

## SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES

THURSDAY, NOVEMBER 14, 2013, 9:30-11:30AM, CHILDREN'S MENTAL HEALTH SERVICES, BELLEVILLE

### IN ATTENDANCE:

Bianca Sclipa-Barrett, Terry Swift, Donalda Simmons, Paul Meadows, Amy McGuinness, Melanie Dunlop, Melanie Coates, Wendy Anderson (Coordinator), Allison Dall (Recorder) , Melanie Dunlop (by telephone), Susan Quaiff, Beverley Bell-Rowbotham, Karen Richey, Kerry Cole, Susan Seaman, Susan Quaiff, Cason Buikema

**REGRETS:**, Maribeth deSnoo, Cathie West, Barb Meillener, Jo-anne Munro-Cape

**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 (things go forward to the Network)	Action (including Person Responsible and Completion Date)
<b>1. Welcome and Introductions Important Announcement!</b>	Committee members were welcomed; they introduced themselves and identified the organization they are representing. Susan Quaiff announced that Terry Swift and Melanie Dunlop have stepped up as co-chairs for this Committee.		
<b>2. Review of Agenda</b>	Agenda was accepted Nothing was added		
<b>3. Motion to Approve Minutes from Oct 10<sup>th</sup></b>	Motion to approve Minutes from October 10 <sup>th</sup> , 2013 Moved by Paul Meadows Seconded by Amy McGuinness All in Favour		



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<p>d) How can this Committee support children and youth mental health pathways?</p>	<p>delegate to come in their place, no one responded to this idea. Discussion around the use of the OTN system to assist those who wish to participate from distance. Also the use of the telephone. It is expected that CMHS will be set up with OTN in the future. Paul Meadows offered his boardroom since it is equipped with OTN video-conferencing. He also indicated that there is a list of agencies with OTN available. Moving forward, technology will be considered.</p> <p>Terry led a discussion around the Draft Child and Mental Health Service Framework. He pointed out that when looking at the document, the initial piece is about pathways. System transformation has been discussed within our program. This is a shared document by the Ministry of Health, Ministry of Education, Ministry of Training and Colleges of Ontario and the Ministry of Children and Youth Services. Children’s mental health service providers were identified as part of the 10-year strategy. This is to help account for the millions of dollars now being spent to serve children, youth and families. The Ontario government is committed to correcting issues of what is available in communities and how youth and families access</p>		<p>Paul will forward list to Wendy. Wendy will determine technology needs of members for next meeting.</p>

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	<p>these services. Pathways are a critical piece to system transformation as well as core services, processes and lead agencies. We expect to hear from the Ministry soon about taking draft off the document and they are to identify lead agencies by April 2014. How regions are going to be formed are unknown at this time. Wendy stated that Transitional Aged Youth (TAY) Report also recommends developing effective transition processes – see September 15<sup>th</sup> blog at <a href="http://www.hpechildrenandyouth.ca">www.hpechildrenandyouth.ca</a> – which also ties in with service pathways/No Wrong Door.</p> <p>Committee members discussed how the NWD and Warm Hand-off should be a focus at this time. Terry will distribute the document once the draft has been taken off.</p> <p>Paul spoke to the redesign of addictions and mental health services. Paul explained that the consultants to make recommendations are not even aware of the networks and collaborations made for accessing mental health services in H&amp;PE Counties. Paul stated that Committee members can get more information by going to the LHIN website and going to board meetings. <a href="http://www.southeasthin.on.ca/boardmeeting.aspx?id=280&amp;ekmense1=e2f22c9a_72_188_280_1">http://www.southeasthin.on.ca/boardmeeting.aspx?id=280&amp;ekmense1=e2f22c9a_72_188_280_1</a></p>		<p>Terry will continue to keep the Committee informed.</p>

