

connections

Toronto Newsletter

September 2016

Welcome Back! We hope you were able to enjoy the great summer weather and had an opportunity for relaxation and rejuvenation.

It's been a busy few months for the Lead Agency team and there are plenty of updates. Thank you to all who attended our welcome reception on June 22nd. Moving office, like moving house, is always much more work than anticipated however we're now settled at 365 Bloor St. E. and enjoying the convenience of being more closely located to many Core Services Providers (CSPs), the Ministry's regional office, and many of our community partners.



Paul Wheeler, MCYS Regional Director, Toronto Region;
Claire Fainer, EMYS Executive Director; Judy Marshall,
EMYS Board member

Working Groups and Community Mental Health Tables

Final Meeting of Year 1 Chairs

In early July we convened a meeting of year 1 working groups Chairs to discuss lessons learned so that we can continue to refine year 2 processes. One of the key points raised was the need to better facilitate alignment and knowledge exchange among the working groups. To address this we have incorporated standardized templates and regularly scheduled meetings of all Chairs into our work plans, as well as created collaboration tools for the Chairs and Lead Agency to better share information.

Age-Related Working Groups

There was an excellent response to the invitation issued in early August to participate in the three new age-related working groups. Chairs **Ekua Asabea Blair** (0-6), **Tony Diniz** (7-12) and **Suzette Arruda-Santos** (13-18) met twice over the summer to discuss their approach and determine what type of information would be needed to support their work.

The Chairs identified a need for more baseline data, and as a response we have been working in-house to develop a survey that will go out to all CSPs. Initially working groups were to begin meeting in September however given the need to ensure working groups have the information they require to begin their discussions, the mandates have been adjusted to start in October and present their analysis and recommendations in May 2017.

The mandate of each working group requires a review of the seven Core Services definitions to ensure consistency of understanding and application as we move forward to greater system level planning. In support of this work we have engaged Nancy Mulrone, of Sandbox Facilitated Solutions, who has led similar processes with two other lead agencies. CSP CEOs/Executive Directors will have received an invitation to participate along with Clinical Directors, on **October 17th 2016 at the Toronto Central YMCA.** This is the first of a short series of sessions Nancy will lead to guide us to reach an agreement on:

- A common and shared operational understanding of actual service delivery in Toronto against MCYS defined core services and key processes;
- A more accurate indication of current service delivery against MCYS defined core services and key processes;
- A commitment to, and plan for, consistent application from CSPs and working groups of the shared understandings

French Language Services Working Group

The French Language Services Working Group has an extended mandate to February 28, 2017 to align with the work plans of the other working groups. This working group will continue to be responsible for identifying existing capacity and recommending strategies to ensure provision of services as required under the French Language Services Act.

The working group will focus on building capacity among the agencies already providing some level of service in French, either through a partnership with Centre francophone de Toronto (CFT) or on their own to address existing language needs. The working group will, where possible, initiate building broader French language capacity for the child and youth mental health services sector in Toronto.

A Canada-Ontario grant for French Language Services was confirmed in mid-summer. This proposal jointly submitted by Centre francophone and the Lead Agency

applies to the planning, coordination and preparation for the FLS Action Plan for CSPs across Toronto. A consultant from the francophone community was hired, and on October 1st will start facilitating this work with the FLS Working Group.

Residential Treatment Working Group

The Residential Treatment Working Group has made significant progress towards achieving its mandate. Given the dynamic environment and recent release of MCYS's Residential Services Panel report, much more work is needed and the working group received an extension in order to continue their work until February 28, 2017.

The mandate of the working group is to continue the development of a comprehensive map of the residential treatment services landscape, document gaps and priorities, and provide specific recommendations for creating alternative models of residential treatment and care within the existing funding portfolio.

Community Mental Health Tables

The Education Table co-chaired by **Cheryl Webb** (Executive Director, Adventure Place) and **John Wilhelm** (Chief Social Worker, Toronto Catholic District School Board) will hold its first meeting on September 29th.

The Health Table will be co-chaired by **Peter Szatmari** (Centre for Addiction and Mental Health) and **Paul Allen** (Vice President, Clinical Services, Youthdale). Co-Chairs are expected to meet soon and membership will be confirmed over the coming weeks. Both Community Mental Health Tables will be comprised of members from Child and Youth Mental Health (CYMH) agencies and the Education and Health sectors respectively. Their mandates will conclude in March 2018.

These Tables will support the continued development of our Community Mental Health Plan (CMHP), a ministry annual reporting requirement.

The objectives of the CMHP are to:

- describe the roles, responsibilities and services delivered by other community providers within the service area, in the provision of child and youth mental health services across the continuum;
- identify priorities for the lead agency's work with community partners to address service needs/gaps and develop the workplan for addressing those priorities;
- describe transparent pathways to, through and out of care, and the plan to continuously enhance those pathways; and
- support an enhanced provincial understanding of the child and youth mental health system through analysis and identification of common themes and priorities.

Announcement

Greg Lodenquai, Psychiatrist in Chief at the George Hull Centre, has joined us on a part-time basis in the role of Health Partnership Strategic Consultant. Greg has an academic appointment through the University of Toronto, Child and Youth Mental Health Division, is a consultant for the Telepsychiatry program through the Hospital for Sick Children and is the child and adolescent psychiatric consultant for Project ECHO Ontario Mental Health, collaboration between the University of Toronto and CAMH.

His primary responsibility with the lead agency will be at the larger systems level, developing and furthering relationships across the health and community mental health sector. His role at the George Hull Centre remains focused on the organization and delivery of psychiatric assessment and treatment within the agency. We have worked closely with Greg to ensure his contractual arrangement does not pose any conflict of interest with his role at the George Hull Centre.

