SERVICE COORDINATION CONTINUUM

Service coordination is facilitated by agencies that come together to agree on how they will coordinate their services so that clients experience a whole system that works together. This is an ongoing process in which local service providers and stakeholders engage in progressively greater degrees of joint planning and service activity to provide individuals with better access to service.

The service coordination continuum has five stages of varying inter-organizational relationships. As you move along the continuum, the relationships become more formalized and purposeful.

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
AWARENESS	**COMMUNICATION**	**COORDINATION**	**COLLABORATION**	**INTEGRATION**
No collaboration	Basic collaboration by sharing information	Close collaboration with some system integration	Close collaboration approaching an integrated system	Full collaboration in a transformed, integrated system

DEFINITIONS

Organizations are aware of one another's programs and services, but they organize their activities based solely on their individual agency mandate and planning processes.	Organizations actively share information with each other, but they organize their activities based solely on their individual agency mandate and planning processes.	Organizations use their knowledge of other services to guide and modify their own service activity to avoid duplication and to improve links between services.	Organizations jointly plan the offering of services and actively modify their own services as a result of advice and input from mutual discussions.	Organizations identify and collect common outcomes and system measures to monitor and analyze the effectiveness of the system. The system evolves to respond to the changing needs of the population.

KEY SERVICE PLANNING FEATURES

Organizations plan and deliver programs and services according to their own mandate and goals. No coordination of the management of collaborative efforts.	Organizations plan and deliver programs and services according to their own mandate and goals and may share their plans with each other. Some providers buy into collaboration and place value on having needed information.	Organizations share information about programs and services and future plans with other groups and receive similar information from community partners for consideration in individual planning and decision-making processes. Organization leaders support integration through mutual problem solving of some system barriers.	Organizations plan and organize programs and services together. Organizations support integration, if funding allows, and put effort into solving some system issues without fundamentally changing how programs and services are offered.	Organizations plan and organize the system of programs and services for the community and identify providers with the strongest capacity to deliver different components of the system. Organizations collaborate driven by a shared vision for the community. Organizations strongly support integration with expected change in service delivery and resources provided to move forward.

KEY SERVICE DELIVERY FEATURES

Programs and services are delivered independently. Organizations may never meet in person. Communication between organizations is driven by service provider need. Organizations all have separate funding.	Programs and services are delivered independently. There is dialogue amongst organizations. Communication between organizations may be driven by specific client issues. Organizations all have separate funding.	Programs and services are delivered independently, but may also be available at the same time/place as other programs and services. Organizations may share resources to address common issues. Organizations may merge resources to create new programs or services. Organizations all have separate funding, but may share grants, office expenses, staffing costs or infrastructure.	Programs and services are delivered independently, as well as in combination with programs and services from other organizations, when appropriate. Organizations build an interdependent system of services to address issues and opportunities. Organizations are willing to pull resources from existing programs and services to meet community needs. Organizations may have blended funding based on contracts, grants or agreements. There is a structure in place to share expenses.	Programs and services are delivered in locations that best meet the needs of clients. Services are co-located and/or delivered in combination, whenever appropriate. Organizations have integrated funding, based on multiple sources of revenue. Resources are shared and allocated across programs and services, which are provided by more than one organization.

QUESTIONS TO DETERMINE LEVEL OF SERVICE COORDINATION

Are organizations aware of programs and services available in the community?	Is information (written or electronic) routinely shared amongst organizations?	Do organizations communicate on a regular basis to address specific client issues?	Are organizations working together to address system issues for clients?	Are resources balanced, truly shared and allocated across the whole system? Is all client information equally accessible and used by all organizations to inform service provision? Has leadership in organizations adopted and committed to integration as the model of service delivery for the whole system? Is there only one "plan" for all clients and do all relevant organizations have access to the plan? Do organizations track and analyze common outcomes?