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	<p>Terry suggested that we take opportunities to advocate on behalf of our community initiatives on pathways. We will wait until the timing is right before acting.</p> <p>It was pointed out that Ruth Ingersoll and Brandi Hodge would be able to support the Network's work in terms of Food Security and how H&amp;PE Counties are effective in collaboration of their services.</p>		
<p><b>5. Work Plan</b> a) Parent Engagement Project Update</p>	<p>Melanie Dunlop accompanied Wendy to the Parent Engagement Project meeting on Nov. 12 in Kingston. The project is being funded through the Innovation Fund. A symposium will be held on January 14<sup>th</sup>, 2014 to gather input from the four Networks in the SE region. The team is preparing a package of information for participants. Grant is being used to hire someone to coordinate these efforts. Wendy contacted Centre of Excellence for suggestions, and calls went out to five consultants. Theresa Dostaler, in collaboration with Family Space, was selected. Kelly Mathieson has stepped forward as symposium facilitator. The project is focused on coming up with a common definition of</p>		

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<p>b) No Wrong Door Video</p>	<p>Parent Engagement. The project is not to engage parents at this point; it is research based. This project will give us the understanding, a philosophy, a definition and tools for parent engagement. Hopefully, this will then be executed in a consistent way throughout the region. The Project Team will have a report from the Symposium sometime in February. This Committee will play a key role at getting this moving in HPE. We are not ignoring youth, keep them in mind. A lot of the local research is focused specifically on Children’s Mental Health; however, we are looking at all sectors. There will be something beneficial for all sectors coming out of this work. Melanie commented on parent engagement on different levels and how this will be taken into consideration by the Project Team.</p> <p>The No Wrong Door Video was shown to Committee Members. This video was put together by third year students at Loyalist College; however, the video does not demonstrate the Warm Hand Off. Wendy asked the Committee about going to Loyalist and having them do a second video demonstrating Warm Hand-off. It was suggested that the existing video be adapted slightly to include</p>		

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<p>c) No Wrong Door Training Brochure</p> <p>d) Planning for No Wrong Door Training-Conventional and Power Training</p>	<p>Warm Hand-off. Wendy will approach Loyalist about adding to the video. Wendy suggested a \$100 honorarium to the program, along with a letter of thanks to the supervising professor. Everyone agreed.</p> <p>Wendy distributed the NWD brochure. These were distributed to service providers Community Service Expo which was held on November 7<sup>th</sup>, 2013. This brochure has been posted on the CSYN website.</p> <p>Wendy commented that this brochure and video are timely in promoting the No Wrong Door Training. She explained that she is not getting a lot of response from the Network in terms of No Wrong Door Training, nor is she getting many volunteers from our group of co-facilitators. It was identified at this time that some agencies may be waiting until the power training is offered to provide in house training. This seems to be better in terms of freeing up staff. There was added discussion around targeting agencies that haven't participated in the training. It was mentioned that perhaps to consider longer term planning in the future (i.e. set up some sessions ahead of time, months ahead of time so that</p>		<p>Wendy will ask about revising the video, and arrange for honorarium and letter of thanks.</p>

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	<p>agencies are able to better plan). Discussion has occurred with Theresa Dostaler and essentially the same train-the-trainer training can be used to train the power trainers. Wendy is looking for trainers to train power trainers (Amy McGuiness has volunteered, Beverley also stepped up to assist). Also funding is required (for resources, printing). We still have a supply of service referral guides and manuals but facilitator materials will need to be reprinted. Suggestion to get agencies to pay for the materials and other expenses; e.g., Theresa. Discussion about the agencies being acknowledged for taking the training (i.e.; certificates). Will look at doing the Power Training in March 2014.</p>		<p>Wendy will move forward on plans for March 2014 power training train-the-trainer.</p>
<p><b>6. Summary of Next Steps</b></p>	<p>Terry will continue to keep the Committee updated on the Child and Mental Health Service Framework.</p>		
<p><b>7. Next Meeting</b></p>	<p>Thursday, December 12<sup>th</sup>, 2013, 9:30-11:30 am CMHS</p>		<p>If you are attending or not, contact: <a href="mailto:wanderson@cmhs-hpe.on.ca">wanderson@cmhs-hpe.on.ca</a></p>
<p><b>8. Adjournment</b></p>	<p>11:12 am</p>		