



SECTION: Access Coordination

POLICY: AC 07

REVISED: August 2022

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December 2018; February 2016; September 2015; June 2014

CASE CONFERENCES

POLICY

Contact Brant will work collaboratively with community service organizations to support service coordination on behalf of clients and their families.

PROCEDURE

- 1.0 The Resource/Service/Urgent Response Coordinator and URS Peer Support Navigator will encourage and participate in Case Conferences to work cooperatively and collaboratively with other community services in planning for and coordinating services for children on their caseload. (Refer to Coordinated Service Planning Protocol, and Service Coordination Policy).
- 2.0 The Resource/Service/Urgent Response Coordinator and URS Peer Support Navigator will be a resource to support the Case Conference process including service options, eligibility, and completing referrals and supporting a community response to coordinating services to reduce risk. They will ensure that a client's strengths are identified as well as needs, and will prioritize the immediacy of required supports. Staff will encourage a family centered approach in Case Conferences to support a seamless service system for families.
- 3.0 The Resource/Service/Urgent Response Coordinator and URS Peer Support Navigator will assist and provide leadership to the identified community service coordinator to identify when a Case Conference should be considered, invite appropriate people to the Case Conference, including the client, parents/guardian, current service providers, and other relevant people
 - 3.1 A Case Conference, with broad representation of services and senior management, should be held when a child/youth is beginning to stress the service system. This community response is important in coordinating services and planning for unique responses that will stabilize the situation.
 - 3.2 For children and youth with complex needs, the situation can be reviewed at Case Resolution to ensure all possible community resources have been accessed and exhausted prior to requesting Complex Needs Funding. (Refer to the Brant Case Resolution Protocol)
 - 3.3 The Resource/Service Coordinator will ensure transition planning for youth with a developmental disability is actively occurring (Refer to Transition Planning Policy and the Transition Planning Protocol and Procedures For Young People with Developmental Disabilities). A Case Resolution meeting for transition planning for youth with a developmental disability who are prioritized as 'at risk' or 'emergent', or who is a crown ward, will be scheduled by the Resource

/Service Coordinator when the youth turns 16, and again at age 17, at a minimum (refer to the Brant Case Resolution Protocol).

- 4.0 Contact Brant staff are responsible for booking the meeting room and ensuring the room is ready for the meeting if the Case Conference is to be held at Contact Brant. They will also ensure the room is cleaned up afterwards.
- 5.0 The Resource/Service/Urgent Response Coordinator may Chair the Case Conference when deemed appropriate by the client or community stakeholders, or may be required to take minutes and be responsible for distributing the minutes.
- 6.0 A Case Conference agenda should:
 - have a purpose for the meeting
 - review the case information, including current situation, strengths, and history. This is best done in written form and copied to all attendees so the focus of the meeting can address needs for services and supports as well as a coordination of services.
 - address who is responsible to do what, and the timeframe.
- 7.0 The Resource/Service/Urgent Response Coordinator will follow-up on Case Conference recommendations for referrals or information.
- 8.0 The Coordinators/Peer Navigaotr will document all Case Conferences in EMHware - Contacts and attach minutes or other case conference related documentation in the Attachments tab.