**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