

# Community Mental Health Plan Survey Results

Summary Report

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March 2016

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**grows good business**

Child and Youth Mental Health plan survey was conducted from January 6, 2016 to February 12, 2016 to ensure that available services in Lanark, Leeds and Grenville were documented including the pathways in and out of service, pathways between agencies and how partnering agencies help support children’s mental health services across the entire region. The information in the survey will be used to help support a Core Services Delivery Plan for Lanark, Leeds and Grenville.

The survey was created with consultations between Children’s Mental Health Leeds and Grenville, Open Doors Lanark and the Data Analysis Coordinator – Leeds and Grenville.

The following information was summarized from survey responses.

**Agency Information:**

The survey was completed by 104 community partners

<b>Agency Role</b>	<b>Number of Staff Completed Surveys</b>
Front Line	43
Other	23
Manager	19
Executive	18

Serving:

<b>Area Serving with Programs/Services</b>	<b>Number of Agencies (unique)</b>
Tri county	28
Leeds and Grenville	18
Lanark	14

Responses came from the following agencies:

- Assault Response & Care Centre
- Brockville District and Area Community Involvement
- Big Brothers Big Sisters of Lanark County
- Big Brothers Big Sisters of Leeds and Grenville
- Brockville General Hospital
- Brockville Police service
- Carleton Place High School
- Carleton Place Hospital
- Catholic District School Board of Eastern Ontario

- Champlain Community Care Access Centre
- Child Development Centre - Hotel Dieu Hospital
- City of Brockville
- Community Living North Grenville
- Connect Youth
- Connections
- CORE Youth Services
- Country Roads Community Health Centre
- Dalhousie Lake Home for Youth
- Developmental services of Leeds and Grenville
- Family and Children's Service LLG
- Girls Incorporated of Upper Canada
- Holy Cross School
- Infant and Child Development Program
- Lanark Community Programs
- Lanark Community Programs - Autism Programs
- Lanark County Children's Services
- Lanark County Community Justice Program
- Lanark County Mental Health
- Lanark Leeds and Grenville Addictions and Mental Health
- Language Express Preschool Speech and Language
- Lawyer
- Leeds and Grenville Interval House
- Leeds Grenville and Lanark District Health Unit
- Ministry of Child and Youth Services
- North Lanark CHC
- OEYC Leeds and Grenville
- Open Doors for Lanark Children and Youth
- OPP
- Parent(s) Lifelines of Eastern Ontario
- Pathways for Children and Youth
- Pediatrician
- Probation
- RNJ Youth Services
- SADV Advisory Committee
- SE region Infant hearing and Blind low vision
- SFDCI Secondary School
- Smiths Falls and District Centre for Youth
- St. Francis de Sales Catholic School

- St. Lawrence Youth Association
- The Child Development Centre
- The Children’s Centre Ange Gabriel
- Upper Canada District School Board
- Victim Services Lanark County
- Victim Services of Leeds & Grenville
- Victim Witness Assistance Program
- Volunteer Centre of St. Lawrence Rideau
- YAK Youth Services & Lanark Highlands Youth Centre
- Youth Habilitation Qunite Inc. TAY Program

**Do you provide broad universal mental health prevention programs?**

	<b># of Agencies (unique count)</b>
NO	35
Yes	21

**IF YES, do you target children and youth under 18?**

- 0-6
- 16 years and over
- 17 and over transitional youth services as noted above
- By supporting youth 16 to 24, the program assists with the transition to various services that promote independence and mental wellness.
- Dalhousie works with you to the age of 18
- Many of our clients are identified with mental health issues and we provide referrals where appropriate.
- No, adult over 16 only
- Not really sure what you are looking for here. We do presentations based on info from My Health Magazine (Dr. Darcy Santor) We offer presentations through the Red Cross Respect Ed programs, FRIENDS, Mind Masters
- Not really, our program targets parents of children under 6
- Not sure if this is what you are looking for Respect Ed programs, Healthy Relationships, Bullying, Mind Masters, Stick to the Facts, These can vary according to the training each staff member has...
- Only if individual has a dual diagnosis-basic level-inclusive of child development- not at the level of CMH. MH may be a factor along with the ID

