

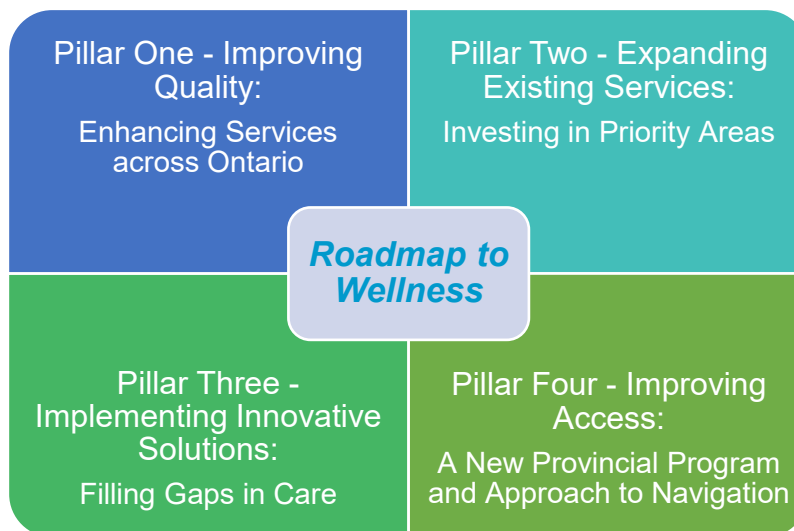
Introduction

As Ontarians start returning to more normal daily lives following two years of pandemic conditions, Peel's child and youth mental health (CYMH) sector is also returning to more regular system planning and collaboration to advance the strategic priorities for Ontario's CYMH service system.

Because communications and community planning processes were disrupted over the course of the COVID-19 pandemic, this progress report provides a review of the CYMH system transformation context and takes stock of what has occurred since the pandemic began in March 2020 before turning to current system-level efforts and future plans.

From *Moving on Mental Health* to *Roadmap to Wellness*

Roadmap to Wellness: A Plan to Build Ontario's Mental Health and Addictions System was published in March 2020, replacing *Moving on Mental Health* as Ontario's overall plan for mental health and addictions (MHA) system transformation. With its vision of "A province where all Ontarians have access to high-quality, easily accessible mental health and addictions support throughout their lifetime, where and when they need it," *Roadmap to Wellness* shifts from the previous discrete sectoral approaches for children/youth and adults to a lifespan approach to providing MHA services and supports. The plan is organized around four pillars:



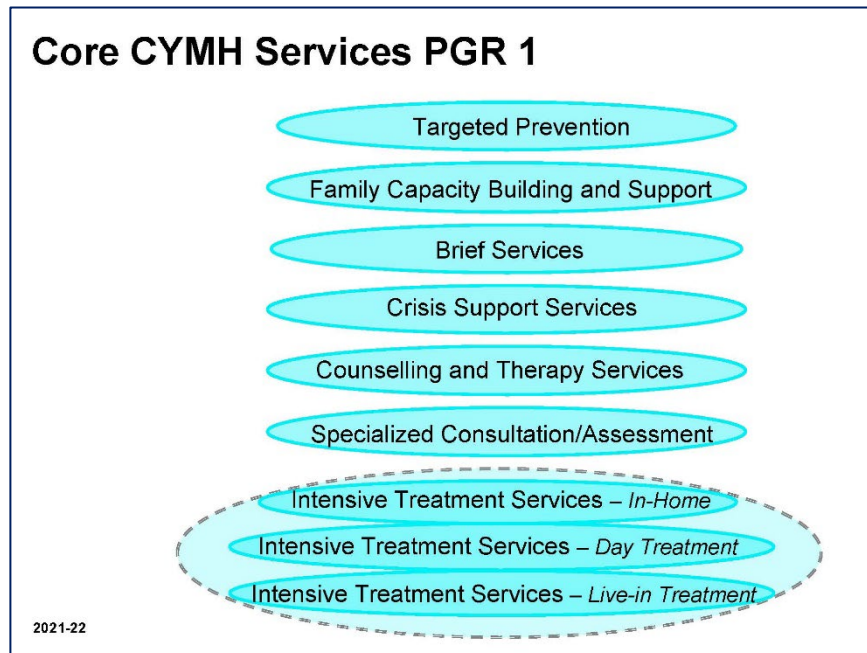
Peel's CYMH Lead Agency and Core Service Providers

