



Moving on Mental Health

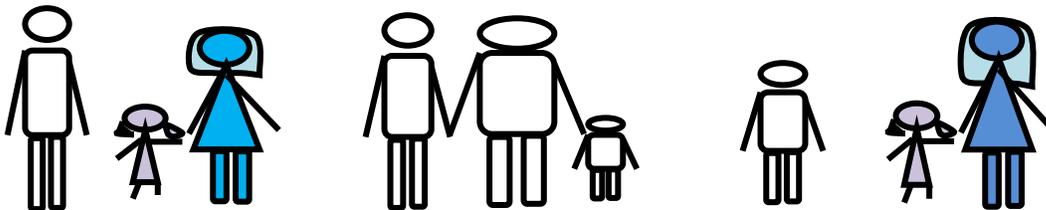
London-Middlesex Summary Report for Year 1
2014-2015



Moving on Mental Health Summary Report for Year 1 2014-15

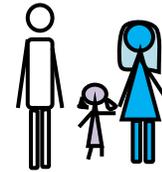
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Moving on Mental Health

London-Middlesex 2014-2015



Introduction

Moving on Mental Health, released by the Ministry of Children and Youth Services (MCYS) in 2012, outlines the system transformation goals for child and youth mental health services in Ontario. Ultimately, this redesign will improve the quality and responsiveness of services in a way that makes sense for children, youth and families, responding to their needs as close to home as possible.

In 2014, Vanier Children's Services was named the Lead Agency for London-Middlesex and is now responsible for leading, coordinating, and contracting child and youth mental health services for this region. Vanier will work with the following partner child and youth mental health agencies, known as core service agencies:

- Anago
- Boys and Girls of London
- Children's Services Coordination Network (CSCN)
- Craigwood Youth Services
- London Family Court Clinic (LFCC)
- Merrymount Children's Services
- St. Joseph's Health Care, Parkwood Institute, Mental Health Care, Adolescent Outpatient Services
- St. Leonard's Community Services
- Western Area Youth Services (WAYS)

Together, they will enact the vision of system transformation. Youth, families, community stakeholders and mental health professionals will be engaged in meaningful ways throughout the process to help inform and co-create a transformed system.

This summary report for Year 1 includes:

- A description of engagement activities
- Identification of system needs and themes that became visible through the engagement sessions
- 2015-16 priorities and core services action groups

2014-2015 Engagement Activities: “It’s All about Relationships”



A series of meetings and two service provider community forums were held with core service agencies and community stakeholders between November 2014 and March 2015 to provide information about *Moving on Mental Health* and to start discussions and relationship building with the many partners in London and Middlesex. Concurrently, youth and families were engaged in separate processes.

Core Service Agency Engagement

Between December 2014 and January 2015, Vanier’s Executive Director and other members of the Senior Leadership Team met individually with each core service agency to identify themes, gaps in service and system needs. Group meetings followed and will continue during 2015-16.

Date	Purpose of the Meeting
November 27, 2014	<ul style="list-style-type: none"> • Setting the stage for open communication and shared problem solving – acknowledging the shift in power dynamics • Review of MCYS vision for system change
January 27, 2015	<ul style="list-style-type: none"> • Beginning to ‘dig’ into system issues with a view toward refining themes and gaps • Discussion of lead agency role and to answer questions, surface concerns, fears and ideas • Initial discussion of potential priority areas
February 6, 2015	<ul style="list-style-type: none"> • Identifying process issues / principles of transparency and accountability, inclusion and participatory decision-making • The need for a comprehensive communication plan • Continued discussion of potential priority areas
March 4, 2015	<ul style="list-style-type: none"> • Discussions arising from community consultations • Youth and family engagement updates to assist with prioritization • Determination of service priorities and identification of action groups for 2015-16

Agency and Sector Engagement

Vanier Children's Services took a time intensive approach for agency and sector engagement to demonstrate the importance of building strong relationships and to set the tone for open communication with the community. The Executive Director and other members of the Vanier team attended all meetings. Participants were asked to identify strengths, challenges, existing relationships and promising approaches from both an organizational perspective and from the perceived experience of children, youth and their families. Seventy-five stakeholders participated in London and Middlesex County.

