

EXCERPT FROM ACTION PLAN SESSION HIGHLIGHTS

CORE RETREAT - APRIL 17, 2012

1 – Review purpose, structure and scope of CYSN

Priority: Review purpose, structure and scope of CYSN (follow through on recommendations from Governance and Accountability and Resource Sharing working groups.

Champions: Terry Swift, Johanne Huiskamp, Kelly Mathieson, Paul Meadows, Dave Stewart, outside community representatives (e.g., education, United Way)

Suggested Actions in the next 12-18 months (not ranked)

1. Expand review of other models – e.g., Hamilton, London.
 - Strike a working group to assemble and evaluation different network models
2. Restructure the network to look at what we need to stop doing so we have time to fulfill new recommendations and priorities to move forward on the pathway vision.
 - Are we a planning committee versus information sharing? Both?
 - Through network meeting, evaluate existing activities against priorities
3. Broaden membership and recruitment ... Identify network leaders who can leverage personal relationships to bring in new members/unrepresented sectors.
 - Include representative from VIQ to participate on the Core
 - Identify who all of the players must be and who should not be, their roles, expectations and accountability
 - Identify community champions who can contact possible members
 - Identify missing “players” (e.g. United Way, VIQ, municipalities, physicians) and possibly individual members (e.g. principals have expressed interest) ... include representative of the ministerial association/faith groups
 - Identify a list of potential members of the CYSN, those who are not already at the table
4. Need a leader to ensure commitment and implementation ... Identify a community champion to move us forward.
5. (1) Members of network “today” set up a meeting to develop and bring forward recommended changes for discussion to the Core
(2) Core to finalize recommendations and bring changes to entire network for approval.

1 – Review purpose, structure and scope of CYSN (continued)

6. Connect with other local planning tables.
7. Develop clear community vision – an “audacious” goal – to bring community service providers together for shared goal. Might be the pathway (system navigation framework), might be outcome goal (i.e., to improve EDI scores), etc.
8. As funders of 211, invite United Way and the two municipalities (who will be future funders of 211) to the table.
9. Develop logic model of new network structure (if applicable).

2 – Refine pathway (systems navigation framework)

Priority: To more clearly define the “pathway” (systems navigation framework) including building support with a broad range of partners, and having a due date to determine final version

Champions: Beverley, Theresa

Suggested Actions in the next 12-18 months (not ranked)

1. Revise title. Test “systems navigation framework” and others with external folks.
2. Define “warm hand-off”
 - establish what warm hand-off means for each sector and provide training within the 3-tier system
 - look to other agencies/organizations that practice warm hand-offs or family engagement for best practices
 - look within network for examples of “warm hand-off” training that can be used or modified.
3. Identify “early adopter” agencies that frequently work together with common clients to pilot warm hand-off approach
 - pilot warm hand-off (and any literature/resources)
 - develop further and pilot the initial contact form.
4. Develop and state the principles/values that shape the pathway.
5. Define purpose of the pathway and process for staff to use.
6. How to reach the clients that are not currently being served.
7. Identify timelines to report back to broad CYSN on progress development framework/pathway.
8. Work with parent advisory group to create case studies of how pathway/navigation framework would work for families (to help describe new process; help providers visualize new approach).
9. Communication plan to share the pathway with agencies and community members.
10. Identify who would be the audience for the pathway information and information update including 211.

3 – Information update including 211

Priority: Information update including marketing 211 → raise community awareness of agencies and services provided.

Champions: Pam, Cathy, Beverley, Debbie, Carrie, municipal representative

Suggested Actions in the next 12-18 months (not ranked – although #1 and #2 are priorities)

1. Meet with representatives from VIQ and United Way to see what their needs are, to share our needs, and see if they are interested in partnership ... engage VIQ in assisting us in updating our information – is it user friendly?
2. Provide support to ongoing upkeep of source database for VIQ e-portal and 211 – contact agencies and request that they update their information on VIQ – identify why people are not maintaining up-to-date information at VIQ and provide suggestions for them to employ.
3. Develop mechanism to hold partners accountable for maintaining accurate information for the e-portal and 211 source database at the community/network level.
4. Identify who would be a coordinator of 211.
5. Clarify categories of information needed (with glossaries of terms).
6. Develop a way to find the gaps of information on VIQ, what agencies are missing?
7. Seek out non-agency-based information.
8. Begin by providing an information session on 211 – purpose – easy access for all (anytime, anywhere) – need for everyone to update information – buy-in.
9. Implement marketing idea for 211 – brainstorm marketing ideas for 211 – select a marketing idea or two for 211
10. Expand CYSN website to have links to 211, municipal recreation, and other services usually beyond the scope of 211 – develop the new CYSN website along with this initiative.
11. Develop a “virtual mall” where people can actually begin the pathway to services – build on this by developing a new website and having everything electronic and linked to a mobile app.

4 – Engagement and Training Plan for Providers

Priority: Engagement and training plan for service providers → orientation to pathway, resources, warm hand-off, communications, networking.

Champions: Sherry, Janet, Loyalist students (virtual training)

Suggested Actions in the next 12-18 months (not ranked)

1. Identify key players at three levels of pathway/service network.
2. Develop an information guide for new employees and for seasoned employees.
3. Include training/orientation during the new employee training process for each agency.
 - Identify learning objectives for each of three levels of training
 - Develop training programs for each of three levels of training
4. Enhancements to CYSN website to provide online training and resources for staff (not all staff can be freed to attend in-person events); e.g., virtual tour of Family Space.
5. Purchase community key(s) for your agency.
6. Hold networking sessions for service providers.
7. Provide opportunities for employees to implement the service navigation framework.
8. Develop evaluation standards for each of the three levels of training.
9. Include evaluation of the service pathway in the performance evaluation of employees to identify strengths and weaknesses and to produce learning opportunities.
10. Identify other agencies/organizations who deliver this kind of training (environmental scan).
11. Review engagement of warm hand-off literature.
12. Ask front-line staff and managers what areas of their job would be enhanced if they knew more information about specific agencies; i.e., survey.

5 – Evaluation Mechanism

Priority: Mechanism (s) for measuring / evaluating:

- well-being of children, youth, families
- activities of network

Champions: Tami, Mike, Beverley

Suggested Actions in the next 12-18 months (not ranked)

1. Define baselines, common outcomes, measures, indicators, etc.
 - develop community report card asap to use as a baseline
 - identify a baseline to measure the outcomes
2. Find out what information is collected by organizations in the community.
3. Commit to sharing data that are important to understanding the well-being of children, youth and families.
4. Operationalize activities of the CYSN in order to evaluate.
5. Consider correlation between increased used of warm hand-off and increased/decreased use of 211 or VIQ (Universal).
6. Build evaluation into all practice to ensure all services provided are evidence-based /and or delivered according to best practice.
7. Use current statistical data and statistical data from 2013 to look for increased service (i.e., quality / quantity).