



# update

## for Services Coordinators

ISSUE 5 - NOVEMBER 2008

**Ma mahi tahi tātou** working together for children and young people with high and complex needs

### **Kia ora tatou**

It was great to catch up with many of you at the Services Coordinators and Professionals National Forums in Wellington. The feedback from the two days was very positive, overall. The “Supporting rangatahi” presentation is available on the ‘What’s new’ section of the website, as are some new resources to support plan development. Please contact me or your Advisor if you would like to discuss them in more depth.

### **Services Coordinators Folders**

The new resource folder for Services Coordinators is now available; if you weren’t at the forum, your HCN Advisor will have yours. Please contact me or your Advisor with comments or ideas for what else might be useful in these folders.

### **Financial Reviews**

By now you should have received training regarding the quarterly Financial Review Form, and many of you are now completing it, which is appreciated by Emma. It makes her life much easier! If you have not received the training, or are not clear about the requirements, please let me or your Advisor know.

### **Quarterly Reviews**

We have reviewed and clarified the information required by the Plan Approval Panel:

#### **Fourth Reviews:**

When a further or Transition Plan is being developed, the Panel will not require the fourth review of the current plan. We do need the Financial Review of the current plan so that we reconcile funding as one plan closes and the new one starts.

#### **Transition Plan:**

We no longer require a first review in a Transition Plan – you will only need to submit a Financial Review. The Final Review will be required when the plan ends, along with the Financial Review.

#### **Reporting on Progress – all reviews:**

When completing reviews, the Panel appreciates specific, quantifiable reporting against the identified goals. It may help you to list the goals in the left hand column of the template and refer to them as you complete your reporting.

### **Plan development and goal setting**

Assisting teams to set specific, measurable and achievable goals, with quarterly reporting that clearly reflects the goals is my focus at the moment.

Following the initial pilot project which looked at outcome measurement, we have identified a work programme that will support the process from Application through plan development to quarterly reviews. There is still work to do, but at the National Services Coordinators Forum we shared the new resources to support plan development.

#### **These include:**

- workbooks for team members
- a team analysis and goal setting worksheet
- a guide to team planning for Services Coordinators
- guiding questions for goal setting.

There will be more training and more resources at the Regional Services Coordinators Forums in April and May next year. In the meantime, feel free to contact me to discuss any of the resources.

## Regional Forums

Next year, in addition to Regional Services Coordinators Forums, we will be looking to support Interagency Management Groups to hold regional Practitioners Forums focussing on HCN-funded clients.

This will be an opportunity for teams to talk about what's going well, what's not, barriers and how to overcome them. I will be looking for teams who are happy to share case presentations with their colleagues, highlighting key learnings, what made the difference, what worked well and what didn't. I know some people have booked trips overseas already.....but I trust others of you will support me!

Until then, Christmas is just around the corner. I hope you are all looking forward to a relaxing summer break, and I hope to catch up with you soon.

Clare

Clare Shepherd  
Leader Professional Practice and Development  
HCN Unit



Professionals National Forum – Clare Shepherd and group during a workshop session



Services Coordinator National Forum – sharing ideas



Presenter Mere Berryman at the Professionals National Forum



Language lessons from HCN Advisor Gaye Stanley at the Professionals National Forum



A goal setting workshop at the Professionals National Forum



Jo Brownlie presents a case study to a full house at the Professionals National Forum