

SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES

WEDNESDAY, DECEMBER 2, 2015, 1-3PM, CMHS – MAIN FLOOR

IN ATTENDANCE: Susan Sweetman (Co-chair), Melanie Dunlop (Co-chair), Susan Seaman, Kerry Cole, Donalda Simmons, Cathie West, Laurie Mick, Beverley Bell-Rowbotham (DAC), Wendy Anderson (Coordinator - recorder)

REGRETS: Kerry Cole, Kimberley Doyle, Susan Quaiff

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. Family engagement was added in 2014.

Item	Discussion/Motions	Recommendations <i>(things go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
1. Welcome and Introductions			
2. Review of Agenda			
3. Accept Minutes from September 15th	Accepted.		
4. Business Arising from Minutes: a) Network Meeting Highlights – Nov 26 th b) Coordinating Team Update – Nov 9 th	A new mandate, integrating feedback and input from the Network, was approved: “to support the well-being of children and youth prenatal to 18 years and their		Network and Coordinating Team minutes are available at http://www.hpechildrenandyouth.ca under the ABOUT tab.

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	<p><i>families through collaboration and informed planning.”</i> This statement implies information-sharing and collaborative planning. The activities identified at the September visioning session include:</p> <ul style="list-style-type: none"> • Building our Capacity (. . . or getting our house in order) • Knowledge Mobilization and Exchange • Increase awareness and understanding of existing services • Promote seamless network of services • Outcomes and Measures • Promote visibility and value of Network 		<p>Consultant’s report attached.</p>
<p>5. Work Plan</p> <p>a) <u>Recommendation #1</u>: Reflection on committee mandate, review accomplishments and decide next steps</p>	<p>Susan and Melanie offered three recommendations for consideration by the group, based on discussion that occurred at a meeting on November 4th also attended by Wendy and Theresa Dostaler.</p> <p>Committee mandate and objectives were reviewed. Consensus was that all four service pathway objectives have been met. It was agreed that now is not the time to set directions. The system remains in a state of flux, making it difficult to define</p>	<p>#1 – that work by the Committee on service pathways is complete</p>	

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<p>b) Family Engagement</p> <ul style="list-style-type: none"> • <u>Recommendation #2</u>: Collection of resources from CYSN <ul style="list-style-type: none"> • <u>Recommendation #3</u>: Awareness session 	<p>pathways; i.e., Children’s Mental Health Transformation, Special Needs Strategy, Adult Mental Health Service Collaborative.</p> <p>There is also the challenge of incorporating Northumberland into our system and the outstanding task of collaborating with French school boards.</p> <p>The group tasked Wendy with collecting family engagement resources from CYSN members and posting on the website.</p> <p>It was felt that engagement is different for every sector and that parent surveys and other strategies are already happening.</p> <p>It was proposed by the group that time be spent at the Feb 25th Network meeting talking about family engagement processes, best practices and where to find resources on the CYSN website.</p> <p>Once these tasks have been carried out, the group felt that the family engagement objective will have been met.</p>	<p>#2 – that work by the Committee on family engagement is complete.</p>	<p>Wendy will take request to CYSN</p> <p>Susan Sweetman offered to make this presentation (10 minutes) and include examples of engagement strategies being used across the CSYN service providers.</p>

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<p>c) Service Pathways</p> <ul style="list-style-type: none"> • Red Card 2015 Update • Service Referral Guide by Function Survey 	<p>Youth engagement is felt by the group to be more of a need right now – youth are floundering around where to get services.</p> <p>Susan Sweetman will be chairing a youth engagement steering committee, with representation from each community. Perhaps there could be a formal connection to the Network. They meet in January 2016.</p> <p>Wendy advised that the large number of requests for red cards requires another printing.</p> <p>Although members were informed a number of times at the end of the summer about the update and survey, there have been 40 submissions to our survey – all blank. The survey attempted to determine whether members were using the tool and finding it helpful. In light of this lack of response, the group agreed that this resource should be dropped and directed Wendy to stop updating it.</p>	<p>#3 – that the CYSN include youth engagement as a priority/focus.</p> <p>#4 – that no more efforts and resources go towards maintenance of the service referral guide by function</p>	<p>Wendy will share this with the CIMC – who meet next week – for consideration in the community plan they are developing.</p> <p>Susan will raise the idea of a formal connection at the January Steering Committee meeting.</p>

