



update

for managers

ISSUE 9 - JULY 2009

Ma mahi tāhū tāhū working together for children and young people with high and complex needs

Kia ora tāhū

It is a new financial year already. We are busy collating our financial year-end information, which we will report back to you in our next newsletter and at the **National Forum for Interagency Management Groups** on 17 September in Wellington.

However, I wanted to alert you to a few immediate changes in our contribution for services coordination, which we will trial for the next 12 months.

Changes in services coordinator contributions

We often hear that the processes of application and plan development take too long, that agency workers are not familiar enough with what is required and that they find it difficult to complete the application for HCN funding within their workload. Because of this, we want to trial some changes to see if they make the process easier and improve the quality of applications and plans. Specifically, we will:

- fund applications to be written
- increase the duration of contribution for services coordination in plan development.

Funding for applications to be written

We will make \$1,164 available for a services coordinator to collate the application for HCN funding after the Interagency Management Group has agreed that an application is to be made. This is equivalent to one day a week for four weeks.

We anticipate this will decrease the time it takes for an application to be submitted, and will allow each agency worker to focus on providing their agency's information for the application, leaving the coordination and writing to a services coordinator.

To access this contribution, we need you to email hcn@cyf.govt.nz with the:

- name and date of birth of the child/young person
- date the Interagency Management Group agreed to apply for HCN funding.

We will pay on receipt of the application. It will apply for all applications received from 1 July 2009.

Increase in contribution for plan development

Last year, we set a benchmark timeframe of the plan start date being within 13 weeks of the application being approved. We will increase our contribution for services coordination from six to 12 weeks (\$1,680 to \$3,360) to reflect the target timeframes and to recognize the services coordinator continues to work while the plan is being considered for approval. The increase in contribution applies to all first plans received from 1 July 2009 and we will pay on receipt of the plan.

Review effectiveness of changes in 12 months

We want to trial these changes for 12 months; during this time, we will monitor whether or not:

- Interagency Management Groups find these changes support the process of preparing applications and plans
- the applications are more timely - i.e. we expect to receive applications within six weeks of the Interagency Management Group agreeing that an application is to be made
- it improves the quality of applications and plans received (i.e. fewer deferrals)
- it assists with meeting the target timeframe of the plan start date being within 13 weeks of the application being approved
- it effects the workload of the HCN Advisor.

We hope these adjustments will help make the process easier. Please get back to me or your HCN Advisor if you have any questions.

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