

Ending Wait Times Project Updates

The goal of the Ending Wait Times project is to eliminate wait times for core MCYS-funded child and youth mental health services across Guelph, Wellington and Dufferin. This work is part of the Moving on Mental Health Strategy for Dufferin Wellington.

Mapping the System

Update for February 22, 2018

The Ending Wait Times (EWT) Project was launched by CMHA Children's Services and Dufferin Child and Family Services in fall 2017, and has been in full gear ever since. (If you are learning about the EWT Project for the first time, we are working to eliminate wait times for core child and youth mental health services across Dufferin Wellington.) Our goal is a big one, and so we've divided our work into key pieces—the first of which is mapping the system.



Photo of “In” mapping session at CMHA in December 2017.

Mapping our services (the programs we offer) and pathways (how children, youth, and families move between services) is an important step in learning how clients move in,

through, and out of services. We want to understand where challenges or bottlenecks exist, and what we can change to improve client flow and decrease (and eliminate) wait times.

	In		Through		Out		Clients for Full System
CMHA	Mapping	Validating	Mapping	Validating	Mapping	Validating	Validating
DCAFS	Mapping	Validating	Mapping	Validating	Mapping	Validating	Validating
	Dec/Jan	Jan/Feb	Early Feb	Late Feb	Early Feb	Late Feb	March

So far, we’ve hosted 6 mapping sessions with staff at CMHA WW and DCAFS to map how children, youth and families move in to, through, between and out of services in Dufferin and Wellington (take a look at the handy diagram above, which shows the sessions completed in dark grey and the sessions yet to come in light grey).

Staff at the mapping session worked together with the help of facilitators from Taylor Newberry Consulting and the Ontario Centre of Excellence for Child/Youth Mental Health to create a “map” that shows our services, referral pathways and processes, and communication processes and tools, along with their feedback on what is working well and what needs to change. Staff participation at the mapping sessions was fantastic and we heard from people representing a range of roles and sites.

As we look ahead to what’s next, we are excited to complete validation sessions for the ‘In’, ‘Through’, and ‘Out’ maps. Validation sessions will bring together external partners, and additional staff, to explore areas of the maps that would benefit from more perspectives or additional information, and to help pinpoint changes that will decrease wait times for service. We will also co-design with clients and families a few validation sessions—specifically for them—to support their involvement in the EWT Project.

Children’s Mental Health staff from CMHA and DCAFS have been invited to a session on March 19 where they will be able to see the maps they/their colleagues have created and add their own feedback as well.

Mapping (and validation) is just one piece of our work—yet, an incredibly important one. We're building a solid understanding of the current child and youth mental health service system journey, and using that as a foundation for making change. We'll be sure to keep you updated as we move forward!

From Mapping to Validation!

Update for March 1, 2018

Summary

From the information gathered during the Ending Wait Times Project mapping sessions, we are now working to move from sticky notes, to a rough design of the maps, to what you will see during the upcoming validation sessions! Check out the photos to see the progress so far.

What's a validation session?

We will bring together staff/managers from partner agencies, youth, and family members to review the maps we created with staff at CMHA and DCAFS, and ask them to add their perspectives and experiences, tell us what is currently working well in terms of child/youth mental health services and referral pathways, and identify where they experience challenges in accessing, moving through or exiting services at CMHA or DCAFS.

Highlights from the last two weeks:

- A big thanks to the 50 people across CMHA WW and DCAFS who participated in the mapping sessions! We can't wait to engage an even bigger number of people during validation sessions.
- If you attended any one of the mapping sessions and haven't provided feedback yet, you can find the online survey [here](#).

What's coming up next:

- We've started putting together all of the information gathered and first drafts of the maps will be posted soon at CMHA and DCAFS so staff who were not able to attend the mapping sessions (and those who did, too!) can add additional information.
- Validation sessions on the maps will begin at DCAFS with partner agencies on March 7! Wellington partners will follow (March 19).

- Drop-in validation sessions with children, youth, and families will be held at CMHA Silvercreek office on March 12 from 2-4pm and 6:30-8pm. Children, youth, and families who receive services from DCAFS and CMHA Fergus and Mt Forest will be booked for one-on-one conversations over the next month at a time that works for them!

