



INTEGRATED PLANNING TABLE MEETING
Tuesday, March 13, 2018
1:30 – 4:00pm
The Common Roof (165 Ferris Lane, Barrie) Meeting Rooms A/B
MINUTES

Attended		Regrets	
Stefanie Smith, Co-Chair	Sandy Lee	Pat Carney	Vicky Merrilees
Chris Brens, Co-Chair	Yves Levesque	John Clarke	Danielle Mink
Jenna August for Rhonda Leduc	Kathryn Manners, Coordinator	Gerry Croteau	Christie Simmons-Physick
Danette Blue	Julie McAlpine, Recorder	Karen Dillon	
Lora D'Ambrosio	Liz McKeeman	Laura Forget	
Gisele Forrest	Natalie Riewe		
Rosslyn Junke			

Guest: Pam Hillier, Executive Director, Community Connection/211 Ontario

Item	Minutes	Motion/Action
1. Welcome and Introductions	Stefanie welcomed everyone to the meeting and a roundtable introduction took place for the benefit of Pam Hillier, Executive Director of Community Connection/211.	
2. Consent Agenda: 2.1 IPT Minutes February 13, 2018 2.2 Approval of Agenda	The minutes from the February 13, 2018 meeting were approved, with no changes. An addition to the agenda was requested with regards to developing a forum to discuss high profile/emergency cases and enhancing, not duplicating the work already being done by other groups eg. Situation Tables.	
3. Priority Updates <ul style="list-style-type: none"> • Knowledge Portal <ul style="list-style-type: none"> ➢ Working Group Website Updates • Simcoe County Child, Youth and Family Profile 	<p><u>Knowledge Portal</u> Kathy provided an update on the work that has been done to date. A format for the standardization of information has been established. Julie has been updating the information on the website where possible, and some gaps have been identified. Kathy and Julie will reach out to tables to request the missing information.</p> <p><u>Simcoe County Child, Youth and Family Profile</u> Many thanks to Olga and the County of Simcoe for the great work in producing the presentation of the Child Youth and Family Profile in Simcoe County. The County has also developed a more in depth report and is working on some infographics that will be brought to this table. It was noted that there were some formatting issues with some of the values in the presentation. The presentation will be going to the next Executive Committee meeting as the first iteration for the strategic plan.</p> <p>The presentation was reviewed and the following feedback noted:</p> <ul style="list-style-type: none"> • Methodology: The same statement noted for indigenous data should be added for Francophones and Immigration 	Kathy and Julie to ask tables to provide missing information.

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	<ul style="list-style-type: none"> • Families & Children: more clarity needed re lone parent families • Median Total Household Income: add province comparator • Education: more clarity re completed high school diploma/equivalency • Check with BANAC re correct terminology i.e. aboriginal (census) vs. indigenous (correct terminology) Post Meeting Note: Use Aboriginal per Olga • Language: Discussed expanding on the first bullet ie. barriers are with parents, not necessarily the child • Children and Youth Who Speak French: the relevance of 0.2% only able to speak French was discussed. It was felt this number was misrepresentative and doesn't speak to the number of children who require French services and removal was recommended. Others felt it was useful information to informing service provision/active offers. Language spoken at home data might be more enlightening. • Immigrant population: discussed the number of children who have immigrant parents were often born in Canada. Immigrants refer to children born overseas. The bullet speaks to this as being 2.7% of 13.1 of immigrant population. <p>It was discussed annually adding data sources to this information ie. health unit, EDI, Vital Signs and adding a disclaimer to the first page that as data collection was only available in English and French it could present a barrier to accuracy.</p>	<p>Sandy to provide a point to add.</p> <p>Send any further comments to Kathy.</p>
4.	<p>Warm Transfer Protocol</p> <ul style="list-style-type: none"> • Focus Group • 211 • Outline of Protocol • May 11th ASD Partnership Intake Networking <p><u>Focus Group</u> Stefanie and Chris provided an update from last week's focus group which included individuals who did intake/answered phones. Thanks to Mackenzie Health for hosting this meeting.</p> <p>It was noted that "intake" means different things to different people. There was consensus that there are three tiers of warm transfer happening in Simcoe County and that everyone tried their best to give families some assistance. Barriers such as confidentiality and technology were noted when linking 3 way calls. It was agreed a warm transfer protocol would save time in the long run collectively but, that it would also take away knowledge from families learning about the system. Differences were noted between people who were long term workers vs. newer to role and how that training/information would be provided to people who are new to the role. Most were familiar with 211 but were not necessarily accessing the service as much as they could.</p> <p>It was also suggested talking to parent groups about their experiences and the need to lay over what families want; plan for the majority and address anomalies as they arise.</p> <p>A lot of good information was provided in the focus group and they would be receptive to guidance how to move forward.</p>	

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	<p><u>211</u> Pam Hillier provided a presentation of an overview of the services provided by 211 and discussed their protocols re warm transfers.</p> <p> 211 Ontario - Integrated Planning T:</p> <p>211's capacity was discussed. 211 Navigators are primed to transfer calls. Paramedicine and referral followup is a big piece of their work. 211 has warm transfer protocols for certain agencies and Pam offered advice in regards to developing a warm transfer protocol by keeping it clean and possibly including 211 as an option.</p> <p><u>Outline of Protocol</u> A guideline was developed for the group to use as it starts to develop what a warm transfer protocol would look like and what we want to do. Members broke out into groups to work on completing the warm transfer protocol template. The notes will then be compiled as the start of a draft protocol.</p> <p>Following the exercise, discussion ensued regarding not having a good understanding of the scope, and that this work should connect with bigger pieces of the work going on with SNS, MOMH, CAS and EI. Technology issues/funding was also discussed.</p> <p>Developing a best practice guideline vs. a protocol was suggested eg. all agencies after hours message could include contacting 211, Telehealth, 911, etc. A protocol would have to go through agencies approval processes, and be modified by each.</p> <p>Would having a common intake form that travels with people be more of a help so not having to retell their story i.e. inherent record?</p> <p><u>May 11th ASD Partnership Intake Networking</u> Stefanie spoke about the ASD partnership pulling intake workers together last spring for networking/information sharing, and is planning to do it again May 11th. It was discussed this could be expanded to include others and provide an opportunity to get feedback on best practice guidelines.</p> <p><u>Forum for Emergency Case Conference</u> There is no right forum/structure in place that is responsive and a suggestion was made to pull a sub-group together in April. There are things we can do to organize ourselves and bring in responsiveness requirements not built on money. As we do not want to replicate what CAS has, Cydie Tyrell will be invited to attend.</p>	<p>Julie will compile information.</p> <p>Stefanie to continue to provide updates.</p> <p>Anyone interested in participating in the sub-groups to advise Liz/ Stefanie.</p>

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	<p>Protocols being used by other groups were discussed eg. Dual Diagnosis, SayYes, York, Peel (west). There are also some protocols from the Crisis group that John Clarke/Vicki Howard chaired.</p> <p><u>Results Based Accountability</u> Lora advised that Mark Freidman will be coming to Simcoe County May 2nd to facilitate an RBA 101 training session. Invites will be sent out to the Coalition, Best Start and community partners. The cost will be covered through the County.</p> <p>Some Coalition tables continue to use RBA as that is their preference; we will be sending out an update form twice a year for those that are not using it and will show the data collectively. People will have the option to attend the training. The evaluation component was noted to be important in relation to funding.</p>	<p>Danette to send York's protocol to Stefanie.</p>

Next Meeting: Tues. April 10, 2018 - 1:30 – 4:00 p.m., Barrie Common Roof (165 Ferris Lane, Barrie) – Boardroom