



EMYS LEAD AGENCY QUARTERLY NEWSLETTER

SPRING 2018

Happy Children's Mental Health Week!

In this edition: Updates on Mental Health T.O.: Access for Infants, Children, Youth & Families, Governance, Ontario Black Youth Action Plan, and Urban Tele-Mental Health, and some exciting announcements on Big White Wall, Bounceback, and from MCYS.


To stay better connected and ensure you don't miss important news and updates from East Metro Youth Services, we have moved to a subscription-based system. You were sent this edition because you have subscribed or received past newsletters.


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Updates

MENTAL HEALTH T.O.: ACCESS FOR INFANTS CHILDREN YOUTH & FAMILIES (formerly Centralized Point of Access)

Introducing MENTAL HEALTH T.O.: *Access for Infants, Children, Youth & Families.*

The Centralized Point of Access (CPA) service achieved a milestone and formally established its new name and branding: **MENTAL HEALTH T.O.: *Access for Infants, Children, Youth & Families*** (MHTO) at the March 5th meeting of Core Service Providers (CSPs). Members who attended the previous meetings will remember that this has been a through process, involving a series of engagement activities with CSPs, our partners, and stakeholders including youth and families. The new name best reflects the mandate we are striving to achieve not only now, but for the future: increased access to community-based mental health services for the infants, children, youth and their families.

MHTO Timeline Service Slightly Delayed

Due to technological difficulties, we will be delaying MHTO's soft launch until Summer 2018. We want to ensure all bugs in the system have been resolved and that intake staff receiving referrals feel sufficiently trained and confident in using the system, so that service users experience the best possible and barrier-free service. We will be sharing a more detailed timeline, highlighting training and implantation dates will be sent in the coming weeks.


MHTO Executive Advisory Committee

The establishment of an **Executive Advisory Committee** to provide insight and governance for Mental Health T.O. was discussed at the CSP meeting March 5. This committee reflects a diversity of experience in areas such as intake processes, previous work with similar type of services, partnerships within and across relevant sectors and geography. A subsequent call for nominations from CSP agencies yielded several qualified individuals willing to provide their time and expertise into this important initiative.

After a careful selection process, we are pleased to announce your inaugural Executive Advisory Committee for Mental Health T.O.: *Access for Infants, Children, Youth & Families*:

- Brian O'Hara, Director, Centralized Access to Residential Services (CARS), Skylark
- Deb Shime, CEO, East Metro Youth Services
- Eli Perell, (MCYS) – Ex-Officio
- Emma Turner, Clinical Supervisor, The Etobicoke Children's Centre
- Heather Sproule, Executive Director, Central Toronto Youth Services
- Janice Hayes, Executive Director, YouthLink
- Laurie Marsan, Director of Services, Child Development Institute

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FOLLOW UP: EXECUTIVE DIRECTOR CORE SERVICE PROVIDER MEETING – MARCH 5, 2018

Following the Executive Directors Core Service Provider meeting on March 5th, EMYS sent a survey to all attendees to learn about their experience. We received some great feedback, both positive and constructive that will help shape future Core Service Provider meetings.

Some of the feedback included:

- 91.6% of the respondents felt the objectives were clearly communicated in advance of the meeting and 100% felt the meeting objectives were met.
- When asked what people felt was most effective about the meeting respondents noted the collaborative discussions and small group discussion, the engagement of the group and the structure of the day.
- When asked what people felt was least effective, respondents raised concerns about capacity to deliver on all the work and the sometimes-circular discussions in the afternoon.


Other comments included questions about receiving notes and reports from various committees/working groups and communication that is targeted to CSPs, not the broader community.


In response to what people want to discuss at future meetings the following comments were provided:

- The new funding model;
- What the lead agency consortium is working on;
- A process for identifying gaps in service;
- How we address waitlists or have a mechanism to track waitlists upon intake and referral to the service;
- Knowledge exchange;
- Improving treatment;
- How we can become more involved in advocacy groups
- Becoming a major player in CYMH
- Data and information sharing strategies for strategic planning in CYMH;
- Sustainability of the sector, including cross-sectoral opportunities and discussions.


To help plan future meetings, we would like to invite you to participate in a Core Service Provider planning meeting. If you are interested, please contact Deb Shime by **May 15** indicating your interest.

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GOVERNANCE

Transitional Selection Committee Update

On April 3rd an email was sent to all core service providers with a call out for members to participate on the Transitional Selection Committee (TSC), however no applications were received by the deadline. We reached out to two outgoing Executive Directors, Maritza Sanchez, Jessie's, and Tony Diniz, CDI, who agreed to be on this committee alongside Deb Shime and EMYS Board member Charlene Di Danieli. Applications are currently under review with the goal of selecting new Board members by June 2018.

FRENCH LANGUAGE SERVICES (FLS)


According to the French Language Services Act, all French speaking families in Toronto are entitled to receive French language services (FLS) from any agency delivering mental health services as a third party on behalf of MCYS.


