



Ontario Centre of Excellence  
for Child and Youth  
Mental Health

2016-17

# IMPACT REPORT

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# LEADER'S MESSAGE



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In child and youth mental health, transformation was a long time coming. Policy makers knew it, researchers knew it, clinicians knew it and children, youth and families *definitely knew it*. Charting the course for a better future is critical for this sector, as we all agree that more of the same simply isn't an option, better is always possible.

Now that transformation is here, the sector is coming face to face with the complexity and change fatigue that has challenged many well-intentioned improvement initiatives. This is a pivotal time in the transformation process, and the Centre is pleased to play a key role in helping to get this job done. A transformed system will be built from the ground up, from the top down, from the inside out and the outside in. Everybody has a role to play, and the Centre takes pride in our unique ability to support change at local, regional and system levels.

In 2016-17, we pulled out all the stops to ensure we had the people, resources and services that would facilitate and accelerate system transformation in this sector. We worked side-by-side with agencies to drive change in communities, while simultaneously chipping away at big-picture systemic barriers that are getting in the way of delivering meaningful results for Ontario's children, youth and families.

Join us, as we report and reflect on our successes over the past year and read about what we've got planned for our continued services and system innovations in 2017-18.

# LOCAL IMPACT

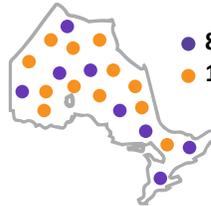
Our customized, tailor-made services are designed to meet agency and community needs.

## Youth Engagement

Our comprehensive suite of youth engagement services are designed to help agencies and youth build meaningful partnerships to develop services that fit our youth.



**\$150,000 TO 39**  
YOUTH-LED MENTAL  
HEALTH AWARENESS  
INITIATIVES



● **8 LEAD AGENCIES**  
● **12 SERVICE AREAS**



7.6/10

2016-17: the Centre distributed nearly **\$150,000 to 39 youth-led mental health awareness initiatives** in communities across the province through its **Dare to Dream program**.

2016-17: the Centre provided tailored youth engagement support within **20 Ontario communities: Eight individual agencies and 12 service areas**.

The degree to which lead agencies agreed that **Centre supports increased their capacity to engage youth** and helped them **reach their youth engagement goals**.

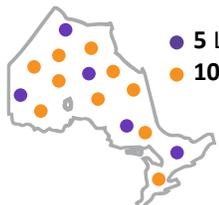


Centre services have supported our ability to engage young people and service providers across our region to improve collaboration and service delivery. They've allowed us to establish a shared understanding of what youth engagement is with all core mental health service providers, which has resulted in an increased readiness and awareness of youth engagement in our community.

– Lead agency

## Family Engagement

The Centre supports agencies and communities to work side-by-side with families in every aspect of their work – from improving processes to measuring success to connecting with partners.



● **5 LEAD AGENCIES**  
● **10 SERVICE AREAS**



7.5/10

In 2016-17, the Centre provided tailored family engagement support within **15 Ontario communities: Five individual agencies and 10 service areas**.

The degree to which lead agencies agreed that **Centre supports increased their capacity to engage families** and helped them **reach their family engagement goals**.

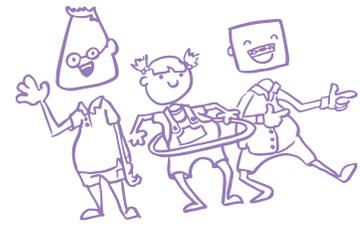


The Centre in partnership with Parent's for Children's Mental Health have been invaluable in helping us on our journey to become fully family engaged. The comprehensive training for all of our staff has been excellent, and the many resources – including toolkits, research and presentations – have been outstanding. The in-person, video and phone support has been amazing!

– Lead agency

## Quality and Performance

The Centre helps agencies grow their quality culture. Whether it's a quick phone call to explore the possibilities, an in-person training or hands-on coaching session, we offer a continuum of services that are tailored to meet agency and/or community needs.



In 2016-17, the Centre provided tailored performance measurement support within **11 Ontario communities: Nine agencies and two service areas.**



In 2016-17, the Centre provided quality improvement or evaluation support within **nine Ontario communities: Seven agencies and two service areas.**



In 2016-17, the Centre provided implementation support within **five Ontario communities: all at the agency level.**



7.5/10

The degree to which lead agencies agreed that **Centre supports increased their capacity to improve quality and manage performance,** and helped them **reach their quality and performance goals.**



The training from the Centre has been wonderful in this area. Our leadership and Board benefitted from their in-depth custom-made training in performance measurement.

– Lead agency

## Youth Suicide Prevention

In 2016-17, the Centre continued to offer youth suicide prevention and life promotion coaching support to help communities to sustain their activities.



the Centre provided evidence-informed support to **13 communities** mobilizing to **build life-saving youth suicide prevention, risk management and postvention strategies.**



The Centre's youth suicide prevention coach brought expertise in both youth suicide prevention and evaluation to the table, and the team connected to develop logic models, look for appropriate indicators and measures, and established activities that could reasonably be evaluated.

– Lead agency

# SYSTEM IMPACT

We are uniquely placed in the child and youth mental health system; we look for opportunities to collaborate, align, standardize and mobilize for system innovation and impact.

## Events

### Managing risk in a transforming system

Participants received up-to-date knowledge and evidence on risk management, and heard practical advice on managing real-life risk in the context of child and youth mental health.