- Since Mental Health is not directly mandated, we are working to provide some programs that have Mental Wellness components as Health encompass the whole person. Some examples include supporting new parents with parenting and adjustment to life with a newborn/child..., supporting schools with strategies that include mental wellness as part of a comprehensive approach (mental wellbeing, healthy eating and physical activity)..., supporting families with parenting, postpartum coping, however, we are not trained professionals in mental health counselling.
- Violence prevention, promote healthy relationships
- We do have an After School Program at [a] School which engages kids in grades 2-6 to bring them together for non-competitive physical activity and positive social interaction
- We do provide referrals and education through a school-based School Support Partner (SSP)
- We do serve children 12-24 who are involved with the law and have substance abuse issues. We serve adults of all ages.
- We provide education on ASIST, NVC, safeTALK, GPA, chronic disease management to community partners and public as able. We do provide support via Crisis, outpatient and inpatients to children 16 and older
- Yes, 10 to 18 in prevention based after school and summer programs; 18 to 25 for life skills and employment readiness programs.
- Yes for transitional age you programming
- Yes, for ages 16+ via school visits, Transitional Aged Youth Programs, posters in all high schools in the tri-county area
- Yes, girls only
- Yes, we work with youth between the ages of 13 and 10.
- Yes. Ages 4-21.

## Core Services and Program Information:

Mandated Core Services provided:

Targeted Prevention	Brief Services	Counselling Therapy	Crisis Support Services	Family Capacity Building and Support	Specialized Consultations and Assessments	Intensive Treatment Services
29	32	13	21	32	21	12

Total number of agency services throughout Lanark, Leeds and Grenville.

Non-Mandated Core Services provided:

Targeted Prevention	Brief Services	Counselling Therapy	Crisis Support Services	Family Capacity Building and Support	Specialized Consultations and Assessments	Intensive Treatment Services
14	15	2	14	18	8	1

Total number of agency services throughout Lanark, Leeds and Grenville.

There were 70 programs identified by Community Partners that completed the survey. Of those 39 were considered to be part of their Agency Mandates, while 25 were not, 6 skipped the question. *Almost 40% of the programs and services are non-mandated. (Potential issue)*

Further exploration of the programs revealed that 70% are operating with core funding, 5% are supported by fundraising efforts and 25% are a combination of core and fundraising.

Core Services – Programs identified

Targeted Prevention	Brief Services	Counselling Therapy	Crisis Support Services	Family Capacity Building and Support	Specialized Consultations and Assessments	Intensive Treatment Services
31	22	14	20	29	12	9

Total number of agency programs throughout Lanark, Leeds and Grenville. A complete list of programs can be found in the Lanark Leeds and Grenville Program Inventory spreadsheet.

## **Strengths/weaknesses of the overall children's mental health system in Lanark, Leeds and Grenville**

Community Partners provided limited feedback on the strengths and weaknesses of the mental health system through the survey. It is possible that the feedback was provided during the agency interviews conducted separately by Children's Mental Health of Leeds Grenville.

Their comments have been grouped into themes:

- Connecting
- Lack of Supports
- Service Coordination
- Other

### **Connecting with Partners/Family and Youth:**

Strengths:

- Overall, I think we have a strong Mental Health support team in Lanark Leeds Grenville. The partnerships and lack of waitlists, is terrific!
- Creative, cooperative and collaborative to work with community partners in meeting needs of those requiring their services.
- Workers accessible to community partners and families.
- Work in proactive goal setting methods

Weaknesses:

- Helpful for referral agents to have consistent contact person to call
- I would say we could benefit from stronger ties to local schools.
- Biggest issue is getting families connected - family frustration around connection during a crisis and the short-term model doesn't always work Have not been connected enough to be aware of strengths - we don't often have significant interaction
- Would like to see more staff connecting with youth at the youth centre. Will continue to work on ways we can make this happen. Not only would this provide the youth with easy access to counsellors, it would provide our staff with connections and opportunities to learn about the services offered.
- We need more consistency and transparency regarding the Mental Health interventions that are being conducted with the children/youth.

### **Lack of support:**

Weaknesses:

- It seems that there is an overall movement towards trying to create programs and then make people fit the program rather than work from client need.
- Sometimes issues with access to timely services families often feel case is closed too quickly confusion over access to psychiatric consultation services lack of psychiatric follow up doesn't seem to be as much time for mental health promotion programs
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**Lack of support:**

Weaknesses: (cont'd)

- Lack of housing, transportation, after school programs for transitional teens, supports to families that may need peer support
- Lack of programing to serve children with High functioning autism/Aspergers - clear understanding of what other services can be assessed and what type of client would be best suited to which programs and what the mandates of those programs are
- More youth-specific programming should be offered, i.e. group programming, life skills, managing mental health within the contexts and roles that they are or will be encountering as they grow up (for example, school, work, etc.)
- Uncertainty on behalf of families about what services are available. Also transportation challenges.

