

# Q&As: Early Implementation Sites

## What's happening?

The ministry has recently launched an integrated service delivery model that will better support people with developmental disabilities over the long term.

- There will be five early implementation sites that will run for 18 months to test, evaluate and refine the model prior to rolling it out province wide.
- Four sites will support youth and young adults ages 16 to 24. These sites will be in Courtenay/ Nanaimo; Surrey; Kamloops/Merritt; and Prince George/ Haida Gwaii.
- In early 2014, a fifth site will open in Burnaby to focus on the 55 plus age group and specific services and supports that older adults may need.
- The sites will introduce the role of a navigator to support people through periods of transition.
- The sites will also test a Common Assessment Platform to centralize information and provide better service and support planning.

## What is an integrated service delivery model?

- An integrated service delivery model puts the person with a developmental disability at the centre of assessments and planning.
- Developing a more integrated approach to services and supports is an important part of improving services for people with developmental disabilities over the long term.
- The model is based on extensive consultations held in 2012 with individuals, their families, service providers, and advocates.
- One of the proposed changes that will help individuals and families better access services is the introduction of a 'navigator' - someone who can act as a single point of contact and help coordinate planning and access to the range of services and supports available.
- Taking an integrated approach will help individuals move more easily from youth to adulthood and through other transitions in their lives.

## What are early implementation sites?

- The ministry is setting up early implementation sites in five locations around the province.
- The sites will run for 18 months to test the integrated service delivery model prior to implementing it around the province.
- Each location will have a director, two navigators and Provincial support staff who will connect with government ministries and agencies, service providers, community partners and families to enhance support for people with developmental disabilities.
- The focus is on providing more coordinated planning and better access to the range of services and supports available with each community.
- Overall, we want to make sure that service improvements are achieved – and we're delivering services in a way that better supports people with developmental disabilities.

## What sites were selected?

- Five communities, some of them blended, were selected as early implementation sites following a rigorous process to ensure specific criteria were met.

- Four sites focus on supporting youth and young adults ages 16 to 24. These sites are in Courtenay/Nanaimo; Surrey; Kamloops/Merritt; and Prince George/Haida Gwaii.
- The fifth site, focused on the 55 plus age group and specific services and supports for older adults, will be in Burnaby and will be operational in early 2014.
- All of the sites are located within existing ministry offices.

### **How were the sites selected?**

- The selected communities represent a range of rural and urban communities with demographic and cultural diversity.
- These sites also best met the requirement for strong support from community agencies and organizations, including Aboriginal communities, school districts and employment service providers, as well as local government.

### **How much is this costing? Won't this cost more money?**

- Our government is committed to improving supports for people with developmental disabilities and their families.
- The ministry is covering the operational costs of the early implementation sites including staffing.
- No additional funding is being provided as the project focuses on coordinating and better managing access to services and supports rather than increasing existing budgets.

### **What is a navigator?**

- Individuals and their family will be provided with a navigator if they wish, who will act as a single point of contact through periods of transition.
- The navigator will coordinate planning and access to the range of services and supports available, with the ability to bring together government partners to respond to families.
- As part of an integrated model, a navigator will help individuals move more easily from youth to adulthood and through other transitions in their lives.
- Navigators do not make resource or funding decisions but they can provide individuals and families with ideas and options they may not have considered where traditional funding sources are not available.

### **Does the navigator only support youth? Will the navigator be available to a person of any age?**

- The goal of a navigator is to support a person of any age through periods of transition.
- During the early implementation phase, navigator supports will focus on transitioning youth at four of the sites and, in Burnaby, the navigators will be supporting older adults, those over age 55.

### **How will the navigators specifically work with similar existing roles such as CLBC facilitators and key workers at MCFD?**

- Navigators will work in partnership with staff in other ministries and authorities but will focus on community connections, identifying opportunities and integrated planning.

### **How is CLBC or other government ministries involved in these sites?**

- CLBC, school districts, health authorities, government ministries and other partners will work with navigators to support individuals.
- The Common Assessment Platform – a web based planning application - will significantly streamline their current involvement with individuals with developmental disabilities.
- The intent of the application is to provide a centralized place for gathering and sharing assessment information by those involved in planning and supporting an individual.

## Does this service delivery model cover people with autism and fetal alcohol syndrome?

- At this time, the model does not specifically address individuals diagnosed with Autism Spectrum Disorder or Fetal Alcohol Syndrome Disorder who are supported through the Personalized Supports Initiative.

## Does a Common Assessment Platform mean individuals will only need to be assessed once?

- No, individual ministries or agencies will still use their existing assessments and tools that best meet their needs.
- The Common Assessment Platform provides a centralized place where information is collected and shared by those involved in planning and supporting an individual. This will help ensure consistency, clarity of needs assessment and more collaborative planning for individuals.

