

**SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES**

TUESDAY, JANUARY 13, 2015, 1-3PM, CHILDREN’S MENTAL HEALTH SERVICES

IN ATTENDANCE: Melanie Dunlop (Co-chair), Paul Meadows, Donalda Simmons, Danita Norton, Laurie Mick, Wendy Anderson (Coordinator), Kerry Cole, Susan Seaman, Cathie West, Allison Dall (Recorder)

REGRETS: Beverley Bell-Rowbotham, Terry Swift (Co-chair)

GUEST: Theresa Dostaler

**MANDATE:** To define more clearly the community service pathway, develop “no wrong door” and “Warm Hand-Off” resource materials for service providers and implement distribution, education, awareness and training.

Item	Discussion/Motions	Recommendations <i>(things go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
<b>1. Welcome and Introductions</b>	Melanie welcomed all committee members to the table. Introductions were made by everyone to new member Laurie Mick from Highland Shores.		
<b>2. Review of Agenda</b>	Agenda was accepted with no additions.		
<b>3. Motion to Accept Minutes</b>	Minutes from the November 18 <sup>th</sup> , 2014 meeting were accepted.		



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	<p>Wendy reported that we will instead join the annual Harm Reduction Task Force training day which has been well attended in the past by service providers and community members (e.g., Dr. Gabor Mate, Dr. Jean Clinton). This year, the Harm Reduction Task Force plans to bring Joe Roberts – Skid Row to CEO to Maranatha Church in May. The theme will be mental health and addictions. Our group will coordinate the displays. Combining the Community Services Expo and Harm Reduction Task Force event is a good move as these events have been attended by hundreds of people in the past whereas it has been difficult to get the numbers out to Community Services Expos. Details to follow at the end of January, beginning of February. A definite perk to this venture is that there will be no need to come up with funds to pay for a location or food. The UW application for Expo funding was denied.</p>		<p>Wendy will keep this Committee informed as details come forward.</p>
<p><b>5. Work Plan</b>            a) Children and Youth Mental Health Framework             b) Red Card 2015</p>	<p>N/A</p> <p>Wendy has requested 8 quotes for printing of the Red Cards. Two companies have submitted their quotes thus far.</p>		

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	<p>Wendy re-visited the idea to have a digitized version of the Red Cards available online instead of the existing pdf format. Wendy raised this with Snap 360, our web designer. It was determined at this point that web software and the print software are different thus making the first update complicated. An e-version with hyperlinks to websites and phone numbers can be easily updated. The ability for Wendy to update the e-cards as changes arise would be beneficial particularly when so many changes are about to occur to our system. Cathie West suggested using a student this summer to retype the Red Card, if necessary. It was also directed that Lily Lee may be able to assist in the process of funding re: “Be Safe” funding that Youthab has applied for. Posters will need to be revised to include a new QR code that will bypass the CYSN homepage and take youth directly to the cards.</p> <p>Suggestion was also made by this Committee to have Service Provider’s logos appear on the electronic versions. These symbols would be more recognizable to clients who are illiterate. It may also be beneficial for headings to be denoted by use of a symbol/icon.</p> <p>Wendy advised that Red Cards were handed out to all grade nine students at the HPEDSB in previous</p>		<p>Wendy will be in contact with Lily Lee to determine if “Be Safe” funds would be appropriate to support this project.</p>

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	<p>years. The question was raised whether this Committee felt that they should be handed out to students again (and would now include ALCDSB). This will be important to determine prior to printing. Discussion that followed suggested that this would not be necessary. The Cards work best when given to someone when they are needed not prior (i.e., students lose and misplace them, don't remember they got them, etc.) The Cards are generally kept as a resource and placed where kids that are having issues or need support may go (i.e., principals' office, CYC office, guidance, etc.)</p> <p>Again the mention of the changes that will be taking place in the next while in the community. Keeping this in mind, it was felt it might be wise to hold off on the printing of the Red Cards and focus of the e-version which could be easily changed. Funds dedicated for the printing could be directed to this area and printing could be looked at later. It was determined that once an e-version of the Red Card is created, we need feedback from a wide range of youth (e.g., high school students and youth at risk). Cathie stated that she could solicit 200 youths through summer jobs for youth.</p> <p>Wendy reported that the Network has not met since the Referral Guide by Function was launched on the</p>	<p>The focus will be developing the e-version at this point, and delaying the print version. The e-version will be tested on youth</p>	<p>Wendy will follow up with printers and web designer. Committee members offered audiences for focus groups.</p>