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<ul style="list-style-type: none"> Community Service Expo 2016 	<p>Wendy requested support from the group to partner again with the Community Services Network and Harm Reduction Task Form. Past evaluation results indicate that service providers – many of them our members - find networking at the Expos a valuable use of their time. Wendy indicated that she doesn't spend a great deal of time on this activity. The group supported CYSN involvement as it aligns with our mandate. A save the date will follow – May 17 with Dr. Michael Ungar.</p>		<p>Wendy will attend planning meetings and look after the booking of display tables, following an established process.</p>
<p>6. New Business</p>	<p>None</p>		
<p>7. Next Meeting</p>	<p>None</p>		
<p>8. Adjournment</p>	<p>The meeting adjourned at 2:50pm</p>		



Collective Wisdom Consulting

Hastings Prince Edward Children and Youth Services Network

Revisiting Our Vision and Mandate

HPECYSN Meeting: September 24th, 2015

Facilitator: Judith Moses, Collective Wisdom Consulting

Date: September 30th, 2015

The following is a summary of feedback solicited from HPECYSN members during participatory exercise designed to promote common understanding of Network's mandate and explore alignment between the group's mandate and possible activities.

Wendy Anderson, Coordinator, prepared an initial "word for word" summary of members' input as requested by the facilitator which serves to highlight the "weight" given to each of the categories referenced below. This revised summary reflects possible or suggested wording that might be used when reporting back to your membership; and to support the continuing discussion of issues raised prior to and during this session.¹

Mandate²

To create an effective, integrated and seamless community service system for children, youth and families that maximizes resources through collaboration and informed planning³

As we discussed, your Mandate confirms what the Network DOES. It serves as instructions to the Network or directions on what the Network will DO to realize its Vision. It confirms what the Network has both the **responsibility AND the authority to DO**. It is a present-state, action-oriented statement.

Network members, working individually, in pairs and in small groups, confirmed what a group with this Mandate might be expected to DO.

The many different suggestions solicited from participants clustered into six (6) distinct categories or activities.⁴

Activity #1: Building Our Capacity (...or getting our house in order)

(Re)confirm and expect/require consistent attendance at Network meetings

- For agency delegates with decision-making authority or their alternate
- Necessary to build relationships, support consistent progress over time, and promote collaboration
- Does NOT preclude attendance by other “guest” or interested stakeholders, such as frontline staff from member agencies or community stakeholders

Actively promote inclusion of all partners and stakeholders

- Reach out to ALL Ministries involved with children and youth and encourage regular attendance at Network meetings - i.e, MCYS; MCSS; Min of Ed; Min of Health; etc.
- Reach out to members who don't attend...or don't attend regularly...or fail to send consistent rep and explore ways to encourage their full participation

Develop “common language” for Network

- Define key terms used by Network, such as “seamless” and “integrated”⁵
- Encourage members to “speak the same language” when discussing Network activities

Demonstrate commitment to shared principles promoting engagement

- Ensure meetings include opportunities for members to talk and listen to one another - not just listen to reports but actively engage in dialogue, discussion and shared learning
- Incorporate opportunities for ongoing learning into meetings - doesn't have to be formal training but meaningful knowledge exchange

Develop and implement consistent processes and clear structure(s) that help us fulfill our Mandate

- Identify concrete goals; and develop annual and multi-year work plans to help us meet these goals

Recognize and celebrate successes

- Of individuals...of member agencies...of Network

Activity #2: Knowledge Mobilization and Exchange

Create valuable learning opportunities for all stakeholders (assuming we've defined stakeholders!)