Lead agencies, established under Ontario's *Child, Youth and Family Services Act, 2017*, receive funding from the Ministry of Health for system management in four areas of responsibility: leadership, planning, service delivery/alignment and performance management. EveryMind Mental Health Services (formerly Peel Children's Centre) is Peel's Lead Agency and in this role, leads local system transformation efforts while also representing Peel in provincial-level system leadership, planning and advocacy as part of the CYMH Lead Agency Consortium.

Peel currently has four CYMH Core Service Providers:



These four organizations deliver the core services shown below and are also funded for two CYMH key processes: coordinated access/intake and case management/service coordination.



Looking Back: Changes in Peel’s CYMH Service System, 2020-21

On April 1, 2020 following extensive planning and discussion, two CYMH Core Service Providers – Peel Children’s Centre and Nexus Youth Services – amalgamated to form EveryMind Mental Health Services. At the same time, Nexus’ youth centre in Mississauga transferred to Rapport Youth & Family Services, while Rapport’s provincial mental health funding for counselling/therapy transferred to EveryMind. Rapport is no longer a CYMH Core Service Provider but continues to be a key community partner supporting youth mental health, engagement and well-being.

System-level milestones, 2020-22

Service delivery during the COVID-19 pandemic

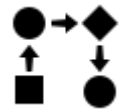
In 2020-21, Peel’s CYMH core service providers, with support from provincial emergency funding, implemented virtual service delivery to keep clients, families and staff safe during pandemic lockdowns. As in-person services have reopened, our sector continues to provide virtual services where appropriate, providing choice to children, youth and their families.



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New multi-year CYMH system transformation plan

Working with Peel's Core Service Providers and some broader sector partners, EveryMind developed a three-year (2020-23) plan for Peel's CYMH sector that is available for download from <https://everymind.ca/lead-agency>. This plan includes priorities for Core Services Delivery within Peel's CYMH sector and for Community Mental Health in partnership with other sectors. More information on these priorities is provided in this progress report.



Changes to Peel's CYMH system planning tables

Core Services Delivery:

In consultation with the Peel Core Service Providers' Senior Leadership Table, EveryMind introduced a Peel Core Service Providers' Operational Leadership Table, which held its inaugural meeting in October 2021. These two tables work in tandem to provide strategic and implementation leadership for Peel's system-level initiatives.



Community Mental Health:

In fall 2020, the Region of Peel implemented its Community Safety and Well-Being Plan (CSWB), a provincially mandated, municipal-level plan. EveryMind and other community partners are members of the Peel CSWB's Mental Health and Addictions (MHA) Action Table and related tables, e.g. the Peel Situation Table to mitigate risk for crisis situations; and the Care Pathways Working Group to improve youth's system access/navigation to MHA services. Using a collective impact approach, the MHA Action Table is adopting several strategies in support of two goals:



1. Promote mental wellness and positive relationships among youth and families
2. Improve access to MHA services and supports for youth by simplifying pathways and coordinating efforts.

With the the youth-and-family focus of these regional tables' MHA work and their involvement of multiple community sectors, EveryMind decided to reduce duplication of effort and to leverage these forums when needed rather than reconvene the Lead Agency's previous community mental health planning table.



Early priorities in the Lead Agency's 2020-23 system transformation plan for Peel

This report on system transformation progress groups Peel's priorities by the four strategic pillars of *Roadmap to Wellness*. The following priorities have been completed or are substantially complete.

Improving Quality

Youth Peer Support pilot project:

A new Core Services Framework for mental health and addictions (MHA) across the lifespan is a commitment under this pillar of *Roadmap to Wellness*. Peer Support and Family Support are proposed core services in the new framework. Peel's three-year plan included a highly successful pilot project focused on the provision of Youth Peer Support, which concluded in 2021. Training of Youth Peer Support Workers is continuing into 2022/23. EveryMind has also partnered with the Family Care Centre/Family Partnership Program to support Peel's local Family Peer Support chapter.



