

Program Guidelines and Requirements #01:

Core Services and Key Processes

“What is a ‘Program Guidelines and Requirements’ (PGR) document?”

Program Guidelines and Requirements

- PGRs provide direction to child and youth mental health service providers funded by MCYS
- The purpose of PGRs is to establish province-wide expectations about community-based child and youth mental health services

Why This Presentation?

- It is critical that service providers know:
 - What services must be available to families all across Ontario
 - The minimum expectations of core services funded by MCYS
 - How they can get more information
- Broader sector partners should be informed of service expectations established for child and youth mental health services

“What is the purpose of PGR #01?”

Purpose

- PGR# 01 is based on the draft Child and Youth Mental Health Service Framework (2013) and the consultations that followed its release
- The purpose of PGR #01 is to provide direction to:
 - **Lead agencies** regarding the core services and key processes that shall be available in every service area;
 - **All core service providers** regarding the minimum expectations associated with the delivery of the core service(s) they are responsible for delivering; and
 - **All core service** providers regarding the minimum expectations associated with the key processes that support the delivery of all core services.

***“What exactly are ‘defined core services’?
Why define them?”***

Continuum of Needs

Level 1	Level 2	Level 3	Level 4
<p>All children, youth and their families/caregivers</p>	<p>Children and youth identified as being at risk for, or who are experiencing, mental health problems that affect their functioning in some areas, such as at home, school and/or in the community</p>	<p>Children and youth who are experiencing significant mental health problems that affect their functioning in some areas, such as at home, school and/or in the community</p>	<p>Children and youth experiencing the most severe, complex, rare or persistent diagnosable mental health problems that significantly impair functioning in most areas, such as at home, school and in the community.</p>

By Defining Core Services MCYS Will:

- Help children, youth and their families find the right core child and youth mental health services
- Enhance consistency and improve accountability
- Support collaboration with other sectors by providing clarity about the role and scope of community-based services

Core Services and Key Processes

Core Services	Key Processes
Targeted Prevention	Coordinated Access
Brief Services	Intake, Eligibility, and Consent
Counselling and Therapy Services	Identifying Strengths, Needs, and Risks
Family Capacity Building and Support	Child, Youth, and Family Engagement
Specialized Consultation and Assessments	Service Planning and Review
Crisis Support Services	Case Management and Service Coordination
Intensive Treatment Services	Monitoring and Evaluating Client Response to Service
	Transition Planning and Preparation

Video of Humphrey Mithcell

Video can be viewed at Ontario.ca/MovingOnMentalHealth.

“You say core services need to be available in each service area. What’s a service area?”

Service Areas

- Defining 33 geographical service areas was the first step in the phased implementation of the lead agency model in the province
- Service area boundaries are generally based on census divisions – they are recognizable over time, are of sufficient scale, and provide access to relevant, stable data
- Service areas support consistency across the province, and provide a sense of familiarity for families. They are *not* barriers to service – families can get help from any service area, regardless of where they live

Video of Mary Broga

Video can be viewed at Ontario.ca/MovingOnMentalHealth.

“What role will lead agencies have in the delivery of core services?”

Lead Agencies

- Lead agencies will be responsible for delivering or contracting for the full range of MCYS-funded core services within their service area
- Having lead agencies in each service areas will mean:
 - Children, youth and their families know what services are available and where they can go for help;
 - One agency is accountable for service delivery (not necessarily delivering all services); and
 - One agency is accountable for building partnerships and protocols with other providers.

Video of Jean Clinton

Video can be viewed at Ontario.ca/MovingOnMentalHealth.

***“What is my role if I provide a core service
but am not the lead agency?”***

CYMH Service Delivery Partners

- Core service providers have a responsibility to work with lead agencies on strengthening and developing pathways to, through and from care
- As part of the planning process, all core service providers will be asked to meet with the lead agency and plan for the delivery of core services in their service area
- Funding is to be allocated to support the effective delivery of core services to children, youth and their families
- Addressing the CYMH needs in service areas will require a diverse range of programs with different service strengths and areas of focus

Video of Camille Orridge

Video can be viewed at Ontario.ca/MovingOnMentalHealth.

“Will other PGRs be released?”

Future PGRs

- Additional PGRs are in development and planned for release in 2015
- These will include direction and expectations for the completion of the:
 - Core Services Delivery Plan
 - Community Mental Health Plan

***“Where can I get more information about
PGRs and Moving on Mental Health?”***

More Information

- MCYS website: www.ontario.ca/movingonmentalhealth
- Online community: for immediate updates and information join the NING online community hosted by MCYS at <http://movingonmentalhealth.ning.com>
- Email: movingonmentalhealth@ontario.ca