



**INTEGRATED PLANNING TABLE MEETING**  
**Tuesday, May 8, 2018**  
**1:30 – 4:00pm**  
**The Common Roof (165 Ferris Lane, Barrie) Meeting Rooms A/B**  
**MINUTES**

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

Item	Minutes	Motion/Action
1. Welcome and Introductions	Chris welcomed everyone to the meeting and thanked people for attending.	
2. <b>Consent Agenda:</b> 2.1 IPT Minutes March 13, 2018 2.2 Approval of Agenda	The minutes from the March 13, 2018 meeting were approved, with no changes. There were no changes to the agenda.	
3. Priority Updates <ul style="list-style-type: none"> <li>Knowledge Portal <ul style="list-style-type: none"> <li>Working Group</li> <li>Website Updates</li> </ul> </li> <li>Simcoe County Child, Youth and Family Profile</li> </ul>	<p><u>Knowledge Portal</u>  Emails had been sent out to the working groups asking them to review their information on the Coalition website and submit changes as we move to standardize the content of the Knowledge Portal. This piece of work is fairly close to completion.</p> <p><u>Simcoe County Child, Youth and Family Profile</u>  Kathy provided an update on the Child Youth and Family Profile that has been prepared by the County using StatsCan data. The presentation has been approved and we have received the full page report. We hope to have the infographic in time for Wednesday's Executive Committee meeting, and will bring to IPT, followed by Council. The infographic will be included in the Strategic Plan, which is close to completion, and will be going to Executive Committee next week. The Strategic Plan is the May hot topic at Council and a briefing will be added to the IPT agenda in June.</p> <p>Kathy noted that for next year, adding other data sources, which ties in to one of Coalition's directions on building knowledge to strengthen community wisdom, could become this table's responsibility. Data would be a good priority for the IPT to take on.</p> <p>Chris spoke about as the LHIN moves to develop sub-regions, there is lots of planning going on and it would be important for those tables to be aware of issues, and providing them with information/graphics would be helpful. Kathy indicated she plans to go to the tables in the fall</p>	Add Strategic Plan to June IPT agenda.

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		<p>with the strategic plan and may include the infographic information.</p> <p>It was also discussed that there needs to be a conclusion extracted from each profile i.e. what do we do with it. If the strategic directions gets approved, priorities will follow.</p> <p>IPT has achieved a few deliverables to strengthen the work of the Coalition and advocate for children, youth and families.</p>	
4.	<p>Warm Transfer Protocol</p> <ul style="list-style-type: none"> <li>• Draft Protocol</li> <li>• Next Steps</li> </ul>	<p><b>Draft Warm Transfer Protocol:</b></p> <p>A starting point for a warm transfer protocol, using some existing examples, was developed for review and discussion today. Feedback was requested to determine that it is useful and representative of what is doable within current resources.</p> <p><u>Purpose</u> - no changes required</p> <p><u>Value</u> – suggestion to add benefit of organizations working together (networking/synergies), creates efficiencies across the system which matches the Purpose. It strengthens the overall knowledge of organizations</p> <p><u>Definition</u> - the following changes were suggested:</p> <ul style="list-style-type: none"> <li>• The transfer will happen in 3 <u>steps</u> instead of ways.</li> <li>• #1: a three way <u>linkage</u> (not call)</li> <li>• #2: need to get consent and leave the family’s contact information with the service provider and give the family the same contact information. The person taking the initial call remains as the contact person should the client not be able to connect to the Service Provider within two business days.</li> <li>• #3: If the family wishes to followup themselves, they will be provided the contact information for the linkage.</li> </ul> <p>It was noted that different organizations have their own processes re consent and that it would be the organization’s next step when calling the family. A suggestion was made to also email the contact information to the family with this would vary between agencies with some requiring consent to email families.</p> <p>Issues related to three way calling (technology) were also identified as a potential challenge for some.</p> <p>After much discussion it was agreed that this should be a Guideline rather than a Protocol as it was thought this was more likely to have uptake from Coalition agencies and that a Protocol may not be acceptable to some agencies. It was suggested this Guideline could be taken to adult services afterwards.</p> <p>Additional Best Practice recommendations will be separated so that the Warm Transfer</p>	

