



## **MM Attendance Service Process once a referral is made:**



Note:

- All referrals MUST come through ASA before any action is taken. (This is for legal reasons)
- Always refer to the NSN number and use that for all activity. (this avoids confusion and multiple files etc with different names for the same person)
- Only students age 6 to 16 can be referred.
- The services is subject to OIA and must work with MOE for any OIA requests.
- KPI's
  - o 75% of UA's are returned to learning within 40 days of referral
  - o No more than 10% of UA's are re-referred more than two times in one school year
  - o All NEN's cases open longer than 6 months have a plan in place to re-engage the student back into school or a learning environment. The plan must include options that result in a case closure within the following 2 months.
    - Target 100% of cases open longer than 6 months have a plan in place
    - Target 75% of these plans are executed, resulting in NEN case closure within 2 months.
- Policies required:
  - o Health and Safety Plan
  - o Child Protection Policy
  - o Policy and guidance for transporting students safely
  - o Guidance for staff when managing difficult behaviours
  - o Guidance for staff conducting home visits.
  - o Security of Information
    - Protecting info against loss, theft, unauthorised modification or disclosure
    - Ensure the ongoing availability of the information systems that are used to collect, store and disseminate information
- Processes required
  - o Safety checks for all stage
  - o Use ASA to create and maintain full accurate and accessible records relating to the provisions of this service

DAILY REPORTS FOR ADMIN/MANAGER :

1. ACTIVE NEN WITH ENROL- EVERY MORNING

- a. These are NEN's that have enrolled somewhere else. Check the report, and close the NEN cases that are relevant.
- b. Check ASA to see which school they are enrolled in and or referred and let the school know. (CAN USE TEMPLATED EMAILS FOR THESE)
- c. Let MMC responsible for the student know so that they can enter any final notes, and close the case. IF they are unable to do so then Admin/Manager can close the case. (CAN USE TEMPLATED EMAILS FOR THESE)

2. ACTIVE UA CASES FOR UNENROLLED STUDENTS THAT ARE NOT IN ENROL

- a. These are students that the school made as NEN. (Taken them off the roll)
- b. These can also be AE students as ASA only lists enrolling school not the AE provider.
- c. Check notes on the students file.
- d. Email MMC and ask them to complete the notes and close UA file. (USE EMAIL TEMPLATE)
- e. If MMC hasn't finished notes by the next day then Admin to close the case.
- f. This allows them to be listed as NEN's if needed.

3. NEW CASES



- a. Check the address to make sure its in the right region. If its not, then refer back to CIT for right region. Check for address in ASA, or with caregiver or with notes.
  - b. Check School referral notes in ASA. If no notes, or limited notes contact school who did the referral to find out more info.
  - c. Double check school has followed process (as per stage 1 and 2) prior to referral.
  - d. Check Enrol
    - i. Check immigration status/visa status if relevant
    - ii. IF immigration check is needed – add to internal list and send to CIT via ASA template on Friday so that they can action early the next week.
      1. Once response comes back:
        - a. If out of country – close the case.
        - b. If in country assign to the appropriate MMC team.
          - i. IF MMC team do home visit and suspect immigration issue then they can fill in the internal spreadsheet for an immigration check so that admin can submit to CIT at end of the week.
      - iii. MSD Check – use same process as for Immigration checks, and put into ASA template – and send to CIT team.
        1. MSD addresses – MSD are sometimes behind in updating addresses, so names may need to go back on the list to be checked.
4. TRANSFERRING NEN'S
    - a. For those NEN's that are transferring to another region
      - i. Finish notes asap and do a 'case report' in ASA and save as a pdf and add to the transferred NEN's internal file so that notes and info is not lost (in case they return at some stage)
  5. COMM'S TO SCHOOLS
    - a. Admin provides a weekly comm's to schools on progress of the cases they have referred. Using traffic light system.

#### INTERNAL DATABASE MANAGEMENT

- Internal database should list all students referred and actioned. Include:
  - o Name's
  - o DOB
  - o Ethnicity
  - o Year level when referred.
  - o NSN
  - o Last known address
  - o Referring school
  - o Last known school
  - o Level of attendance at referral
  - o Level of attendance at closure
  - o Why referred (drop down menu)
  - o Reason for closure (including transfer to other region)
  - o Tick box for UA and NEN referral – covering if they are referred for both.
  - o Number of times referred.
  - o Last MMC responsible
  - o Link to file notes if appropriate.



