



INTEGRATED PLANNING TABLE MEETING
Tuesday, January 9, 2018
1:30 – 4:00pm
The Common Roof (165 Ferris Lane, Barrie) Boardroom
MINUTES

Attended		Regrets	
Stefanie Smith, Co-Chair	Jim Harris	Shaunna Brady	Kathryn Manners, Coordinator
Chris Brens, Co-Chair	Rhonda Leduc	Danette Blue	Danielle Mink
John Clarke	Rosslyn Junke	Gerry Croteau	Vicky Merrilees
Lora D'Ambrosio	Yves Levesque	Ab Falconi	Natalie Riewe
Laura Forget	Julie McAlpine, Recorder	Sandy Lee	
Gisele Forrest	Michelle Vennard for Liz McKeeman		

Item	Minutes	Motion/Action
1. Welcome and Introductions	Michelle Vennard, representing Liz McKeeman, was welcomed to the meeting.	
2. Consent Agenda: 2.1 IPT Minutes December 12, 2017 2.2 Approval of Agenda	Today's agenda and the minutes from the December 12, 2017 meeting were approved, with no changes.	
3. Problem Identification <ul style="list-style-type: none"> Proposed Initiative Develop Initial Workplan Tasks 	<p><u>Proposed Initiative</u></p> <p>At the last meeting, it was agreed that the IPT would look at how it could change the system to ensure a more seamless approach to care. This idea was to be taken away with some work to be done to roll this into next steps and pull ideas into a project that the IPT can move forward with that would be achievable by the end of the IPT meeting cycle.</p> <p>Stefanie and Chris shared the suggested plan to create a warm transfer protocol within and around all systems when someone calls or goes to an agency that does not provide the services they are looking for. A transfer of the person/call will be provided so that no matter where they go within the system, they will be navigated to the correct resource. No new funding would be required.</p> <p>A discussion took place around the concept of a warm transfer. This idea has been talked about in a number of places, but there is nothing formalized.</p> <ul style="list-style-type: none"> The Simcoe County ASD Partnership had done work around a soft transfer between agencies supporting youth diagnosed with autism. A survey had been sent and from the feedback, a training took place for intake workers. Through MOMH, Kinark and New Path have finalized a partnership around this. The Intake Network in York defined what a warm transfer is and talked about process pieces. This could be a good starting point. Housing partners have also been working this way and could have some best practices 	

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	<p>to share.</p> <ul style="list-style-type: none"> • CTN has service navigators and has developed processes for warm transfers. <p>Also suggesting was building in information centres. Pam Hillier from 211 could be a great resource. 211 built the Common Point for service identification; could they help build something for us from this lens? Lora spoke about the tool developed with the Early Years that could potentially be enhanced for this work and, working with GIS and Early Years could become a desktop tool. The County works with 211 to upload information weekly. The idea of a 211 popup on all our websites was also suggested.</p> <p>A concern identified was the increase of work to the person answering the phone. We must not forget the importance of their role; ensure we get buy-in i.e. let them help us build it. As we begin to build something, compile a list of these administrative people.</p> <p>The decision to approve the plan to create a warm transfer protocol was unanimously approved by all present. All in favour – carried.</p> <p><u>Develop Initial Workplan Tasks</u></p> <p>A discussion took place to determine what steps are needed to move forward.</p> <p>As we move forward with the plan, it would be decided who would use the protocol, i.e. administrative/intake staff for Coalition member agencies. Some of the best practices might be able to be developed to work across the system.</p> <p>Steps to move forward were identified:</p> <ol style="list-style-type: none"> 1. Current State: identify what agencies are already doing this work, amalgamate information and bring back next meeting. 2. Scope: Start with whole of Simcoe County. 3. Current work re GIS mapping (county wide), info uploaded from 211. Quick win – Ask Coalition for endorsement of 211 popup by every member agency. Could work with IT depts. to get on desktops. Starting point to becoming familiar with services in County. <p>A discussion took place around evaluation/measurement, and the four quadrants from RBA were reviewed. It was noted it would be onerous to expect admin/intake staff to track this information. Some different ways this information could be collected were discussed.</p> <ul style="list-style-type: none"> • Check something off on a piece of paper for families attending, phone call more challenging • Followup to emails with a quick survey • build into existing quarterly reports • add to client experience surveys 	<p>Take warm transfer protocol to Executive Committee for approval.</p> <p>Send existing warm transfer information to Chris Brens, c.c. Julie.</p> <p>Chris to invite Pam Hillier to IPT meeting.</p>

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		<ul style="list-style-type: none"> • update chart to indicate person came from another organization and if continuing to other services • have receiving agency do the reporting; lose ones who don't follow through. • Develop best practice to loop back – agencies will attempt to contact client to see if followed through. 211 has built in this type of followup. • Look at others' evaluation best practices • Use a research analyst • See if Georgian College could assist us with self-testing i.e call agency, was protocol followed? <p>The roll out test period was suggested to run from March to October and a protocol would be needed for the roll out.</p> <p>It was decided that a general survey around service knowledge and current practices, similar to the one used by the ASD Partnership, would be developed and sent to IPT members to have their admin/intake staff complete with a 7 day time frame so the results are available for the next IPT meeting. Yves agreed to assist with translating the survey to French. The survey could then be sent out again in six months.</p> <p>The need to be mindful of including newcomers was also identified.</p>	<p>Survey to be sent out next week.</p>
4.	<p>Priority Updates</p> <ul style="list-style-type: none"> • Knowledge Portal <ul style="list-style-type: none"> ➤ Working Group Website Updates 	<p><u>Knowledge Portal</u></p> <p>The development of a knowledge portal for committees and working groups, housed on the Coalition's website has been discussed at the last couple of meetings. Kathy and Julie need to do some rework of this portal before asking committees to provide updates and information.</p>	<p>Kathy and Julie will advise when the website is ready for updates.</p>
5.	<p>Impact Measurement</p> <ul style="list-style-type: none"> • Working Group & Network Updates • Update Tool 	<p>Last meeting, the Working Group/Network Update template was reviewed and the feedback was incorporated. The form was to be sent out twice a year (December and June).</p> <p>The form is missing some quantitative reporting. We want some concrete information to report on what committees/groups are working on, that the work aligns with the Coalition's goals, and can be pulled into the Members' Report</p> <p>A discussion on RBA took place. Not all groups are using RBA, and we did not always get feedback on groups' work, when requested. Several committees have had membership changes/ turnover and not all are familiar with RBA. The County is bringing Mark Freedman back in the Spring for RBA training, through Best Start funding, and would open it up to members.</p> <p>A couple of additional changes were identified and some examples will be included from the four RBA quadrants for the question, "Is anyone better off?"</p> <p>It was discussed sending out the template in January and giving them a couple of weeks to</p>	<p>Lora to advise date of RBA training to be offered by the County.</p> <p>Revise template and send out to committees.</p>

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		complete, then again in June and reverting back to the December/June cycle.	
6.	Next Steps	<ol style="list-style-type: none"> 1. Take warm transfer protocol to Executive Committee for approval. 2. Send survey to IPT members to forward on to their admin/intake staff. 3. IPT members to send any warm transfer information to Chris. <p>Jim announced this would be his last IPT meeting as he is moving on to a new position with CMHA Ontario. Everyone wished Jim the best as he takes on his new role and he was thanked for his contributions to this table.</p>	

Next Meeting: Tues. February 13, 2018 - 1:30 – 4:00 p.m., Barrie Common Roof (165 Ferris Lane, Barrie) – Meeting Rooms A/B