

# Moving on Mental Health

A System That Makes Sense for Children and Youth

## Peel Region's Lead Agency Progress Report, Winter 2017-18

### Vision Statement:

*We envision an Ontario in which child and youth mental health is recognized as a key determinant of overall health and well-being, and where children and youth grow to reach their full potential.*

**Ontario's Policy Framework for  
Child and Youth Mental Health**

### Goal:

*Together, we will transform the experience of children and youth with mental health problems and their families, so that they will know what high quality mental health services are available in our community; and how to access mental health services and supports that meet their needs.*

**Moving on Mental Health**

Dear Community Partner:

Ontario is approaching the full implementation of *Moving on Mental Health* (MOMH) system transformation. In 2017-18, the Ministry of Children and Youth Services (MCYS) and Ontario's Child and Youth Mental Health (CYMH) Lead Agencies have focussed on co-creating the remaining requirements, tools and processes to enable consistent and integrated planning, service delivery and accountability across Ontario's 33 CYMH service areas. Locally, Peel Children's Centre (PCC) as Lead Agency, Peel's six CYMH Core Service Providers, and the Community Planning Mechanism for CYMH Services in Peel have continued to make steady progress on the identified system transformation priorities for our service area, as reported in this series of Lead Agency Progress Reports.

PCC is committed to providing timely, useful updates on system transformation. If you have suggestions or questions regarding this report, please email us at [PeelMOMH@peelcc.org](mailto:PeelMOMH@peelcc.org). Information on MOMH is also available at [www.children.gov.on.ca/htdocs/English/professionals/specialneeds/momh/momh.aspx](http://www.children.gov.on.ca/htdocs/English/professionals/specialneeds/momh/momh.aspx).

### Peel Service Area Updates:

As Lead Agency, PCC is required to submit a **Core Services Delivery Report** (CSDR) annually to MCYS. The CSDR reports on and plans for priority initiatives for Peel's Core Services Delivery system. There are six Core Service Providers (CSPs) in Peel: Associated Youth Services of Peel (AYSP); Nexus Youth Services (NYS); PCC; Rapport Youth & Family Services; and the child and adolescent mental health clinics at Trillium Health Partners (THP) and William Osler Health System (WOHS).

#### CORE SERVICES DELIVERY REPORT – Priorities, Rationale and Progress

Service Area Priority	Rationale	Progress in 2017-18
<b>Continued implementation of Peel Coordinated Intake Network (PCIN)</b>	Operationalizes the re-visioning of centralized intake. The PCIN model is supported by all Peel CSPs and aligns with MCYS' Key Process requirements for Coordinated Access/Intake.	<ul style="list-style-type: none"><li>✓ Branding of PCIN: brand research completed; creative concept developed; brand elements created; website development begun</li><li>✓ PCIN staff onto EMHWare, the common clinical information system (CIS) for Peel's CSPs</li><li>✓ interRAI Screener+ (enhanced version of tool) implemented for PCIN staff at all CSPs</li></ul>



