

SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES

TUESDAY, MARCH 17, 2015, 1-3PM, CMHS

IN ATTENDANCE: Melanie Dunlop (Co-chair), Paul Meadows, Kerry Cole, Susan Quaiff, Cathie West, Beverley Bell-Rowbotham (DAC), Theresa Dostaler, Wendy Anderson (Coordinator), Allison Dall (Recorder)

REGRETS: Susan Seaman, Donalda Simmons, Laurie Mick, Susan Sweetman

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 go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
1. Welcome and Introductions	Melanie welcomed all Committee members.		
2. Review of Agenda	Agenda was accepted with two additions.		Cathie to do a TAY update. No Wrong Door wording to be discussed (Melanie)
3. Motion to Accept Minutes	Minutes from the February 17 th meeting were accepted.		

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<p>4. Business Arising from Minutes</p> <p>a) Network Meeting Highlights from March 12th</p>	<p>Melanie shared that no input was received from the membership about the two Family Engagement statements proposed by our committee in November. Wendy advised that these statements were added to the 2015/16 membership agreement which went out to the CYSN on Monday. The agreement also included our revised No Wrong Door statement. These changes were highlighted in the covering email to signatories.</p> <p>The “Make Room for Play” social media campaign was introduced and members were invited to participate. The presentation let everyone know that this initiative is to address the sedentary lifestyles of our children. There will be radio ads and official launch of the campaign on March 23rd. This responds to low EDI scores in the area of physical health and well-being among Kindergarten children in this community; i.e., gross and fine motor skills.</p> <p>Presentation on signs of safety by HSCAS by Catherine Whitley. Her powerpoint will be included with the Network meeting minutes.</p>		<p>Minutes will be posted on our website shortly – please note that the CYSN website is currently under construction as part of the re-organization.</p> <p>The link for participating organizations was shared in Monday’s blog and includes social media resources and posters. Your involvement would be appreciated! The campaign runs until June 1st.</p>

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b) Coordinating Team Update	<p>With implementation, there will be a change in the way CAS works with families to develop safety strategies. Signs of Safety promotes an open mindedness about family situations and uses common language.</p> <p>Nothing to report</p>		
<p>5. Work Plan</p> <p>a) Children & Youth Mental Health Transformation</p> <p>b) Addictions and Mental Health Redesign</p>	<p>Cathie reported that on March 19th the notice application is going out for Lead Agency. These will be due back to the Ministry on April 18th. Highland Shores is putting an application forward, as well as Kinark, CMHS and Youthab. The Ministry will let the Lead know soon after the due date. Realistically, this looks like it may be by September. CAS is looking at a Service Governance Collaborative Model. Mark Kartusch, HSCAS, has a slide presentation of how this would work. Cathie suggested that people familiarize themselves with this model.</p> <p>Paul Meadows reported that the SE LHIN has led a process of redesign to combine addictions and mental health services effective April 1st. He provided a copy of the governance model.</p>		Please see attached.

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	<p>Paul explained that this was a result of 44 respondents online (from the entire SE region) which determined a redesign was necessary.</p> <p>Three options were available to the area and these were; leave things as they are, amalgamate the existing agencies, or the creation of one big agency typical to the CACC. The SE LHIN was pushing for the third option; however, the LHIN board chose the second option and then the agencies were asked to determine how to implement this. This is what is described as a facilitated integration.</p> <p>Going forward, money was made available to hire a project manager from September to December 15, 2014 to get a process in place and once approved have implemented by March 15, 2015.</p> <p>A Governance Transition Team was developed. A board member from each of the three areas joined a Transitional Alliance Team.</p> <p>Since December's amalgamation agreement, new letters patent, application for a new corporation, as well as legal searches to make</p>		

