

MENTAL HEALTH T.O.: ACCESS FOR INFANTS, CHILDREN, YOUTH & FAMILIES

We are excited to share that we have successfully finished the technical testing for Mental Health T.O. (MHTO) and are approaching the “GO LIVE” where we will test and refine the client experience. A big thank you goes out to the eight core service providers (Aisling, CDI, YouthLink, CTYS, The ECC, Griffin Centre Skylark, and Yorktown) who volunteered to test the system.

Testing Feedback

Overall, the technical testing went well. The eight agencies completed testing on five mock clients. All reported that there were no issues getting on the portal and obtaining client information.

Some key pieces of feedback we received included:

- The client page needs to be more reader-friendly, better organized and streamlined;
 - Eliminate duplication of information and improve their understanding of different client data fields;
- Further education/training is needed about what information we collect and why;
- Need a way to download client data in a spreadsheet rather than in PDF or print-out.

Chris, MHTO Manager, will be addressing these concerns with his team over the next few months.

GO LIVE & Outreach Strategy

To help manage this next stage, including some of the technical and logistical glitches that we anticipate will arise, the MHTO Executive Advisory Committee has recommended a very targeted outreach strategy. Given that the eight testing agencies are already very familiar with the MHTO portal, they will also be acting as a test referral agency for the calls we receive. Working with them to identify key referral sources, we will target outreach to 2,000 children, youth and parents with infants through local referral sources to secure 100 calls (5% penetration) through the summer. This pilot will provide important feedback from both the perspective of the CSP and the users.

While we are targeting referral sources located near the eight CSP testing sites, it is possible a referral may be best suited to your agency/location. We expect this will be an exception, but it is possible that clients who receive referrals will be outside our targeted eight testing CSPs. To prepare, we will work with your intake staff/department to ensure they are ready to receive referrals.

We will be reaching out to referral sources the week of July 9 to introduce them to MHTO and will go live on July 23. This time allows us to integrate any feedback from the testing CSPs following our completed technical testing.

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If you have any feedback, questions or concerns about this approach or the list please let us know. Thank you, as always, for your ongoing support in this important initiative. We truly couldn't do it without you.

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STAKEHODLER ENGAGEMENT

As you know, over the last several months, we have been pulling together a three-year Core Service Delivery/Community Mental Health Plan as a key deliverable for Moving on Mental Health Toronto (MOMH-TO).

During meetings on March 5 and June 13, 2018, Core Service Providers (CSPs) affirmed the broad priority areas of **Access, Service Alignment, Data and Performance Management** and **Sustainability** based on in depth examination and work by many professionals in the infant, child and youth mental health and associated sectors in Toronto over the past two and a half years.

In addition to incorporating your feedback, over the next few months East Metro Youth Services will be focusing on engagement with key community stakeholders to ensure that the three-year plan reflects a full and balanced perspective. In July and August, EMYS, will be meeting with various representatives such as the TCLHIN, Child Welfare and City of Toronto, (see a complete list below) to help inform them about the priority areas identified, some of the short-term and intermediary actions, and to seek their insight and advice on the plans we have initiated. This feedback, along with feedback from our June 13th CSP meeting, will be used to inform the revised version of the plan to be presented at our next meeting.

Given that we are aiming for our CSP meeting on September 12 for finalization of the 3-year plan to meet Ministry timelines, there is a short window. If you are interested in joining EMYS and are available, please reach out and we will try our best to include you in a specific meeting. In addition, if anyone is missing or you have a significant relationship with a specific stakeholder that you think should be included, please let us know by emailing Bianca bfeitelberg@emys.on.ca

We anticipate that the meetings may not be able to all take place over the summer, so we may continue with key stakeholders into the early fall – both for engagement and for feedback.

List of Initial Stakeholders for consultation and feedback include but not limited to:

- CAMH
- Centre of Excellence
- Child Welfare - Native Child and Family Services, Jewish Child and Family Services and Children's Aid Society
- Children's Mental Health Ontario
- City of Toronto, Social Development, Finance & Administration
- Community Health Centres

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- Lead Agencies in surrounding regions of Toronto, (Peel, York)
- MCYS Program and Corporate
- Parent's for Children's Mental Health
- School board including - TCDSB and TDSB Lead
- Surrey Place, Complex Needs
- Toronto Central LHIN as primary lead for all Toronto-based LHINS
- Wellesley institute
- Youth Justice

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NEWLY FORMED WORKING GROUPS

At the CSP meeting on June 13th, we identified a few follow ups including:

Forming a Funding and Decision-Making Working Group – several CSPs are interested in participating and an initial call has been scheduled for mid-July to scope the work, develop terms of reference and decide next steps. Stay tuned for more info in our upcoming September 2018 meeting!

Engaging with Surrey Place about FASD and the link with infant, children and youth mental health. A meeting has been scheduled for mid-August to allow Surrey Place time to collate and analyze the results of the surveys they administered in the Spring. A few CSPs have agreed to meet with them and will update the larger group at our next meeting.

Initiating the Intensive Services Working Group. A call out to this group will go out later in the summer to allow time for the provincial working group to scope their work, MCYS to provide direction on their work from the Toronto Regional office and to allow the lead agency to develop some draft documents to initiate the discussion. Look for an email in August!

CHANGE IN GOVERNMENT

On Friday, June 29 Premier Doug Ford and his cabinet were sworn in as the new Government of Ontario. Queen's Park announced that Ministry of Children and Youth Services will be disbanded and Infant, Children and Youth mental health will be absorbed into Ministry of Health and Long-Term Care. Christine Elliott has been appointed Minister of Health and Long-Term Care as well as Deputy Premier, and Helen Angus becomes Deputy Minister of Health and Long-Term Care.

We are working closely with CMHO to understand what this means for our work and our sector. We have been in communication with our MCYS colleagues and have been told business as usual until told otherwise. We will update you as we learn more or if new information arises.

As a reminder, CMHO is hosting a special members meeting **on July 12 from 10AM – 3:30PM** to discuss strategy for engaging with our new government. [Click here to register.](#)

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