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<p>this meeting, brought up at November 18<sup>th</sup> Meeting)</p> <p>d) Family Engagement – Group Exercise Results</p>	<p>After a discussion, it was determined that Youthab could be squeezed in. It was cautioned by some Committee members that this resource is geared to be a quick reference only; there really is no room to list all the relevant agencies.</p> <p>Wendy asked if the Kids Help Phone needs to be present. Since this is more of a child/youth resource than a service provider resource, it was agreed to remove the Kids Help Phone and replace with Youthab.</p> <p>Draft Family Engagement Work Plan – Theresa Dostaler joined the meeting at this time.</p> <p>The draft Work Plan requires Committee dialogue and finalization before being presented to the CYSN. At this time, our goal is to prioritize steps. The first four steps, categorized as “unknown,” commit to engaging families at the planning table level. Theresa explained that this does not necessarily mean having families sitting in a meeting – it could mean gathering information through surveys or focus groups. It was suggested that family engagement at the planning table be committed to as a philosophy. Wendy advised that partnership-self assessment results may detail finalization of the April 1<sup>st</sup></p>		<p>Wendy to make the changes to the Referral Guide as discussed and agreed to.</p>

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	<p>membership agreement. This may give this Committee more time in terms of developing the CYSN Work Plan. The idea of creating a statement indicating that families would be solicited in a consultation format rather than actually being part of the planning table was suggested, thus making the idea of how can we engage families (3.1) a priority in terms of the Work Plan - commit to it first and then ask families how they wish to be involved.</p> <p>Discussion around having focus groups and ensuring that all sectors are engaged is key. Engaging families at the Network (what is the purpose?) The Red Flag issues that the Network is currently focused on are priority issues. Thus far, there has been no parent input to date; however, these were issues that the Network had identified as priority issues. These are projects that could benefit from family input.</p> <p>Wendy advised that other SE Networks are also struggling with this. It was suggested that due to the CYSN members not understanding their role, it is difficult for them to see where families fit. The Network should focus on the projects that have been identified as a priority and then engage parents/families in this process. Specific projects would be the means on how to create some</p>		

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e) No Wrong Door – 20/15/16 Membership Agreement – Responsibilities of Members	<p>direction in making engagement happen. Committing to the philosophy and then engaging parents/families when opportunities arise.</p> <p>It was suggested that the steps be prioritized. The table should be re-organized and looked at in terms of short-term and then longer term goals. 1.2 is problematic and challenging here and even more so at the bigger table.</p> <p>Since “No Wrong Door” training has been put on hold, the statement contained in the CYSN Membership Agreement could be revised to “Make “No Wrong Door” resource materials available to existing and new staff, and implement “No Wrong Door” and “Warm Hand-Off” practices throughout your organization”. Brief discussion determined that this change did make sense.</p>		<p>Wendy will re-organize the work plan, identifying areas of duplication, for discussion at the February meeting.</p> <p>Wendy will submit this change to the CYSN Membership Agreement Review Group.</p>
<b>6. Next Meeting</b>	Tuesday, February 17, 2015 from 1-3pm, CMHS		If you are attending or not: <a href="mailto:dunlmela@alcdsb.on.ca">dunlmela@alcdsb.on.ca</a> <a href="mailto:tswift@cmhs-hpe.on.ca">tswift@cmhs-hpe.on.ca</a> <a href="mailto:wanderson@hpedsb.on.ca">wanderson@hpedsb.on.ca</a>
<b>7. Adjournment</b>	Meeting adjourned at 2:40 pm		