

# ESTABLISHING COLLABORATIVE PARTNERSHIPS IN SYSTEMS OF CARE



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# Collaboration in Systems of Care

## □ Collaboration:

- Creates an environment conducive for members to respectfully voice differing opinions while maintaining a high level of trust and respect.
- Fosters inclusion in decision making.
- Partners for common goals and desired outcomes.
- Builds consensus.
- Is a shift in vision from “my vision to a shared vision”.

# Collaboration

- Respects the diversity each party brings to the table and their value to the team.
  - Diverse social networks
  - Diverse skills and expertise
  - Diverse experiences with the child and family
  - Diverse perspectives
  - Diverse cultural and traditional experiences
  - Diverse system mandates and obligations to fulfill those mandates
  - Diverse resources

# Challenges to Collaboration

- Members may have a different perspectives and, therefore, different agendas, goals, and objectives.  
The **goal** is to unify those perspectives and experiences.
- Members representing different perspectives may, and will at times disagree.  
The **goal** is to build consensus around the plan.
- “Competing pressures may, and will at times arise from the incompatible or opposing goals and objectives that push or pull the system in opposite directions”  
The **goal** is to establish one well coordinated integrated plan.

# Barriers to Collaboration

- ❑ Staff turnover and new leadership
- ❑ Lack of ownership and buy in
- ❑ Lack of role clarification
- ❑ Lack of unified vision
- ❑ Lack of trust
- ❑ Lack of consistency
- ❑ Poor system communication
- ❑ Lack of recognition and celebration of progress and setting clearly defined measurable outcomes

# Benefits of the Team Approach to Care

- ❑ Reduces fragmentation and duplication of effort;
- ❑ Looks holistically at the child and family (multiple perspectives and experiences with the family);
- ❑ Coordination and delegation of duties across the team;
- ❑ Focuses on solutions rather than problems;
- ❑ Empowers the family by creating a circle of support to sustain them in a well coordinated and seamless manner;
- ❑ Sets incremental goals to achieve the long range goals and celebrates success to impart hope.

# Traditional Staffing Vs. Family Team Meeting

## Traditional Staffing

### *Summary of Differences*

- Typically run by case worker
- Little engagement of family prior to staffing
- Agency mandates define purpose for meeting
- Professionals and formal supports comprise the majority of the team
- Meetings are generally structured around agency mandates being accomplished
- Decision-making is often made by professionals identifying what the youth and family needs
- Meetings occur at fixed intervals

## Wraparound FTC

### *Summary of Differences*

- Meeting is led by a team facilitator, care coordinator
- Family is engaged in process.
- Extensive prep-work is done before meeting
- Focus is on family strengths, vision and needs
- Formal and informal supports are included
- Meetings are family driven
- Creative non traditional options are explored
- Meetings occur according to the changing needs and acuity of the family

# Qualities of a Care Coordinator

- Respectful
- Empathic
- Transparent
- Understanding
- Creative
- Resilient
- Team Oriented
- An Advocate
- Collaborative
- A Listener
- Consensus Team Builder





# Role Clarification

- The Care Coordinator's role is to advocate for and empower the team as a whole.
- The Family Partner's role is to advocate for and empower the family as a whole.
- The Case Manager's role is to advocate for and empower the identified client.

*In sports each team member has a specific unique function critical to the success of the team. Alone no one party will achieve what the team as a whole is capable of.*

# Care Coordinator Role: Guide the Team

- The Care Coordinator is to advocate for, and empower the team to meet the needs of the family;
- The Care Coordinator is the point of contact for the team;
- The Care Coordinator focuses on building and guiding the team to focus upon solutions not problems (the coach and referee);



# Care Coordinator Role: Guide the Team

- The Care Coordinator works to ensure natural supports are incorporated into the team for long term sustainability and that they are valued members of the team and not token attendees;
- The Care Coordinator creates 1 well coordinated plan of care;
- The Care Coordinator maintains contact with the family and team to ensure the plan is working, “plans fail, not people”;
- The Care Coordinator ensures parties to the plan are fulfilling their commitment to the plan;

# Care Coordinator Role: Guide the Team

- ▣ The Care Coordinator imparts hope and celebrates incremental milestones;
- ▣ The Care Coordinator focuses on life plans verses treatment plans;
- ▣ The Care Coordinator facilitates and mediates team decision making;
- ▣ The Care Coordinator ensures the plan is strength based, needs driven, and tailored to the changing needs of families;
- ▣ The Care Coordinator ensures outcomes are being met and the family vision realized.

# Case Manager Role:

## Guide the Identified Client

- ▣ Addresses and advocates for the needs of the identified client;
- ▣ Works to assess and meet the needs of the client;
- ▣ The case manager is the point of contact for the client and involved system (MH, JJ, DD, CW);
- ▣ Follows the client from placement to placement;
- ▣ Focuses upon short term interventions, mandates, sanctions, etc.;
- ▣ Ensures system mandates are addressed.

# Family Partner Role: Guide the Family

- The Family Partner addresses and advocates for the needs of the family;
- The Family Partner is the point of contact for the family;
- The Family Partner identifies the family's strengths and resources;
- The Family Partner supports, strengthens, and empowers the family;
- The Family Partner identifies natural and informal supports and resources;

# Family Partner Role: Guide the Family

- The Family Partner addresses and removes barriers to success;
- The Family Partner ensures access, voice and ownership;
- The Family Partner conducts the WOF or related fidelity and satisfaction surveys;
- The Family Partner provides feedback to the team on family centered practice and wraparound principle adherence;
- The Family Partners responds to the family as needed.

# Roles Clarified

- The Family Partner is the advocate for the family.
- The Care Coordinator is the advocate for the team.
- The Case Manager is the advocate for the client.
- Roles can and do cross over for this reason it is best when a Family Partner and Care Coordinator are paired to function as a team with a caseload of families.
- The key to success is the partnership between the parties and consensus of the plan.



# Thoughts About Teams



- The whole is greater than the sum of the parts.
- Teamwork is working together — even when apart.
- Teamwork divides the task and doubles the success.
- None of us is as smart as all of us. ~ Ken Blanchard
- The strength of the team is each individual member...the strength of each member is the team. ~ Coach Phil Jackson Chicago Bulls ~

Coming together is a  
beginning. Keeping together is  
progress. Working together is  
success. ~Henry Ford

Thank you!