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Service Area Priority	Rationale	Progress in 2017-18
<p><b>Phase 2, implementation of EMHware, the common CIS for Peel's CSPs</b></p>	<p>Stores and protects data so the Peel service area can generate quality, system-wide data to understand clients' needs and service use, centralize CSPs' waitlists, and "push" data to MCYS' Business Intelligence (BI) solution</p>	<ul style="list-style-type: none"> <li>✓ Resolved technical issues from implementing EMHware at Peel's community-based CSPs and developed documentation to support staff</li> <li>✓ Developed training plans and trained new staff</li> <li>✓ Identified each CSP's data requirements for services to be built in EMHware</li> <li>✓ Built CSPs' forms in EMHware</li> <li>✓ Exploring the use of EMHware by THP's CYMH Clinic and confirmed WOHS' requirement of a technical solution to ensure MCYS future reporting requirements can be met (CIS Enhancement: Phase 2)</li> </ul>
<p><b>Phase 2, development and implementation of a system-wide mechanism for Youth Engagement (YE)</b></p>	<p>Aligns with MOMH expectations. YE has become a guiding service principle amongst all CSPs in Peel.</p>	<ul style="list-style-type: none"> <li>✓ Youth Engagement Working Group (YEWG) developed goals and core values for YE in Peel</li> <li>✓ YEWG revised its terms of reference</li> <li>✓ Evaluation framework co-developed with youth</li> <li>✓ Provided youth feedback into Brief Services review (see below) and community initiatives such as the Youth Wellness Hub proposal</li> <li>✓ Established a Peel chapter of The New Mentality for peer support</li> <li>✓ Planned and hosted a community event to share, learn and improve on YE practices in Peel</li> </ul>
<p><b>Phase 2, development and implementation of a system-wide mechanism for Family Engagement (FE)</b></p>	<p>Aligns with MOMH expectation. FE has become a guiding service principle amongst all CSPs in Peel.</p>	<ul style="list-style-type: none"> <li>✓ Completed FE Environmental Scan/Report</li> <li>✓ Created FE email channel and newsletter</li> <li>✓ Established a Family Engagement Development Group (FEDG) in Peel including its terms of reference, vision and work plan</li> <li>✓ Family members participated on the Brief Services Review project team</li> <li>✓ Launched Peel chapter of Parents for Children's Mental Health (PCMH) for peer support</li> <li>✓ Advised on FE role in potential Youth Wellness Hub, including a survey of families</li> </ul>
<p><b>Review/redesign of Brief Services in the Peel Service Area</b></p>	<p>To achieve alignment with MCYS' Program Guidelines and Requirements for Brief Services, and to optimize Brief Services delivery/ program alignment across Peel CSPs</p>	<ul style="list-style-type: none"> <li>✓ CSP project team and consultant conducted the review, with input from families (on the project team) and youth (on a sub-committee)</li> <li>✓ Researched other areas' service delivery models</li> <li>✓ Collected/analyzed data regarding Brief Services in Peel and other service areas</li> <li>✓ Identified and analyzed operational issues</li> <li>✓ Considered common data elements and evaluation/quality improvement frameworks</li> <li>✓ Drafted service delivery model options</li> <li>✓ Shared report on model options with CSP table</li> </ul>

MOMH also requires Lead Agencies to submit an annual **Community Mental Health Report (CMHR)**. Whereas the CSDR focuses on priorities for the MCYS-funded CYMH sector, the CMHR focuses on working with other sectors that provide some mental health services/supports for children, youth and families. Together, the reports demonstrate how we are achieving the Vision and Goals of MOMH in Peel.

<b>COMMUNITY MENTAL HEALTH REPORT – Priorities, Rationale and Progress</b>		
<b>Service Area Priority</b>	<b>Rationale</b>	<b>Progress in 2017/18</b>
<b>Operationalize the Community Planning Mechanism with the establishment of its first working group focused on developing a Community Asset Inventory of services/supports</b>	Aligns with MCYS' requirements for the CMHR. A Community Asset Inventory will support cross-sectoral efforts to coordinate and improve planning, access, delivery and pathways/transitions for CYMH services.	<ul style="list-style-type: none"> <li>✓ Working group (WG) was formed with representatives from school boards, CMHA Peel, CSPs, LHINs, hospitals, youth justice, regional government, Service Resolution Peel, newcomer services and faith community</li> <li>✓ Lead Agency and consultant supported the WG</li> <li>✓ WG met 4 times and compiled the inventory, including input from members' sector partners</li> <li>✓ Inventory was included in CMHR for 2017/18</li> </ul>
<b>Create a Community Asset Map to represent the findings of the Community Asset Inventory</b>	Extend the utility of the Community Asset Inventory for service providers and the public	<ul style="list-style-type: none"> <li>✓ Region of Peel's representative on WG advised of the Region's support to mapping work at Central West LHIN and offered similar support</li> <li>✓ WG discussed a potential mapping plan with the Community Planning Mechanism (CPM) and sought feedback at CPM's June 2017 meeting</li> <li>✓ Lead Agency thematically analyzed feedback from CPM members, who recommended caution (foresaw feasibility issues with plan)</li> <li>✓ WG considered feedback and recommended an aligned/integrated approach to planning and mapping CYMH services with the LHINs' planning for adult services</li> </ul>
<b>Identify and document access pathways between/across the MCYS-funded Core Services sector and the Healthcare and Education sectors</b>	Healthcare, Education and CYMH are the major sectors identified in Ontario's Comprehensive Mental Health Strategy. A shared understanding of these sectors' pathways is the first step towards improved service collaboration.	<ul style="list-style-type: none"> <li>✓ PCIN, Peel's CSPs that provide school-based services, and the English-language school boards have begun to document and review referral processes between the school boards and CSPs. This work includes process mapping and developing a revised process that aligns with/supports PCIN intake.</li> <li>✓ CSPs discussed the CMHR's pathways work involving Healthcare and narrowed the recommended areas of focus for 2018-19</li> </ul>

