



Conceptual Model Partner Commitments Working Definitions

Partnering with Children, Youth and Families

Calgary and Area Regional Collaborative Service Delivery is committed to the purposeful engagement and involvement of children, youth and families in decision making processes related to both their own individual learning and well-being and to broader service planning. Actions are grounded in the principles of mutual trust, honesty, respect, open communication, meaningful information sharing, participation and collaboration.

Partners Collaborating and Sharing Information

Calgary and Area RCSD partners uphold a shared commitment to work toward meeting RCSD goals. Timely and open sharing of information and resources is critical to ensure effective service delivery and better decisions and outcomes for children, youth and families.

Collaboration fundamentals include:

- Teamwork
- Participation in planning and decision making
- Sharing of expertise
- Willingness to work together
- Mutual trust and respect in collaborators
- Commitment to bring forward and resolve differences
- Blending perspectives and compromising when necessary
- Collective priority setting

Integrating Service Delivery

Calgary and Area RCSD believes that a child's care, education and healthy development are interdependent, and that services across these domains should be increasingly combined in a cohesive approach. Integration of services provides children and families with access to a range of services with the focus on ensuring all children achieve positive outcomes. Integration creates connectivity, alignment and collaboration within and between different sectors with the goal of providing seamless, unified services to children, youth and families. The ultimate goal is to put the right people at the table supporting the needs of the child, their family and the school regardless of the employer, sector or partner.

Key elements include:

- Strong, trusting relationships
- Alignment of services and processes at both an organizational/systems level and front line service delivery level

- Clear understanding of roles and responsibilities
- Flexibility and responsiveness
- Share responsibility and accountability
- Outcome based

Providing a Continuum of Supports and Services

Calgary and Area RCSD is committed to providing supports and services through a multi-tiered model ranging from system-wide, universal services that provide support for all children and youth; to targeted services designed to meet the needs of a particular group; to intensive, specialized supports for those who require individualized plans and intervention. Tiers of increasingly intensive intervention are designed and implemented to address varying needs and this approach ensures that every child receives that level of support necessary for his/her success.

Building Capacity

Capacity is the ability of individuals, organizations or systems to knowledgeably perform required functions effectively, efficiently, and sustainably. Capacity building is the process by which children, families, schools, systems and service providers increase their ability to perform core functions, solve problems and define and achieve objectives. Capacity building helps identify, understand and address knowledge gaps at the individual and system levels. Capacity building is a fundamental underpinning of all Calgary and Area RCSD activities.

Promoting Innovation and Evidence Informed Practice

Calgary and Area RCSD service providers embrace innovative and evidence informed practice which are guided by the best research and available evidence. Working in an evidence informed way means understanding:

- The issue being addressed
- What works
- How to put what works into practice
- Who to involve and how to involve them
- Why this action is required