Stage & Timing	Description	Who is responsible
Referral made by school  (Stage 2.1 is schools process)  WITHIN 24 HOURS	Referral received through ASA:  Admin to do checks: <ul style="list-style-type: none"> <li>- Address</li> <li>- Reason for referral and other relevant notes</li> <li>- Immigration status</li> <li>- Has the school followed appropriate process prior to referral.</li> <li>- Check internal database <ul style="list-style-type: none"> <li>o If there add info</li> <li>o If not there add into internal database.</li> </ul> </li> <li>- Let referring school know that referral has been received.</li> </ul> MM Manager to Triage: <ul style="list-style-type: none"> <li>- Pontential level 1, 2 or 3.</li> <li>- Assign to MMC team and or add to weekly triage list</li> </ul>	MM Admin MM Manager
TRIAGE, PLANNING AND INFO GATHERING  5 – 10 days  Stage 3, 3.11 on schools process	Triage <ul style="list-style-type: none"> <li>- Done with MM and MMC's <ul style="list-style-type: none"> <li>o Review of existing cases that require it</li> <li>o New cases that require triage and additional info</li> <li>o Assignment of cases to MMC/Kaiwhakatere team.</li> </ul> </li> </ul> Info Gathering <ul style="list-style-type: none"> <li>- MMC and Kaiwhakatere <ul style="list-style-type: none"> <li>o For simple cases – they call or visit the home to remind family about attendance.</li> <li>o And gather info from school and home visits to understand what is behind the attendance issue, what services and supports are involved already.</li> </ul> </li> </ul> Planning <ul style="list-style-type: none"> <li>- MMC and Kaiwhakatere make draft plan Goals, milestones are set</li> <li>- Where appropriate – info is taken to triage and draft plan established.</li> <li>- Where needed a professionals meeting can be called to help determine best plan.</li> <li>- Draft plan is checked with student, family and school to get their input and sign off</li> </ul>	MMC & Kaiwhakatere  (with support from MMM and admin as appropriate)
Implementation  5 – 40 days for UA  NEN 6 – 8 months	Kaiwhakatere works with school, student and family – guided by tailored plan  MMC supports Kaiwhakatere, and plan, linking in supports and services as required. If plan needed to change then process goes back to prior step – info gathering and planning.	MMC Kaiwhakatere



	Reporting on progress provided in the internal database so that admin can complete weekly school comm's.	
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#### Additional responsibilities for MMM

- Representation of the AS provider on Governance Group, and multi-sector meetings as required.
- Reporting to Governance Group, and Te Mahau as per contract.
  - o Contract KPI's
    - 75% of UA's are returned to learning within 40 days.
    - 90% of UA's are not repeat referrals
    - All NEN cases that are 6 months old have a plan for return to school and all of them have that plan implemented (expected 75% return to learning within 2 months)
  - o Suggested stat's (if possible)
    - Overall number of referrals
    - Reasons for referral (stats)
    - Schools referring and numbers referred from each school.
    - UA's returned (and to which school)
    - NEN's returned (and to which learning place)
    - Year group break down
    - Ethnic breakdown
    - Services engaged to provide additional supports (MM process)
  - o General info and outcomes
    - Specific projects and outcomes of them (e.g. transitions project, shared household/family group project, any multi-sector projects engaged in)
- Data analysis and development of plans/strategies to:
  - o Address broader school/s and or community issues impacting attendance
  - o AS special projects and focus areas.
- Professional Development of the team.
- Provision of supports and resources for team, schools and families to help improve attendance.
- Participation and or leadership of multi-sector bodies of work that address attendance issues as appropriate and required.



# Managed Moves Model as an Attendance Service: Flowchart, From Referral to Engagement

## REFERRAL MADE AND RECEIVED First 24 hours



1. Student is referred

2. MMC and Admin receive referral and confirm receipt within 24 hours

## TRIAGE, PLANNING, AND INFORMATION GATHERING with in 5 working days



3. Attendance Service Team notified and a Kaitautoko appointed based on relationship with school, student or whanau



4. Kaitautoko talks with school and whanau/caregiver (phone or home visit) to better understand what is behind attendance issue.



5. Team Triage to determine best plan and supports needed

## DEVELOPMENT OF TAILORED PLAN with in 10 working days



6. Tailored plan developed with input from the student, whanau, school and Attendance Service team. Goals and measures are set to ensure a clear pathway for re-engagement in learning.

## ATTENDANCE AND ENGAGEMENT IN EDUCATION



Student is attending school, their whanau have the supports they need, and school are engaging the student in learning



## IMPLEMENTATION OF THE PLAN

Timing determined by plan. Note: Timing may be adjusted based on the achievement of milestones and goals.