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	<p>sure there are no outstanding liabilities have all had to be done. The process has been very time consuming.</p> <p>As a result, they will not be ready for March 31st and therefore will run as separate entities for a while.</p> <p>Paul chose not to re-apply for his job. They are currently looking for a new CEO and a head hunter has been hired. Interim CEO Alan Mathany will fill in for a couple of months.</p> <p>Once part A of the diagram is done, then the hospital services will be downloaded on to the new entity. Funding will be removed from the hospital and given to the new entity. Community Mental Health peer support will be universal and embedded in each of the new agencies – Garry Laws. There will be a basket of services; (e.g., Providence Care, eating disorders, early psychosis) that will be available to all three new entities and there will be service agreements with them. SE East AMH Alliance will oversee this. An advisory committee will ensure that the Agreement with the SE LHIN is followed.</p>		

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c) Red Card 2015 Update	<p>Paul did note that housing was not addressed initially and is now part of the basket of services.</p> <p>By March 31st the new entities will be in place. Here, one the new entity is formed the union that the employees vote in will have the job of working on a new collective agreement Seniority and pay equity plan will be looked at.</p> <p>All these changes are based on the Ideal Client Experience. Found on the SE LHIN website. Next is Community Support Services for Seniors.</p> <p>Considering all these changes in structure Paul has the task of making a recommendation to the new CEO how CYSN is relevant to this new entity. It may or may not be something the CEO will prioritize.</p> <p>Health Links will experience changes in the future.</p> <p>Wendy reported that the electronic version of Red Cards for the CYSN website is almost done. Wendy will then be able to update and submit</p>		

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<p>d) No Wrong Door Update</p>	<p>to the printer. Wendy is looking at getting help reviewing the existing cards for changes. It was asked at this time if Youthab had the resources to have someone on staff do a review. Cathie stated this is doable. Wendy would appreciate it if everyone in the Committee would review and submit changes.</p> <p>Wendy reported that an announcement of our reorganized website is happening in next Monday's blog. The No Wrong Door tab is there now if anyone wants to look at it. All of the resources that we have produced and accumulated are there. With the exception of the red cards, these resources are intended more for service providers than youth and families.</p> <p>It was suggested that families would like one place to go for information about services.</p> <p>Discussion that 211 is not working. This telephone and on-line resource was chosen by the CYSN three years to promote to youth and families as a good place to go for information. The more specialized 310-OPEN and Southeast Health Line are also being promoted.</p>		<p>Please review red cards and submit changes to Wendy – a reminder will go out via email.</p>