Provide “in-house” training for Network members

- Brief learning topics during Network meetings
- More in-depth presentations scheduled immediately after Network meetings (“lunch & learn following meeting)
- ½ or full day sessions organized by and for Network on topics of common interest and topics relevant to work plan

Access expertise, knowledge and ideas among Network members and their staff

- Develop and distribute (or re-distribute...highlight...feature?)⁶ list of Network members with attention to their mandates, services, and areas of expertise
- Compile information about specialized expertise available in community
- Develop processes and opportunities for members to share expertise (as outlined above in relation to “in-house training”)

Monitor and report on Provincial initiatives impacting children and youth sectors or local services

- Organize presentations on key initiatives, such as Mobilizing on Mental Health and Special Needs Strategy
- Establish appropriate working relationships between Network and system-level initiatives
- Monitor progress and report to Network as and when appropriate

Move forward with “community data hub” project

- Secure funding to support launch and maintenance of electronic data hub
- Explore no-cost/low-cost ways to make information available to members and to Network, such as featuring data or components of hub on Network website

Activity #3: Increase awareness and understanding of existing services

Develop, implement and maintain multiple strategies to increase awareness and understanding of existing services among Network members and their staff; and within broader community

- Need to know “who does what” - services available, criteria for service, wait times, etc.

Explore opportunities for partnering

Activity #4: Promote seamless network of services in our community

Identify barriers negatively impacting on clients’ ability to access service⁷

Develop and implement coordinated referral strategy compatible with “No Wrong Door”⁸

Identify specific gaps in current network of services for children, youth and families

- Based on comprehensive knowledge of existing services as referenced in Activity Area #3
- With attention to confirmed needs of children, youth and families (as identified by member agencies; as confirmed through consultation with parents and youth; etc.)

Address service gaps⁹

Promote meaningful system-level and service-level collaboration

- To strategically align services through partnerships
- When developing and implementing new or expanded services

Activity #5: Outcomes and Measures

Research...Prioritize...Plan...Implement...Monitor...Evaluate

Specific areas that might benefit from this lens:

- What's working and what's not working in service delivery system
- Community needs and priorities
- Impact and value of Network

Efforts in this area should be solution-focused, not problem-oriented

Activity #6: Promote visibility and value of Network¹⁰Position HPECYSN as "go to group" for information and action¹¹

- When identifying, addressing and resolving issues relating to children and youth services
- For children, youth and families

Use voice to advocate for funding for evidence-based services, programs and practices¹²

Position Network as positive, driving force for change

- Creative; open-minded; humble

What your Coordinator had to say

I asked Wendy to complete the same activity as participants (i.e., identify what a group with this Mandate would DO); however, I did NOT incorporate her ideas into the group discussion as I wanted to ensure members were not unduly influenced by the Coordinator's ideas...as can sometimes happen in these kinds of groups.

Wendy's ideas dovetail very nicely with Activity Areas discussed above:

- Set realistic goals; formulate a plan; and follow the data
- Fully engaged membership; well prepared and committed to working together on shared goals
- Strong leaders and strong followers
- Effective communication; everyone's responsibility.

**Submitted electronically to Wendy Anderson; Beverly Bell-Rowbotham; and Brandi Hodge
September 30th, 2015**

Endnotes

1. I strongly recommend that HPECYSN allocate sufficient quality time to continue to explore and address critical issues relating to its mandate, activities and eventually, its structure until these issues are resolved. I understand the agendas for meetings scheduled to date are already pretty full, and certainly, some time must be allocated for project updates, other activities and ongoing business. However, without attention to the critical issues raised prior to and during the session on September 24th, the efficacy and value of the Network will be seriously compromised...which contributes to a negative cycle resulting in reduced engagement, dwindling attendance and limited relevance to children and youth services sectors.

