

Purpose

The purpose of this document is to provide guidance as to Attachment I, for the integration of services for community based care organizations (CBC), managing entities (ME) and domestic violence (DV) shelters. Coordinating efforts between these various contractors, and their network of subcontractors is essential to the efficient operation of publically funded child welfare, behavioral health and domestic violence services. There is significant overlap between clients, and to address this, the following framework shall be implemented.¹

Working Agreement

The CBC, ME and local DV shelter must complete a working agreement between the parties, to address the needs of common clients, and provide a framework for communication and resolution of problems.

The agreement must be completed in coordination with the department, specifically the appropriate regional staff. A final copy shall be kept in the contract managers file, for each entity.

The working agreement, should at minimum, include:

- A nominated contact person to oversee the implementation of this agreement at each CBC, ME or DV shelter;
- A plan for, and results of a system inventory, needs assessment, identification of gaps in the community, and a methodology to address this;
- The creation of an ongoing workgroup that will involve sub-contractors, and will address barriers to service for common clients;
- An outline of the integration program position designed for the region;
- A self-audit mechanism, and a review process to update the agreement for identified needs; and
- An annual report to the department as to the operation of the working agreement.

The working agreement is intended to formalize a mechanism for accountability and coordination of local efforts to serve common clients. It is expected that this agreement will be completed, and implemented by July 1, 2013.

It is expected that over time, the need for this agreement will change, and it is important that it stay relevant. The self-audit should address this need. Any changes to the agreement should be provided to the department.

As an example, a working agreement is included as Appendix 1 with this guidance document.

¹ For the purposes of this document, the terms CBC, ME and local DV shelter are understood to mean those that bear contractual responsibility for a common geographical area.

Workgroup

The CBC, ME and local DV shelter must convene a workgroup that meets to discuss the operational barriers that arise to coordinating services. This is an essential component of the working agreement, because it provides a forum to work through day-to-day difficulties that common clients may come across, or providers may experience.

The workgroup, should at minimum, include:

- Representatives from the CBC, ME and DV shelters;
- Service providers;
- A monthly meeting schedule;
- A schedule to coordinate who will be responsible for leading the group; and
- Regional staff from the department.

To be efficient, this workgroup should utilize technology, and where possible allow for VTC or teleconferencing.

Integration Position

The department has directed, via the ME contract, that a staff position be developed to assist the common clients. The ME is required to coordinate with the lead CBC, as this position is developed and implemented.

The department expects the CBC to cooperate with the ME in the development, implementation and operation of this position.