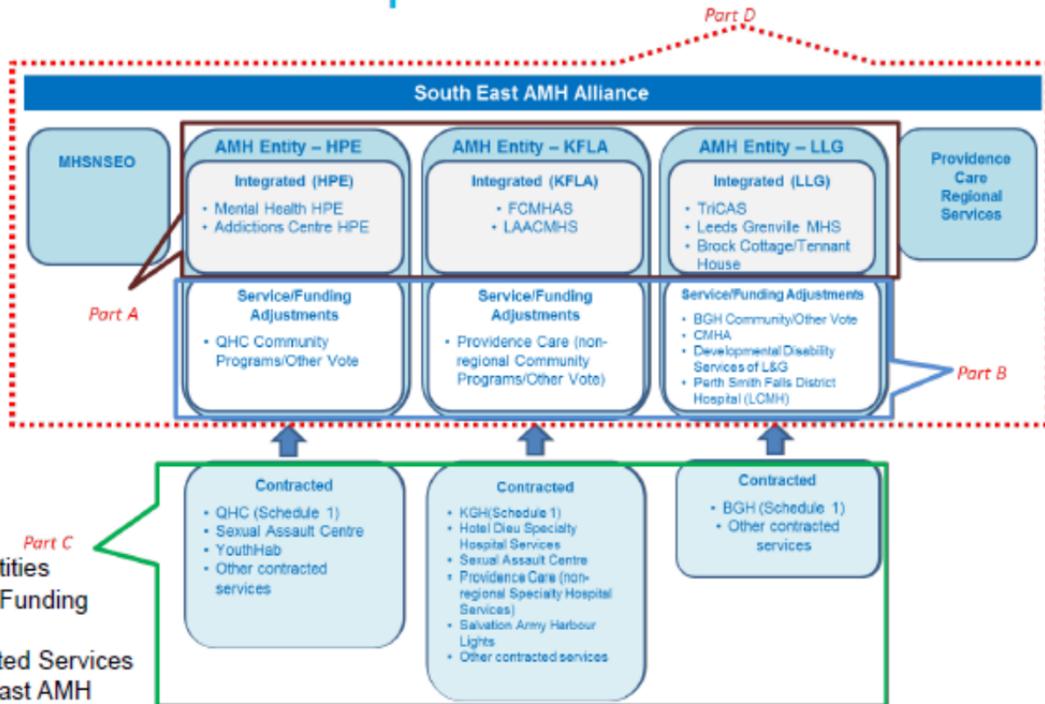
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<p>e) Continue with Family Engagement Discussion</p>	<p>However, Beverley advised that 211 is confusing and information is inconsistent. There are services available that are not listed. VIQ does not solicit for this information. The question is why is 211 not working for families?</p> <p>Wendy recapped on the recommendation at the last meeting that our work on Family Engagement be put on hold to focus more on addressing the impact of changes to our service system. Since attendance was low, it was hoped that we could have a fuller discussion today. Changes to the system and changes to the pathways really do affect this group and this kind of dialogue may be something for the bigger table.</p> <p>Theresa is currently engaged in a parent engagement project involving 7 communities, and stressed that we cannot ignore the importance of Family Engagement and how meaningful it is. If organizations are currently in a state of flux, then Family Engagement may be even more important than ever.</p> <p>Theresa feels that the Family Engagement philosophy needs to be an underlying theme of</p>		<p>Beverley has agreed to obtain data from Ottawa dispatch in regards to 211 to determine how many calls they are receiving from this area and if gaps have been identified. This will be shared and discussed at our next meeting.</p>

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	<p>the CYSN. She recognized that we don't want to be a Network that does not make Family Engagement a priority.</p> <p>It is already a commitment in the membership agreement. There is a lot of information out there about how communities are engaging families successfully – some examples are contained in the regional report. Should we be making member agencies aware of the resources around family engagement? Sharing of best practices within the Network.</p> <p>Wendy asked how busy parents can be successfully engaged. Theresa commented that an honorarium is often appreciated. She has been able to collect input on barriers which may otherwise not be identified (e.g., respite care or child care, transportation). It was questioned whether surveys would be adequate to get at barriers and gaps. Research theory suggests that forums are good too but that a mixed approach is best.</p> <p>Discussion around breaking members down into age groups so that discussion is more meaningful; as we are dealing with 0 to adults.</p>		

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	<p>Should the idea of subgroups be taken back to the Network? Do we want to recommend that we introduce the family issues group, prenatal to six, youth, etc. as we had before?</p> <p>Wendy commented that in Kingston every project that they embark on comes from a place of family engagement. Wendy suggested as a best practice that the CYSN consider Family Engagement along with Francophone and Aboriginal awareness and sensitivity in everything we do.</p> <p>Theresa did speak to the fact that Susan Sweetman has remarked that this is something she is interested in working on.</p>		<p>Melanie will contact Susan Sweetman to develop our agenda for the next meeting.</p>
6. Next Meeting	To be advised by Melanie and Susan S.		<p>If you are attending or not, contact: dunlmela@alcdsb.on.ca ssweetman@cmhs-hpe.on.ca wanderson@hpedsb.on.ca</p>
7. Adjournment	Meeting adjourned at 3:05 pm		



Option 2: Refined Governance Model



- Part A – AMH Entities
- Part B – Service/Funding Adjustments
- Part C – Contracted Services
- Part D – South East AMH Alliance Structure