Using Policy to Advance Systems Integration

Mary Sue Hansen
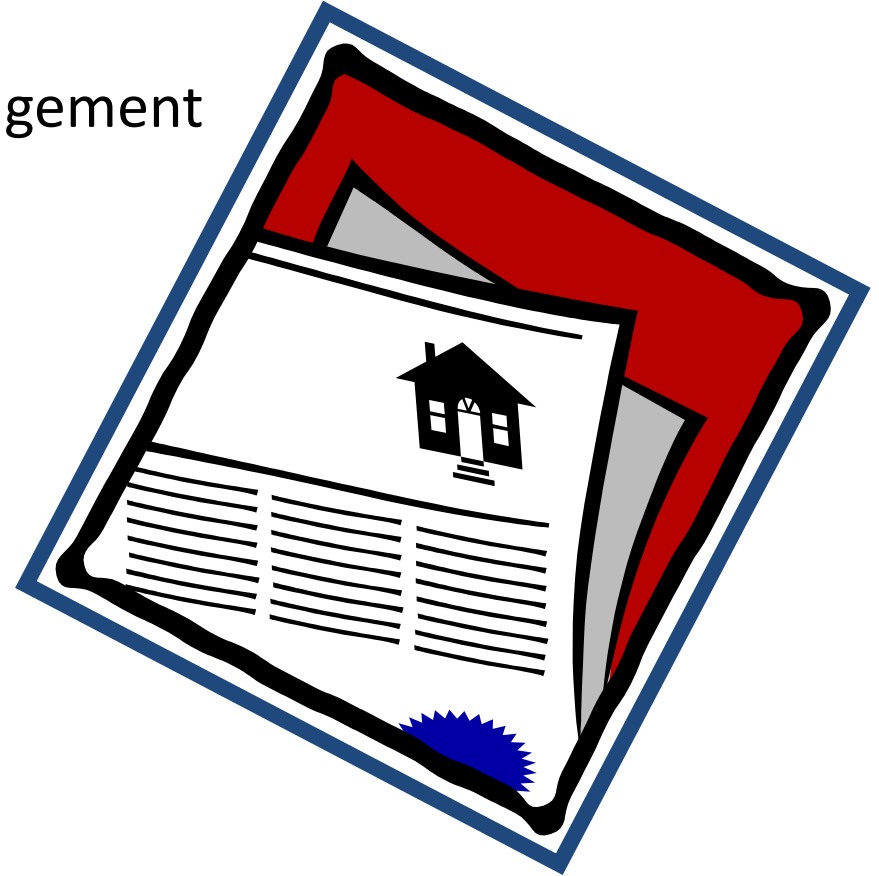
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July 13, 2011

Policies…

- Extend the functionality of management

- They guide the behavior of the network/collaborative

- They are organically introduced, checked and evaluated

- Describe the desired state and constraints of the work

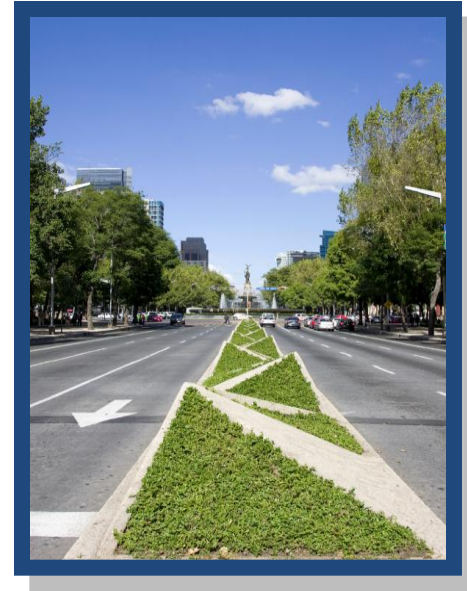- Aim to prevent problems

Two kinds of policymaking...

A set of rules to administer, manage and control access to collaborative/networked/partnership resources

To define a course of action to guide and determine present and future decisions

Two types of issues that require a policy response...

- **External Issues:** federal/state laws

- **Internal Issues:** new procedures

Two main levels of policymaking…

Goals

Rules

Group Discussion:

Name 1 unwritten policy that your collaborative or partnership abides by, but it is not written in formal documents.

"BUT, DAD, ALL SNOWMEN ARE DIFFERENT,
'CAUSE ALL SNOWFLAKES ARE DIFFERENT."

Policies are like Snowflakes:

❖ They are dynamically changing as they form and melt

❖ All are different

❖ They float down from above taking a broad view of the earth and land to a specific patch on the ground

❖ We don't care how they were formed or what cloud they came out of... all we care about is that they build a great snowman!

And now for a brief intermission...

I.C.E =

Integration, Collaboration, Expectation!

