

Community Mental Health Plan Survey Results

Agency Specific Report

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Children's Mental Health of Leeds and Grenville

Please describe the strengths/weaknesses of Children's Mental Health of Leeds and Grenville (agency).

- We would like to develop more of a partnership with your agency. Our contact has been based on individual client cases. It is a pleasure working with your team on various community committees. A challenge is transitioning to a non-voluntary system.
- Strengths -friendly staff -willingness to collaborate/engage in service planning -decrease in wait times
- I work mostly with one of the counties because of distance of rural offices. We have a good connection with Lanark children Mental Health.
- Lack of coordinated support for issues like anxiety, OCD, depression that are co-morbid with autism. Open to information sharing across agencies.
- I think that improvements have been made; access is easier and more timely. Awareness of the services and availability can be sketchy. I think that this applies to children and adult mental health services. There continue to be various views and thoughts as to who does what and where to get help. In general, overall public awareness can be improved.
- A benefit to our clients would be to have immediate access to Services provided by the Children's Mental health of Leeds and Grenville.
- I hear from parents and client that staff changes frequently and appointment get cancelled and not rescheduled. That it is difficult to build relationship with workers.
- Strengths: in home support group based services parent support Weakness: Service integration with other agencies Dealing with a co-morbidity of ASD with Mental Health diagnosis (ie anxiety disorders, odd, cd) Parents report that they have been told they have nothing to offer for children/teens with high functioning ASD
- Wait times are long.
- Strengths - this service is needed and it's good to see it looking for feedback. To be honest my experience with CMHA has been long waits for service and lots of hoops to jump through to obtain service, so I refer elsewhere.
- There continues to be a gap in service for transitional youth and providing services in the rural areas.
- Positive reputation, great community involvement and partnerships, progressive in terms of service delivery (beginning drop-in nights, etc) We do not know of weaknesses
- Strong partnerships including co-location in North Leeds (Elgin). Need to better promote your services in North Leeds communities and connect directly with schools to foster referrals. Strength-based, solution focused, family oriented services. Needs to better coordinate early years services in North Leeds. When delivering programs like Triple P, ensure that sufficient time is spent on promotion to ensure widespread participation.

- We have limited contact with CMHLG as our day-to-day activities are based in Lanark. On a project basis, they have been extremely collaborative and supportive of TAY and in adapting the TAY Protocol for LLG. They have also been very generous in sharing information on their services that we were interested in.
- Collaboration is improving but must continue
- Strength-CMHLG staff visiting during OEYC programming to build relationships with families and share information as needed Triple P referrals that require a level 4 (CMHLG offers 4/OEYC only offers level 2 & 3) or above however parents do not want to be referred to CMHLG because of stigma
- We hear very little feedback from clients and almost never hear from agency staff We know people benefit from the walk in clinic We often hear people say that they can't discuss their trauma while it is before the courts - we don't support this idea as children need therapy at various points We used to hear clients speak about the Intergenerational Trauma Treatment Program but don't know if this program still exists
- Social workers are knowledgeable and effective however wait times are too long and leave children at risk. Programs and groups are infrequent, fill up quickly and are underfunded.
- We have little or no contact with CMHLG.
- Strengths - Strong partnership with our PARTNERS program Referrals to this agency are followed up upon very quickly and efficiently A worker is in our schools during the week consistently at a specified time ASIST training provided to our school staff in partnership with CMHLG Strong partnerships in joint Protocol development Weaknesses - -Struggles with communication between MH workers from CMHLG and Student Support Workers in schools (not huge struggles, but often the SSWs are not informed enough about what CMHLG worker is doing with the student - ie working on coping strategies - so info that could be helpful for our schools to know to help a student is not relayed) -Assessment/Screening tools are not consistent throughout our school board (ie. not all agencies using InterRAI, but most are), so stats are not consistent -Although Mental Health concerns are well considered by MH workers, sometimes Addiction concerns are not. It would be great if MH workers could also be trained in Addictions
- My experiences have been positive. Children's Mental Health has worked collaboratively with education to provide support for the students we serve
- Making sure that youth are aware of the leadership opportunities.
- No assessment capability
- Strengths - Good lines of communication between referral agent and counsellor, including meeting together with client, timely for initial face to face, good quality of service, great staff. Walk in hours have been helpful. Flexible in meeting kids at alternate locations. Transportation for youth to get here from high school at times - eliminate barriers.; Weaknesses - Wait times for some services (ie. middle years), additional support and time offered for engagement before closing referral. For example: a family that doesn't have time on phone until end of month so

passes the 5 day period. Increased engagement - flexible not so time driven. Flexible hours including evenings. More consistency with counselor for walk in clinics

- Brief Services allows for quick access and lowered wait times. Walk-In Clinic has accessible hours to everyone. This service provides an opportunity for easy referrals.
- Providers often share the struggle of dealing with behavior issues in the centres, many at the younger age groups and children that have not been identified but they recognize their challenges. They would tell you it's their number one concern.
- Strengths - primarily experienced staff with abundant education and training that covers a broad area of child and youth related issues and concerns - strong partnerships with the school boards weaknesses - no one knows what they do. Staff never leaves the building nor are they part of any committees or related tables or groups other than the occasional presence of the director. There is such a focus on school boards that it feels like it is at the expense of the rest of the community partners. There appears to be a lack of understanding how related services are still relevant to mental health. There appears to be a lack of communication between front-line staff and services within the community at large that leaves the organization isolated from their partners in a way that is not beneficial for anyone.
- Strengths: In home services School based services Specialized services: telepsychiatry Community Counselling TRIPLE P parent program Partnership in day treatment program partnership relations with CMHLG staff, school teams, school board teams Flexibility of agency to collaborate with families and community partners to meet needs of children, youth and families in L/G; LLG Brief services, Walk In Clinics,
- I am glad there has been new investment in services as this has been such a challenge. The agency does an excellent job partnering with other agencies.

