



Moving on Mental Health Dufferin Wellington October 2017 Update

A number of inter-related activities are underway to improve the experience of children, youth and families accessing mental health care in Dufferin Wellington. Taken together, these changes will lead to a system where:

- Services are easier to find and navigate
- Services are better connected and more supportive
- Client information is easy to access and supports effective care
- The right service is available, at the right time, in the right place
- Planning reflects what families need and amplifies their voice

Ending Wait Times for Child/Youth Mental Health

A comprehensive initiative is being planned with a goal to end wait times for child/youth mental health services across Dufferin Wellington. We know that wait times are a significant challenge for children, youth, families and referring agencies. We believe this goal is achievable, based on successes in other agencies. A kick-off and planning meeting happened September 29 with the partner agencies involved in the project team. They will identify opportunities for staff, clients and families to be part of this exciting project.

We believe ending wait times for child/youth mental health services across Dufferin and Wellington is possible.



Youth Engagement

CMHA WW, Dufferin Child and Family Services and the Centre of Excellence¹ are working together to develop a proposal for a youth engagement approach for Dufferin and Wellington. The Centre of Excellence supports youth engagement in child/youth mental health agencies through an integrated suite of [resources](#), including youth engagement training, coaching and practice assessments.

Moving on Mental Health (MOMH) Dufferin Wellington is guided by an Operations Committee that includes members from many sectors serving children, youth and families across Dufferin and Wellington counties.

Improving Access to Services

Several agencies in Guelph-Wellington are working together to make it easier for families to access the supports they need. We are starting by working to simplify access to mental health and special needs services, with a longer term goal of making it easier to access a broader range of services that families use in our communities.



Family Engagement

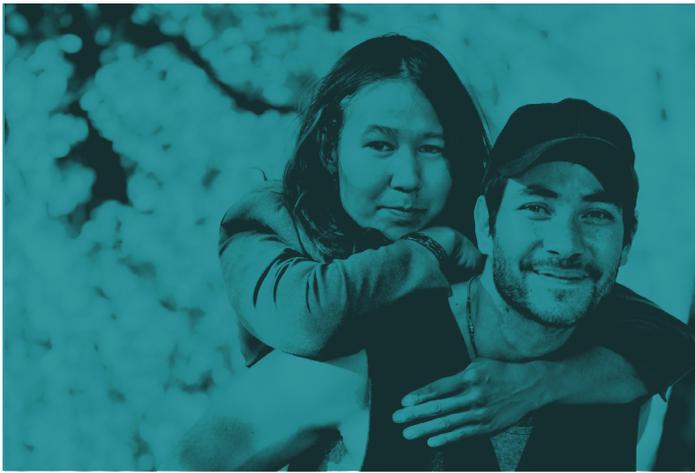
CMHA Waterloo Wellington has been working with the Centre of Excellence and PCMH² to develop a family engagement approach for MOMH Dufferin Wellington. As a first step, CMHA WW is setting the groundwork for a Family Council to advise the agency on its programs and services from a family³ perspective, and is working with PCMH to start a family support group in Guelph.

¹ Centre of Excellence for Child and Youth Mental Health in Ottawa, Ontario.

² Parents for Children's Mental Health.

³ The term "family" is meant to include anyone the person receiving service wants to include in their circle of support.





Indigenous Partnership & Engagement

Jennifer Antler (Indigenous Health & Wellbeing Coordinator at the Guelph Community Health Centre) works with families to access services and supports in Guelph Wellington. Anyone can refer a family to Jennifer for support. CMHA WW and DCAFS are working with Jennifer to bring together service agencies to develop a protocol for Indigenous engagement, as well as a plan for improving service delivery to Indigenous children, youth and families.



French Language Services

Conversations are being convened in fall 2017 to explore existing French Language mental health programs, services and pathways across Dufferin Wellington and outside of our service area; identify strengths, challenges and opportunities; and determine changes that will improve the system.

Brief Services Evaluation

Brief Services includes walk-in clinics providing “single sessions” and brief therapy services (usually between 3-5 sessions) provided by local agencies. CMHA WW, Family Counselling and Support Services for Guelph Wellington and Dufferin Child and Family Services are working together to evaluate the brief service models at all three agencies. This will help the agencies learn what is working well and any ways in which services could be more accessible or effective for families in our service area. Evaluation planning started in October 2017.



