# Let's do this TOGETHER

A document to assist the Child and Youth Services Network of Hastings & Prince Edward plan and advance its mandate during 2016-2019

# Our task

The Community Indicators and Measures Committee (CIMC)

was tasked with creating a plan for the CYSN

following the facilitated session with Judith Moses in September 2015

# Reminder of the Goals and Objectives

1. **Planning to be informed by data**

2. Information to be widely known and accessible

3. All communities to have adequate programs & services available

4. The system of services to be easier to navigate

5. Our network to function efficiently & effectively

# What will be included

- **A SUMMARY OF THE REPORT -**This is where we will outline the intention of the document, how the CYSN will apply it, how it responds to our mandate and vision (which will be included on this page), We'll also include the tagline that the communication team developed and reference the relevance of that

- **THE PROCESS OF DEVELOPING THE PLAN** – while we've outlined the sequence of steps we've taken in various PPT presentations to the network, we've never captured the process in a document.  For future reference we'll capture it here.  This will also allow for justification by the audience that a thorough process was implemented

**GUIDING PRINCIPLES** Potential guiding principles:

1. Engagement
2. Collaboration (with trust and respect _ reference Hamilton document around community connections for language)
3. Rural-ness/geography
4. Cultural sensitivity/diversity (aligns with ministry service description goals)
5. Child, youth and family centred – (reference service pathway document)

**PRIORITY POPULATIONS -** We recognize the needs change as children develop and grow.  The CYSN will create strategies specific to the needs of the different age groups. Each age group includes families

- Early Years – birth to 6 years old
- Middle years – 7 years old to 12 years old
- Youth – 13 years old to 24 years old

**NETWORKS OF SUPPORT FOR CHILDREN, YOUTH AND FAMILIES -** This is where we'd talk about the fact that the CYSN is not able to accomplish everything alone – there is a network of support surrounding every child, youth and family:

- Community/neighbourhood
- Schools
- Other young people
- Family/guardians
- Employers
- Network – we are one of many

**NEXT STEPS -** Basic outline of the next steps

**REFERENCES -** We will include any sources from the development of this plan including any sources from the "why is it important' And will include mcys and medu service description schedule

# STRATEGIES

Planning to be informed by data
WHAT THIS MEANS
We will ensure that reliable, current and local data is used by the network to guide planning and evaluation.
WHY IS THIS IMPORTANT
Research shows… or
Best practice demonstrates …

| GOALS | WHAT DOES SUCCESS LOOK LIKE? |
|---|---|
| 1. HPE has a comprehensive repository of local data relating to children, youth and families in HPE | a) Identification of indicators to be included on the repository<br>b) A comprehensive inventory of large or unique community responses related to the indicators<br>c) Completion of an easily accessible online data website (repository)<br>d) Accessibility, promotion, launch<br>e) Usage by the community |
| 1. Introduce repository to Network and community planners and how to apply the data to inform planning | a) Hold a public and well-advertised launch of the website<br>b) Successful implementation of a strong promotions campaign |
| 1. Develop mechanisms/protocols/tools to assess resources, gaps and barriers to interventions that address needs identified by the data repository | a) Creation of tools or mechanisms to identify gaps/barriers<br>b) Data is applied to inform decision makers and community planning<br>c) Identify and measure changes in data over time |
| 1. Provide analysis and interpretation of data and how it is relevant to the Network and community planning | a) Network receives regular information updates and understands its importance and local relevance<br>b) Community receives regular information updates and understands the importance and local relevance |
| 1. Secure sustainable funding for the ongoing updating, hosting and maintenance of the website | a) A strategic approach to securing resources is developed<br>b) Successful funding of the project is received |

# STRATEGIES

WHAT WE NEED The system of services to be easier to navigate

WHAT THIS MEANS Facilitate **service coordination** (i.e., increasing knowledge, connections, interagency support and referrals to the broad range of program and service options that respond to needs) and **navigation** of a complex (and ever-changing) system for children, youth and their families.

