**Setting the Foundation for Service Model Implementation**

In our work with communities to date, we have identified the following planning and development themes with key activities to support implementation.

## Organizational Development

* Create a governance structure (See Foundry’s Start-Up Guide, Leadership and Governance section)
* Develop community engagement and communication strategies:
  + - Youth and family engagement;
    - Regional and provincial partners; and
    - Local leadership and centre partner development.
* Develop a change management strategy to support the new service model and practice
* Work with partners to support team development:
  + - Determine how team members will work together to achieve the Foundry vision;
    - Explore what the Foundry vision means in the local community context; and
    - Create team development agreement.

## Community Partnership Development

* Conduct centre services supports scan:
  + - Identify which services Lead Agency offers;
    - Identify services available in the community that support Foundry model;
    - Solicit in-kind resources to support delivery of services at Foundry centre; and
    - Develop strategic partnerships to complement existing agency services and fill gaps.
* Educate partners on the Foundry Service Model, including the Integrated Stepped Care Model (ISCM) as the core framework for service partnership development
* Determine if partners can contribute to the following:
  + - Software lease costs;
    - Lease costs and shared services;
    - Shared administrative staff; and
    - Foundry and ISCM services.
* Sign Memoranda of Understanding (MOU) or Collaboration Agreements with partners
* Refer to Integrating with Intention document (appendix of Foundry Service Model Guide)

## Operations Planning

* Create an organizational chart and identify reporting structure
* Develop staffing model:
  + - Identify roles and responsibilities of both Lead Agency and service partners.
* Policy and procedure development:
  + - Review exiting policies and procedures;
    - Establish shared agreement that fulfills each organization’s requirements; and
    - Develop new staff orientation and annual training plan for frontline team members.
* IT Requirements:
  + - Assess partner functional requirements (computer, internet access, documentation) to operate on site;
    - Ensure Toolbox IT requirements are accommodated; and
    - Ensure EMR is accommodated.
* Communication:
  + - Team meetings;
    - Internal referrals (use of Toolbox or EMR); and
    - External referrals (use referral template).

## Service Planning

* Client care planning
* Service pathways
* Most Responsible Care Provider
* Collaborative Care Planning Rounds
* Supervision
* ISCM operational requirements