Ontario Perception of Care (OPOC) implementation:

Data and digital technologies are critical drivers of quality improvement. With other lead agencies, EveryMind piloted the Ontario Perception of Care tool in May 2021 towards the goal of developing a standardized approach to integrating clients' and families' voice/experience into our quality improvement initiatives. EveryMind will again administer the OPOC in 2022-23 and will support expansion of the tool's use to Peel's Core Service Providers, once approval to for broader implementation is received. Administering the OPOC tool across Peel's CYMH system would enable Core Service Providers to aggregate data on a range of quality dimensions to improve service delivery, inform decision-making and enhance accountability.

**Expanding Existing Services****Provincial funding for expanded CYMH services in Peel:**

In 2020/21, EveryMind as Lead Agency coordinated a proposal for \$1.309 million in new CYMH funding for the Peel service area. Following consultations with Peel Core Service Providers to determine where our CYMH system had the greatest unmet demand, as evidenced by the number of children/youth waiting for services, we recommended that this new funding be allocated to expanding Counselling/Therapy programs at AYSP and EveryMind. In 2021, a provincial base funding increase of 5% was announced for all CYMH Core Service Providers. When it flows for a full year in fiscal 2022/23, the base funding increase will amount to more than \$1.3 million annually for Peel.

**Implementing Innovative Solutions****Redesign of Brief Services:**

The redesign of Brief Services was an early priority in Peel's three-year transformation plan. As supported by Core Service Providers' review of Brief Services in Peel, [Tangerine Walk-in Counselling](#) was consolidated at EveryMind in 2021. Brief virtual consultations were introduced for pandemic service-delivery conditions and appointment availability was broadened to cover peak/preferred times, Monday to Friday. EveryMind is also a member of the working group for the Lead Agency Consortium's project to establish *One Stop Talk*, a province-wide virtual "walk-in" service for children/youth and families. This initiative is anticipated to be piloted later in 2022.

**Improving Access****Improved Access to Crisis Support Services in Peel:**

Access to crisis support services has improved as a result of a partnership between CMHA Peel Dufferin and EveryMind to integrate their technology to implement **one number to call, 905-278-9036, for 24/7 Crisis Support for all ages in Peel**. Launched in June 2021, this initiative involves two specialized teams working together to support children, youth and adults, providing a more integrated and holistic approach to the provision of life-saving crisis support services across the lifespan.



905-278-9036
1-888-811-2222

Looking Forward: system priorities for 2022-23

Continuing Goals in the Lead Agency's 2020-23 Transformation Plan

Review and improve pathways/transitions into, through and out of Core Services Delivery:

When EveryMind administered the Ontario Perception of Care tool (see p. 4), feedback from youth and families indicated that they would like more support when transitioning between clinicians or services, and in post-treatment planning. These transitions require additional focus in Peel Core Services Providers' system work.



Refine Peel's planning table/mechanism for Community Mental Health:

EveryMind re-evaluated Peel's Community Mental Health planning table/mechanism towards the goal of achieving strategic priorities synergistically, without duplicating work being done at regional tables. We decided to leverage existing regional planning efforts while also supporting new opportunities to advance cross-sectoral work, such as the vision of a school-community system of care in *Right time, right care: Strengthening Ontario's mental health and addictions system of care for children and young people* (co-published by the CYMH Lead Agency Consortium, School Mental Health Ontario, the Knowledge Institute on Child and Youth Mental Health and Addictions, and Children's Mental Health Ontario in April 2022).



CYMH Priorities in the Lead Agency Plan for Peel and in Provincial-Level Work

Improving Quality

System data improvements:

This year, EveryMind will lead Peel Core Service Providers' planning tables in two baseline reviews for future system-level work:

- Provincial program requirements, data elements and key performance indicators towards a collective understanding of our data and improvements in planning, monitoring and reporting
- Summary of Core Service Providers' Core Services and Key Processes, including funding, performance data and staffing, to build a shared snapshot of Peel's current service system.