All right stop, collaborate and listen. PD's are back with a new intention. Something grabs and holds to us tightly. Improving systems daily and nightly. Will it ever stop? Yo-I don't know. Check out our policies and watch impact grow.
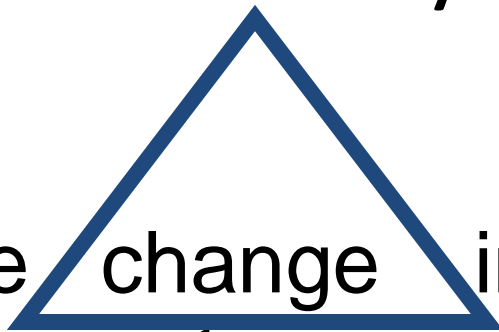
To streamline we figure out what's effective. Focus on functions that are efficient and productive. Craft a course based on strengths and needs. We'll never make decisions based on turf and greed.

Love it or leave it, you better gain way. You better hit the bull's eye, or your partner's won't play. And if there was a problem, yo, we'll solve it. Check out our outcomes and you'll know that we rocked it.

Take heed' cause I'm a lyrical poet. Big change is on the scene just in case you didn't know it. In the schools, state or at the county level, the federal regulations and cuts are disheveled. It causes our systems to tumble and shiver, mission and vision are more critical than ever. We make impact; from the collective, always finding others to support our objectives.

Addressing critical disparities. Anything less than the best is heresy! If PD's could be cloned we'd sell them by the gram, we keep our composure when it's time to jam. Motivated by our kid's to make a difference, their dreams and their hopes guide our governance. And if there was a problem, yo we'll solve it, Check out my outcomes while Nancy revolves it.

What kind of snowman are we trying to build…

Systems Change = The change in **Conditions** and **Circumstances**

GROUP ACTIVITY:

❖ Name at least 3 conditions and circumstances placing children/youth and families at risk in your communities.

❖ What have you done collectively to address these conditions and circumstances? Discuss with the person next to you

COLLABORATIVES: The builders of the snowmen

❖ Collaboratives are designed to address system barriers and create policies that are integrated

❖ Collaborative boards address strategies that change the way we do business

Collaborative governance…
What Makes it different?

- ❖ There should be no bureaucracy
- ❖ The focus is on a network of relationships
- ❖ The voice and choice of parents, youth, families and the community
- ❖ The expertise needed
- ❖ There is an integrated pool of resources
- ❖ Legal and fiscal responsibility
- ❖ A form of "managed care"

What are the functions of SRFC's collaborative governance…

Our Joint Powers Board….

❖ Oversees the design of a comprehensive, integrated, responsive and flexible system of care plan and service delivery model for Suburban Ramsey County

❖ Operationalizes the service delivery system

❖ Supports and develops formal and informal resources

❖ Makes optimal use of advisory groups (parents, youth, families and communities)

Policies dynamically change as they form...

Collaboratives are **complex-adaptive systems**

Therefore, policy making at a collaborative level must be **flexible, adaptive and responsive**

Changes are informed by measurable data focused on:

❖**Practice** (DHS change service contract language)

❖**Outcomes** (move away from service brokerage)

❖**Resources** (Collaboration between CMH & Spec. Ed.)

❖**Access** (DHS/FIS in school buildings)

All policies are different...

❖ **ONE TRUISM: If you've seen one collaborative, you've seen one collaborative**

❖ **Just as collaboratives are different, So are policies – ever evolving, changing**

❖ SRFC Example: Developing policy on equity/anti racism work

❖ Muskegon FRC Example: Development and Implementation of Truancy policy & application of lock down procedures.

Policies float down from above…

Effective policies….

- Provide staff with sufficient information to ensure that they carry out their tasks in an appropriate manner.
  - Add a measure of safety to service delivery practices
  - Provide guidelines and guidance for dealing with difficult circumstances and occurrences.
  - Insure legal compliance

Policies float down from above…

SRFC Example:

Mandated Partner
Contributions
since 1998

Statutory Partners:	Amount
Ramsey County Human Services (including Public Health & Corrections)	$75,000
School District 621	$23,500
School District 622	$23,500
School District 623	$23,500
School District 624	$23,500
RAP/Head Start	$10,000
Community Partners:	
Children's Home Society & Family Services	$1,000
Keystone Community Services	$1,000
WBL Community Counseling Center	$250
Northwest Youth and Family Services	$2,000
Total Governing Board Partner Contributions FY 09-10	**$183,250**

A great snowman is built...

Policies that express both rational and experiential objectives are instructive and productive.

❖ SRFC Example: SRFC Collective Fundraising Guidelines.

❖ Muskegon FRC Example: Single port of entry for any provision of service (integrated case management & service delivery model)

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