

Commitment

- Leadership: lead agency ideal & strong leadership among all
- Shared and articulated definition of wellbeing is advanced in all policies and practices
- Shared articulated values
- Transparency among partners including data, policies, imperatives, and priorities
- Communication: routine and problem-solving protocols
- Efficiencies: compromises and coordination are privileged over paperwork/business rules
- Policy myths, practice myths, & agency/service cultural preferences are on the table to reform

Clarity

- Pathways for vulnerable families are clearly lit
- Front-line workers and families inform pathway development
- Shared outcomes are agreed upon across service arms/agencies
- Data integration is mapped and undertaken – step by step – with shared data dictionary
- Implementation is mapped, tracked, and measured
- Population of highest concern is well identified across various measurement sources
- Considerate of needs, strengths, assets, and liabilities

Accountability

- Achievement of outcomes requires mutual dependency of agencies
- Services that maximize FFP are delivered by relevant agency (rational financing)
- Roles of all for each critical element are described and managed
- Tireless pursuit of quality
- 360 degree evaluation of quality

Service Elements

- Screening/assessment
- Comprehensive care management/Care management
- Health promotion
- Transitional care (hand-offs and on-boards)
- Individual and family support (including governance voice)
- Community based service array: accessible and expert
- Services: right time, right dose, right care
- Re-evaluation of need/strength at regular intervals