

Moving on Mental Health

A System That Makes Sense for Children and Youth

Peel Region's Lead Agency Progress Report, Spring/Summer 2018

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:

April 1st was the beginning of the 2018-19 fiscal and planning year for *Moving on Mental Health* (MOMH) system transformation. As Lead Agency for the Peel service area, Peel Children's Centre (PCC) is pleased to share highlights of the 2018-19 MOMH plans for Peel, as well as our continuing contributions to provincial-level work to advance system transformation in the child and youth mental health (CYMH) sector. As reported in our last Lead Agency Progress Report, MOMH is approaching full implementation across Ontario.

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 (Rapport); 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, Deliverables and Progress

Service Area Priority #1	Rationale	2018/19 deliverables and next steps
Completion of final phase, implementation of Peel Coordinated Intake Network (PCIN)	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"> ➤ Roll out the PCIN brand and website ➤ Complete the development of a Youth Access Mechanism and implement it ➤ Implement the Central Intake Module of EMHware
Progress, April – June 2018:		
<ul style="list-style-type: none"> ✓ The soft launch began for PCIN's new brand, WhereToStart.ca, including the landing page for the new website (development of the full site is in progress), client cards and physician referral forms 		



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- ✓ Referrals forms were distributed to physicians within the catchment of the Mississauga Halton LHIN. Once on the one-Link.ca and WhereToStart.ca websites, the referral form will be available to all physicians in Peel
- ✓ Implementation of the interRAI Screener+ continued across the Peel service area

Service Area Priority #2	Rationale	2018/19 deliverables and next steps
<p>Continuing implementation of EMHware</p> <p>Focus on:</p> <p>(1) hospital-based CSPs</p> <p>(2) MCYS' Clinical Information System (CIS) Enhancement Project and Business Intelligence (BI) Solution</p>	Stores and protects clinical data (from the interRAI Screener+ and ChYMH tools) so the Peel service area can generate quality, system-wide data to understand clients' needs and service use, centralize waitlists, and "push" data to MCYS' BI solution	<ul style="list-style-type: none"> ➤ Resolve remaining technical issues and continue building services/programs in the database ➤ Continue discussions with THP on the feasibility of bringing the hospital's child and adolescent mental health clinic onto EMHware ➤ Discuss next steps with WOHS regarding how to bring data from its child and adolescent mental health clinic into EMHware ➤ Implement EMHware enhancements arising from MCYS' CIS Enhancement Project, including staff training (see Provincial Updates)

Progress, April – June 2018:

- ✓ EMHware continuous quality improvement (CQI) efforts continued, e.g. EMHware users in Peel were surveyed in May to better understand what browsers and hardware they are using to access EMHware
- ✓ EMHware /data transfer were discussed with hospital-based clinics at their service plan review meetings
- ✓ Training for staff on upcoming EMHware enhancements is anticipated in the late summer/fall

Service Area Priority #3	Rationale	2018/19 deliverables and next steps
<p>Continuing development and implementation of a system-wide mechanism for Youth Engagement (YE)</p>	Aligns with MOMH expectations. YE has become a guiding service principle and a way of operating amongst all CSPs in Peel.	<ul style="list-style-type: none"> ➤ Complete implementation of the Peel chapter of The New Mentality (TNM) ➤ Support the development of the YE access/intake mechanism and communication channels ➤ Implement the YE evaluation framework ➤ Begin discussions on meaningful, appropriate roles for youth in CSP governance ➤ Complete development of the system-wide mechanism for YE the Peel service area

Progress, April – June 2018:

- ✓ Brought together Peel's Youth Engagement Working Group (YEWG) and Family Engagement Development Group (FEDG) as well as CSPs' youth, families and staff for a successful recognition event in mid-May
- ✓ Peel chapter of TNM launched; first meeting was held in late May with weekly meetings going forward
- ✓ YEWG met monthly:
 - Debriefed on the Art of Youth Engagement training event held with CSPs in late March
 - Struck a sub-group to develop a youth peer support draft framework and began the planning process
 - Sub-group conducted 6 focus groups with CSPs to get feedback on the idea of a youth peer support pilot
 - Sub-group began drafting the youth peer support document
- ✓ Funding was announced for Youth Wellness Hub in Malton (PCC as Lead Agency is a key partner in this multi-sectoral initiative led by Malton Neighbourhood Services)

