



CASE RESOLUTION

POLICY

Contact Brant will facilitate the community Case Resolution mechanism according to the community Case Resolution Protocol to ensure the needs of children at risk have an appropriate stabilization plan of supports.

PROCEDURE

- 1.0 Contact Brant employees will follow the procedures outlined in the Brant Case Resolution Protocol, which was developed by the Brant community.
- 2.0 For at risk cases, the Resource/Service Coordinator will accept requests for Case Resolution in consultation with the Manager of Service Coordination or Chief Executive Officer. A date and time will be agreed upon within 5 working days of the request if required, or scheduled at the next monthly meeting if a longer time will not adversely affect the individual and family, and will increase participation.
- 3.0 For transitional aged youth reviews, the Resource/Service Coordinator will schedule the review with the youth's service coordinator at one of the scheduled monthly Case Resolution meetings according to the Case Resolution Protocol.
- 4.0 The Resource/Service Coordinator will work with the client's service coordinator to ensure the client, appropriate family members and service providers are invited.
- 5.0 The Manager of Service Coordination will notify the appropriate Case Resolution Team members of the meeting date and time by email if it is at a time other than the regularly scheduled monthly Case Resolution meeting.
- 6.0 The Manager of Service Coordination will ensure the client's service coordinator has the required Consent and Case Resolution documentation, including the Coordinated Service Plan, to Contact Brant at least 48 hours before the Case Resolution meeting:
 - 6.1 For at risk cases, the Manager of Service Coordination will ensure there is sufficient information provided, including a summary of the situation identifying issues and barriers, the clinical recommendation for the specialized service requested, an explanation of how this specialized service plan will stabilize the situation, and a budget for the plan.
 - 6.2 For transitional aged youth reviews, the Resource/Service Coordinator will support the service coordinator to ensure there is a clear written transition plan provided in the Coordinated Service Plan that is given to the Case Resolution Team.

- 7.0 The Manager of Service Coordination will ensure the Case Resolution package is sent by encrypted email to the Case Resolution Team at least 24 hours prior to the Case Resolution meeting.
- 8.0 The Manager of Service Coordination will ensure that there are sufficient copies of the above documentation prepared for in-person meetings, or can share electronically at the meeting.
- 9.0 The Manager of Service Coordination or Chief Executive Officer will chair the Case Resolution meeting.
 - 9.1 The client/family should be invited to participate and agree to the goals developed prior to the Case Resolution Team addressing how the plan will be resourced. Agreement of the final action plan should be reached by consensus and based on the Ministry's Decision Making Guidelines.
 - 9.2 The Chief Executive Officer will assign a Resource Coordinator or alternate to record discussions and document in the Case Resolution Meeting Report. (See addendum for guidelines for Case Resolution Reporting to the Ministry, i.e., presenting the business case) and distribute to the client/family, service coordinator, Team members present, any Brant service provider named in the plan. For at risk reviews requesting Complex Needs Funding, the appropriate Ministry template for CSN Funding will be completed; the Program Supervisor will be copied with both the Ministry form and the Case Resolution Report.
- 10.0 The Chief Executive Officer will accept any dispute with the Case Resolution process or the final plan in writing within 3 days of the Case Resolution meeting. The Chief Executive Officer will arrange a meeting with the Case Resolution Team, the disputing party and a representative from the Ministry Area Office to review the dispute. Resolution will be made by consensus.
 - 10.1 A Contact Brant staff will take minutes and forward to all present.
- 11.0 An annual report of Case Resolution reviews will be presented to the community's child and youth services planning table by the Chief Executive Officer to include volume of Case Resolution meetings, sectors serving the clients, and service system gaps.
- 12.0 Contact Brant will annually review the Case Resolution Protocol with the Case Resolution Team as well as the community's child and youth services planning table, or when requested by any member of the team to review and evaluate the Case Resolution process.
- 13.0 Annually in February, the Chief Executive Officer will request agencies to identify their representative and alternate for Case Resolution for the upcoming fiscal year. The Manager of Service Coordination will provide orientation to new Case Resolution Team members, as needed.

Addendum

Guidelines for Case Resolution Reporting to the Ministry

The following direction has been provided by the Ministry:

Any Case Resolution request must meet the eligibility outlined in the Brant Case Resolution Protocol, including the *MCSS/MCYS Decision-Making Guidelines*:

- situations that are urgent, complex or critical requiring multi-disciplinary responses or immediate intervention from the service system is needed to decrease the risk
- services have been exhausted (local services first, then regional resources); needs are beyond the capacity of the service system and family (waiting for services is not an exhaustion of services)
- all community processes have been exhausted and the barriers to provision of service include resources implications, lack of access to expertise and/or mandate restrictions.

All Case Resolution reports will need to present a business case to include:

- Clinical profile
- Diagnosis
- Presenting issues
- Services: successful services, what tried/unsuccessful services and why
- Why circumstances can't be met in base funded system
- Clear picture of service plan proposed i.e., rationale for interventions
- How the plan will decrease risk of imminent harm to self/others
- Estimated timeframes for service plan (proposed start and end date)
- Detailed budget costs (type of support, direct service staff position title, wages/benefits, hours of support, any program administrative salaries/benefits; other costs – specify/details)
- What other options considered; is there a less costly means of intervention
- Identify agency to provide the support

All Case Resolution commitments of funding (Complex Needs Fund need to be approved by both Regional Office and Corporate).