

SERVICE PATHWAY/COMMUNITY ENGAGEMENT COMMITTEE MINUTES

Tuesday, December 11, 2012, 9:30am-noon
Children's Mental Health Services

Present: Amy McGuinness – Family Space
Beverley Bell-Rowbotham – HPE Data Analysis Coordinator
Bianca Sclippa-Barrett – Belleville and Quinte West Community Health Centre
Carrie-Anne Collin – Three Oaks Shelter and Services
Cathie West – Youth Habilitation Quinte
Donalda Simmons – Hastings and Prince Edward District School Board
Jessica Fish – Family Space, Placement Student
Paul Meadows – Mental Health Services
Maribeth deSnoo – Hastings and Prince Edward Learning Foundation
Susan Quaiff – Prince Edward Child Care Services
Susan Seaman – Counselling Services of Belleville and District
Susan Stoddard – Trenton Military Family Resource Centre
Terry Swift – Children's Mental Health Services
Tina Kinmond – Central East Ontario YMCA, Trenton Ontario Early Years Centre
Theresa Dostaler – Children and Youth Services Network
Wendy Anderson – Children and Youth Services Network

Regrets: Angela Rail – North Hastings Family Health Team
Cason Buikema – Highland Shores Children's Aid
Derek Potts – Hastings and Prince Edward District School Board
Jackie Whittingham – Hastings and Prince Edward Counties Health Unit
Jennifer Mills – Quinte and District Rehabilitation
Jo-Anne Munro-Cape – Prince Edward Lennox & Addington Social Services
Johanne Huiskamp – Community Living Prince Edward
Karen Richey – Abigail's Learning Centre
Linda Seeley – Community Organized Support and Prevention (Quinte)
Margo Russell-Bird – Quinte Children's Treatment Centre and PSSL
Melanie Dunlop – Algonquin and Lakeshore Catholic District School Board

1. Welcome and Introductions

2. Review of Agenda

3. Review of Minutes from November 27, 2012 – Accepted by all.

4. **Revisit Vacant Positions**

Wendy reminded the group that we require two co-chairs and a representative to sit on the Coordinating Team. Please contact Wendy if you are interested and/or have questions. Terry will look into contributing a minute-taker from Children's Mental Health Services.

5. **Review of Our Objectives**

- To **develop consistent, client/family centred standards of practice** for children, youth, and families in HPE
 - i. Develop a "Warm Hand Off" process
- **To improve awareness of and access to services** in HPE for children, youth, and families
 - i. Develop Referral Maps for direct service providers and community connectors
- **To design and implement a training program** for "warm hand off" Referral Maps
 - i. Design training program
 - ii. Deliver training to direct service workers across HPE

A distinction was made between process and product. We are tasked with developing processes for how we do things and how we treat people. Our products will be referral maps, No Wrong Door Resource Manual and training package.

6. **Work Plan and Timelines**

Please refer to slideshow attached. While our timelines appear tight, the plan is to train our trainers (we currently have 12 volunteers) in late January or early February and pilot the training with one organization so that community-wide training of service providers can begin in March throughout May. Finalizing our products is the key to moving forward.

7. **Values**

- **No Wrong Door**
 - i. **Welcome** wherever you go
 - ii. **Family/Client Centered**
 1. Respectful
 2. Respecting client's preferences and knowledge
 3. Based on collaboration and partnership
 4. Based on principles of Family Engagement
- **Warm Hand Off**
 - i. A process for helping direct clients to services they need
 - ii. Could help by providing a phone number, making a phone call, helping fill out a form, or accompanying them
 - iii. Provide clients with the help they need.

8. Establish Criteria for Being Listed on Referral Maps

- List not-for-profit organizations
- User friendly: maps are concise and easy to understand – do not list every program and service
- Seamless referral: organizations listed are knowledgeable about what programs and services are available within their field/sector/function
- Francophone and Aboriginal listings are included wherever possible
- Includes listings for geographic locations throughout Hastings-Prince Edward

9. Group Review of Referral Maps

Support for the four referral maps was mixed. Many felt they will be a valuable referral tool for service providers, physicians, etc. Others felt that more/something else is needed. The idea of developing a quick reference of services, broken down by function was proposed. Again, we need to be careful not to duplicate the Community Key and other directories.

10. Next Steps

- Wendy will bring draft Terms of Reference to next meeting which will include our objectives and values.
- A quick reference guide to include basic needs will be developed.
- Work will continue on the resource guide and training.
- Referral map input is to be forwarded to Beverley - dachastings@laccp.ca.

11. Next Meeting and Meeting Schedule

- Thursday, January 10, 9:30-11:30am, CMHS - **did not work for many members**
- **Rescheduled to: Thursday , January 17, 9:30-11:30am, CMHS**

2nd Thursday morning of each month schedule begins

- Thursday, February 14, 2013, 9:30-11:30am, CMHS
- Thursday, March 14, 9:30-11:30am, CMHS