WHY IS THIS IMPORTANT

Research shows… or

| GOALS | WHAT DOES SUCCESS LOOK LIKE? |
|---|---|
| 1.     Provide opportunities within the CYSN for stakeholders to engage and strengthen relationships | a)    Community wide partnerships (see service functions on No Wrong Door Pathway attached) that also recognizes age, geography, culture, language, and representation from government and community |
| 1.     Improve awareness and access to service pathways by service providers and "first contact" staff | a)    Accurate and current on-line resources are available and in use by service providers; e.g. service referral guide, red cards, 18-month well-baby referral map, 211, 310-OPEN, guide for Indigenous families and children, South East Health Line etc <br><br> b)    CYSN creates a network wide culture of responsibility for service providers to be trained and practicing No Wrong Door/Warm Hand-Off approaches to information and referral; e.g., new staff orientation, refreshers <br><br> c)    CYSN will coordinate annualized training for No Wrong Door/Warm Hand off with measurement protocols |
| 1.     Enhance understanding and ability of service providers to respond to needs and address complex situations | a)    An inventory of mechanisms/protocols that support referrals and transitions for use by service providers, both individually and as a group; e.g., case conferencing, Case Resolution committee, situation tables |
| 1.     Position the CYSN as a voice to consult with around changes to our system of services, new initiatives and partnership opportunities | a)    Active discussion and problem-solving by the membership at information/consultation sessions that are regularly scheduled for Network meetings <br> b)    CYSN membership is well-informed, supportive of and engaged with Ministry, Provincial, or large municipal strategies such as the Special Needs Strategy, Moving on Mental Health, OEY Child & Family Centres, Healthy Kids Community Challenge, etc. |

# STRATEGIES

WHAT WE NEED All communities have adequate programs and services available
WHAT THIS MEANS Children, youth and their families have access to the programs and services that they need.
WHY IS THIS IMPORTANT
Research shows… or
Best practice demonstrates …

| GOALS | WHAT DOES SUCCESS LOOK LIKE? |
|---|---|
| 1. Identify gaps and overlaps for all priority populations and in all geographic areas in HPE | • Issues that need to be addressed are identified through the data repository<br>• Services and programs now available are catalogued and mapped<br>• Use a proactive vs reactive approach to ensuring that what should be in a community is available, such as an asset model checklist tool.<br>• Local information is collected and assessed to hone data for specific geographies |
| 1. Facilitate service hubs and collaboration to fill gaps | • Programs and services are available in all communities in HPE through coordination and collaboration<br>• Service providers are working together to fill gaps/overcome overlaps<br>• Support the implementation of service hubs |
| 1. Promote well-being of children and youth | • Support, endorse and participate in relevant child/youth well-being campaigns to involve all communities<br>• Community belonging is strengthened<br>• Children and youth will be doing better on various measures |

# STRATEGIES

<span style="color:purple">WHAT WE NEED</span> Information to be widely known and accessible
<span style="color:purple">WHAT THIS MEANS</span> Broaden the community's awareness about where to look for information for supports and services for children, youth and/or their families and how to access supports and services that are relevant to their needs.
<span style="color:purple">WHY IS THIS IMPORTANT</span>
Research shows… or
Best practice demonstrates …

| GOALS | WHAT DOES SUCCESS LOOK LIKE? |
|---|---|
| • Establish a communications strategy around 211 that is targeted to specific audiences such as family physicians and parents. | • The network identifies priority audiences<br><br>• A communication strategy is developed<br><br>• Evaluate the usefulness and impact of the strategy |
| • Educate the network at as a whole about the importance of 211 data being current and comprehensive | • See and review 211 data reports<br><br>• Increase the usage of 211<br><br>• Network membership and community partners are aware of how 211 can help children and families, and how service organizations can use 211 as a resource |
| • Raise awareness /promote the network as a resource to be used in community planning | • Increase awareness by planners about the CYSN by providing deputations and opportunities to be informed<br><br>• Assist the communities (municipalities) to understand the CYSN and promote our expertise |

# STRATEGIES

Research shows… or
Best practice demonstrates …

| GOALS | WHAT DOES SUCCESS LOOK LIKE? |
|---|---|
| 1. | |
| | a) |
| | a) |
| | a) |

# Next steps

- Get consensus that this is the direction the CYSN wants the CIM committee to head in

- Receive agreement that these five goals are the strategic priorities of the Network moving forward

- Overlay the Ministry goals (MEDU Y& MCYS) with the Network goals to retain focus on them

- Tease out strategies/objectives from the facilitated session and other brainstorming sessions to complete this part of the plan

- THEN – determine guiding principles and values,

- explore structure options that support the achievement of the goals

# Questions?