Centralized Point of Access

Building on the work of the Centralized Point of Access (CPA) Working Group, which provided detailed analysis and recommendations in Year 1, we are moving to develop this key access resource. In their final report, the CPA Working Group identified the core elements and framework for implementation which are being built into the initial phase of the CPA work plan. The following are three significant elements which are helping guide the initial steps are:

Part of an integrated access system – The CPA will not replace existing points of access but will enhance the service system's ability to ensure children, youth and families and the wider community know where and how to access service no matter where they live in Toronto. To further enhance this concept, the CPA will use a virtual, decentralized model where partnering core service providers will enter agreements to use existing intake staff, housed at their home agencies, to answer a common CPA telephone number on a predetermined schedule.

Phased approach – The CPA will be designed to be scalable. It will be implemented in phases based on priority activities/functions, balanced with the resources as they become available. Phase I will allow for lean experimentation to develop, implement, evaluate and refine the technology, policy considerations, training resources, and other elements before full system-wide implementation.

Dedicated resources – Developing and implementing an effective, sustainable CPA within the Toronto system requires a dedicated focus. To lead the development and implementation of this initial phase, we are in the process of hiring a CPA project manager. This contract position will be until March 31 2017, with the possibility of extension.

Youth and Family Engagement

Dor Assia joined the Lead Agency team in August as Engagement Co-ordinator. Dor comes to us with a strong background in community engagement having previously worked as the Youth Engagement and Research Coordinator with the Peel Children and Youth Initiative and as a Youth Advisor with the YMCA of Greater Toronto's newcomer Youth Leadership Development program. He will develop and lead youth and family engagement activities ensuring that this engagement informs all aspects of EMYS's lead agency work, as well as enhancing the capacity of our community partners.

Dor has been busy meeting with CYMH service providers, experts in youth and family engagement including The Ontario Centre of Excellence, Parents for Children's Mental Health, the New Mentality, and other networks and agencies with engagement experience.

He will develop a Youth and Family Engagement Strategy that builds on the recommendations of the Year 1 Communications and Engagement Working Group.

Governance

In early 2016 EMYS retained the Institute on Governance (IOG) for assistance to address the governance aspects of transitioning to system level responsibility. Phase 1 produced a report entitled—East Metro Youth Services—Mandate and Mission Review, March 28, 2016.

The results of Phase 2 Case Studies and Best Practices will be presented to the EMYS Board of Directors in October 2016. Phase 3 will consist of an EMYS Organizational and Board Assessment. The first three phases will set the stage for the final deliverable: Governance Moving Forward, an action plan to implement the mechanics of governance for the lead agency and its relationship with boards of CSPs. We anticipate this work will be completed in September 2017.

Update - Syrian Refugees

In April, MCYS Assistant Deputy Minister Rachel Kampus conveyed a five point plan to address the influx of Syrian refugees. Over the last several months, Syrian refugees have been settling into Toronto.. The provincial government believes that many mental health issues for this population will be emerging and want to ensure that there is a rapid response for people's need. One of the points in the plan was an MCYS commitment to providing standard assessments through the Child and Parent Resource Institute (CPRI). A memo from our Toronto Regional Office entitled "[MCYS Syrian Refugee Settlement Support Plan: CPRI/InterRAI Child and Youth Mental Health \(ChYMH\) Assessment](#)" outlines supports to streamline access for Syrian refugee children and youth in communities where they live. We will be working closely with CPRI on this issue, and will share updates as these supports unfold.

To read more about the CPRI assessment strategy, here is the Q and A ([English](#)) and ([French](#))

To review the CPRI assessment intake toolkit, including forms, click [here](#).

Agency Updates

- We're pleased to welcome **Youthlink** as the newest member of the 'what's up' walk-in consortium who opened their walk-in doors September 12th. As with all 'what's up' partners, Youthlink will provide 25 hours of service between Monday – Friday.
- **Oolagen Youth Mental Health and Delisle Youth Services** will be unveiling their new name and new look at their upcoming Annual General Meeting September 22nd. The two agencies announced their intention to merge earlier this year.
- **Adventure Place** recently announced its intention to expand its service offerings to children up to 12 years of age, effective September 2016. In an e-mail to Toronto service providers Executive Director Cheryl Webb said "There are no additional resources being allocated for this expansion and we

are proceeding on a pilot basis. In conversations with MCYS and East Metro Youth Services, we feel it is best to initiate this change using a slow and measured approach during the first year and to focus the expansion on providing a continuity of care for Adventure Place clients only. This will allow us to continue to serve children who require our support beyond the age of 7 years.” This expansion does not include the agency’s Section 23 Day Treatment Program.

- **Hincks-Dellcrest Centre (HDC)** announced its intention to explore integration with **The Hospital for Sick Children (SickKids)** in June. This integration process includes stakeholder consultations and the development of a business case to be approved by the Boards of both organizations before being submitted to the Toronto Central Local Health Integration Network (TCLHIN) for review. The proposed integration will also require the approval of both, the Ministry of Child and Youth Services as well as the Ministry of Health and Long-Term Care before it can proceed.

Upcoming Events

EMYS Annual General Meeting – September 20, 2016 from 5pm-7pm at the Berkeley Fieldhouse- 311 Queen Street East

Medical Psychiatry Alliance Annual Conference – October 5, 2016 – This event is hosted by the Hospital for Sick Children. See: <http://medpsychalliance.ca/newsevent/Pages/2016-MPA-Annual-Conference.aspx> for further information and registration.

Nancy Mulroney – Collaborative Session on Core Services Common Definitions – October 17 2016- YMCA by invitation to Executive Directors/CEOs and Clinical Directors