

LEVELS OF SERVICE COORDINATION

COMMUNICATIONS			PLANNING & COOPERATION			COLLABORATION IN SERVICE DELIVERY		
Awareness	Intermittent communication	Formal communication	Cooperation	Coordination	Joint projects	Common "tools"	Joint service delivery	Consortium
Generally aware of what other organizations are doing; some referral of clients	Some communication with other agencies from time to time, usually when a funding proposal is due	Regular meetings to exchange information	Mindful of what other agencies are doing and keep that in mind when planning programs Cooperation is informal, between individuals in agencies, not so much between the organizations themselves	Joint discussion and planning among agencies, but each agency still free to decide its own role Coordination is still between individuals, though typically formally sanctioned by their organization	Joint ownership and delivery of limited projects, not programs	Decision to use the same tools for delivering a service or program E.g.: common intake, common assessment, referral protocols, shared locations	Formal links, defined in a plan or other document, among different programs between different agencies; programs each still owned separately by individual agencies	All agencies jointly own or direct a common vehicle for service delivery
1	2	3	4	5	6	7	8	9