

**SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES**

THURSDAY, JUNE 13, 2013, 9:30-11:30AM, CHILDREN’S MENTAL HEALTH SERVICES, 3 APPLEWOOD DRIVE, 3<sup>RD</sup> FLOOR, BELLEVILLE

**IN ATTENDANCE:** Susan Seaman, Amy McGuinness, Bianca Sclippa-Barrett, Kerry Cole, Terry Swift, Donalda Simmons, Linda Seeley, Susan Stoddard (co-chair), Susan Quaiff (co-chair), Theresa Dostaler, Beverley Bell-Rowbotham, Wendy Anderson, Allison Dall (recorder)

**REGRETS:** Paul Meadows, Maribeth deSnoo, Cason Buikema, Melanie Dunlop, Danita Norton, Cathie West, Jennifer Mills, Karen Richey, Jo-anne Munro-Cape, Margo Russell-Bird (resigned)

**COMMITTEE 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 to go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
<b>1. Welcome and Introductions</b>	Committee members introduced themselves and identified the organizations they represent.		
<b>2. Review of Agenda</b>	Agenda was reviewed with the addition of doing a mini focus group at the end of this meeting. Wendy also requested that members stop downstairs to take their Report Card brochures and Checkered Flags.  Motion to accept Agenda for June 13 <sup>th</sup> , 2013 Moved by Susan Stoddard Seconded by Terry Swift All in Favour. Carried.		

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<b>3. Approval of Minutes</b>	<p>Motion to approve Minutes from May 9<sup>th</sup>, 2013.            Moved by Terry Swift            Seconded by Amy McGuinness            All in Favour. Carried</p>		
<p><b>4. Business Arising</b>            a) May 23<sup>rd</sup> Network Meeting Summary (Media Breakfast Event at Bay of Quinte Golf and Country Club)</p>	<p>Susan Stoddard reported that the media event and launch of the website went well.            Susan reviewed highlights of the Minutes from the May 23<sup>rd</sup> Network meeting.            At the Network meeting, there was clarification that no decisions are being made by the Coordinating Team. Everyone is encouraged to say what they need to say during Network meetings rather than afterwards.            Beverley gave a presentation to the Network on the Early Development Instrument (EDI) and how it fits into Early Childhood Development.            Sybil Foley from MCYS offered some clarification to the April 25<sup>th</sup> Minutes.</p> <p>Wendy indicated that she is to follow up with past members who haven't yet signed the partnership agreement.</p> <p>Wendy stated that the Network gave approval for the submission of a funding proposal to United Way for the Resource Fair (Community Service Expo) to take place on November 7<sup>th</sup>, 2013, at the Quinte Sports and Wellness Centre (2:00-7:00 pm).</p>		

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<p>b) May 13<sup>th</sup> Coordinating Team Meeting</p> <p><b>5. Work Plan</b></p> <p>a) “No Wrong Door” Training Report</p>	<p>Terry took this time to thank and welcome Susan Seaman for replacing him on the Coordinating Committee. The Coordinating Committee was able to clear up some confusion around Ministry communication protocol.</p> <p>Wendy reported that several training sessions have occurred. There was a session at Abigail’s (co-facilitated by United Way and Family Space) and two sessions in Prince Edward County (facilitated by Prince Edward Child Care Services and Community Living Prince Edward).</p> <p>Beverley and Susan Stoddard co-facilitated a session at the hospital. They felt that this was a tough audience; due to staff feeling that they already have enough to do. Also, because this was healthcare, the Southeast Health Line and CCAC are their main resource links. Since they answer to the LHIN, it seemed harder for them to grasp how the “Warm Hand Off / No Wrong Door” fits. Many indicated that they already are doing this. There had been comments to the effect that doing follow-up is unrealistic in their environment.</p> <p>There was also some discussion around some agencies not being listed on Referral Guide. The Committee discussed that it is important for people to be reminded that the Referral Guide is for service providers not clients. In order to keep it of workable size, service providers are directed to key agencies who are responsible for referring</p>		

