

"We believe that positive relationships are the foundation for healing and for realizing the potential in all persons."



The Huron-Perth Centre for Children & Youth – Strategic Plan 2018-2022 – Year 4 Activities (2021-22)
... where the voices of children, youth and families influence decisions and where staff pursue quality and cultivate collaboration



***HPC Definition of Quality –**

"Quality is the degree of excellence related to all aspects of agency functioning as reflected in our Mission Statement. This includes, but is not limited to, overall child, youth and/or family experience; treatment provision delivered by a skilled and competent multi-disciplinary team; strong collaborative relationships with community partners and learning environment that cultivates innovation and evidence-informed practice that leads to positive outcomes for children, youth and families. In addition, quality will be maintained through effective use and reporting of public funds and in compliance with accreditation standards."

3 Strategic Directions

Child/Youth/Family voice matters



The processes in place provide regular opportunities for children, youth and families to share ideas and feedback that influence decisions about programs and services.

Quality in all we do



All staff functions and operational procedures and processes contribute to positive outcomes for children, youth and families.

Cultivate Collaboration



The value placed on relationships with others at both the individual and organizational levels for the purpose of benefiting the lives of children, youth and families with mental health concerns.



WHERE THE VOICES OF CHILDREN, YOUTH & FAMILY MATTERS

The processes in place provide regular opportunities for children, youth and families to share ideas and feedback that influence decisions about programs and services.

Item/Objective	Strategies	Leadership	Deliverables/Indicators
Increase youth engagement	<ul style="list-style-type: none"> • Develop procedure & process to support youth engagement in Centre planning at all levels • Support New Horizons in their work plan • Continue to partner with Mental Health Leads/healthy school committees to engage with a broad cross section of youth, both youth leaders and those requiring supports and services, in order to reduce stigma and strengthen resiliency Tap into support from families who want to contribute to empowering youth to become engaged 	<ul style="list-style-type: none"> • Management Team with Staff Ally & New Horizons • New Horizons with CSM support • Staff Long Range Planning (LRP) with HPC staff, clients 	<ul style="list-style-type: none"> • New procedure/process • A work plan that is owned by youth, supported by families, staff, board and community • Increase the areas where youth inform decisions • Increase the number of youth voices, especially those with lived experience • Increase the number of youth voices especially those with lived experience
Support the growth and development of the Huron Perth Family Advisory Committee	<ul style="list-style-type: none"> • Develop procedure/process to support family engagement in Centre planning at all levels • Channel opportunities where parents offer input to invite ongoing engagement with the Huron Perth Family Advisory Committee • Liaise with Mental Health & Addiction Working Group of the HPA-OHT 	<ul style="list-style-type: none"> • Management Team with staff allies & Huron Perth Family Advisory Committee (FAC) • CEO & CSMs with CYMH Leadership Team, Huron Perth Addiction & Mental Health Alliance, Centre Long Range Planning with any resources from Parents for Children's Mental Health 	<ul style="list-style-type: none"> • New procedure/process • Parents lead/contribute to Centre projects, HPA-OHT improvement projects and any projects chosen by FAC • Feedback from surveys, consultations, other activities that engage parents is shared with relevant planning bodies • Parents lead/contribute to HPA-OHT improvement projects • Membership to FAC is increased
Increase community awareness of the Centre	<ul style="list-style-type: none"> • Support the use of the Centre's website and social media to promote services and education of interest to parents in order to reach families and communities to convey the Centre's vision and mission 	<ul style="list-style-type: none"> • Huron Perth Family Advisory Committee (FAC) with CYMH Leadership Team, Huron Perth Addiction & Mental Health Alliance, Centre Long Range Planning 	<ul style="list-style-type: none"> • Refreshed website, use of social media, educational events for parents

