



Community Update December 2007

Planning

Planning and Evaluation Model - St. Leonard's Community Services has worked in collaboration with the Centre for Excellence at the Children's Hospital of Eastern Ontario (CHEO) to develop a Planning and Evaluation Model for use at both the program level and the client level. This is an important document for the Agency because it will serve as our main quality improvement tool. All staff will receive training in the use of the model, which will be put into service for the 2008/2009 fiscal year.

Strategic Planning – On Saturday, November 3rd, Management, staff and Board members participated in a Strategic Planning day at the Paris Grand Country Club. At the meeting, we reviewed “environmental scanning” information gathered from staff surveys and community stakeholder interviews. We also updated our Mission, Vision and Goals for the next three years.

144 Chatham Street Residence - We have received news from the Local Health Integration Network (LHIN) that operating funding will be forthcoming in 2007/2008 and 2008/2009 to fund ten hours of ‘over night’ supervision at 144 Chatham Street seven days per week. This will enable the Agency to implement transitional housing services by January 1, 2008 for up to 5 girls formerly residing at the YRC.

Governance

Policies and Procedures - In order to comply with CMHO accreditation standards, the Agency will be adding a new section to our policies and procedures manual entitled “Governance.” These new standards will cover Board member recruitment, orientation, term, attendance, etc.

Board Composition – The Board of Directors has expanded to 17 members.

Client Services

Some highlights this month include:

- The December reopening of Varenay Home in Jarvis.
- The opening of Chatham Street Residence for 5 female graduates of the YRC in January.

- Our new agreement with the Niagara Peninsula Aboriginal Area Management Board to provide on site aboriginal employment services at the Youth Action Centre.
- The launching of our Community Justice Committee for youth.

Documenting

Client Service Manager (CSM) Database - Plans are underway to develop a single integrated client service database (CSM) linking all of our departments' client service processes together.

Staff from each department have advised how they would like to see their information organized electronically for such functions as referral, intake, assessment, treatment planning, reporting and evaluation. In January, this information will be forwarded to Nasztech Systems Inc. who will prepare draft electronic client data models for each department to critique and amend. Once this step is completed, there will be two days of training for each department provided by Nasztech before we go live in April 2008.

Regulations

Children's Mental Health (CMHO) Accreditation Team – We are seeking CMHO accreditation. We have developed a Client Service Model that will meet the new client service accreditation standards. Our Accreditation Team has also developed an accreditation work plan to meet each of the new standards. We are now in the process of reviewing CMHO's new standards and updating the accreditation work plan. Our self review is planned for April 2008 and our actual visit from the external site reviewers is scheduled for October 2008.

Policy and Procedures Manual - We have carried out a complete review of the Agency's policies and procedures to come into compliance with CMHO standards. These policies, including some new governance policies will be presented to the Board for review early in the year.

Finances/Facilities

RBC – On November 9th at the downtown branch of RBC, we were presented with a cheque in the amount of \$50,000 from the RBC Foundation. Power Point presentations have been arranged for both RBC branches on November 28th and December 19th. The purpose of these presentations is to provide an overview of Agency programs and to identify potential volunteer opportunities for RBC staff.

Local Health Integration Network (LHIN) – On October 31st, we met with representatives from the LHIN to discuss future plans. At this meeting, we were pleased to learn that St. Leonard's would receive operating funding for transitional housing services at 144 Chatham and operating funding for concurrent disorder counselling services at 12 Market Street. We were also advised that we would be receiving \$30,000 more in operating funding to support the MotherVoice addiction counselling

program for pregnant moms and moms with young children.

41 William Street - With the transfer of youth back to Varency Home in Jarvis, there will be a new opportunity to use 41 William Street to meet community needs. We are considering several options including a parent treatment model foster home and transitional housing.

Human Resources

Job Description Amendments and Valuations - In preparation for accreditation, it will be necessary to train front line staff in the use of our amended Client Service Model and our Planning and Evaluation Model. This will necessitate the amendment and review of job descriptions that require formalized assessments, treatment plans and integrated client service delivery as a member of a multidisciplinary team.

Recruitment and Turnover – Our lower than average wages are resulting in difficulties recruiting and maintaining qualified staff. During our strategic planning exercises, compensation was identified as the number one concern of our staff. Due to the potential negative impact on staff morale and client service, the Agency’s Management Team and Board of Directors have decided to highlight this issue as a priority in our 3 year Strategic Plan and in our 2008/2009 Operating Plan. More details about specific strategies will be provided after the January 2008 Management Team Planning meetings and the January 2008 Board meeting.

Diversity Training - Dr. Leeno Karumanchery carried out another round of diversity training in November and continues to receive excellent reviews.

Health and Safety Report - The Agency’s Health and Safety Committee is in the process of applying to the Ministry of Labour to have our Joint Health and Safety Committee (JHSC) recognized as a multi-workplace Joint Health and Safety Committee. The Terms of Reference were forwarded to the Ministry of Labour for approval by late December.

Final drafts of the “Safe Driving” and the amended “Early and Safe Return to Work” policies were approved by the Management Team and circulated to all staff for review.

Workplace inspections continue on a regular basis with hazards being addressed in a timely manner. As per the direction of the Ministry of Labour, all workplace inspections will now be completed by members of the Joint Health and Safety Committee, rather than departmental health and safety representatives.

Community Relations

Ministry of Training, Colleges and Universities (MTCU) - On October 29th, we met with the Ministry of Training, Colleges and Universities to discuss the continued integration of their services with the former Service Canada Employment Programs. We were advised that for 2008/2009, our service targets and budgets will remain the same.

Community Health Centre (CHC) – Two representatives visited St. Leonard’s on November 29th to discuss plans for the opening of a Community Health Centre in Brantford. This service is intended to provide primary health care to disadvantaged and marginalized citizens, some of whom struggle with addiction and mental health concerns. Our Agency will be working very closely with the CHC planners to help coordinate the planning of these primary health care services with programs delivered by St. Leonard’s.

Ministry of Children and Youth Services (MCYS) - We continue to work with MCYS and several other agencies from across Ontario through conference calls and face to face meetings, to design an electronic “mapping tool” that will describe children’s mental health programs across the province.

Dr. John Lyons - We have been corresponding with Dr. John Lyons, the head of child psychiatry for North West University in Chicago. Dr. Lyons and his colleagues have developed a Child and Adolescent Needs and Strengths Assessment Tool (CANS) and an Adult Needs Strength Assessment (ANSA) that are now widely used in the USA (21 states). The CANS model is also used by Children’s Hospital of Eastern Ontario (CHEO) in Ottawa. Dr. Lyons has agreed to be in Brantford on January 15th and 16th to train our staff in the use of this model. This will enable all departments to communicate about client strengths, needs and goals using the same language and rating system.

The purpose of the tools is to rate on a scale from 0-3, the client’s level of strength and need in a number of domains (i.e. mental health) and in a number of modules (i.e. anxiety). These ratings are used to create goals and action plans for each client. The model empowers front line staff to communicate with one another and decide collectively the priorities for clients.

Children’s Hospital of Eastern Ontario (CHEO) - On November 19th we met with officials at CHEO to review our new Client Service Model and our new Planning and Evaluation Model.

CHEO is using the Child and Adolescent Needs and Strengths tool (CANS) for inpatient care of youth aged 12 to 15.

WISHING YOU AND YOURS A HAPPY HOLIDAY SEASON