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	<p>on to other agencies if more appropriate.</p> <p>The suggestion was made for service providers to be directed to the Community Key if they require a complete listing of programs and services (i.e.; those in healthcare). The Referral Guide was not intended to duplicate the Community Key – it is a quick reference by function only.</p> <p>Susan indicated that there was some good discussion that resulted from the Hospital training.</p> <p>Wendy is in the process of setting up a meeting to review training with the “No Wrong Door” trainers. This evaluation will likely be happening at Children’s Mental Health Services on Monday, June 24<sup>th</sup>.</p> <p>Wendy requested that someone from each session be present. Donalda is able to attend, representing the school/community training sessions.</p> <p>Wendy indicated that there was going to be a Quinte West session; however, this had to be postponed. Susan Stoddard stated that it may be able to occur in the summer sometime. She is looking into this.</p> <p>Highland Shores Children’s Aid Society would like a big session in September.</p>		<p>Wendy will be organizing an Evaluation Meeting to take place either June 24<sup>th</sup> or 25<sup>th</sup>. All feedback from the training sessions, thus far, will be reviewed.</p> <p>Susan Stoddard is looking into setting up a training session in Quinte West (possibility this will take place in the summer).</p>

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	<p>No training has occurred in North Hastings but this will happen in the fall.</p> <p>Prince Edward County Social Services is another group that would like training.</p> <p>Wendy suggested offering a brief “No Wrong Door/Warm Hand-off” session/demonstration with service providers prior to the opening of the Community Service Expo. Involvement of students, both Loyalist College and high school. A table will be set up to also provide information about some ‘for profits’.</p> <p>Wendy has also ordered 300 magnets to promote 211. The Expo will be an opportunity to promote “No Wrong Door/Warm Hand-Off and 211.</p>		
b) Work Plan Review - Parent and Youth Engagement	<p>Brief discussion took place around reviewing the work plan and the Committee agreed that it made sense at this time as it is the last meeting before the summer.</p> <p>Theresa went over work plan with the Committee. It has been suggested that on the website there should be something on the “No Wrong Door/Warm Hand-Off Communication team will look at this over the summer.</p> <p>Discussion around the 3-5 year being a sustainability plan.</p>		Communication Team to look at information on the “No Wrong Door/Warm Hand-Off” being put on the CYSN website.

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	<p>Revision of “No Wrong Door” resources is to be done in July but there are 500 remaining. Inserts were suggested as a means of updating information without wasting already printed materials.</p> <p>Facilitators’ resources may change; however, there will likely be little change to the materials that are provided to people taking the training.</p> <p>Second wave of training to take place in September. Discussion in September about what will be coming up in terms of training.</p> <p>There was discussion among Committee members around delivering the information in a more pared down version rather than doing the entire training session. There is recognition that it is difficult to train all staff in some organizations. It was felt that this will evolve naturally as organizations themselves practice “No Wrong Door/Warm Hand-Off”.</p> <p>Suggestions to break down into small sessions for staff meetings, using youtube videos. Include in new employee training/orientation. This will be taken to the Evaluation meeting as well as the Communication Team.</p> <p>Initial contact form will be made available on the website Any suggested changes to Referral Guide to go to trainer or Wendy. Suggestion to notify of changes through blog.</p>		<p>Wendy to take these items forward to the Communication Team and to the Evaluation meeting for further feedback.</p>

