

Moving on Mental Health

Toronto Lead Agency

September 2015 Update

Issue Date: Oct. 7, 2015

What is the Lead Agency initiative?

East Metro Youth Services was named a Lead Agency under the Moving on Mental Health (MOMH) action plan for the Toronto service area in February 2015.

MOMH is an important part of Ontario's comprehensive Mental Health and Addictions Strategy. The plan ensures children, youth and families are able to get mental health services in their communities that are accessible, responsive and based on the experiences of the children and youth who need help.

Lead agencies are tasked with ensuring core, community-based child and youth mental health services are available in their service area and collaborating with other community partners to ensure that our efforts are coordinated to improve service no matter where a young person or parent makes their initial contact.

In This Update:

- A Day of Collaboration: Sept. 9, 2015 Session Recap
- Working group Overviews
- Feedback to the Working Group presentation - Six Thinking Hats: Green Hat/Black Hat Exercise



Message from Claire Fainer:

It was a day of hard work, intensive discussion and working group progress. Our Sept. 9, 2015 meeting brought together the Core Services agencies funded by the Ministry of Child and Youth Services and other community partners.

I can share I couldn't be more inspired by the insights, actionable ideas and commitment I saw demonstrated during that hot and humid Wednesday we shared together. We spent the day focused on working group updates, discussions and feedback, and emerged with solid consensus on the working groups' direction and enthusiasm about

the work that has been completed to date. We are pleased to share details on our progress in this update.

I am so very grateful to our colleagues working in infant, child and youth mental health in Toronto for their support, expertise and insights, as East Metro Youth Services (EMYS) has taken these first steps as a lead agency in 2015. We all recognize that change cannot happen overnight, and will demand much dialogue and hard work from all of us. We are committed to working in concert with all of you as we take thoughtful and measured steps toward improvement. Some priority areas for discussion include:

Accreditation: As a sector we have worked very hard over many years to ensure that our programs and services are evidence based and delivered by qualified professionals. A key element of this has been going through the process of accreditation and continually being held accountable to the standards set out by recognized accrediting bodies. Proof of accreditation is a cornerstone for the Toronto system to ensure there can be no question as to our legitimacy and credibility in the field of mental health.

Residential Review: EMYS like many other providers in Toronto operating residential programs struggles to manage the structural deficit inherent in our residential budgets. Once the ministry's residential review is completed we will need to come together and discuss the findings and recommendations to determine how these apply to Toronto and how we can rationalize which of the residential services we need and can afford as a region.

Psychiatry: Over the coming months I will begin our community mental health planning process with an intention to meet with those with whom we collaborate - health, education, child welfare, early years and others. In the course of the conversations that I have had with several of our core service agencies it is already clear that one of our important priorities is to ensure that every core service agency has ready access to the level of child and adolescent psychiatric consultation/service that they need to adequately attend to client and family needs. I look forward to opening up this

Additional Resources & Tools:

- [Moving On Mental Health Ministry Overview & Information](#)
- [Collective Impact: Stanford Social Innovation Review](#)
- [The Promise of Lean Experimentation](#)
- [Centre of Excellence on Child and Youth Mental Health](#)

Do you have a question, feedback or thoughts you would like to share?

Contact:

Director, Lead Agency Strategy,
Roberta Bustard at
rbustard@emys.on.ca

Next 90 Days:

Sept. 11 – Meeting of Working group Chairs

Oct. 8, 2015 – [East Metro Youth Services Annual General Meeting, Scarborough Golf Club at 5:00-7:30 p.m. , Scarborough Golf & Country Club, 321 Scarborough Golf Club Road.](#)

Nov. 5, 2015 – Core Services Team Meeting

More to Come:

Stay current with our regular monthly updates, and an upcoming Lead Agency Web presence. To be added to our mailing list, please contact tpobuda@emys.on.ca

discussion with our health colleagues.

Technology: As we think about developing better pathways to service in Toronto it is critical that we consider how current technologies can make it easier for children, youth and families to get the help they think they need. This is an underdeveloped capacity that we must weave into the fabric of all of our core service designs.

Across all of these important issues, we look forward to working closely with the Ministry of Children and Youth Services.

Together, we will effect positive change for the entire mental health sector in Toronto by driving forward system improvements and creating a collective framework for delivering service to Toronto kids and families. Our commitment to collaboration is absolute. I look forward to our ongoing dialogue and collaboration.

Working Group Overviews:

Four working groups were established over the summer to support the development of the first Core Services Delivery Plan, a key deliverable to the ministry in 2015/16. On Sept. 9, 2015 the working groups presented updates and plans for feedback.