Open Doors

Please describe the strengths/weaknesses of Open Doors for Lanark Children and Youth (agency).

- We would like to develop more of a partnership with your agency. Our contact has been based on individual client cases. It is a pleasure working with your team on various community committees.
- No contact with this agency
- Managers are very approachable. Historically, if the children they see have a developmental delay, they refer to LCP but this is not what the child needs, Agencies need to work together. Early years intervention is not effective - no strategies given and very short term. not attending ASD LLG meetings.
- The benefit of sharing the same building helps to have more interaction and consultation.
- This question is relative to Autism in Lanark so cannot comment.
- I am not sure about this program, personally.
- client responsive services that adapt to individual and family needs with sensitivity to the local culture
- Again a benefit to our clients would be to have immediate access to the services provided.
- No idea do not work with this agency
- Sometimes clients/parents are quite resistant to access (stigma, lack of confidence in service, lack of understanding of services) - I have had positive communication with many of the workers, helpful, resourceful, - sometimes don't get feedback on service delivery post referral
- Seem to be very responsive.
- Have had no contact with Open Doors
- We are not familiar with this agency
- Strength is being active collaborative partner between or two organizations. Accessible within the school system to support children and youth and their families. Ability to transition youth between children and youth services into adult mental health services. Part of the Lanark County L.E.A.D. Team Protocol and training. Regular meetings between our services to understand system changes and to develop in collaboration opportunities. Great community partner that we can work with to design better outcomes for clients and families. The area that we would like to work together would be increased access to timely services, reduce wait lists and engage all community partners in system planning that is inclusive of municipal leaders, housing supports, transportation supports, addiction services, treatment programs for youth with complex care needs.
- Working with Open Doors for Lanark Children and Youth has been a positive experience. Partnerships between programming at Open Doors for 16 to 18 year olds has included referrals both ways, collaborative program development with the Youth In Transition worker, and consultation regarding mutual clients and service options.

- Wait times are too long leaving youth and children at risk. Groups and therapy sessions are infrequent and workers are over-extended.
- Many youth we are in contact with have a poor opinion of Open Doors. They report that they were forced to attend when they were younger or when they were working with CAS/FCS and that they "hated" the experience or the staff person. They talk about going once or twice and it "didn't help." Many youth talk of a long waitlist. Many youth refuse the idea of attending counselling because they don't want to "walk across town." Youth that are actively engaged with Open Doors report that they appreciate being able to meet the staff at school or in settings outside the office. Last time staff made a referral they were asked to fax OD the referral form. We do not have a fax machine. Professionally, the support/guidance/mentoring/collaboration from Kevin and from Jane is very much valued.
- Strengths - Referrals to this agency are followed up upon very quickly and efficiently A worker is in our schools during the week consistently at a specified time ASIST training provided to our school staff in partnership with Open Doors Strong partnerships in joint Protocol development Weaknesses - -Struggles with communication between MH workers from Open Doors and Student Support Workers in schools (not huge struggles, but often the SSWs are not informed enough about what Open Doors worker is doing with the student - ie working on coping strategies - so info that could be helpful for our schools to know to help a student is not relayed) -Assessment/Screening tools are not consistent throughout our school board (ie. not all agencies using InterRAI, but most are), so stats are not consistent -Although Mental Health concerns are well considered by MH workers, sometimes Addiction concerns are not. It would be great if MH workers could also be trained in Addictions
- No assessment capability
- Strengths: Not as fixated on time limes for referrals and engagement. Staff are open and flexible. Good lines of communication Weaknesses: WAIT TIMES ARE VERY LONG. Clients are sometimes very resistant to return for some reason. At times, when resistant to return to the same counselor-process to deal with this needed as it can be a barrier.
- For licensed child care program with many of the before and after school programs being held at schools. They have had the opportunity to have access to some staff of Open Doors that are available at some of the schools for both the children and staff. This is not available at all the schools
- If a client lives between Jasper and Smiths Falls, attends school at Smiths Falls and wants services in that community, we are unable to facilitate that process as it must come specifically from the CMH service in LG. Many clients give up before they are connected appropriately. This makes it difficult for our organization to reflect appropriately what Open Doors is capable of and/or their strengths and weaknesses. While I appreciate the concern around catchment areas, could there not be a simpler or easier process for an organization like ours that is referral based?
- I am glad there has been new investment in services as this has been such a challenge. The agency does an excellent job partnering with other agencies.