Date	Agency or Sector	Number of Participants (excludes Vanier Team)
December 2014	Child and Parent Resource Centre (CPRI) Introductory Discussion	One
December 2014 April 2015	Southwest Ontario Aboriginal Health Access Centre (SOAHAC)	Two
February 10, 2015	Middlesex County Service Provider's Forum	Nine
February 11, 2015	Southwest Local Health Integration Network (LHIN)	Two
February 11, 2015	London Health Sciences Centre (LHSC)	Six
February 12, 2015	Youth Justice	Seven
February 20, 2015	Centre for Addiction and Mental Health (CAMH)	Five
February 24, 2015	London Service Provider's Forum	Seventeen
February 25, 2015	Addiction Services Thames Valley (ASTV)	One
February 26, 2015	Police Services	Seven
February 26, 2015	Children's Aid Society (CAS)	Twelve
February 27, 2015	English Public and Catholic School Boards	Four
March 6, 2015	Francophone Public and Catholic School Boards	Two

Family and Youth Engagement

Family and youth engagement are key priorities for *Moving on Mental Health*. The goal to engage those most impacted by the system to inform needed change is central to success. Appendices A and B outline the processes and discussions that occurred with families and youth in more detail. A brief summary is below.

Family Engagement

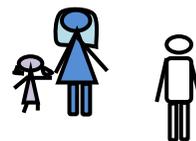
Vanier began the family engagement process in December 2014 with a planning process involving parents and professionals with support from the Centre of Excellence for Child and Youth Mental Health and Parents for Children’s Mental Health Ontario. Family focus groups and online surveys were used to explore family experiences. Identifying system priorities, as well as, strategies on how to continue engaging families in the future were included in the questions. The priorities identified by families included:

- Reducing wait lists
- Support for parents
- Improved access to services, including services during evenings and weekends
- Greater access to specialized assessments
- Services in schools

Youth Engagement

In November 2014, Vanier hosted a meeting of core service providers with representatives from Mind Your Mind - a youth-driven, web-based mental health service for children and youth, the *New Mentality* – the youth engagement resource of Children’s Mental Health Ontario and the Centre of Excellence for Child and Youth Mental Health. The result of the meeting was a commitment by those in attendance to work together to develop a community-wide strategy for Youth Engagement related to mental health. A working group met subsequently to plan the process and activities. With Mind Your Mind leading a “design studio” process, youth created two tools to support agencies in their youth engagement processes. These tools will be introduced to the community soon.

System Needs and Themes



Five major themes became visible through this initial engagement process:

Access to Services

- Decreasing wait times continues to top priority lists for families and service providers
- Clarity and transparency around service criteria, especially for hard to serve children and youth

- Equity of access for those who are marginalized due to ability, culture and geographic differences
- Broad desire for a single point of access and consistent service access information

Communication

- The importance of developing a robust communication plan to ensure ongoing engagement with a variety of partners and work groups that will keep people informed but not overwhelmed.

Coordination

- The London-Middlesex service area has over thirty-six coordination and planning tables that “touch” issues associated with child and youth mental health. Community leaders report ‘committee fatigue’ from sitting on multiple committees and most agencies are not funded to do system coordination or planning; time at planning tables is often time taken from direct service activities/oversight.

Integration

- Child and youth mental health services intersect with other ministries and service sectors. There is a clear need for integration between sectors and agencies, particularly the need to strengthen connections with Education and Health, and to create new pathways into adult mental health services.

Complexity

- A number of organizations identified budget pressures that are causing them to narrow their scope of service and/or community engagement to return to more narrowly defined mandates. These changes become a system issue because scaling back in one organization will create gaps that are keenly felt by other agencies, further impacting the service experience of children, youth and families.

Core Services Priorities



As system leaders, Vanier and their core service partners have begun to collectively address and jointly develop solutions to complex system problems. Three “plausible” priorities were identified for 2015-16 by consensus. These identified priorities align with the Ministry system transformation objectives and parent, youth and community feedback and are supported by outcome evaluation processes.

1. **Rotating Walk-In Clinics** in Middlesex County and expansion of “Talk-In” Clinics currently operating in London will improve access to core child and youth mental health services for under serviced, marginalized populations.
2. Continued refinement and implementation of the **Youth Engagement Strategy** will position youth to meaningfully inform the transformation process and help agencies to become more “youth-friendly” in their structure and functions in an ongoing and sustained way
3. Expanding the **Families and Infants Together Program (FIT)** and/or the **Quick Response Program (QRP)** will address the need to defer children and youth from entering the child welfare system and will respond to the call for earlier intervention. This priority is dependent on additional resources being available. **

As well, three core services action groups were identified:

- Earlier intervention and the impact of Full Day Learning (FDL) for children with identified mental health and behavioural issues
- Transition planning and aftercare support for children and youth leaving any core service agency
- Establishing a Community of Practice for data-driven practice

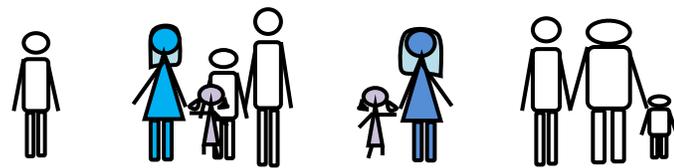
** The third priority, expanding FIT and/or QRP, was not accepted as a priority by the Ministry as these two programs are not funded within the Child and Family Intervention funding envelope. Core service providers will be meeting in June to select another priority to submit for Ministry approval.

