Table 1. *Examples of Collaborative System Processes (Key Decision Points) and Outcomes*

System Level	Key Decision Point				
	Access	**Engagement**	**Service Appropriateness**	**Service Effectiveness**	**Linkages**
Child / Family Level	Determine child / youth's fit for system services	Determine child and family's individualized needs and strengths	Match needs and strengths to supports individualized by level of intensity and type of support	Monitor and adjust supports at regular intervals to maximize a child and family's goal attainment	Provide the child and family with the supports which are formal and informal, internal and external to your system in order to maintain and build on goals attained
Caseload Level	Ensure screening is timely and consistent with protocol	Ensure clients experience assessment as timely, collaborative and accurately describing their needs and strengths	Match client to practitioner based on caseload capacity *and* match between clinician competencies and family needs and strengths	Identify patterns of practitioner's treatment competencies and training needs; whom is best served by this practitioner, what training is needed to best serve commonly encountered needs	Identify frequently needed linkages; Assess need to develop relationships with internal and external stakeholders to ensure timely, effective linkage
Program Level	Train on access protocols and monitor for appropriate use and access rates	Use client feedback to identify and train on core engagement practices in assessment and treatment	Match clients to program based on program's service intensity and effectiveness at addressing specific needs	Identify locally effective intervention practices used to treat specific needs, and areas to develop effective treatment capacity	Use client strength and need data to identify needed linkages and develop internal and external resources to meet needs and develop strengths
System Level	Create access protocols which map to client needs and strengths; monitor and adjust protocols as populations change	Identify core cross-population engagement practices in assessment and treatment; provide consistent, automated feedback on practice use	Purchase continuum and types of services sufficient to effectively address client intensity and types of needs	Create infrastructure for effective practice identification and spread (uptake); Contract for replication and adaptation of locally effective services	Enact cross-system linkage and funding protocols which allow children and families to access supports sufficient to meet and maintain goals; track child and family post-treatment needs and strengths
Ultimate Goal(s):	**Population experiences timely access to system services**	**Clients experience system services as useful and empowering**	**Clients experience services as specific to their intensity and types of needs**	**System is increasingly effective and efficient at supporting clients in meeting goals**	**Gains experienced are individually and societally meaningful and durable**

Interested in developing an integrated feedback system which allows people at all levels to experience trust, growth and success? See the next briefs in this series, '*Developing a Social Infrastructure for Collaborative CQI,*' and '*Developing a Technical Infrastructure for Collaborative CQI.*'