Service Area Priority #4	Rationale	2018/19 deliverables and next steps
<p>Continuing development and implementation of a system-wide mechanism for Family Engagement (FE)</p>	<p>Aligns with MOMH expectation. FE has become a guiding service principle and a way of operating amongst all CSPs in Peel.</p>	<ul style="list-style-type: none"> ➤ Complete implementation of the Peel chapter of Parents for Children's Mental Health (PCMH) ➤ Develop an evaluation framework ➤ Begin discussions on meaningful, appropriate roles for families in CSP governance ➤ Complete development of the system-wide framework/mechanism for FE in the Peel service area
<p>Progress, April – June 2018:</p> <ul style="list-style-type: none"> ✓ Family Engagement Development Group (FEDG) discussed its draft FE framework with senior leadership at CSPs' planning table in April and incorporated the CSPs' feedback ✓ Developed a bilingual FE information flyer ✓ Peel chapter of PCMH became fully operational and met in April and May (http://www.pcmh.ca/peel) ✓ FEDG met monthly; recruitment of new FEDG members began ✓ Published Executive Summary of 2016/17 Review of FE Status and Opportunities in Peel Region ✓ Also see Progress under Service Area Priority #3 (YE) with respect to the joint recognition event held for the FEDG, YEWG and Peel CSPs' families, youth and staff 		
Service Area Priority #5	Rationale	2018/19 deliverables and next steps
<p>Phase 2, Brief Services review/redesign</p> <p>Consideration of potential service-delivery models</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"> ➤ Consider the potential models' implications for service delivery, funding, staffing and infrastructure amongst Peel's CSPs ➤ Achieve consensus on the recommended service delivery model and related changes ➤ Make recommendations to MCYS on service delivery changes and seek approval to proceed ➤ Develop plans for communications and implementation ➤ Implement the redesigned Brief Services model
<p>Progress, April – June 2018:</p> <ul style="list-style-type: none"> ✓ A Project Team comprised of staff from Peel CSPs that deliver Brief Services, two family representatives, and a facilitator completed a systematic review of Brief Services in Peel ✓ The Project Team met in June and reached consensus on most key features of a potential service model ✓ The facilitator discussed the review and a potential service model with the Lead Agency's senior leadership 		
Service Area Priority #6	Rationale	2018/19 deliverables and next steps
<p>Remapping of Peel's Core Services and Key Processes to align with MCYS' revised definitions</p>	<p>There are inconsistencies in how service areas interpreted and applied MCYS' original definitions. The revised definitions will provide clarity so Core Services/Key Processes align with Ministry</p>	<ul style="list-style-type: none"> ➤ Review the draft changes to the definitions ➤ Following approval of the changes by the Lead Agency Consortium and MCYS, update Peel's mapping of Core Services/Key Processes ➤ Adjust/inform the Core Services Delivery Report (CSDR) priorities that are impacted by the definition changes (e.g. Brief Services redesign; future review of Intensive Treatment Services)

	expectations and Lead Agencies can collect quality data that is comparable across the CYMH sector.	
<p>Progress, April – June 2018:</p> <ul style="list-style-type: none"> ✓ The Lead Agencies' Community of Practice reviewed how service areas have interpreted Core Services/Key Processes and recommended revised definitions to the Lead Agency Consortium (LAC) in late 2017/18. ✓ Following a review of the draft revisions, the LAC forwarded the recommended changes to MCYS, which will work with the LAC to develop a process for revisions to Program Guidelines and Requirements (PGR) #1. 		

MOMH also requires Lead Agencies to submit an annual **Community Mental Health Report (CMHR)**. Whereas the CSDR focuses on the MCYS-funded sector, the CMHR focuses on work 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. Below is a summary of Peel's 2018/19 CMHR.

COMMUNITY MENTAL HEALTH REPORT – Priorities, Rationale, Deliverables and Progress		
Service Area Priority #1	Rationale	2018/19 deliverables and next steps
Working with the LHINs (Central West and Mississauga Halton), explore opportunities to align community efforts to plan/map CYMH services with the LHINs' planning for adult Mental Health and Addiction services	Could lead to greater opportunities for integrated planning across the child/youth and adult mental health sectors, clearer pathways to service, and improved mental health supports across the life span	<ul style="list-style-type: none"> ➤ Project definition ➤ Consultations/meetings with key partners (both LHINs, Region of Peel and CMHA Peel) ➤ Identification of emerging opportunities ➤ Feedback from the Community Planning Mechanism
<p>Progress, April – June 2018:</p> <ul style="list-style-type: none"> ✓ Senior Lead Agency staff are members of two sub-region collaboratives (Brampton and Bolton-Caledon) of the Central West LHIN. Two meetings of each collaborative were convened this spring. ✓ The Mississauga Halton LHIN and its access mechanism, one-Link, have been engaged in advancing the work of the Peel Coordinated Intake Network, including support for the new brand, WhereToStart.ca. 		
Service Area Priority #2	Rationale	2018/19 deliverables and next steps
Explore opportunities for better alignment/integration of Peel's CYMH crisis support service with community-based mental health crisis support services for adults	Builds on work of the Peel Service Collaborative towards effective utilization of crisis/urgent care pathways; will provide opportunities to create an aligned/integrated Crisis Response system that the public and service providers can access with ease	<ul style="list-style-type: none"> ➤ Project definition ➤ Consultations/meetings with adult Crisis Response services ➤ Identification of emerging opportunities ➤ Feedback from the Community Planning Mechanism

Progress, April – June 2018:

- ✓ PCC (operates Crisis Response for children/youth) and CMHA Peel (operates Crisis Response for adults) met in May and June to continue exploration of potential areas for collaboration.
- ✓ Following an exercise to rank their ideas for alignment/integration, staff developed a list of areas where immediate actions are possible and identified other areas where more discussion is required.