8. MMC and Admin ensure fortnightly reports are provided to the school and whanau.



8. MMC Supports Kaitautoko implement the plan, linking in supports and services as required. IF changes to the plan are required then the process returns to Step 6.

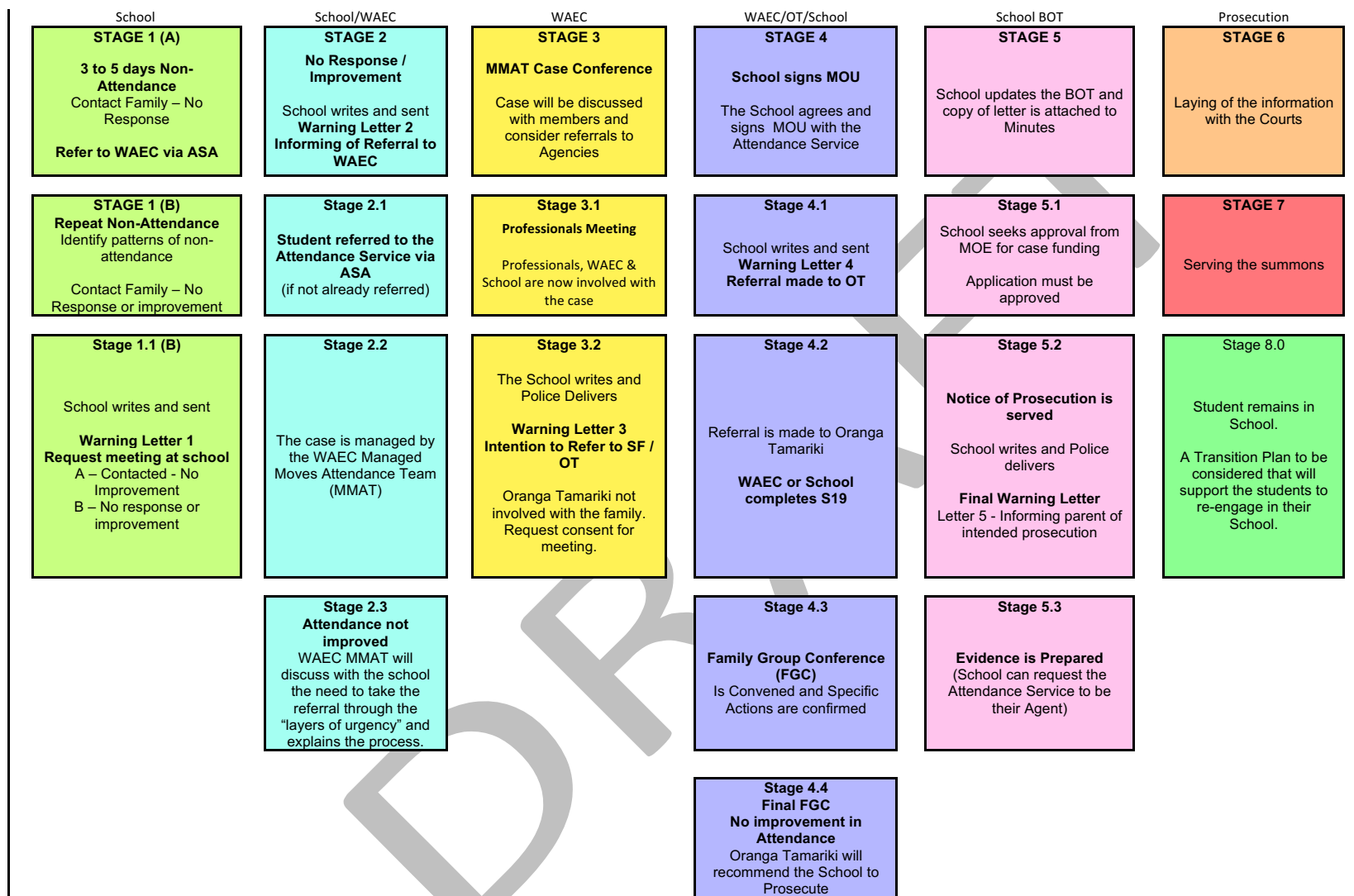


7. Kaitautoko works with student, whanau and school guided by the tailored plan.



IF student or whanau can not be reached or engaged with within **40 days** the Administrator reports this to the Managed Moves Team and MOE.





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<sup>1</sup> Thanks to ACES (Central Auckland) for this diagramme on stages for schools, AS, and other agencies.