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	<p>Family and Youth Engagement Strategies...            Theresa explained that some information has been received from other regions. Theresa asked some other service providers as well. Survey was developed to go out to Network Members. The Survey is five questions long. Theresa will send out and provide feedback. This is to be very general.</p> <p>Discussion about adding a statement/question about engaging vulnerable groups. Also areas (Belleville vs. Trenton and then rural areas). Felt that probably best to get general information first.</p> <p>Theresa will work on this and have something to bring to the group after holidays.</p> <p>Evaluation to be presented to the Network. Wendy asked if anyone wanted to be involved. Suggested that co-chairs from the Committee should present</p>		<p>Wendy to send out an updated version of the work plan.</p> <p>Theresa is to provide feedback to the Committee after the summer holidays around Parent and Youth Engagement and what that looks like for in other regions and with service providers.</p> <p>Committee co-chairs will be involved when feedback from the Evaluation meeting is presented to the Network</p>
<p><b>6. Next Steps</b></p>	<p>Evaluation of “No Wrong Door/Warm Hand-Off on June 24<sup>th</sup> from 2 – 4 pm.</p> <p>Plan for ‘Training the Trainer’ in September.</p> <p>Save the date went out for Community Service Expo. November 7<sup>th</sup>, 2013, from 2-7pm. 1:30–2pm will be set aside for brief “No Wrong Door/Warm Hand-Off session.</p>		

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<p><b>7. Mini Focus Group on Membership – for submission to MCYS</b></p>	<p>There is a working group for this event comprised of members from the Community Service Network and VIQ.</p> <p>Wendy went over the survey questions</p> <p><b>1. Why did you feel it was important for your organization to sign the Children and Youth Services Network membership agreement?</b></p> <ul style="list-style-type: none"> <li>-Formal commitment to be involved in a massive network.</li> <li>-It is a philosophy of our organization to work with other community partners.</li> <li>- Membership fee is small. It is an inclusive group.</li> <li>- Provides a wide area of contact.</li> <li>- Helps the agency know what the community has to offer in terms of services.</li> <li>- From education it was important to go through the process. It has helpful to have a formalized process in order to assist in decision making at the school board.</li> <li>-The agreement serves to create a commitment. It formalizes an organizations belief in community.</li> <li>- Participation in the Network helps to recognize gaps in services and as group it creates more opportunity for change.</li> </ul>		<p>Community Service Expo registration to go out in September</p>



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	<p><b>2. What did you perceive as the benefit of joining the Children and Youth Services Network</b></p> <ul style="list-style-type: none"> <li>-Collective group.</li> <li>-Being more informed. Provides more information.</li> <li>-The face to face connection is important. Builds relationships.</li> <li>-Creates accountability.</li> </ul> <p><b>3. What ways does the Membership Agreement help or not help strengthen your commitment to the vision, mandate and goals of the Network.</b></p> <ul style="list-style-type: none"> <li>-Provides information to Board Members at agencies. (e.g.; supports why there is increase in spending as the Community Report Card was used to demonstrate this).</li> <li>-Information from community agencies work can be shared thus creating a more informed decision-making.</li> <li>-Creates a better understanding of the community.</li> </ul> <p><b>4. What strategies could we use to engage additional organizations in the Network (for profits can belong but can not vote)?</b></p> <ul style="list-style-type: none"> <li>-Snacks / Food</li> <li>-Early morning breakfast meeting</li> <li>-Make them feel that they are missing out on something.</li> <li>-To get the involvement from other Ministries. (e.g., health, probation, police)</li> <li>-Need to speak the language of other stakeholders</li> </ul>		

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	(municipal, corporate, private). -This would have to do with the Network functions and priorities. -Use of the Report Card Brochure to make the work of the Network tangible. -Use of personal relationships to bring new people to the table.		
<b>8. Next Meeting</b>	Thursday, September 12th, 2013, 9:30-11:30am, CMHS		Please send any regrets to: <a href="mailto:Susan.Stoddard@forces.gc.ca">Susan.Stoddard@forces.gc.ca</a> <a href="mailto:sqpeccs@kos.net">sqpeccs@kos.net</a> <a href="mailto:wanderson@cmhs-hpe.on.ca">wanderson@cmhs-hpe.on.ca</a>
<b>9. Adjournment</b>	Meeting was adjourned at 11:25 AM		