The Lead Agency, with Peel's CSPs, has been working on the Peel service area's MOMH plans for fiscal 2018-19, which were submitted to MCYS at the end of January and are awaiting approval. We look forward to sharing these plans with you in the near future.

### Provincial Updates:

Provincial-level work on full implementation of the MOMH transformation agenda has been intensive in 2017-18. PCC's CEO, Humphrey Mitchell, completed his term as co-chair of the Lead Agency Consortium and shifted to co-chairing two joint MCYS/Lead Agency working groups – Service Contracting and Progressive Intervention; and Business Processes. These joint working groups are co-developing the tools and processes required for full implementation. As members of the Lead Agency Community of Practice, Ceri Harnden and Dr. Kathy Sdao-Jarvie of PCC have also contributed to preparation for MOMH implementation. Highlights of provincial work include:

- **Lead Agencies:** MCYS has issued expressions of interest to identify the remaining two Lead Agencies (Niagara; Cochrane Timiskaming). As such, all 33 services areas will soon have designated Lead Agencies.
- **CYMH Lead Agency Consortium:** The Consortium updated its *Provincial Priorities Report* to inform and influence provincial CYMH priorities, and is preparing to renew the Consortium's strategic plan to reflect the fuller implementation of Lead Agencies' roles and responsibilities.
- **Service Contracting and Progressive Intervention:** a joint MCYS/Lead Agency working group has developed process maps for service contracting and progressive intervention (i.e. issues resolution) to clearly articulate expectations for Ontario's CSPs, Lead Agencies and MCYS' regional and corporate levels.
- **Business Processes:** This joint working group is tackling detailed business processes, with timelines and designated accountability, for Lead Agencies' key areas of responsibility: system planning/pathways, financial management, performance management and performance measurement.
- **Multi-year planning:** Another joint working group has developed a new multi-year planning process. The Lead Agency Community of Practice, with support from the Ontario Centre of Excellence for Child and Youth Mental Health, has provided recommendations to MCYS on components and content for the new planning templates.
- **Core Services and Key Processes:** The Lead Agency Community of Practice has worked with MCYS on revisions to CYMH Core Services and Key Processes to achieve greater consistency across Ontario's service areas in the mapping of CYMH programs to each Core Service or Key Process. This consistency is critical to producing "apples to apples" data about CYMH service provision.
- **Clinical Information System (CIS) Enhancement Project:** MCYS is supporting a phased enhancement to the CYMH sector's CISs including EMHware, the CIS implemented in the Peel service area. The project is preparing the service system to generate quality data which Lead Agencies will be required to "push" in anonymized form to MCYS' Business Intelligence (BI) solution, an Information Technology application that will collect and analyze detailed, individual-level client service information from CSPs.
- **CYMH funding allocation model:** the new model, based primarily on child and youth population combined with socioeconomic, diversity and rurality factors, had not yet been announced at the time of writing this Lead Agency Progress Report. While the plan and date for the rollout are unknown, the new model will benefit service areas like Peel that are underfunded as a result of their rapid population growth.

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To all our community partners, thank you for your support of the *Moving on Mental Health* transformation agenda in Peel as we work towards our collective goal of simpler, more visible access to a system of high-quality services for children and youth with mental health challenges. As Lead Agency, Peel Children's Centre also remains committed to our role in building a provincial mental health system through the coordinated efforts of the Ministries that are partners in Ontario's Comprehensive Mental Health and Addictions Strategy.