On March 5, participating agencies agreed that East Metro Youth Services (EMYS) and Centre francophone de Toronto (CFT) would work together to develop a comprehensive FLS strategy for French speaking children and their families living in the designated area of Toronto.

On March 27, EMYS and CFT signed an agreement with participating agencies to ensure mental health French language services are available for all families.

A French Language Working group (FLSWG) was formed consisting of seven agencies, and we are looking for more agencies to join. The first FLSWG meeting was held on April 27 at CFT. The FLSWG will advise EMYS and CFT on the best approach to serve French speaking families and will develop language for FLS Memorandum of agreement, which will be shared and discussed with all participating agencies.

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LEAD AGENCY CONSORTIUM

The Lead Agency Consortium is meeting monthly and have had the privilege of MCYS's ADMs, Nadia Cornacchia, Service Delivery, Melissa Thompson, Transformation and Implementation Planning, and staff attend the last two meetings to update on the work of MCYS including discussion of the new investments in community. The Lead Agency Consortium released the Provincial Priorities reports which the EMYS staff are reviewing to align with our Toronto priorities. In addition, Deb Shime has joined the Lead Agency Consortium/MCYS Partnership Table.

HEALTHCARE PARTNERSHIP TABLE


The Health Care Partnership Table (HCP), focusing on the theme of Access, held its second annual Retreat in mid- April. A curated session, with about 40 participants, included primary and pediatric healthcare representatives from Community Health Centres, Family Health Teams and Nurse Led Practitioner Teams, and academia for knowledge transfer services.


The Retreat, as an initial start to a longer-term engagement and communications strategy, aimed to:

- Create awareness about/through Pediatric Care/Primary Care in Toronto and the intersection with community-based mental health treatment centres;
- Enable Primary Care providers to know about Moving on Mental Health Toronto (MOMH-TO) and specifically pathways, co-ordination and awareness of exemplary models;
- Facilitate the identification of three to four key priorities to advance for Phase III of the Healthcare Partnership Table through a strategic and collaborative approach during this Retreat.

Building on the feedback from the experts at this Retreat, planning for Phase III of the HCP Table is underway.

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EDUCATION PARTNERSHIP TABLE

The Education Partnership Table, over the last six months, has been using a small joint task force with four Executive Directors/CEOs of Core Service Providers and TCDSB and TDSB to tackle the challenge of special projects in schools. Full Day Kindergarten (FDK) with the 4 to 6-year-old population was consistently identified with emerging needs in the school system. This short-term task force has been meeting to understand the requirements of the school boards and how to best work together for the upcoming school year to enact a targeted pilot.

0-6 NETWORK

The 0-6 Network continues to meet on a regular basis and is developing a comprehensive action plan.

ONTARIO BLACK YOUTH ACTION PLAN

The Minister of Children and Youth Services, Michael Coteau, was at TAIBU Community Health Centre in Scarborough on Friday, May 4, 2018 to promote and make an announcement regarding the Black Youth Action Plan (BYAP) Enhanced Youth Outreach Worker Program.


As of March 2018, the Provincial Youth Outreach Worker Program received additional funding for 12 new Black Enhanced YOWs (BEYOWs) for the Ontario Region through the BYAP. The BEYOWs are specially trained clinical workers to connect Black youth and their families with local resources and supports to help them thrive to the targeted region they are linked to.


The following regions have received funding for BEYOWs: North (1 FTEs), Toronto (6 FTEs), East Network (4 FTEs) and West (1 FTEs).

SPECIAL ANNOUNCEMENT FROM MINISTRY OF CHILDREN AND YOUTH SERVICES

The Honourable Michael Couteau, Minister of Children and Youth Services announced on May 3, 2018 that the increase in base funding for core service providers and Indigenous providers delivering a core service will be made available in 2018-19.

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THE CHILD, YOUTH AND FAMILY SERVICES ACT, 2017

The new *Child, Youth and Family Services Act, 2017* (CYFSA) and its supporting regulations is now law.

The CYFSA is proclaimed and the majority of provisions are in effect as of April 30, 2018. Part X (Personal Information) comes in to force January 1, 2020. The CYFSA replaces the *Child and Family Services Act* which was in place for more than three decades.


You can access the CYFSA and its supporting regulations on the e-Laws website at <https://www.ontario.ca/laws/statute/17c14> and from the MCYS website.


To learn more about the changes the CYFSA represents and to access CYFSA-related forms and directives, please visit the MCYS website at <http://www.ontario.ca/children>.

The Ministry will continue to work with families, youth and children along with First Nations, Inuit and Métis partners, service providers and other organizations to support implementation. Over the coming weeks and months, information about training and learning activities and resources developed to support implementation will be made available via our MCYS website and in some instances via email channels.

Please contact the ministry at CYFSA@ontario.ca if you have questions about the legislation, regulations or implementation.

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Resources

Exciting new mental health resources for Ontarians

URBAN TELE-MENTAL HEALTH SERVICE

The Urban Tele-Mental Health Service is in its second year of a three-year pilot program by the Ministry of Children and Youth Services (MCYS) in partnership with East Metro Youth Services in its lead agency role. To ensure the success, EMYS and MCYS have undergone a review of the program and made a few changes.