System of Care for Student Mental Health

School boards and child/youth mental health agencies met in January 2017 and June 2017 to review school-based and community-based mental health services and pathways. They identified strengths, challenges, gaps and opportunities within our local system of care for student mental health. A follow up meeting will be booked this fall to create a shared action plan to address some of the challenges raised during these conversations.



2,130 identified *French as their mother tongue in Guelph and Centre Wellington (2016 census).*

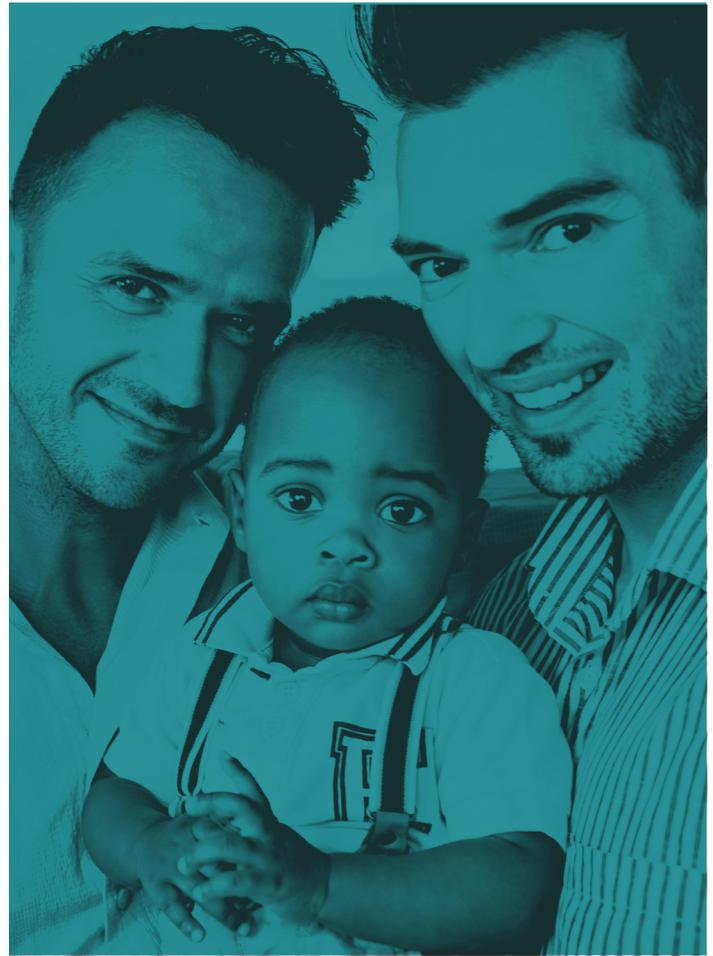
Addressing Service Gaps

A need for more Dialectical Behaviour Therapy (DBT) resources in Dufferin Wellington was identified through a gap analysis conducted in 2016-17. In response, CMHA Waterloo Wellington is developing a comprehensive DBT program for youth. Staff training will occur in November 2017, and a number of training seats will be made available to community partners.

Tools to Help Clients and Families

The Moving on Mental Health team is working to develop tools that will help clients to find their way through mental health and special needs services. Some things we've heard from families and staff that would be helpful include:

- Tools to help me know who is on my team
- Case management tools for clients and families
- Flexible inter-agency support teams to meet clients and families "where they are at" and make sure services work smoothly together



Youth Wellness Hubs Ontario

Webinars were held in August and September to describe the Province's vision for **Youth Wellness Hubs**, as well as the process for community networks to apply to be one of five pilot sites across Ontario offering a youth wellness hub, starting in 2018. The hubs will provide walk-in access to integrated services related to mental health and addictions, as well as other health, social and employment supports, all under one roof. This will help with early identification, in order to prevent more serious issues from developing.



Dual Strategy Steering Committee

The Dual Strategy Steering Committee (DSSC) is the committee overseeing the merged mental health and special needs strategies for Dufferin Wellington. The DSSC was formed in spring 2017 and has been meeting monthly to guide strategic planning and collaboration across many agencies that support families.

For more information about these initiatives, or to get involved, please visit momhwd.com, or contact Heather Callum, Systems Coordinator at hcallum@cmhaww.ca or 226-979-6060.