

Service Pathway/Community Engagement Committee

TERMS OF REFERENCE

January 17, 2013

Background:

During the 2011/2012 Community Action Research Project (CARP), the Children and Youth Services Network (CYSN) completed the following activities and processes:

- Complete a functional analysis of current community services.
- Map an ideal service pathway, with ideal defined as streamlined, effective and seamless from the family's perspective.
- Identify natural entry points across community service sector.
- Develop and employ a common 'core' data intake process across service providers and sectors that would be the minimum information collected by all providers at intake.
- Develop a plan to align community resources with the ideal service system and service pathways.

Network activities, a community blitz, consisting of surveys and focus groups, as well as a community retreat in April 2012 helped inform this work. At a second retreat, the Core Integration Team identified the development of a service pathway and community engagement in the implementation of this pathway as priorities. The Restructuring Working Group made the recommendation to combine these two priorities under one committee in June 2012.

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.

Values:

- No Wrong Door
 - Welcome wherever you go
 - Family/Client Centered
 - i. Respectful
 - ii. Respecting client’s preferences and knowledge
 - iii. Based on collaboration and partnership
 - iv. Based on principles of Family Engagement

Service Pathway/Community Engagement Committee

TERMS OF REFERENCE

January 17, 2013

- 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
 - v. Provide clients with the help they need.

Membership:

The Committee is comprised of a broad spectrum of community service providers from different sectors and individuals with expertise in community engagement and adult education. Membership will include, but not be limited to, representation from:

Abigail's Learning Centre
Algonquin and Lakeshore Catholic District School Board
Belleville and Quinte West Community Health Centre
Children's Mental Health Services
Children and Youth Services Network (resource)
Community Living Prince Edward
Community Organized Support and Prevention (Quinte)
Counselling Services of Belleville and District
Data Analysis Coordinator (resource)
Family Space Quinte
Hastings and Prince Edward Counties Health Unit
Hastings and Prince Edward District School Board
Hastings and Prince Edward Learning Foundation
Highland Shores Children's Aid
Mental Health Services
North Hastings Family Health Team
Prince Edward Child Care Services
Prince Edward – Lennox & Addington Social Services
Quinte Children's Treatment Centre and Preschool Speech & Language Program
Quinte and District Rehabilitation
Three Oaks Shelter and Services
Trenton Military Family Resource Centre
YMCA Ontario Early Years
Youth Habilitation Quinte

Service Pathway/Community Engagement Committee

TERMS OF REFERENCE

January 17, 2013

Meetings:

The Committee will meet on the 2nd Thursday of each month for a minimum of nine meetings per year.

Meetings will be held at Children's Mental Health Services, 3 Applewood Drive, 3rd Floor, Belleville. Meetings may be attended via teleconference and/or video conference.

Minutes will be taken at each meeting.

A quorum consists of a simple majority of Committee member organizations.

Governance:

Committee meetings will be facilitated by two co-chairs who have been appointed by the Committee for a period of up to two years and endorsed by the Network. At least one of the co-chairs must be an attending member of the Children and Youth Services Network. Co-chairs will be responsible for preparing agendas, reporting on the work of the Committee at Network meetings, as needed, and reporting any feedback from the Network to Committee members. An attending member of the Children and Youth Services Network will be selected by the Committee to sit on the Coordinating Team. Each Committee member organization is entitled to one vote and co-chairs may vote at meetings.

Accountability:

The Committee reports to the Network through its co-chairs. Co-chairs in turn report on Network meetings to the Committee.

A Committee representative will sit on the Coordinating Team to assist with the organization of Network meetings, identify issues, review membership and partnerships, provide general direction to the coordinator, provide information and advise the Network.

Committee Co-chairs, Coordinating Team representative, work plan, Terms of Reference (TOR) and recommendations are to be endorsed by the Network. The Committee will review and update the work plan and TOR annually.