Through Urban Tele-Mental Health Services via live video conferencing, children and youth up to age 18, their mental health professional, and their families can access psychiatric consultation within a few weeks of referral to the service.

This service requires that the referral be made by a mental health professional who has worked with the client for a period and is knowledgeable of their situation. They will need to be involved in the consultation process to ensure they follow up on any recommendations.


To submit a referral, [download the forms here.](#)


Once completed, send the forms to EMYS Urban Tele-Mental Health Service Coordinator Karlene Haughton by fax (416- 926-1784) who will coordinate the referral. She will also assist you with any questions/concerns you may have on how to complete the forms.

For more information please contact:

Karlene Haughton
Urban Tele-Mental Health Service Coordinator
416-438-3697 ext. 21361
khaughton@emys.on.ca

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CHILDREN'S HOSPITAL OF EASTERN ONTARIO (CHEO)

Walking the Path: An applied research pilot project

This pilot project is based on the findings and recommendations of *Paving the path to connected care*, a policy-ready paper published by the [Ontario Centre of Excellence for Child and Youth Mental Health](#). The pilot focuses on implementing three key recommendations within two agencies/communities (East Metro Youth Services in Toronto and Algoma Family Services in Sault Ste. Marie). Specifically, this pilot aims to:

1. Create organizational structures and practices that support inter-provider communication
2. Develop guidelines and standardized clinical pathways
3. Integrate standardized tools in primary care practices


The project is led by Dr. Mario Cappelli, Ph.D, C. Psych Director, Psychiatric & Mental Health Research, CHEO Clinical & Adjunct Professor of Psychology & Psychiatry, & Member of the Faculty of Graduate and Post-Doctoral Studies, University of Ottawa, and aims to improve pathways between primary care and child and youth mental health services by piloting the use of the HEADS -ED tool. The HEADS-ED tool is a brief mental health screening tool that helps physicians to obtain a psychosocial history to aid in making decisions regarding patient disposition (e.g. admission, discharge, or requesting specialized mental health consultation).


In this first phase of the pilot Skylark, Yorktown, Rosalie Hall, East Metro Youth Services and YouthLink have all on boarded to receive referrals from Scarborough Academic Family Health Team. Work to date includes meetings of the Local Advisory group to design the pathways, and focus groups with parents and youth, core service providers and primary care. Thank you to all for your extensive work to develop the pathways and get this work underway and launched.

To date we have had little success with referrals and we are working with additional pediatric sites and the existing primary care site to build momentum and increase referrals. We appreciate the tireless efforts of all involved to strategize and learn from this phase of the pilot. Stay tuned for further updates over coming months.

For more information, email Bianca Feitelberg, bfeitelberg@emys.on.ca

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BIG WHITE WALL - ONTARIO TELEHEALTH NETWORK

Big White Wall is an online resource available for clients 16 years and up and is now open to all Ontarians. It is designed as a support for users with mild to moderate depression and/or anxiety with a **LOW** risk for suicidal thoughts or self-harm. It is considered an adjunct to therapy and can be used as a tool in recovery. The site is anonymous, safe and secure, allowing users to express themselves and their feelings openly without fear of judgment. The site is monitored 24/7 by clinically trained “wall guides” who support and connect with users when risk factors are identified.

Users can:

- Seek social connection/peer support;
- Access mood assessment/self-help/self-improvement tools and resources;
- Access self-guided courses;
- Express feelings and thoughts through various creative outlets and online tools within the site.


For more information, visit: <https://www.bigwhitewall.ca/>


BOUNCEBACK - CMHA

BounceBack is a resource available for clients 15 years and up and is a support program for clients with mild to moderate depression with or without anxiety with LOW risk for suicidal thoughts/self-harm through structured self-guided workbooks. Developed specifically for youth there are 16 workbook topics including mental health, stress, sleep, problem solving, and building confidence. and they have developed workbooks specifically for youth. There are also culturally sensitive workbooks for French, Farsi, Arabic, Mandarin, Cantonese, Punjabi and soon Spanish speaking clients. A referral is needed for this program as it is structured in nature. A primary care worker contact is required as BounceBack connects with the Doctor/care provider to update them on progress and follow up. The program also offers 3 to 6 telephone coaching sessions with trained coaches and it is available in 16 languages. Training videos are also available on the above-listed topics and no referral is required to access them. BounceBack is considered an adjunct to therapy and can be used as a tool in recovery for clients who are motivated and can go through workbooks independently.

For more information visit: <https://bouncebackontario.ca/>

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In the News

WHAT'S UP WALK-IN

To help victims and people of Toronto cope with the April 23rd tragedy, various media outlets listed what's up walk-in as a support and young people could turn to if they needed counselling services.

[CBC News](#) | [Global News](#) | [Toronto Star](#) | [Toronto.com](#) | [CTV National](#)

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