

Organizational and System Support for Collaborative Individualized Service Planning (wraparound)

Presented at the
System of Care Community Meeting
Portland, Oregon, January 7-10, 2003

Nancy Koroloff
Kathryn Schutte
Janet S. Walker

www.rtc.pdx.edu

Research and Training Center
on Family Support and Children's Mental Health

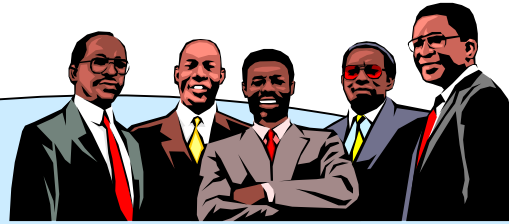


The Context of Services



High-quality implementation of ISP requires:

- Effective teamwork
- Support from lead and partner agencies
- A hospitable policy and funding environment (system level)



System (Policy and Funding Context)



Organization

(lead and partner agencies)

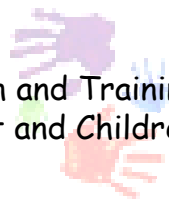
Team



The Matrix

At each of these levels, certain conditions need to be in place. We group these **necessary conditions** into five categories:

- Support for the practice model
- Collaboration/Partnerships
- Capacity building/Staffing
- Acquiring services and supports
- Accountability



Where did all this come from?

- Search of literature, research on teams, organizations, systems, ISP
- Interviews with more than 60 people at team, organization and system level (families, facilitators, administrators...)
- Two rounds of expert reviews


Checklist/Assessment



Checklist strategy at each level. Used to

- Determine degree to which conditions are in place
- Clarify needs and prioritize areas for improvement
- Increase incentives for change through "upward accountability"

1: Supporting the practice model



1 A. Team Level

Teams possess skills and adhere to a practice model that promotes both effective planning and the value base of ISP.

Areas of challenge



What to *do* to meet the challenges of
ISP teamwork

How to promote effective planning

Practice model: Current work

- Report on how the necessary conditions for the practice model were derived from available research
- Description of some specific, research-based strategies to meet the necessary conditions
- Checklist for team process and planning
- Analysis of videotaped meetings and participant debriefing

Necessary conditions at the organizational level



Respond to questions 1-14 (sections 1.B.i-iii)

Form small groups of 3-5 "strangers"

- Review patterns of answers
- Focus on conditions that are not in place
- Are these important barriers?

Necessary conditions at the organizational level



Large group debrief

- Which conditions can be addressed at the organizational level?
- Which conditions need to be addressed at the system level?

Implementing a new practice model

M
o
d
e
l



P
r
a
c
t
i
c
e


Transfer of training to practice

Effect sizes for training outcomes

<u>Training components</u>	<u>Knowledge</u>	<u>Skill</u>	<u>Transfer training</u>
Theory	.15	.50	.00
...+ Demonstration	.66	.86	.00
...+ Practice	1.15	.72	.00
...+ Feedback	1.31	1.18	.39
...+ Coaching	2.71	1.25	1.68

Adapted from Joyce and Showers (1995). *Student achievement through staff development*.


System level



Respond to items 1-4, system support
for the practice model

Respond to items 15-24, acquiring
services and supports, system level

Necessary conditions at the system level



Large group debrief:

- What are some strategies for addressing conditions at the system level?

What we have to offer



- Monograph- report detailing the necessary conditions at each level
- Assessments
 - System and organizational self-assessment
 - Team process and planning observational tool for peer coaching and supervision
- Research reports (technical and non-technical versions)
 - Processes linked to ISP team effectiveness
 - Observed teamwork in 70 ISP team meetings

Other opportunities



Talk to us after the session or contact us by phone or email to:

- Provide feedback on the assessments or our presentation
- Look into having your site participate in pilot testing using web-based assessments

Contact information



Visit our web site for latest updates
and products: www.rtc.pdx.edu

Click on "research" and then look for
"Context of Services" and "Teamwork in
Practice"

Call or email Kathryn Schutte

kmschutt@pdx.edu 503-725-8464