

PROJECT SUMMARIES



Improving the equity, efficiency, effectiveness and transparency of prioritization and triage processes at the Lynwood Charlton Centre Lead Agency

Lynwood Charlton Centre

As the lead agency for the diverse Hamilton area, the team at Lynwood Charlton Centre is advancing work on recommendations from an extensive system-level report they produced that found several access challenges across their community. Access pathways into their own services could be more efficient, equitable and transparent (especially as the demand for services increases). As a result, the team is embarking on a project to improve pathways into their services by focusing on the prioritization and triage processes to better provide high-quality services throughout their community.



Improving intake and triage processes at Open Doors for Lanark Children and Youth

Open Doors for Lanark Children and Youth

Building on the work to examine key activities from first point of contact to discharge, Open Doors for Lanark Children and Youth wants to address process bottlenecks following referral for their primarily rural population. The team will focus on improving the intake/triage processes. Enhancing the match between client needs and services received will allow for reduced wait times, a more efficient use of the broader service system and improved service experience for children, youth and caregivers.



Improving pathways for Section 23 classrooms in KFL&A

Maltby Centre

The Maltby Centre, in collaboration with their partners in education, is working to improve pathways for children, youth and families seeking placements in mental health treatment classrooms in Kingston, Frontenac, Lennox and Addington. Their quality improvement project aims to streamline the current intake process to ensure efficient transitions for students into personalized programming designed to address students' individual academic, social and emotional needs.



Live-in service system navigation in the London-Middlesex and surrounding areas

Vanier Children's Services

Vanier Children's Services (Vanier) believes that equitable access, efficient processes and continuity of care are crucial for the intensive live-in services clients. Vanier has identified that the issue of pathways into and out of intensive live-in treatment requires immediate attention. As a result, they will work on improving pathways for children and youth intensive live-in services in London-Middlesex and the surrounding area. This will result in better support for clients and their families, better service outcomes and instill greater confidence in the processes.