Optimize Counselling/Therapy Services in the Peel Service Area:

All Core Service Providers in Peel provide Counselling and Therapy Services, which is also the core service with the greatest unmet demand in our community, as evidenced by the number of children and youth waiting for these services. The goal of the review and redesign is to develop a collective understanding of the system improvements needed to achieve the most effective and efficient counselling/therapy services in Peel.



Assess system capacity to align with the new Family Engagement (FE) quality standard of the Knowledge Institute on Child and Youth Mental Health and Addictions:

Orientation and training on the new standard occurred early in 2021-22 for Core Service Providers' staff and engaged caregivers, followed by a survey process to assess their perceptions of the current state of FE in the Peel service area. A baseline report on the FE assessment will be available shortly on everymind.ca/family-engagement. The findings will form the basis of action plans for FE system improvements that are based in the quality principles of the new standard. The service area's FE progress will also be evaluated.



Provincial Training Initiative:

The Lead Agency Consortium and Children’s Mental Health Ontario are developing a training initiative with a goal of improving the quality of Intensive Treatment Services for children/youth with complex mental health needs. The training will include three evidence-based treatment modalities – Dialectical Behaviour Therapy (DBT), Trauma-Focused Cognitive Behavioural Therapy (TF-CBT) and the Attachment, Regulatory and Competency (ARC) Framework – while work continues on identifying the treatment modalities for children ages birth to 6 years and a clinical supervision model. The initiative, with training networks and communities of practice, is expected to launch this summer and roll out in phases going into 2023.

**Implementing Innovative Solutions****Project Now:**

This suicide prevention initiative led by Trillium Health Partners has involved several sectors, e.g. CYMH, school boards and public health. While the project has been on hold during the pandemic, work is expected to resume on its identified priorities in primary, secondary and tertiary suicide prevention. EveryMind and Trillium Health Partners are co-leads of the tertiary prevention project, a stepped-care pilot that could be scalable to Peel Region, Ontario and beyond.

**4 Youth By Youth Pilot Project:**

A collaborative partnership with the Peel District School Board and York University’s School of Social Work, this pilot will offer secondary students a two-credit course and a co-operative educational experience to develop knowledge and skills while gaining practical experience in youth leadership/engagement and participatory-action research. The pilot aims to foster resilience and promote youth mental health and well-being. The Dufferin-Peel Catholic District School Board has also expressed interest and conversations are exploring the possibility of piloting a similar co-operative education course in their school board.

**The Future of Mental Health and Addictions (MHA) System Transformation**

As the Ministry of Health moves beyond the mission-critical task of managing Ontario’s health care response to the COVID-19 pandemic, EveryMind anticipates a renewed focus on MHA system transformation, including the specifics outlined in [Roadmap to Wellness](#); the evolving role of the [Mental Health and Addictions Centre of Excellence](#) in building a comprehensive and connected MHA system; and [Ontario Health’s](#) efforts to connect and coordinate the broader health care system.

Funding to Lead Agencies for CYMH system management has been committed until at least the end of the 2022-23 fiscal year. As such, after the usual pause in many government activities during the upcoming provincial election campaign, we look forward to the 2022 Speech from the Throne and the government’s continuing commitment to developing an integrated, lifespan approach to a system of high-quality MHA services and supports.



The past two years have been unprecedented in our lifetimes. While we hope that the worst of the pandemic is behind us, the resultant challenges for Peel’s CYMH sector will extend for several years, as the escalating need for MHA treatment already exceeds our service system’s capacity. It will be critical to ensure that our Peel children/youth and adult MHA sectors receive their fair share of provincial funding, while also finding solutions to the



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human resource shortages that are constraining not only the MHA sectors but also, other parts of Ontario's health care system.

For all human service sectors in Peel, a silver lining of the pandemic has been our community collaboration at many regional tables – some focused on pandemic planning and response; others on the health, safety and well-being of our community. EveryMind looks forward to building on this collective momentum in the months ahead.

If you have suggestions or questions regarding this progress report, please email us at PeelLeadAgency@everymind.ca. EveryMind's Lead Agency team welcomes your feedback.

