



### **SCD Waitlist Tracking Template Guidelines**

#### **1. Managing the Waitlist**

- **Make sure the office has a single, comprehensive waitlist for the SCDP** that is kept up to date. The attached waitlist-tracking template may be used or adapted to support this. Agency may also maintain waitlists for specific services. (See attached for Copy of SCD Waitlist Tracking Template.)
- **Review waitlist as a team on a regular basis.** Pay particular attention to families that have been moved up due to urgency of need, ensuring the need is documented in the family file and that their placement is fair in relation to others already on the waitlist. Agencies may wish to review the waitlist through a regular case review process, involving team members and possibly other professionals as to the number of children on the waitlist, while protecting the privacy of the individual children and families. The Local Advisory Committees can be involved in problem-solving and future planning for the waitlist management.
- **Review each family situation at** and/or service providers. This would contribute to a collaborative approach, and ensure that urgency ratings are assessed and reviewed fairly in comparison to others on the waitlist. SCDP agencies should keep the Local Advisory Committee informed **least every three months**. This should involve checking with the family to see if any factors related to their request for service and/or urgency of need have changed, discussing plans for any upcoming transitions, and confirming or adjusting the urgency rating. Document the review date and any changes in the family file adding any new medical or other reports at the time of the review. Families may be waitlisted for more than one service. Review their urgency rating and placement on the waitlist whenever a new service is put in place, as this may affect their urgency of need for other services.
- **Use the review process to keep the family informed** of their progress on the waitlist and to revise or update interim or service plans as needed.

#### **2. Procedures for managing the SCD Waitlist Tracking Template**

1. The **SCD Waitlist Tracking Template** is an Excel template that will manage the information and do the calculations for you. If you have limited experience in excel, it will be important to find someone in your agency or community that can assist you until you become more familiar with using the program. The template is made up of the following two sheets:
  - i. **Sheet One - Waitlist - Initial Service** - tracks children waitlisted for any SCD services
  - ii. **Sheet Two - Waitlist - Support** – tracks children waiting for extra support services. The Support Guide should indicate that additional staffing support is necessary in order for the child to be successful in their setting. This page would also indicate children who have some extra staffing but not as much as identified in their Individual Service Plan (usually due to program financial restraints).



## Supported Child Development Program

### Shaded Columns

- Pink Columns reflect mandatory information regarding the child
  - Blue columns are formulas that will automatically be calculated for you. Please do not enter anything in these columns as it may delete the formula.
  - Green Columns are for additional information
2. It is important for all people using this template to use a common language in how they describe their services and caseloads. Please refer to the **Service Status Terminology sheet** attached to this document.
  3. The way to prioritize children and families waiting for services is by using the **Waitlist Priority Rating Scale**. In the provision of Family Centered Services it is important to include the families in this process and keep them informed as to how you manage the waitlist. Child will be prioritized as High A, Moderate B, or Low C; the letter will then be placed in the green column K labeled **Priority** on template.
  4. Entering Data onto the SCD Waitlist priority Tracking Template:

### Sheet One – Waitlist – Initial Service

- Enter each child waiting for all SCD Program services in column B - labeled **Name**
- In column C – **Birthdate** - enter child's birth date by date/month/year –there is no need to put in capital letters, slashes etc. – it will be automatically formatted to look the same. E.g. 11oct03 will be formatted to look like 11/Oct/03. It needs to be entered in this way in order for the child's age formula to work in column D.
- Column D - **Age** - will come up automatically
- Column E - **Date Referred** - enter date referred, **Number of days waiting** - Column F - will be calculated for you.
- Column J - **Aboriginal** - enter in A for Aboriginal – leave blank if non- aboriginal
- Column K - **Priority** - enter **A, B, or C** from Priority Rating Scale information

### Sheet Two - Waitlist - Support

- Column M – **Staffing support required** – enter the total number of hours required for extra staffing support
- Column N – **Receiving what staffing supports** – enter the total number of hours currently receiving
- Column O – **Waiting for what additional staffing supports** – enter the total number of hours required for extra support

*The Ministry of Children and Family Development (MCFD) Children and Youth with Special Needs (CYSN) Service Indicators Reporting Framework (SIRF) Principles were taken into consideration in the development of the Waitlist Package.*

*While the terms used in this Waitlist Package are not identical to the key terms used by SIRF, they are compatible with SIRF terms and are based on a common understanding of the terms and definitions used by Supported Child Development Programs in their daily practice (see attached for the Waitlist Package **Service Status Terminology**).*



### ***Service Status Terminology***

- Active:** Child/Family who is currently receiving services from your program on a **regular** basis.
- Monitor:** Child/Family who is currently receiving services or consultation from your program on an **occasional** basis ***usually initiated by you or your staff.***
- Follow Up:** Child/Family who is currently receiving services from your program on an **occasional** basis ***usually initiated by the parent/caregiver.***
- Inactive:** Child/Family who was ***previously receiving services*** from your program and does not require services at this present time BUT will likely require services in the future. Time limit: 8 – 10 months (*to be determined by agency*)
- Pending:** Child/Family who ***has yet to receive services*** from your program and is not ready for services due to age, circumstances, etc., BUT will require services in the future.
- Waitlist:** Child/Family who requires services from your program at the present time but is waiting for services.