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	<p>Guidelines are identified as the clear, preferred standard.</p> <ul style="list-style-type: none"> <li>• Discussed 211 and warm transfers. 211 is fine for some families but not those who have more complex needs.</li> <li>• Add language re TAY (go back to child/youth service)</li> <li>• Recipient owns it until someone takes the call</li> <li>• Ask about language and cultural needs, ensure Service Provider knows if an interpreter is needed. 211 has access to language services for referral, not service.</li> </ul> <p>Lora spoke about the desktop tool being developed by 211 with GIS and IT working on the platform. Typing in a family's address tells you what services are available.</p> <p><u>Evaluation Criteria:</u></p> <p>A discussion took place around different evaluation criteria.</p> <ul style="list-style-type: none"> <li>• Baseline are you doing these things now and at the end</li> <li>• Have practices changed based on the guideline</li> <li>• Compliance - how many agencies implemented the protocol</li> <li>• Add a question to agency's client survey experience i.e. linked to appropriate service within second attempt</li> <li>• We have a baseline with the focus group. Do another survey in 6 months</li> <li>• Random Assessment – Benchmark questions: each intake worker did so many families a year.</li> <li>• Pre/post survey monkey – measure is there a difference; Useful; did you implement?</li> <li>• A survey of staff.</li> </ul> <p>We need to determine who the audience/vehicles are and what we are trying to measure. i.e. intake person – made it better/worse? Compliance by organization? The end user is harder to measure. Kathy could help with a framework and develop qualitative questions. It was suggested tapping into the data consortium to develop questions. Lora can check with Olga if there are summer students who might be able to help.</p> <p><b>Next Steps:</b> Develop criteria for next meeting. Develop questions.</p> <p>Stefanie will make the changes to the draft guidelines and send them out to IPT for review, with a tight turnaround, and take them to the Executive Committee meeting.</p> <p><b>Communication:</b> Once the guidelines are approved, we will look at how to roll it out. We will need to identify the spirit behind it and link it to the desktop tool and demo.</p>	<p>Lora to speak to Olga. Kathy to connect with Data Consortium.</p> <p>Stefanie to take the Guideline to Executive Committee.</p>
5.	Emergency Case Conference	There is no local forum where an agency can reach out to a group to discuss/plan/brainstorm

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		<p>for high end service users, similar to what CAS has for difficult to serve.</p> <p>Danette sent Liz some information on York's protocol. Giselle and Pat approached Liz with interest, in this forum. Child Welfare should be an active participant.</p> <p>In discussion, there are some groups doing some of this currently eg. Intensive Service Coordination has local case consultation that meets regularly where people could come as a consult/presentation. CAS has a rapid response protocol. Complex kids without protection issues have special needs that are a challenge for families.</p> <p>Liz noted there are a lot of different forums now. It would be helpful to map what the options are, what is their purpose/why you would go, build in timelines. Local Service Resolution is to come up with a process how to bring something forward as a consult.</p>	Stefanie to reach out to Liz for more information.
6.	Call for IPT Co-Chair	A call for a co-chair to replace Stefanie as her term comes to an end, is being made. The term is for two years, and would work alongside Chris as co-chair. Stefanie will remain as a member at the table. Yves expressed interest in taking on this role.	An email will be sent out to determine if anyone else is interested.
7.	Awards and Recognition Program	Nomination requests for the Coalition's Award of Excellence for a person or project/initiative will be going out following the Council meeting. The nomination form has been revised and is easier to complete. The Nominations Committee will meet in the fall to review the nominees.	
8.	Request for Network Updates	The Network Update Form for all the working groups of the Coalition will be sent out later this month with a request for all committees to complete and send in so we can look at the work being done and collect data. This replaces the previous process of group members coming to the table to present.	
9.	Integration/Partnership Priority Updates	<p>Chris advised that as of tomorrow the LHIN is going into a blackout period until June 24-26 or perhaps even July due to the election, and will have limited engagement, discussions.</p> <p>Danette reported on the impact of the election on MCYS. Some business will be as usual; operating in more of a "caretaker mode". Danette will have to assess agendas of all community meetings to see if she can attend and /or excuse herself for certain items.</p> <p>Shaunna reported on the success of the proposal submitted from agencies for a youth hub in North Simcoe. Not sure how the funding will roll out, maybe after July.</p> <p>Lora reported through BANAC, received funding for four projects through Journey Together, Truth and Reconciliation funding. Expanding the Midland childcare by adding on an EarlyOn project as well as Barrie and Orillia Child and Family programs. These are indigenous led.</p> <p>Sandy provided an update on the Local Immigration Partnership (LIP). Readiness – development of a public education strategy re race/discrimination. Wrapped up #itstarts campaign and encouraged involvement/sharing of information. Also working with employers to host three employer breakfasts, May 23<sup>rd</sup> in Collingwood, May 29<sup>th</sup> in Bond Head and June</p>	

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	21 <sup>st</sup> in Thornton. One speaker will talk about hiring immigrant talent, express entry and the other speaker will be talking about the development of diverse workforces.	

**Next Meeting: Tues. June 12, 2018 - 1:30 – 4:00 p.m., Barrie Common Roof (165 Ferris Lane, Barrie) – Meeting Rooms A/B/C**