Areas for Further Discussion



- Single point access is difficult to manage and sustain. A coordinated access approach or a single point of contact with consistent and integrated entry points across the system requires further exploration.
- www.mentalhealth4kids.ca is an existing web-based information and awareness child and youth mental health resource that was developed by the Elgin, Oxford, London, and Middlesex Student Support Leadership Initiative. Funding beyond June 2015 has not yet been secured.
- Interim wait list support and peer support programs are two promising approaches to explore to address wait time issues.

- A comprehensive evaluation of relevant coordination and planning tables needs to be done in collaboration with community partners.
- Trauma-informed approaches acknowledge the concurrence of violence and trauma with mental health and addictions. There may be opportunities to use trauma-informed approaches to build common ground between sectors, provide cross-training opportunities and stimulate more integrated system thinking and planning.
- The complexity of issues within the London-Middlesex County service area requires the reevaluation of ongoing engagement and coordination as distinct work, essential to the success of the overall transformation agenda. There was recognition that adequate resources must be made available to Lead Agencies like Vanier in order to achieve successful outcomes.



Vanier's Commitment

Moving on Mental Health is an emergent process with a number of elements still in the conceptual stage within MCYS. Vanier Children's Services is committed to the children, youth, families and community service providers who will work with us to co-create a transformed system. We have listened carefully to you during the engagement process in Year 1 when you shared your interests, ideas and concerns. Your insights are important indicators of how we can move forward.

As the Lead Agency, we pledge to create environments that allow for honest and brave conversations. The challenge is to 'think together and differently' about how to resolve seemingly intractable problems – and within existing and considerable constraints. It is the impossibility of maintaining the status quo that opens the space for innovation and change. This is not to deny the very real structural biases and inequities, values and stigma that have made child and youth mental health the "orphan's orphan" of health care in Canada. Nevertheless, we found our initial consultations demonstrated an authentic passion for system work change. Your desire to make a positive difference will help us shape the road ahead.

Appendix A



Ontario Centre of Excellence
for Child and Youth
Mental Health

Bringing People and Knowledge Together to Strengthen Care.



Parents for Children's
Mental Health

SUPPORT. EDUCATE. EMPOWER.

Executive Summary

London Middlesex Consultations Report

Family Consultations for Child and Youth Mental Health Service Planning London-Middlesex 2014-15 **

Prepared by
Ontario Centre of Excellence for Child and Youth Mental Health
Parents for Children's Mental Health

March 18, 2015

Overview

Recognizing that families need to be engaged in developing the Community Mental Health and Core Service Delivery Plans for the Middlesex Service Area., Vanier Children's Services partnered with the Ontario Centre of Excellence for Child and Youth Mental Health (the Centre) and Parents for Children's Mental Health (PCMH) to consult with families regarding their access to mental health services, their experience of care, their priorities for change and their input on family engagement activities.

Executive Summary

After initial exploration and planning meetings, two focus groups were held with families in London with a total of 17 family member participants. An online survey was also disseminated and 33 surveys were returned. Feedback provided by families in the surveys and focus groups is summarized below.

Families are appreciative of the services and support they receive for their children using community-based child and youth mental health services. Family members who participated in consultations also appreciated being asked for their input to build a more responsive system. Family members identified a number of areas that should be considered when re-structuring the community child and youth mental health system.

Wait lists/Length of Service/Service Blocks

- ✓ Families expressed extreme challenges with both wait times and the length of services they were receiving.
- ✓ Families talked about the challenges of services ending, and then having to go on a wait list for more, or having no options whatsoever once the services had ended.
- ✓ Families talked about being on waitlists only to have the program they were waiting for discontinued, or finding out that they did not meet program criteria.
- ✓ Family members talked about the difficulty watching their children deteriorate while waiting for help.

Communication/Awareness of Services

- ✓ Overall, family members are not aware of where to go to ask for help, and often feel they are on their own to determine which services are available and how services can help.
- ✓ Families sense that many doctors, teachers, principals, and other service providers are not aware of what services exist and are available to families.
- ✓ Families feel that agencies across sectors are not aware of what services are available or who does what.

