

The image shows a spiral-bound notebook with a light brown, textured cover. The spiral binding is on the left side. The text is centered on the cover.

CHILDREN'S SERVICES NIAGARA COMMUNITY SERVICE PLAN

Hamilton Niagara Regional Office
response to the Niagara Community

February 2005

Community Service Plan Preamble

- ◆ In December 2001 the Hamilton Niagara Regional office asked the CONTACT agencies to facilitate the development of Community Service Plans in consultation with service providers, related sectors and consumers.
- ◆ Community Service Plans were received by the Regional office in September 2004.
- ◆ The Plans contain service provider and consumer input and insight regarding system strengths, shortcomings and opportunities.
- ◆ This information was incorporated into the Community Service Plan Strategic Directions, Goal Areas and Goals.
- ◆ The Regional office recognizes and appreciates the collaborative effort and time commitment put forth by all participants in this process.

Regional Office Response

- ◆ Purpose of today's meeting:
 - provide specific feedback on the Strategic Directions, Goal Areas and Goals
 - identify priority focus areas

- ◆ We are committed to ongoing discussion regarding the Plan and its implementation.

- ◆ In January 2006 we will undergo a full review of the Year One priorities with a view to evaluating:
 - what has changed
 - how the service system has been demonstrably enhanced or improved.

Key Considerations

- ◆ Key Considerations guided the Regional office response. Preference was given to Strategic Directions that:
 - focused on demonstrable positive outcomes for individuals and families;
 - adopted a systems-oriented approach;
 - demonstrated collaborative efforts which maximize limited resources;
 - provide effective/efficient residential and non-residential options that address priority service needs;
 - are supported by evidence and/or best practice;
 - enhance transparency and accountability in the service delivery system;
 - address relevant cultural issues;
 - demonstrate an improved quality and/or quantity of critical services and;
 - work within available resources.

Children's Mental Health Services in Niagara

- ◆ support 30% of the Hamilton/Niagara Region's clients (3800 children/youth)
- ◆ receive 26.7% of the Regional funding allocation (5.7M)
- ◆ cover a geographical area with 34.95% of the Region's child population
- ◆ are delivered by 4 agencies

Community Service Plan

Directions	Goal Areas	Goals
More residential support/more counselling	5	7
Information (to guide action)	4	5
Technology (to support information needs)	1	3
Inter-agency Collaboration	7	8
Information and Communication	1	2
Sustainable Funding	3	4
Totals	21	29

Strategic Direction “A”

A full spectrum of mental health services for children, youth and families

◆ Goal Area A1 – Residential Services (Goals 1-3)

1. Work with other communities within the Hamilton/Niagara Region to develop specialised residential resources
2. Increase Niagara’s local residential capacity to meet the needs of the children of Niagara.
3. Explore the feasibility of establishing permanent residential treatment beds in Niagara using fee for service residential dollars.

Encourage/Support: The Regional office encourages the development of responsive residential services to meet the needs of children and youth in Niagara. A significant portion (56%) of the new CMH funding will be invested in residential services.

Year One Priority for Goals 2 & 3-Community Responsibility in consultation with the Regional office

Strategic Direction “A”

A full spectrum of mental health services for children, youth and families

(cont...)

◆ Goal Areas A2 & 3 – Counselling & Psychiatric Services (Goals 4-5)

4. Increase the capacity of counselling services in Niagara
5. Increase the level of psychiatric services so that it meets at the least, the minimum provincial benchmark for a community the size of Niagara

Support: Goal 4: 37% of the new CMH funding has been directed to alternative, non traditional approaches to counselling through a High Risk Clinic and enhancement to the ICFIS program.

Explore: Goal 5: This Goal is outside the scope of MCYS.

***Year One Priority-Community and Regional office Responsibility
(Goal 4)***

Strategic Direction “A”

A full spectrum of mental health services for children, youth and families

(cont...)

