

Services to Adults with Developmental Disabilities (STADD) Frequently-asked Questions: About COLLABORATE

Q: *What is Collaborate?*

A: Collaborate is an online planning and information sharing tool that allows transition planning teams to work together in one place. This shared space is secure and promotes streamlined access and person-centred transition planning in a timely way.

Q: *Who can use Collaborate?*

A: Collaborate can be used by individuals with developmental disabilities and their families, government and non-government partners, registered practitioners and personal support network members involved in transition planning.¹

Q: *How does Collaborate use benefit individuals and familiesⁱⁱ?*

A: Collaborate helps individuals and families play active roles during the transition planning process; they are able to add or review information and share their own insights and understanding with the transition team. Having one shared space reduces the number of times individuals and families have to tell their story and supports timely transition planning through information sharing. Individuals and families can also monitor (or update) progress of planning activities as they occur.

Q: *How will using Collaborate help transition planning team partners fulfil their roles and responsibilities?*

A: Collaborate allows partners involved in transition planning to share observations and insights to increase each other's knowledge and understanding of an individual's needs and how to best support them. Collaborate provides a secure and accessible shared place where partners can access or share information relevant to planning. This continues throughout STADDs involvement and helps to ensure continuity of support between youth and adult services. The transition planning team develops and maintains a person centred transition plan in Collaborate. Individuals, families and partners update any progress on planning goals as they are completed.

Q: *What is STADD's role in Collaborate?*

A: STADD is the backbone organization, overseeing Collaborate access and providing system support and training. STADD Navigators and Coordinators use Collaborate to review referrals, share information and coordinate transition planning.

Q: *What information should be shared in Collaborate?*

A: The transition planning team share their knowledge and insight about the individual that is relevant to transition planning; this may include summaries of existing assessments and other documentation. Collaborate helps ensure that valuable information is not lost, missed or misinterpreted as the individual transitions from youth to adult services.

Q: *What makes Collaborate unique?*

A: Collaborate is the only information sharing platform available to individuals with developmental disabilities, families and partners. It is specifically designed to support transition planning. Collaborate maintains access to information relevant to the transition planning process between youth and adult supports and services. It is designed to be easy to access, review and enter information.

Q: Does Collaborate meet privacy requirements for information sharing?

A: Individuals and/or their guardian provide written informed consent for partners to access or share information in Collaborate for the purpose of transition planning. The individual/family personally identifies members of the planning team who will have access to their information in Collaborate.

Q: What training and supports are available for Collaborate users?

A: New or existing Collaborate users can call the Collaborate helpline at 1-855-356-5609 to learn more about training and supports available in their region. You may also call one of STADD’s regional offices. Training is available to individuals, families and partners. If you are currently working with a STADD Navigator, you may also discuss your training needs with them. They will ensure you get the support you need to feel comfortable using Collaborate.

Q: How do I access Collaborate?

A: Collaborate is accessible anywhere you have an internet connection. If you are a government partner working with individuals or families involved with STADD, you will need to request access. You can do this from <https://main-stadd-force-com.developmental-disability-support.gov.bc.ca/home/home.jsp>) or you can call the Collaborate helpline at 1-855-356-5609. After you are approved to access Collaborate, a STADD Navigator will confirm your role as a transition planning team member in discussion with a family member or supported individual and then provide you access to specific Collaborate cases.

If you are an individual or family member working with a STADD Navigator, you will also need to request access to Collaborate. You can also use the link above or call the Collaborate helpline at 1-855-356-5609. For more information on accessing Collaborate and learning how to use it, speak directly to your STADD Navigator.

WHAT PARTNERS HAVE SAID ABOUT COLLABORATE

“In the world of developmental disabilities, we all know that transitioning from child/youth services to adult services is complicated with many details. Multiple agencies, each with their own processes, create lots of opportunities for things to ‘fall through the cracks’. STADD’s Collaborate system has the potential to help us communicate about and track many of those processes.”

“I see Collaborate relieving families of the difficulties that come with repeating their stories over and over while trying to find their way through the gates of several different agencies. We can be more efficient once we are all using the Collaborate platform.”

“It can feel burdensome to add another electronic communication system when we already have to deal with various changes in our own programs, but Collaborate is one that really offers a lot of benefit for us as well as the youth and family. I am eager to see STADD expand to the other communities I work in.”

ⁱ These partners are identified on the STADD consent form.

ⁱⁱ Refers to roles and responsibilities as outlined in “Partner Organization Roles and Responsibilities for Youth and Young Adults with Developmental Disabilities” endorsed in October 2015.