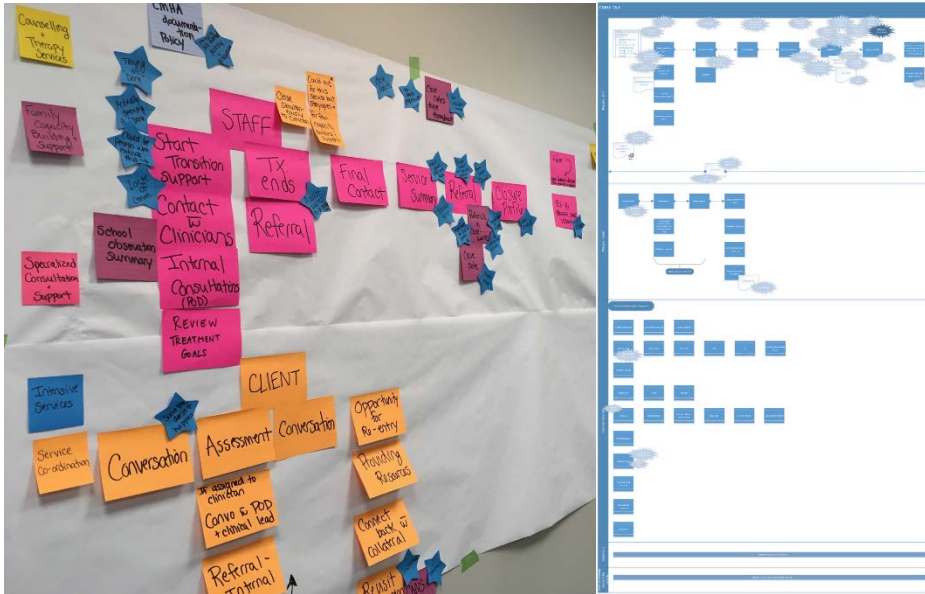


Image A: Sticky note map from the CMHA “Out” mapping session on February 7, 2018 facilitated by the Ontario Centre of Excellence for Child/Youth Mental Health.

Image B: Draft designed map of the CMHA “Out” phase developed by the Centre of Excellence—representing the very same data as seen in Image A!

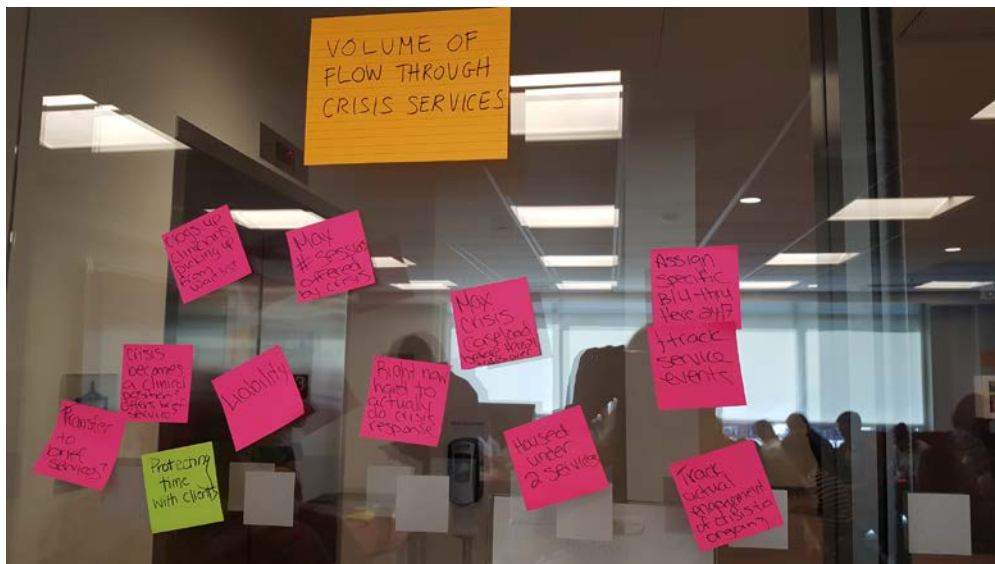
The Validation Roadshow!

Update for March 23, 2018

It’s been a busy past few weeks visiting staff, partners, and clients to validate the Ending Wait Times Project maps. Hearing first-hand from people about their experiences with the child/youth mental health services and referral pathways for CMHA and DCAFS has brought to light many interesting insights. As we approach the end of March, we are excited to pull together this feedback and wrap up this phase of the project.

Highlights from the last two weeks:

- A big thanks to staff at the Silvercreek office and DCAFS office who interacted with the large drafts system maps which were on display during the week of March 12. Your feedback was much appreciated!
- There was great energy from the staff of CMHA WW and DCAFS when they came together on Monday, March 19 for a networking session. During this gathering, the two teams worked together to provide feedback on the maps and the system as a whole. They also set a shared vision for what we want to achieve in the coming years for the CYMH system in Dufferin-Wellington. (Check out some photos below from the session!)
- Validation sessions with clients and partners across Dufferin-Wellington have continued to provide detailed feedback. We hosted two partner validation sessions over the past few weeks (one in each region), both of which had great attendance! One-on-one conversations with clients have also offered a way for families to share feedback at a time that works for them!





