

Systems for Managing Care

Initial Monitoring of Care involves:

- Focusing on whether a student/family has been connected with a referral service.

Ongoing Management of Care involves:

- Monitoring processes and outcomes using information systems that enable staff to regularly gather, store, and retrieve data.
- Producing changes as necessary to improve quality of processes.
- Assembling a “management team” of interveners and clients, and assigning primary responsibility for management of care to one staff member or to several staff who share the role.
- Assuming a role that always conveys a sense of caring and a problem-solving orientation, and involves families as empowered partners.
- Facilitation of self-determination in clients by encouraging participation in decision-making and team reviews.
- Meeting as a management team whenever there is a need for program changes or at designated review periods.

Systems of Care involve:

- Developing and provide a full array of community-based programs to enhance what is available and reduce overreliance on out-of-home placements and overly restrictive treatment environments;
- Increasing interagency collaboration in planning, developing, and carrying out programs to enhance efficacy and reduce costly redundancy;
- Establishing ways that interventions can be effectively adapted to the individuals served.
- Creating a Resource Coordinating Team that brings together representatives from all major programs and services addressing barriers to learning and promoting healthy development. This team may...
 - ✍ Conduct resource mapping and analysis with a view to improving resource use and coordination
 - ✍ Ensure that effective systems are in place for triage, referral, management of care, and quality improvement
 - ✍ Establish appropriate procedures for effective program management and for communication among school staff and with the home
 - ✍ Suggest ways to reallocate and enhance resources (e.g., clarifying how to better use staff and resources, which activities need revision or are not worth continuing).