# of participants: **110 participants**  
Satisfaction: **4.6/5**  
Usefulness: **4.6/5**



The best part was hearing about key considerations and best practices in risk management. It validated what we were already doing and will support our forward movement and growth.

– Participant

### Consent, privacy and documentation

Attendees learned how to be aware of and how to sort through the overlapping, and at times conflicting, legal and professional requirements related to collecting, protecting and managing client personal information.

# of participants: **120 participants**  
Satisfaction: **4.8/5**  
Usefulness: **4.7/5**



Very, very interesting. This was clear communication of a complicated topic. One of the most valuable workshops I've attended.

– Participant

## Lead Agency Community of Practice

Description: facilitates knowledge sharing and collective problem solving at the provincial level through the Lead Agency Community of Practice. Operational leaders from all lead agencies meet in-person three times a year to network, share, plan and connect.



8.5/10

The degree to which **Centre supports have helped** the lead agency community of practice members **pursue common goals.**



8.4/10

The degree to which the **Lead agency community of practice** has **increased knowledge sharing among agencies.**



The Lead agency community of practice has helped identify common barriers that service areas are having with respect to the Moving on Mental Health Strategy. We have been able to discuss common priorities and next steps which will identify opportunities for provincial consistency.

– Lead agency community of practice member

# THE YEAR AHEAD

We are excited about the year ahead; we will continue to promote quality and inspire innovation as system transformation settles in and takes shape. A few highlights:

## Can't Miss

Two *can't-miss* symposia that will re-define quality in child and youth mental health. Mark your calendars for October and March

## Research Pilot

Applying policy recommendations to practice to strengthen the interface between primary care and community-based child and youth mental health services. We are collaborating on a research pilot designed to promote inter-provider communication, identify clinical/service pathways and pilot the use of a standardized screening tool (HEADS-ED) adapted to primary care.

## Innovation Initiatives

Innovation initiatives that will support agencies to implement promising practices for broader sector benefit and continuous learning.

## Continued alignment

Continued work towards provincial alignment, standardized guidelines and best practices with our Lead Agency Community of Practice partners.

## Resource Hub

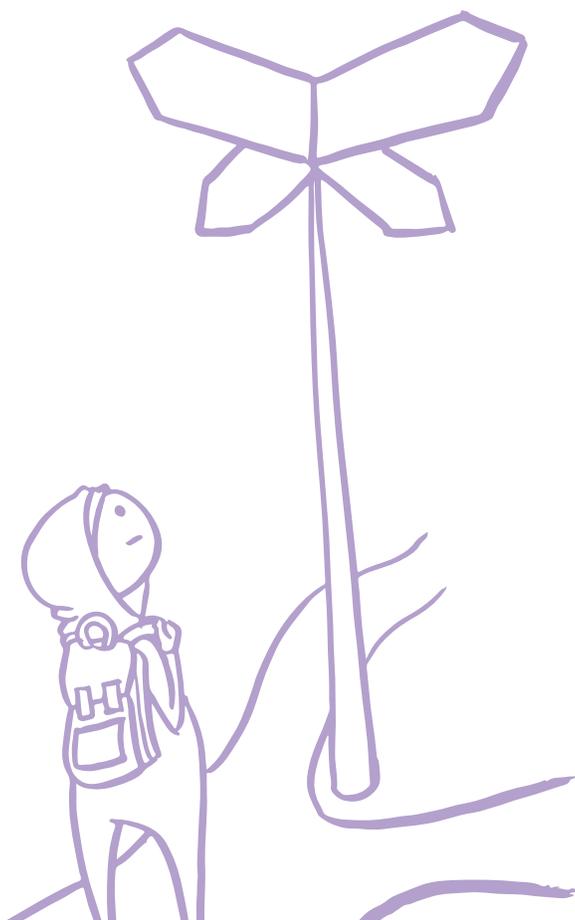
A new-and-improved home for the Centre's growing collection of diverse and practical resources. Our new resource hub (with 250 products and counting) will be launched in June 2017

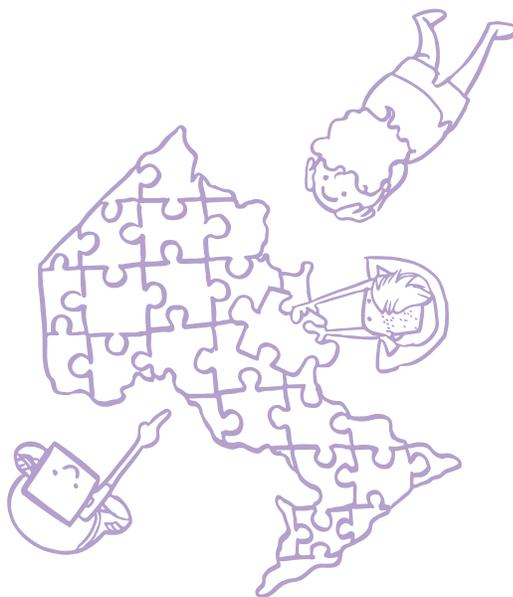
## Virtual Learning

A new year of virtual learning events to share real-world evidence with those who need it most. Stay tuned for more information via the Centre's blog and e-newsletter, *Field Notes*

## Policy Papers

New policy- and practice-ready papers, collecting *just-in-time* evidence to inform pressing policy decisions. Our newest paper will make targeted, evidence-informed recommendations for policies and concrete tools, resources and supports to guide mental health service delivery for children aged 3-6 years old who are experiencing mental health-related challenges in schools.





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