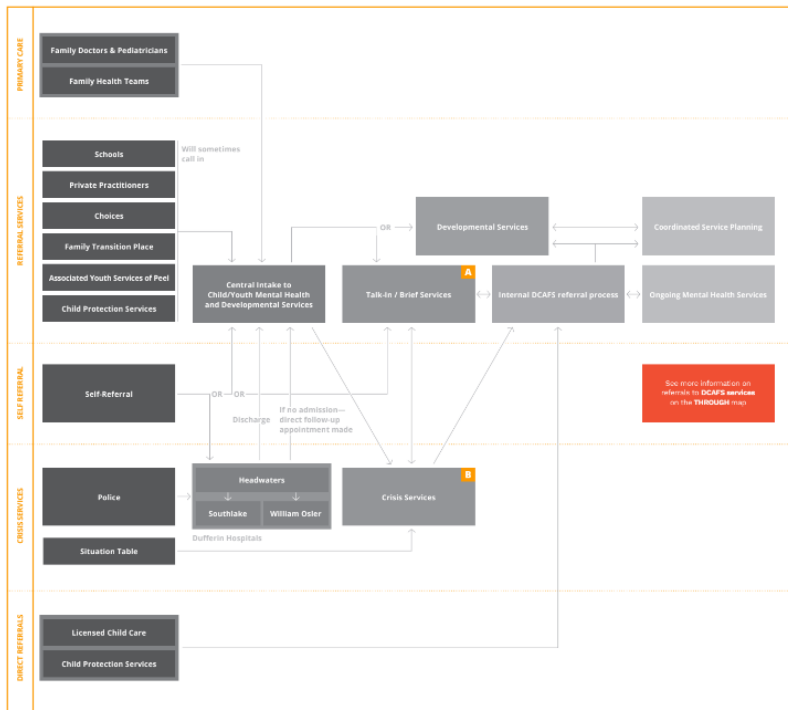
What do the maps look like?

Images of the draft maps for Dufferin and Wellington used in validation sessions are included below to give you a sense of what staff, partners and families were asked to provide input on.

System Map: Child and Adolescent Core Services Dufferin County

DRAFT

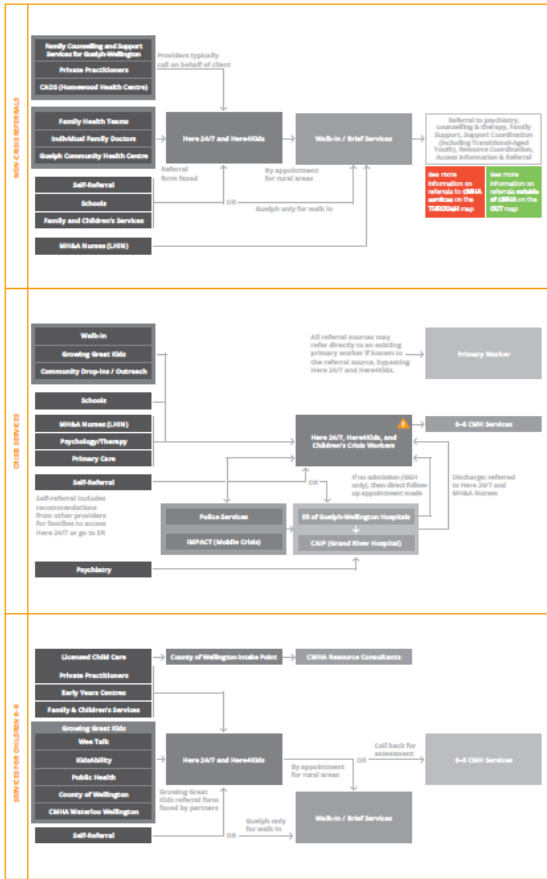
IN How did you enter service?



System Map: Child and Adolescent Core Services Wellington County

DRAFT

IN How did you enter service?



Notes about Crisis

- Hare 24/7 does the following:**
 - Conducts triage/assess
 - Coordinates care, phone if possible
 - Refers to CRISIS or other workers
 - Does mobile if possible
 - Connects to primary worker, if applicable
 - Refers to police and/or CRIS if required
- Children's Crisis Worker does the following:**
 - Phone or mobile triage/assessment
 - Refers to police and/or CRIS if required
 - Follow up appointments
 - Refers to CRISIS service
 - Short term supports while waiting for services
- Crisis services are always available:**
 - Crisis intervention and support may occur at any point in response to a client's needs as they move through the system.



What's coming up next?

- We will keep working through all the rich and detailed feedback received from staff, partners, and clients. Revisions to the maps are ongoing!
- The Moving on Mental Health Operations Committee meeting will be held on March 27 and will be an opportunity to update this group on this phase of the work. Together, we'll also begin ideating on what the future state of the system might look like without wait times.
- Mapping and validation are just the beginning! The next phase of the project will focus on identifying processes that can be improved to reduce wait times.

For questions or to learn more:

- Visit the Ending Wait Times page on the Moving on Mental Health website at <http://www.momhwd.com>
- Contact Heather Callum, Systems Coordinator for Child/Youth Mental Health at hcallum@cmhaww.ca or 226-979-6060.