



## Preparation for Case Resolution CHECKLIST for Case Manager

### Name of Individual:

Contact Brant and the Case Manager requesting Case Resolution will agree upon a date and time for the meeting which should be held within 5 working days of the request if urgent:

Meeting Date: \_\_\_\_\_ Time: \_\_\_\_\_

**4 days prior to meeting:** Case Manager must provide the Case Resolution package to Contact Brant. Contact Brant: Fax: (519) 758-9507 or R.C.'s e-mail:

Date Package Due: \_\_\_\_\_

### Invitees

Contact Brant will invite the Case Resolution Team members.

The Case Manager and Contact Brant Resource Coordinator will confirm who will be invited to the Case Resolution meeting (e.g., individual/family, other involved service providers, advocates/support people identified by individual/family - optional, Ad Hoc resource representatives for Case Resolution, e.g., Twin Lakes, SNSC, Probation, School – optional)

Name:

Relationship:

Who will contact:

### Case Resolution Package:

The Case Manager and Contact Brant Resource Coordinator will ensure only current and relevant information is included.

- Case Resolution Case Manager's Summary (see template)
- Proposed Budget – (see template in Case Manager's Summary)
- Signed "Consent to Share Information" for Case Resolution (see template)
- Minutes of the Pre-Resolution Case Conference(s)
- Minutes of any previous Case Resolution (optional)
- Relevant Assessments/Diagnosis (optional) - list any attachments to be included:

Review the Case Resolution Package with the individual/family prior to the meeting

Provide the individual/family with the 'Summary of Case Resolution for Individuals and Families'

**Note: The Case Manager does not need to present at the Case Resolution meeting but should be prepared to support the individual/family and answer any questions.**

## Summary of Case Resolution for Individuals and Families

### **Purpose of Case Resolution:**

Case Resolution ensures that individuals considered being at immediate risk with complex support needs are responded to by the Brant community when services have been exhausted.

### **What to expect:**

- If you are 'going to Case Resolution', it means that a meeting with yourself and representatives from up to 15 Brant service agencies will be held.
- You will be asked to provide consent for Case Resolution and the people attending.
- Case Resolution can only make recommendations for services that have specific goals, are for a short-term, and are over a specific period of time. The same level of service can not be guaranteed for the long term and it is expected that there will be a return to existing services when the immediate risk has been addressed.
- Staff providing services to you and Contact Brant must develop a package of information about your current situation and history. This will be read by the Case Resolution Team prior to the meeting. Your staff will review the package of information with you before the meeting.
- You are invited to attend the Case Resolution meeting and can bring anyone with you.
- Before the meeting starts, you will be able to meet with your staff to review what the meeting will be like, answer any questions you may have, and discuss anything you want to say in the meeting. While you are doing this, the Case Resolution Team meets to identify any questions they might want to ask to ensure they fully understand your situation.
- The Case Resolution meeting should be about 20 – 30 minutes. You will be introduced to everyone on the Case Resolution Team. Since the Team has already read the package of information, no one needs to retell your story; however, the Team will ask you and your staff any clarifying questions.
- You can provide any additional information or ask questions of the Team.
- The Chair of the meeting will summarize the plan based on the discussions and ask if you agree with this plan.
- You and your staff will be thanked for attending. The Case Resolution Team will meet to decide how they can meet the plan that has been recommended. They will also identify if there are gaps or barriers to services, based on your situation, and make recommendations on how we can change the system in the future to better meet the needs of our community.
- You will be informed of the final decisions as soon as possible. There may be other cases reviewed on the same day, so it may be a few hours after you leave before someone contacts you.
- If the Brant community needs additional funding to provide your services, the Case Resolution Team makes a recommendation to the Ministry of Community and Social Services/Ministry of Children and Youth Services who makes the final decision. This can happen fairly quickly.
- Contact Brant will write a Case Resolution Report that summarizes your situation and the meeting. You will be given a copy. Agencies involved in the meeting will also get a copy. Contact Brant must submit this report to the Ministry of Community and Social Services/Ministry of Children and Youth Services.
- Contact Brant will call you a few weeks after the meeting to ask you what you felt about the Case Resolution meeting and what you think about the supports that have been put in place because of that meeting.
- The Case Resolution Team may want to hear how things are working in about 3 months.

*For more information about Case Resolution, call Contact Brant, (519) 758-8228*



## Consent to Share Information

Contact Brant works closely with other agencies to link individuals and their families with the most appropriate services. To facilitate this process, relevant personal information must be shared.