◆ Goal Areas A4 & 5– Cross Sectoral Support/Services & Transitional Age Youth (Goals 6 & 7)

6. Ensure cross sectoral supports/services are in place to address the mental health needs of families and caregivers.
7. Identify and implement best practices related to cross sectoral transitional age services.

Encourage/Support: The Regional office encourages the community to develop cross sectoral protocols to assist children and youth in acquiring the services they need and as they prepare for the transition into adulthood.

Year two Priority (in respect of other new services being developed with the CMH funding)-Community Responsibility

Strategic Direction “B”

Information supportive of successful planning and program development

◆ Goal Areas B1 & 2 - Informed Picture of Services and Gaps and Coordinated Service Access (Goals 8-10)

8. Develop an informed picture of gaps and priorities to access and influence new funding and influence its direction. This includes determining geographical location of needs and preparing an inventory of all current services (including French Language Services), identifying gaps and overlaps in current services. ***(Possibly combine Goal 8 with 9 & 10)***
9. Using data from common assessment/baseline tools undertake research to further understand needs and enhance community planning.
10. Assess the location of services, location of clients, service delivery models and transportation needs, and explore alternative methods of providing interagency co-ordination across Niagara.

Encourage/Support: The work behind these Goals was reinforced through the new CMH funding exercise. The Regional office supports the community’s efforts to gather information to inform decision making and service delivery.

Year Two Priority-Community Responsibility

Strategic Direction “B”

Information supportive of successful planning and program development (cont...)

◆ Goal Area B3 & 4– Community Service Plan Impact/Youth Justice Legislation Impact (Goals 11 & 12)

11. The MCSS/MCYS Hamilton Niagara Regional office will take into account Niagara’s children’s mental health community service plan to inform funding decisions.
12. Examine the impact of youth justice legislation on other programs. (e.g. residential services)

Encourage/Support: The Community Service Plan was relied upon in the development of the new CMH funding proposals. All proposals were approved in principle as submitted. The Regional office will continue to use the CSP to inform funding decisions.

The Community is encouraged to monitor the YCJA for potential impact on the local system of CMH services.

***Year One (and ongoing) Priorities-Regional office and Community
Responsibility respectively***

Strategic Direction “C”

Effective Use of Technology in Management and Service Delivery

◆ Goal Area – Information and Technology/Systems (Goals 13-15)

13. Identify what is required from a technology perspective to generate child specific information that can be shared across sectors (***Possibly combine with Goal 14 & 15 to support Goals 8, 9 & 10***)
14. Identify opportunities to link the current information systems to enhance individualised planning
15. Promote the need for a common information system for all children’s services with the provincial government

Encourage/Support: The Regional office supports improving agency capacity to develop and use technology to better inform planning, research and decision making.

Year Two Priority-Community Responsibility

Strategic Direction “D”

Continuous Improvement through Interagency Collaboration

◆ Goal Areas D1 & 2: Common Assessment/Baseline Tools & Mutually Supported Planning/Decision Making

16. Reach agreement across all children’s service providers on the use of common assessment/baseline tools for children’s mental health.
17. Develop an interagency approved and provincially sanctioned process/mechanism to facilitate efficient, collaborative, mutually supportive planning and decision making on an ongoing basis.

Encourage/Support: The Regional office supports the community’s efforts toward this end. The introduction of common assessments and baseline tools is consistent with systems level thinking. Goal 17 will facilitate the development of a CMH system in Niagara.

Year One/Two Priority - Community Responsibility with Ministry input

Strategic Direction “D”

Continuous Improvement through Interagency Collaboration

(cont...)

◆ Goal Areas D3 & 4 – Increase Psychiatric and Psychological Supports and Services/Coordinate Developmental Services (Goals 18 &19)

18. Work together to develop a recruitment strategy that results in increased psychiatric and psychological supports and services in Niagara Region.
19. Co-ordinate across sectors to meet the needs of children and youth with pervasive developmental disorders-autism spectrum disorders

Encourage/Support: The Regional office encourages the community to work with and support the efforts of Niagara Health Systems.

