

SWMPF Working Group: Coordination of Wrap-Around Services for Individuals With Multiple Needs

Shared outcomes

- Clients are encouraged to become actively involved in identifying their service and support needs and in developing a seamless service and support plan.
- Clients receive an effective, multi-agency response that meets identified needs.
- The SWMPF Think Tank provides timely advice to service providers seeking support to achieve outcomes for their clients.
- The SWMPF provides inter-agency groupings with effective supports to enable them to overcome barriers encountered in securing outcomes for high needs individuals.

Agreed indicators – outputs

- Development of a client-informed *Shared Client Consent* framework and form, and incidence of implementation/use among SWMPF members (quantitative)
- Development of a *Collaboration and Information Sharing* framework and form, and incidence of implementation/use among inter-agency groupings (quantitative)
- Development of a database of inter-agency groups operating in the region and consultation to identify the elements of successful collaboration, the barriers inhibiting seamless coordination of services, and how the SWMPF can add value to their work (qualitative and quantitative)
- Development and implementation of an action plan addressing the issues raised by the inter-agency groups, including the development of additional tools and other supports, as required. (qualitative and quantitative)
- Development of mechanisms to support client involvement in identifying needs and attendant service/ supports (quantitative)
- Development of mechanisms to obtain and incorporate client and service provider (and other community stakeholder) feedback into the ongoing review of the above forms, processes and supports (qualitative and quantitative)
- Development and implementation of SWMPF Think Tank (quantitative)
- Referral of cases to the Think Tank (quantitative) and feedback from service providers regarding the efficacy of the Think Tank (qualitative)

Agreed indicators – outcomes

- Clients report improvements in coordination of multiple services through a single referral (qualitative and quantitative)
- Clients report improvements in either active involvement in the development of their support plans with their service provider or receipt of support to become so involved (qualitative and quantitative)
- Clients receiving services from multiple agencies report that their needs have been/are being addressed in accordance with the agreed support plans (qualitative and quantitative)

- Service provider partners (and other community stakeholders) report that SWMPF has effectively facilitated improvements in service integration/care coordination in the local sector to achieve outcomes for clients with multiple and complex needs (qualitative and quantitative)
- Inter-agency groups in the region report that SWMPF has provided effective support and value-added to the group (qualitative and quantitative)
- Service providers report effective and timely support from SWMPF Think Tank to achieve outcomes for clients with multiple and complex needs (qualitative)