

SCCPlan Expectations for Team Members

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As a member of a single coordinated care planning team, you play an important role in helping clients get the support they need to meet their goals. Your primary job will be to work with the client and other agency representatives to plan and coordinate different formal services and natural supports so that clients can meet the demands of each system and, at the same time, move toward achieving their personal goals.

Your contributions as a team member cannot be overstated. To help you feel better prepared to participate in the team meetings, the following guidelines have been provided.

- Be on time and ready to stay for the duration of the meeting. Nothing can be more distracting or disappointing to a client than having team members come late and leave early.
- Be prepared to talk about your relationship and experience with the client, focusing on his or her strengths and on issues that need attention and resolution. Your insight and experience working with the client may help the team develop different strategies to meet his/her needs.
- Be a good listener. Even if you disagree with a team member or think something is being mischaracterized, focus on what people are saying. On any team, there are bound to be differences of opinion, especially as people sort out priorities and brainstorm different strategies. Keep an open mind and respect each team member equally.
- Think beyond the requirements of the agency you come from and look at client as a person with diverse needs and strengths. Whether you are from a W2 agency or from Child Welfare, your focus should be on getting to know the client and the circumstances of his/her life. You should strive to come to a better understanding of who the client is and what possibilities lay ahead for him/her. While specific concerns like W2 eligibility limits and weekly urinalysis testing are important and should be addressed on the plan, it's essential that you see your role as supporting the person to move beyond these agencies and gain self-sufficiency.
- Exercise your creativity. Great care plans are created when they're individualized to meet the client's needs. As much as possible, think of things in the client's life that could be used to support their success. Family, friends, neighbors, and faith communities—all could offer an array of built in support. Don't hesitate to think aloud and be creative about your approach to care planning.
- Follow through on what you've committed to do. If you've agreed to do something on the care plan, be sure that you do everything in your power to follow through. Your team members are counting on you!
- Respect client confidentiality and make sure you uphold the federal regulations.