Complex needs

- ✓ Families talked about the challenges finding support for complex cases/multiple diagnoses.
- ✓ Several families have been turned away because they do not “meet the criteria” for programs, or because their child has complex needs.
- ✓ Family members talked about needing qualified specialized staff to deal with complex cases; that these children/youth end up with no support.

Logistical barriers

- ✓ Families identified many logistical barriers to services, such as times services are available, transportation and the need for childcare.
- ✓ Families find it difficult to get time during the work day to attend services, and to make too many appointments.

Respite and childcare

- ✓ Families identified that there is a lack of respite care and childcare for families.
- ✓ It is hard to find childcare for children with complex needs and their siblings.
- ✓ Families require respite and childcare even when their child is over 12 years old.

Access to specialized assessments and services

- ✓ Families are not able to receive the specialized services or treatment that they require for their children and have to pay out of pocket and/or travel long distances to get these services.
- ✓ Families also suggested that service providers in contact with their children should have better training to help identify potential challenges (e.g. early childhood educators should be able to help parents identify when there are issues to watch, social workers should know when issues are outside of their knowledge and understanding).

**The full London Middlesex Consultations Report can be viewed at www.vanier.com

Appendix B

Youth Engagement for Child and Youth Mental Health Service Planning London-Middlesex 2014-15

Overview of Youth Engagement Process

Vanier Children's Services convened community partners including nine service agencies several times in 2014-2015 to begin the process of determining what youth engagement in child and youth mental health services in London-Middlesex should look like. A planning meeting in February culminated in a "core team" agreeing to oversee youth engagement planning and implementation.

The London-Middlesex youth engagement core team members include:

- **Vanier Children's Services** as the Lead Agency
- **Mind Your Mind** with expertise in online engagement and youth-oriented product development
- **Western Area Youth Services (WAYS)** as the site of *New Mentality* youth group is interested in modeling youth engagement in the service area
- **Anago** who is actively engaging youth in their programs is interested in modeling youth engagement in the Service Area
- **The New Mentality** as the provincial youth engagement resource housed at Children's Mental Health Ontario that supports youth groups at schools and agencies who conduct projects focused on stigma and awareness
- **Centre of Excellence for Child and Youth Mental Health** support staff and agency capacity development in youth engagement and provide trainers to work with agencies

Vanier retained Mind Your Mind to conduct a Design Studio in March to create two products to be implemented in 2015-2016. Thirteen youth from Anago, Craigwood, Parkwood Institute, Mental Health Care, Adolescent Program, Western Area Youth Services, and St. Leonard's Community Services participated in the process over three days, supported by adult facilitators from Mind Your Mind, the New Mentality, Vanier, and the Centre of Excellence.

Purpose of the Design Studio

- To convene youth to generate two products to contribute youth input to the service area vision of youth engagement for service and system planning:
 - Product 1: a communication tool that states youth perspectives on what they feel "youth engagement" is and should entail
 - Product 2: an evaluation tool for youth to self-report their experiences entering, during, and leaving mental health services
- To test the Design Studio method as an approach for youth and adults to co-create products that are youth oriented and agency relevant

A handwritten list on lined paper showing various topics and their corresponding counts in circles. The list includes:

Pigeons (AKA - Common Interests)	31
How we don't want to be seen	27
XXXXXXXXXX Space Room	26
Sensations	23
How we want to feel	22
Support	19
Support + x	16
What we want	15
How we want agencies to behave	14
Respect	12
Comfort Things	11
Acceptance	9
Safe Spaces	6
Tech	5
Emotions	3
Pace	3

Design Studio Outcomes

- 1) Zine – an eight-page booklet written by youth on what they believe youth engagement should mean in practice, whether in direct service or program and system planning.
- 2) A three-page booklet for youth to anonymously fill out and give to agencies that includes questions youth want to be asked about what’s working and what isn’t working and their experience entering, during and leaving care.
- 3) Youth reported participation in the Design Studio was a very positive experience:

What Youth Said They Contributed:



What Youth Said They Took Away:



Next Steps

Youth and Mind Your Mind are putting the final touches on the graphic design of the two products that will then be shared with the core team for review. WAYS has indicated an interest in testing the two products within an agency-specific youth engagement set of initiatives. The core team is meeting in May to develop a work plan for the next year, focusing on implementing youth engagement at WAYS and identifying opportunities to involve other agencies. All original participating service providers will be invited to a forum in June to review the work plan proposed by the core team. The work plan will also include an evaluation process.