I, \_\_\_\_\_ of \_\_\_\_\_  
(Name) (Address)

give my consent to Contact Brant to exchange (*obtain and release*) information with and/or maintain ongoing contact with the agencies specified below.

In respect of \_\_\_\_\_, \_\_\_\_\_  
(Name) (Date of birth)

Agencies	Consent Approved (initial)	Consent Refused (initial)
Bethesda		
BHNCDSB – last school attended:		
Brantwood Developmental Centre		
Children’s Aid Society of Brant		
Community Living Brant		
CPRI (London)		
Family Counselling Centre of Brant		
GEDSB – last school attended:		
Lansdowne Children’s Centre		
Parent / Legal Guardian		
Six Nations of the Grand Child and Family Services		
Six Nations – Community Living Ronatahskats		
St. Leonard’s Community Services		
Twin Lakes Clinical Services		
Woodview Mental Health and Autism Services		
<input type="checkbox"/> Children’s Services Committee – data for System Planning		
<input type="checkbox"/> Executive of Developmental Services Committee – data for System Planning		

Referral for Service  
  Case Planning  
  **Case Resolution**  
  RPAC  
  Kids First Review

Any information is treated as strictly confidential and is not released to or discussed with any other persons or agencies outside of those specified above. I understand that Contact will not willingly disclose information without permission, unless the law requires them to do so otherwise and that information collected is used in a non-identifying aggregate form for community planning. This consent will remain valid for one year. I understand that I may revoke this consent in writing at any time.

\_\_\_\_\_  
Signature of Client/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

## Case Resolution Case Manager's Summary

**Name of Individual:** \_\_\_\_\_ **D.O.B.:** \_\_\_\_\_

**Case Manager:** \_\_\_\_\_ **Agency:** \_\_\_\_\_

**Goal** of Case Resolution review (Please be very specific): \_\_\_\_\_  
\_\_\_\_\_

Contact Brant **Resource Coordinator:** \_\_\_\_\_ **Meeting Date:** \_\_\_\_\_

*In point form, briefly summarize the situation:*

**1. Clinical profile** (include diagnosis, clinical treatment plans, etc.):

**2. Immediate health and safety risk** (Include urgency of need for measures to reduce the risk):

**3. Present situation including family** (include strengths; include views and preferences of individual/family):

**4. Current services:**

**5. Previous services:**

**6. Family and informal supports:**

**7. What services/support has been successful and why:**

**8. What services/support has not worked and why:**

**9. The reasons why the situation is not able to be resolved within the current system:**

**10. What is the plan to stabilize the individual and the rationale for these interventions**  
(include description of supports required):

**11. What other options were considered:**

**12. How will the immediate risk will be reduced because of the plan:**

**13. Community processes accessed (Case Conferences; Pre-Resolution Conference and date; previous Case Resolution and dates; RPAC, etc.):**

**14. Timelines for this support plan:**

**15. Transfer payment agency(s) that can provide the supports:**

**16. The longer term plan once the Case Resolution supports have stabilized the situation:**

**17. Detailed costs of the plan:**

**a. Staffing required:** (Include details of what service(s) the staff will provide, staff positions, hours of support; administrative costs/supervisory staff costs and details)

STAFFING REQUIREMENTS - Weekly SCHEDULE							
	<i>M</i>	<i>T</i>	<i>W</i>	<i>Th</i>	<i>F</i>	<i>Sat</i>	<i>Sun</i>

**b. Transportation:** (Number projected kilometers, agency's mileage rate, destinations, purpose)

**c. Per Diem:** (Name of agency, daily service fee, the number of days projected, what is included in per diem, e.g., clinical services, staffing ratio, day program, etc., any pertinent details of the projected service agreement with the provider)

**d. Other:** (Details of the cost breakdown and explanation of other service costs)

<b>BUDGET for the Case Resolution Plan</b>					
<b>Staffing:</b>	<i>Hours/ week</i>	<i>Wages/ hour</i>	<i># Weeks</i>	<i>Total Direct Service \$</i>	<i>Total Program Admin \$</i>
<b>Position Title -</b>					
Salary					
Benefits					
<b>Position Title -</b>					
Salary					
Benefits					
<b>Position Title -</b>					
Salary					
Benefits					
<b>Total Staffing Costs</b>					
<b>Other Service Costs:</b> (specify)					
<b>Total Costs</b>					
<b>Offsetting Revenue:</b> (specify)					
<b>Total Revenue</b>					
<b>TOTAL FISCAL BUDGET</b>					