**Service Coordination:**

Strengths:

- Good community involvement (lead table, triple p, etc.) Involvement in variety of initiatives and approaches

Weaknesses:

- A benefit to the client's would be to have access to the services immediately with regular consistent follow up.
- The services seem out of sync with everything else that is happening in the community. The focus is on how to ensure community partners work together, not so much to worry about duplication since in rural settings, that is not as much as an issue - but mostly how the services can complement each other.
- There appears to be a lack of understanding or awareness of how related services are still providing supports or are still involved with mental health services and this doesn't work for anyone - it leaves front line staff in their 'silo-like thinking' and it leaves community agencies completely removed from whatever is happening within children's mental health (which breeds distrust)
- Working with the family and consulting with participating agencies can improve.

**Other:**

Weaknesses:

- Not enough counsellors/social workers or programs
- Very disconnected from adult services, their philosophy is very different overall
- Mental health workers who are also trained in addictions would be really beneficial.



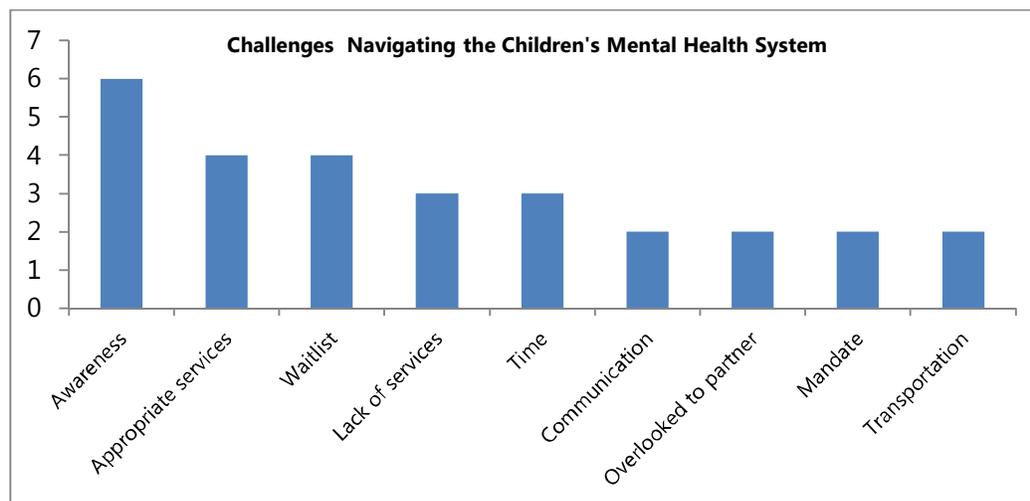
How community partners would describe the strengths of mental health programming in Lanark, Leeds and Grenville.



**Challenges Navigating the Mental Health Systems:**

When community partners were asked about challenges working with others to navigate the children’s mental health system their responses varied depending on how closely they were linked with mental health and the services their agency provided. The survey received only 27 responses to this question, additional information may be found in the agency interviews.

Top issues identified:



Agency challenges throughout Lanark, Leeds and Grenville.

### **Internal Agency Challenges Navigating the Mental Health Systems:**

Community partners were also asked about their individual/ internal challenges delivering children's mental health services. 26 agencies provided a comment to this question.

Wait times (5)  
Communication (3)  
Outside of mandate (3)  
Staff Related (3)  
Family involvement (2)  
Specialized services (2)

Other specifics mentioned include not enough outreach, housing and transportation issues, complex client needs with many focus areas, stigma of the referral and providing realistic options to families.

### **Client Challenges Navigating the Mental Health Systems:**

Challenges of clients when receiving children's mental health services reported by professionals are similar to those identified as their own challenges working in the field. Wait list are too long for some programs/agencies, awareness of services, finding the resources that are appropriate for their needs (and fitting within mandates) and location of services.

### **Additional Survey information:**

Lanark, Leeds and Grenville Program Inventory spreadsheet includes detailed information from all agencies with regards to:

- Name of Program/Service:
- Mandated or Non-Mandated
- Core funded, fundraised supported or a combination of both?
- Program Description
- Core Services filled: Targeted Prevention, Brief Services, Counselling Therapy, Crisis Support Services, Family Capacity Building and Support, Specialized Consultations and Assessments, Intensive Treatment Services
- Program Frequency
- Number of clients served
- Location of Program
- Eligibility criteria

- Intake process
- Wait times
- "Pathway" through and out of care for each program
- External referrals
- "Typical" client exit from this program. (e.g. successful completion, additional support/services required, self-withdraw etc.)