

FALL 2017

UPDATES

Centralized Point of Access

The lead agency has been hard at work over the summer moving forward on and laying foundations for the Centralized Point of Access (CPA) service. We remain committed and diligent in our efforts to ensure CPA officially launches in early 2018. Continue reading on to find out what CPA priorities we are working on this fall. As always, thank you to the Intake Workers Network, CSP Clinical Directors, Centre Francophone, Executive Directors, and many of our colleagues serving the 0-6 and 7-12 Toronto populations for continually engaging in the CPA process.

Building the corporate infrastructure – Work on the primary components such as the website, database and triage/referral software user interface is on track to be ready in time to hire and train the CPA workers. As discussed in the Participation Agreement and Data Sharing information sessions attended by our Core Service Providers (CSPs), the client referral and reporting structures are also being built to, as much as possible, align and connect the various database and CR systems into an automatic data collection and reporting process, minimizing the impact on referral agencies while still adhering to the privacy regulations and standards.

Staffing – EMYS has posted for the position of Manager, Centralized Point of Access Service. Reporting to the Director of Lead Agency Strategy, the Manager of CPA will be responsible for all aspects of overall management of the CPA Service. The major responsibilities include planning, implementation and coordination leading up to the successful launch. When operationalized, the manager will be responsible for ensuring timely and professional responses to those requesting access to infant, child and adolescent mental health services. This will include training and supervision of the CPA workers. We anticipate the hiring process for the CPA Service Team which will be responsible for triaging and referring CPA callers to be hired in December, allowing approximately two months for orientation and training. The posting has closed and we have begun the interview process.

Triage and screening tools – We are in the process of signing agreements with relevant vendors and partners such as CHEO and CPRI to ensure the triage and screening tools are in place and training schedules can be organized. We anticipate the ASQ and InterRai trainings to start taking place in December through early January in time for the soft launch. We will be connecting with CSPs about a more detailed training plan as soon as possible. In addition to the screening tools, discussions have also started to ensure protocols are in place for referrals to appropriate services outside of our Core Service Providers such as Surrey Place Centre, including Indigenous and other ethnocultural services.

Continuing to build on sector expertise and insight – Throughout the process, we have recognized that the success of CPA is only possible through harnessing our collective knowledge, wisdom and insight. In addition to the formal and informal guidance brought by our Core Service Providers and year 1 CPA Working Group, the lead agency mandated Working Groups and Partnership Tables from Year 2 have provided valuable insight and put forward

recommendations, informing our planning process. These Partnership Tables will continue through the coming year, and we anticipate networks and other collaborative groups to form from the Working Groups, providing opportunity for continued engagement with our Core Service Providers. Additionally, we are building on the informal relationships with groups such as the *Director of Service Group*, *Evaluator Group* and *Intake Worker Network* to identify the best way to allow them to participate in system transformation, including the development and implementation of the CPA.

CPA Service Oversight – As identified in the Participation Agreement sent out in early September, we intend to create a CPA Service executive advisory committee. Following the example of the ‘what’s up’ walk-in, the committee would meet three to four times a year and make high-level recommendations to the planning and functioning of CPA. We anticipate the mandate will include: reviewing the legal agreements, acting as the arbitration body between partners within the CPA service and helping guide the future development of the CPA. The exact nature of this body is yet to be determined however we are looking for a combination of experience and representation such as technical expertise, EMYS rep, MCYS rep, youth and family rep, three CSPs, similar service provider (e.g. Kids Help Phone/211). In addition, we will draw on multiple reference groups and individuals as required for expertise in the operation of the CPA service.