## What is this Common Assessment Platform?

- A Common Assessment Platform is a web-based application that provides a central place for gathering and sharing assessment information by those involved in planning and supporting an individual.
- This is an important part of an integrated service model and will provide consistency, clarity of needs assessment and more collaborative planning for individuals and their families.
- There are a number of examples of Common Assessment Platforms that work well. For example, the Individualized Education Plan Central (IEP Central) system, used by 15 school districts, currently tracks the assessments, goals, and progress of all special needs students within the school district.
- One of the goals of the early implementation sites is to test the technology and tools required to support an information sharing platform among service partners, private practitioners, individuals and their support network.

## Who will use the Common Assessment Platform?

- There are four main groups of people who will use and have access to the Common Assessment Platform:
  1. Ministry staff involved in supporting the individual such as the directors and navigators at the early implementation sites.
  2. Individuals, their families, and people identified as part of their support network.
  3. Support team members involved with an individual representing Health Authorities, MCFD, CLBC and Employment BC, etc.

4. Professionals who work in the community and provide assessments such as school psychologists, social workers, health care workers.

## Has this kind of system been used by government before? Was this developed based on anything?

- The application is unique because a range of professionals and members of a person's support network will have access to one collaborative space within the web-based system.
- This will support greater collaboration in the planning of supports and services for an individual.
- There are a number of examples of Common Assessment Platforms that work well. As mentioned above, the Individualized Education Plan Central (IEP Central) system is used by 15 school districts. This system tracks assessments, goals and progress of special needs students within the school district but is limited to those employed by the school district.
- The goal of the early implementation sites is to test the technology and tools required to support an information sharing platform among service partners.

## Are there any privacy implications?

- Privacy is a priority and privacy and security provisions are in place.
- Ministry staff have worked closely with the Office of the Chief Information Officer.
- Individuals and families will sign a consent form enabling support team members, including practitioners to participate and contribute to the web-based 'collaborative space.'
- Non-ministry staff will only have access to the collaborative space where general information and assessment summaries will be posted to support improved planning and goal-setting.

## How is this different from the current Integrated Case Management (ICM) system?

- ICM is a computer 'enterprise' system only accessible to designated ministry staff and staff at Ministry of Children and Family Development.
- The Collaborative Space, which includes the Common Assessment Platform is a specific application that is accessed through the web and enables a range of users to share relevant information.

## Why not use the ICM system?

- Since the ministry will be testing the technology and how effectively it is used as an information sharing platform over the coming 18 months – we needed to use an agile system that can be refined as we go along.
- Over time, it is expected that the project requirements can be incorporated into an enterprise system.

## Navigator Story

With the early implementation site now in her community, Susan, who has just turned 17 and her family will have a single point of contact, a navigator called Kelly to help them through the transition from youth to adulthood. Previously, Susan and her family would have needed to go to multiple organizations to find out about the services and supports which would have been appropriate and

that Susan was eligible for as an adult. With Kelly as their navigator, the family will no longer spend time and energy frustrated and uncertain as to where to turn for support from the various government and non-government organizations and agencies. The navigator is part of the team that will work with the Susan and her family to help organize activities and provide and explain information to make the transition process as smooth as possible.

## Common Assessment Platform Story

### EARLY ADULT SITES

With the early implementation site now in her community, Susan, who has just turned 17 and her family will be given access to a web-based, online application and provided with training on how to use the system. Susan, her family and people they have designated as being part of their trusted support network will be asked to obtain a BCeID. Once that is completed, they will have access to the application. Susan and her parents will be able to ensure that the government agencies and professionals such as psychologists who are working with Susan are able to provide summaries of their assessments and involvement in supporting her and her family. Susan will be able to ‘build a picture of herself’ that will be available to the agencies supporting her. That combined with easy access to assessment summaries and a common planning approach will simplify and streamline the process for her as she and her family identify the supports Susan needs, which are available, what other options might exist and how to go about putting a solid plan in place for the transition into adulthood.

### OLDER ADULT SITE

With the early implementation site for older adults now in Burnaby, Paul and his support network will be given access to and trained on a web-based, online application called Collaborate. Paul and people designated as being part of his support network will be asked to obtain a BCeID. Once that is completed and eligibility is confirmed, they will be given access to Collaborate. Government agencies and health care professionals, such as physicians and occupational therapists, who are working with Paul, will be able to share summaries of their assessments. With a navigator, Paul will be able to ‘build a picture of himself’ that will illustrate what is important to him and will be available to his support network. Through this integrated service delivery model, the supports that Paul needs can be identified and the availability of those supports can be determined more efficiently. The navigator will then assist Paul to put a solid plan in place early enough for smoother transitions related to aging. The information sharing component of Collaborate, called the Common Assessment Platform will be instrumental in convening partners to ensure a coordinated team effort across all sectors in support of the implementation of Paul’s transition plan.