Communications

Tony Diniz, CEO, Child Development Institute (CDI) and Communications working group chair, shared the importance of consultation and engagement through bringing diverse voices to the table, while at the same time taking a measured and carefully planned approach to broad-based public consultations. The Communications team will focus on collecting best practices, collaborating with peer Lead Agencies, and will pull together near-term communications tools for all working group participants, to help inform frontline staff and agency leadership teams including Board members. Tony noted: “We should always have clarity of intent when we are planning for public consultation. We need to have a clear engagement plan.”

Service Mapping

Donna Duncan, CEO, The Hincks-Dellcrest Centre spoke to the possible approaches and key benefits of comprehensive service mapping. The Service Mapping working group will work closely with the service provider community, ministry officials and their working group peers to determine the current information gaps, determine what data and tools currently exist, and look to a potential survey of MCYS members to fill in any additional detail required. Donna spoke to the importance of rigour and consistency of definition as this work is conducted. “It is key to compare apples to apples, versus having a fruit salad.”

Centralized Point of Access

Heather Sproule, Executive Director, Central Toronto Youth Services and chair of the Centralized Point of Access working group discussed approaches to uncovering a way to eliminate barriers to youth and family access to mental health services, noting her working group will focus on investigating the work being done in other sectors such as healthcare and education. “The vision is that children and families will know where to go... to get the services that address their needs.

Knowledge, Information, Data, Systems Performance Management k/i/d/s

Knowledge, Information, Data, Systems working group chair Ewa Deszynski, Executive Director, Etobicoke Children’s Centre spoke about how the work

Working Group Tools & Resources

Full working group presentations and Terms of Reference documents are available through the working group chairs. For a full list of the Core Service agencies working with us, please visit <http://emys.on.ca/?p=1677>

being done by her team underpins all of the other team's efforts. "We need to focus on the data that matters ...so infants, children and youth receive the right mental health services at the right time." Ewa noted her team will be looking to determine systems currently in place, tracking the Ministry-driven system initiatives and working closely with other working groups and in particular the CPA and service mapping groups.

Working Group Presentations: Six Thinking Caps Exercise

Teams were asked to feedback on the working group presentations using the Six Thinking Hats exercise developed by Dr. Edward de Bono for structuring a discussion to uncover different perspectives and points of view. Focusing on the Green hat, a blue-sky, 'what-if', benefits-based view and Black hat, an analytical, risk management and challenges-based perspective, participants were encouraged to write these perspectives on Post-It™ notes... Some key themes for each presentation emerged:

Communications

Green Hat themes: Use Keep It Simple (KISS) approach, be concise, consistent, sing from the "same song sheet," leverage social media, use videos and interactive communications vehicles, ensure diverse voices are consulted and represented.

Black Hat themes: Be careful not to communicate too quickly until there is a clear understanding of the key messages and go-forward plans, make sure we ensure diverse communities are part of the consultations, don't over-rely on e-mail, don't try to "engage everyone on EVERYTHING,"-ask and understand "how to address/accommodate multiplicity of languages (and cultures) in Toronto?"

Service Mapping

Green Hat themes: The importance of using demographic, community and neighbourhood data to inform this process, looking at ways to optimize access in certain areas, and identify where service gaps occur and build capacity, looking to other sectors for tools and best practices in this area (i.e. healthcare).

Black Hat themes: "If a survey is used to fill gaps in information, there may be barriers to completion" because of the number of surveys that agencies are asked to complete, there is a risk that some services may get missed – not all agencies are 100% funded by MCYS but deliver mental health services to youth, lack of standard service definitions, "Everyone needs to define services in the same way" and be consistent, rigorous in their sharing of information."

Centralized Point of Access (CPA)

Green Hat themes: "Could finally get good data," "Can we piggyback on infrastructure our ideas of a 211/findhelp.ca?"

Black Hat themes: "A CPA must not mean youth having insurmountable barriers to face-to-face contact," "you need one organization dedicated to this complex role," "if clients find the right door you better make sure something is behind it," "What happens to the successful walk-in programs?"

Knowledge, Information, Data, Systems k/i/d/s

Green Hat themes: Participants saw great value in a single system for data collection and performance measurement, "Don't try to solve all of the data problems, be practical and realistic," "It would be great to have a common databases to which the entire system has access including other sectors like health, education, etc".

Black Hat themes: Participants cautioned the working group to focus in on privacy, security and training considerations, there was concern about new solutions being impacted by a lack of accurate consistent data collection given how busy frontline staff can be. "We need one database..."