

# Highlights from the Core Services Delivery Plan and Community Mental Health Plan for Dufferin Wellington, March 2017

## Background

The Core Services Delivery Plan and Community Mental Health Plan describe how child/youth mental health services are delivered across Dufferin Wellington; summarize the key activities completed in 2016-17; and identify plans for 2017-18, for the provincial and local child/youth mental health strategy (Moving on Mental Health - MOMH). These plans are submitted to the Ministry of Children and Youth Services annually.

## Key Accomplishments in 2016-17

Section A in each report (Executive Summary) highlights the key activities completed in 2016-17. In 2015-16, broad consultation was conducted in order to determine what are the greatest challenges and needs in the local child/youth mental health system. This information was used in 2016-17 to determine where are the “hot spots” in our system, and drill down on the specific activities that could create these most-needed changes. The MOMH Steering Committee was committed to a person-centred planning approach; to this end, twelve feedback sessions were held in December 2016 and January 2017. Three youth, nine families/caregivers, 69 service providers and the MOMH Steering Committee (which includes two parents) shared their feedback on three “big ideas” to improve mental health services in Dufferin Wellington. Their feedback has led directly to the MOMH priorities for 2017-18.

## Key Actions for 2017-18

Priorities for 2017-18 are outlined in the Priorities sections in each report (Section F in the Core Services Delivery Plan, and Section E in the Community Mental Health Plan), and summarized on page 2 of this document. These priorities have been selected based on input from young people, families/caregivers and service providers, which pointed to these “high leverage” activities that we believe will have a broad and significant impact on the areas that clients have described as most in need of change within our child/youth mental health system. This year will be characterized by action and change, supported by continued youth and family engagement, collaborative system planning, use of evidence to inform decision-making, and a focus on continuous improvement.

## Next Steps

These plans have been approved by the Board of Directors of CMHA Waterloo Wellington, and submitted to the Ministry of Children and Youth Services. A workplan for 2017-18 is being developed; existing work groups will continue and a number of new work groups begin; and regular newsletters and progress updates will be provided to keep stakeholders informed of our progress.

For more information, or to access past newsletters and project updates, please visit [www.momhwd.com](http://www.momhwd.com) or contact Heather Callum, Systems Coordinator, Child/Youth Mental Health at [hcallum@cmhaww.ca](mailto:hcallum@cmhaww.ca) or 226-979-6060.

# MOVING ON MENTAL HEALTH ACTION PLAN: 2017-18

CHANGES THAT CHILDREN, YOUTH & FAMILIES NEED	WHAT WILL BE DIFFERENT IN 2019	HOW WE WILL CREATE THESE CHANGES: PRIORITIES FOR 2017-2018
Services are easier to find and navigate	There is one centralized access point; The system is well coordinated	<ul style="list-style-type: none"> <li>• Continue the process of merging the Moving on Mental Health Steering Committee and Special Needs Strategy Table and their sub-committees, to create a shared governance system</li> <li>• Simplify access by exploring opportunities to bring together mental health and special needs services across Dufferin, Waterloo and Wellington through one shared access point</li> <li>• Review system pathways and develop a comprehensive system plan</li> </ul>
Services are better connected and more supportive	I know who is “on my team”, and they work well together to support me	<ul style="list-style-type: none"> <li>• Develop an inter-disciplinary, inter-agency team support model and corresponding tools</li> <li>• Develop tools that help clients know who is on their team</li> <li>• Make it easier for staff to book inter-agency meetings</li> <li>• Explore a hub model of service with a rural Family Health Team</li> </ul>
Easier access to client information to support effective care	My team and I have easy access to information and tools to support me/my family	<ul style="list-style-type: none"> <li>• Confirm whether OTN can be used to send client information securely via email</li> <li>• Explore case management tools for clients and families</li> <li>• Explore how the connection to the Hospital Reports Manager system can improve service</li> <li>• Explore/implement shared access to client information for special needs and mental health partners across Dufferin, Waterloo and Wellington via the Here 24/7 Portal</li> </ul>
The right service is available, at the right time, in the right place	Waits are reduced; There is something helpful while I wait; Services are appropriate and accessible	<ul style="list-style-type: none"> <li>• Develop appointment reminders , wait list letters and a case weighting process</li> <li>• Explore tools like “Big White Wall” to provide helpful supports while people are waiting</li> <li>• Validate and use wait list data more effectively, and develop a system-wide wait list management process</li> <li>• Conduct a thorough service review and address service gaps and barriers</li> <li>• Enhance capacity to provide inclusive services to/partner with Francophone, Indigenous and other communities</li> </ul>
Planning reflects what I need and includes my voice	Youth and caregivers/families are engaged in the community mental health strategy	<ul style="list-style-type: none"> <li>• Develop a family engagement process for Wellington, and expand youth engagement activities</li> <li>• Engage youth, families and staff in planning and implementation</li> <li>• Enhance data capacity and develop a performance measurement framework</li> <li>• Develop an evaluation framework</li> <li>• Identify opportunities to streamline the efforts of local committees and planning tables</li> </ul>