Service Area Priority #3	Rationale	2018/19 deliverables and next steps
Explore opportunities to develop more efficient, effective and client-centred pathways out of child and adolescent psychiatric beds into community-based CYMH services in Peel	Aims to resolve issues in, and clarify pathways for moving children/adolescents out of psychiatric beds into community-based CYMH services	<ul style="list-style-type: none"> ➤ Project definition ➤ Consultations/meetings with hospital staff ➤ Identification of emerging opportunities ➤ Feedback from the Community Planning Mechanism

Progress, April – June 2018:

- ✓ Senior staff from the Lead Agency and William Osler Health System (WOHS) had a high-level discussion when they met to review the 2018/19 service plan for WOHS's child and adolescent mental health clinic.

Additional Peel Service Area Updates:

- One emerging priority in the Core Services Delivery Report – a **review of Intensive Treatment Services** in Peel – is on hold pending the revisions to MCYS' definitions of Core Services and Key Processes.
- The **interRAI Implementation Team** continues to look at ways to support the clinical embedment of the interRAI tools for all CYMH clinicians in the Peel service area. The team's attention is shifting to examining what Peel's data tell us about our clients' needs. An **interRAI Data Working Group** has been formed to analyze client needs and outcome data from the system, organization and program levels.

Provincial Updates:

Lead Agencies' work with MCYS on MOMH was intensive in April and early May. Following a pause during the Ontario election campaign and the transition to the newly elected Progressive Conservative government, provincial efforts to complete the implementation of CYMH system transformation are expected to continue.

PCC's CEO, Humphrey Mitchell, continued to contribute as a member of the Lead Agency Consortium and as co-chair of the joint MCYS/Lead Agency working group on Business Processes. Ceri Harnden and Dr. Kathy Sdao-Jarvie also continued to contribute as members of the Lead Agencies' Community of Practice. Highlights of recent provincial work include:

- **Child, Youth and Family Services Act:** The new Act and its supporting regulations, including those governing CYMH Lead Agencies, are now in force. <https://www.ontario.ca/laws/statute/17c14>
- **Lead Agencies:** MCYS identified the final two CYMH Lead Agencies: Pathstone Mental Health for Niagara and North Eastern Ontario Family and Children's Services for Cochrane-Timiskaming. All 33 services areas now have designated Lead Agencies.
- **Business Processes:** This LAC/MCYS working group finalized proposed new processes for service contracting and progressive intervention that will be discussed at MCYS' next meeting with Lead Agencies.

- **Lead Agency Consortium (LAC):** The LAC recently published its *Provincial Priorities Report #2* to inform and influence provincial CYMH priorities. The LAC also refined its work plan, with seven areas of focus: improving access and quality of CYMH services; increasing meaningful engagement of youth and families; planning with other child and youth sectors in “transformation;” planning with the Health and Education sectors; effective communication; annual reporting on provincial priorities; and stronger governance.
- **Lead Agency Community of Practice (CoP):** At its June meeting, the CoP discussed its role in supporting the LAC's *Provincial Priorities Report #2* as well as the CoP's contributions to an Ontario CYMH data strategy, MCYS' CIS Enhancement Project, revisions to the Core Services/Key Processes definitions in MCYS' Program Guidelines and Requirements, multi-year planning, and data-sharing agreements.
- **Quality at the system level:** Members of the LAC and CoP participated in a learning and planning event in June led by the Centre of Excellence for Child and Youth Mental Health (CoE). The event explored quality at a system level with an emphasis on the role of Lead Agencies in supporting and achieving high-quality services for Ontario's children, youth and families. Following two keynote addresses, one from Health Quality Ontario and the other from the Canadian Mental Health Association (Ontario), the CoE engaged LAC and CoP participants in a series of exercises to support the development of a provincial quality framework for child and youth mental health.
- **CIS Enhancement Project:** As a member of the EMHware Working Group and the Data Technical Working Group for MCYS' CIS Enhancement Project, Dr. Kathy Sdao-Jarvie continues to contribute to efforts to review/resolve data issues and prepare CYMH agencies for the upcoming CIS enhancement.
- **interRAI data support:** Kathy is also a member of the Mental Health Assessment for Children and Youth (MHACY) Advisory Committee of the Canadian Institute for Health Information (CIHI). The MHACY Advisory Committee is working with MCYS to develop a data system to support the CYMH sector in using the interRAI suite of tools.
- **CYMH funding and a new funding allocation model:** The provincial budget passed prior to the election campaign committed substantial funding increases for the CYMH sector, including a new funding allocation model. However, the newly elected government will set its own priorities as outlined in the Throne Speech, and is expected to introduce a new budget in the months to come. At the time of writing this report (late June), it was unclear if/when these funding increases will materialize.

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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.

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. Information is also available at www.children.gov.on.ca/htdocs/English/professionals/specialneeds/momh/momh.aspx.