

Follow Up with Involved Entities

Initial follow up with the involved entities ensures that the individual or family is connected to services. The development and implementation of comprehensive ISPs is the focus of the CRCG and involved entities should provide continuous updates on an individual or family's progress on their ISP at designated intervals.

These tips can help ensure that involved entities follow through on the ISP:

- Assign a CRCG member, typically the recorder or secretary, to track any follow up work (i.e., action steps in the ISP a member was assigned) that needs to be completed.
- Include follow up updates in the agenda and send reminders to involved entities to prepare information for the upcoming meeting.
- Schedule a follow up staffing for an individual or family to update their ISP with services and supports to further accommodate their needs and strengths.

If follow through is not happening, find out why by asking questions such as:

- Is this situational or a pattern?
- Is the lead entity dropping the ball?
- Have the agencies who made commitments put this ISP on a "back burner"?
- Are individuals or families abandoning the plan? If so, work with them to identify potential barriers and solutions.

If poor follow through is occasional, address it on a case by case basis. Talk with involved parties and help them find ways to remove barriers.

If poor follow through is a pattern, address it with the entire CRCG. Lay out the issue and invite members to discuss barriers to implement the ISPs. The Chair or facilitator should keep the discussion focused with respect to all parties.