Year Two Priority-Community Responsibility

Strategic Direction “D”

Continuous Improvement through Interagency Collaboration

(cont...)

◆ Goal Areas D5– Co-ordination of French Language Services (Goals 20 & 21)

20. Increase capacity of children’s mental health services to the French community through collaborative work between Centre de Santé and other children’s agencies.
21. Develop protocols to ensure co-ordination of French Language services in Niagara.

Encourage/Support: The new CMH funding targeted support for a French Language Clinician/Service Coordinator to provide direct service to children and help clients access the broader CMH system. The Regional office supports the community’s efforts in establishing protocols and through collaborative approaches to service delivery.

Year One Priority-Community responsibility

Strategic Direction “D”

Continuous Improvement through Interagency Collaboration

(cont...)

◆ Goal Area D6 & 7 – Ongoing Learning/Best Practices (Goals 22 & 23)

22. Develop formal and informal linkages between children’s mental health agencies and centres of research and learning

23. Collaborate across agencies and sectors to identify/share strategies, results and related outcome measures used by each agency to maximise best practices.

Encourage/Support: Increased collaboration fortifies the capacity of the system and leads to enhanced services. The Regional office supports the community in their efforts toward achieving these Goals.

Year two Priority-Community Responsibility

Strategic Direction “E”

Accessing Information about Children’s Mental Health Services

◆ Goal Area – Informed Client/Families (Goals 24 & 25)

- 24. Develop communication tools that provide an integrated perspective to clients regarding children’s mental health services in Niagara
- 25. Develop and implement public awareness strategies to better inform parents about transitional issues

Encourage/Support: The Regional office supports the community in its public education/awareness activities. An additional Goal is suggested which examines Consumer Satisfaction with the services provided.

Year Two Priority-Community Responsibility

Strategic Direction “F”

Sustainable Funding

◆ Goal Areas F1-3 – Multi Year Funding/Increased Funding/Funding Reflective of Niagara’s Determinants of Health (Goals 26-29)

26. Develop a strategy to influence government policy toward multi year funding.
27. Advocate for increased funding to base budgets to address identified mental health needs in Niagara.
28. Advocate for increased funding to meet the needs of the Youth Justice Act.
29. Advocate for planning and allocations that take into account Niagara Region’s determinants of health in addition to child population statistics.

Response: The Regional office negotiates Service Contracts on an individual basis with Transfer Payment Agencies each year based on available funding allocated to CMH services. The Community Planning exercise was not intended to result in additional funding (Given #3).

Themes

- ◆ Information to Guide Action (28% of the Goals)
- ◆ Collaboration (28%)
- ◆ More Residential/More Counseling (24%)
- ◆ Communication with Families (7%)

Year 1 Goals

Year 1 Priority Goals	Community Responsibility	Shared Responsibility	Ministry Responsibility	Overview
2. Increase local residential capacity	✓		in consultation	increase the capacity of the residential beds (24/7)
3. Fee for service on residential beds	✓		in consultation	engage partners to develop residential treatment capacity and purchase service
4. Increase counselling capacity		✓		consider alternative non traditional approaches and strategies (i.e. ICFIS)
11. CSP/Funding Decisions			✓	use the CSP to guide Regional office funding decisions
12. Youth Justice Act	✓			monitor impact
20. Collaboration with French community	✓			enhance capacity of French Language Services
21. F.L.S. Coordination Protocols	✓			enhance capacity of French Language Services.

Next Steps

- ◆ Contact will facilitate the development of a Work Plan and coordinate the implementation of this Plan.
- ◆ Implement Priority Goals identified for Year 1.
- ◆ Community may choose to act on additional goals.
- ◆ Community to determine best way to move forward.
- ◆ Evaluate progress toward achieving those goals in January 2006.