There are several ways the Network could move forward with these discussions:

- I think the best option is to schedule **one hour of each two hour meeting** from now until June with specific items to be address and resolved between now and then, including addressing issues relating to current Mandate raised by facilitator on September 24th, confirming priority activities and eventually, revisiting structure to ensure it is aligned with the overall strategy (purpose...mandate...what you want to DO) of the Network
- Alternately, or in addition to the above suggestion, the Network could **schedule additional meetings** between now and June. Returning to monthly meetings would allow the Network to address business scheduled for future meetings in a timely manner AND schedule one hour of each meeting to address mandate-related issues
- If monthly meetings are too much for members, considering **scheduling one or two “extra” meetings** between now and June and either implement the “one hour each meeting” suggestion OR schedule specific meetings to address mandate-related issues. I prefer “one hour each meeting” as it allows the membership to build towards agreement and recognizes that these matters require ongoing attention. A couple of “one time special meetings” may inadvertently suggest that these critical issues can be addressed as a one shot deal
- Finally, another option you might want to consider is to schedule at least one **full day session** between now and June to address these issues. Again, this could be used in conjunction with other suggestions outlined above.

2. I understand this revised Mandate was developed by the Communication Team, or some members of the Team, and presented to the Network for approval in January 2013. Wendy shared that there was no discussion about the revisions or proposed statement prior to its approval and adoption; and I’m assuming there was no substantive discussion prior to the revisions to solicit feedback from members on why and what changes were needed.

Mandate (pre-2013)

To ensure the needs and priorities of our community guide the planning and delivery of services for children, youth and families in Hastings and Prince Edward Counties.

3. Your current mandate is very ambitious.

- It suggests you are assume FULL responsibility for creating a responsive service system for children, youth and families (as opposed to “To contribute to...”; “To facilitate the development of...”; or “To work with allies and funders to...”
- It implies the Network has authority over use of resources, including financial and human resources, a pre-requisite for creating an integrated system and for maximizing resources

4. I have expanded on some of the participants' suggestions...as a way to help move the conversation forward...however, any content that is completely "mine" shows up in these Endnotes rather than in body of report.

5. Define for purpose of, or as understood by, Network. This will help to ensure that you don't end up in endless debates about what these terms "really mean". Member agencies may have their own definitions of these and other critical terms as they apply to their respective mandates and work. These should be respected. There is no need to challenge them or to insist all members agree on one single definitions for these terms; however, they do need to agree on single definitions for purpose of Network activities.

These definitions should be included in appropriate documents, such as Terms of Reference or footnoted at end of Mandate.

6. I'm sure a list of Network members exists and is available in print and on website...however, it's worth noting that at least one and probably several of the participants at the September 24th meeting thought this represented a "new idea for action".

7. Identifying is definitely the first step; however, it would also be important to confirm and clearly articulate the Network's responsibility to address, resolve or support members' efforts to address these barriers. Typically, planning networks and committees might work to address system-level barriers, such as transportation in rural communities; while member agencies would work, individually or collaboratively, to address service-level barriers, such as hours of service.

8. As I mentioned on the 24th, there's a lot to chew on here...if the Network decides to continue to support and promote "No Wrong Door" as part of their strategy to build a seamless network of services, then it makes sense to monitor and evaluate its implementation and impact throughout the system: is it being implemented consistently by all member agencies?; how do we know this?; etc.

9. Multiple suggestions from members to "fill gaps in service", "address service gaps", "engage in service planning to address gaps". Current Mandate does, in fact, suggest that it is the Network's responsibility to address and resolve service gaps as this would be integral to creating an effective, seamless and integrated service system. The following wording for this activity reflects the role more commonly embraced by planning networks and committees: **Engage in system-level planning to address gaps in service; and support member agencies efforts to address gaps, individually, in partnership and in collaboration**

10. This is a natural conclusion or outcome of Activities #1 through #5...once you've addressed and made some progress on those, Activity #6 will virtually take care of itself!

11. As I mentioned of the 24th, lots of activities naturally flow from this objective, including meeting with municipalities, provincial representatives and Ministry personnel; ensuring Network is appropriate represented on or linked to other planning groups and collaborative initiatives, such as SNS; and celebrating your successes at public events or in public way

12. I would suggest you remove any reference to funding. Advocating for essential, enhanced and needed services is appropriate; it's up to specific agencies to confirm and request funds required.