 1:1 technical assistance for those roles from the beginning of the team process through the development of the Plan of Care (approx. 3-4 months)
3. For staff to remain available to provide ongoing support, case consultation and technical assistance for that CFS team throughout the life of the team.

**ADDENDUM TO INTERAGENCY PARTNERSHIP AGREEMENT FOR
ST. CROIX COUNTY COORDINATED FAMILY SERVICES (CFS)**
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_____ commits to the responsibilities indicated above
and will identify
(Agency Name)

_____ individual(s) to function in the role of Service Coordinator and/or Facilitator of a
CFS team
(indicate #)

Name (please print)

Title

Signature

Date

St. Croix County DHHS commits to the responsibilities indicated above and will provide the
necessary training, staff assistance and support as outlined.

Name (please print)

Title

Signature

Date