	<ul style="list-style-type: none"> • Liaise with Mental Health & Addiction Working Group of the HPA-OHT • Ongoing liaison with community partners through committees, collaborative projects, case work 	<ul style="list-style-type: none"> • Huron Perth Family Advisory Committee (FAC) with CEO • CSMs and staff 	<ul style="list-style-type: none"> • Referenced in various communications - Centre Quality Improvement Reports, CYMH E-Bulletins, HPA-OHT • Increased visibility in community
Strive for equity of access across our service area	<ul style="list-style-type: none"> • Use data and community consultation to investigate new service delivery models including: virtual care, community hub models, partnerships with Family Health Teams/other organizations that increase geographical access to services closer to home while maintaining quality of services • Identify barriers to service and any strategies to increase equitable access 	<ul style="list-style-type: none"> • New task group comprised of Board, Management, Families & Community Stakeholders 	<ul style="list-style-type: none"> • Recommendations and implementation plan including costs are presented to the Board for consideration



QUALITY IN ALL WE DO

All staff functions and operational procedures and processes contribute to positive outcomes for children, youth and families.

Item/Objective	Strategies	Leadership	Deliverables/Indicators
Embed Quality Improvement in every aspect of our Centre and in our role as Lead Agency	<ul style="list-style-type: none"> Continue to implement accreditation standards and embed these into quality improvement plans and activities Invite families and community partners to provide input and advice regarding priorities at the agency and community level Use the Child & Youth Mental Health Core Services Delivery Plan to guide the establishment of system-level outcomes 	<ul style="list-style-type: none"> Quality Improvement Committee with staff, youth, families and community partners Clinicians CEO with CSMs and Huron Perth Child & Youth Leadership Table & Mental Health & Addiction Working Group/HPA-OHT 	<ul style="list-style-type: none"> Quality improvement ideas or projects for both HPC and the Mental Health planning groups are identified and linked to quality plan Client surveys Key indicators for HPC, system-level outcomes and reporting process are developed and implemented and shared with Mental Health & Addiction Working Group/HPA-OHT
Strengthen Supports to Staff	<ul style="list-style-type: none"> Ensure a consistent model of support through weekly team meetings & regular supervision Seek recommendations regarding learning and wellness needs Continue to cultivate a shared responsibility for healthy work environment 	<ul style="list-style-type: none"> Clinical Services Managers Clinical Services Managers with PD Committee and OHS/Wellness Committee All staff 	<ul style="list-style-type: none"> Updated procedure Input from committees inform decisions about professional development and wellness Positive scores in Annual OH&S survey results
Develop effective external communication strategy	<ul style="list-style-type: none"> Develop and implement an external communications plan that outlines the target audience(s), content, rationale for sharing information, methods and timing CSM liaise with community and leadership on committees Use of social media 	<ul style="list-style-type: none"> CEO with leadership from youth, families and community partners CSMs, All staff CEO/Board with support 	<ul style="list-style-type: none"> Develop & implement External Communication Plan # of communications # of audiences reached Attendance at community meetings Increased social media



CULTIVATE COLLABORATION

The value placed on relationships with others at both the individual and organizations levels for the purpose of benefiting the lives of children, youth and families with mental health concerns.

Item/Objective	Strategies	Leadership	Deliverables/Indicators
Refresh protocols	<ul style="list-style-type: none"> Prioritize any protocols/agreements for review 	<ul style="list-style-type: none"> CEO with Management 	<ul style="list-style-type: none"> Priority agreements are identified and reviewed Identify any outstanding protocols/agreements for action
Facilitate collaboration at the case level through implementation of two key frameworks: <ul style="list-style-type: none"> Social Ecological Approach (SEA)** Circle of Security (COS) 	<ul style="list-style-type: none"> SEA & COS is embedded in orientation to new staff Continued support to SEA Champions Integrate SEA & COS into ongoing case consultations, staff supervision and support, formalized mentorships 	<ul style="list-style-type: none"> Clinical Services Managers with the SEA/COS Champions 	<ul style="list-style-type: none"> Creation and implementation of orientation & training materials re: SEA & COS Increase # of SEA & COS Champions Use of SEA & COS is reflected in Clinical Record and EMHWare*** Consultations & Community of Practice sessions with Dr. Ungar, Dr Zayed, other professionals with expertise
Facilitate collaboration at the systems level through implementation of SEA & COS	<ul style="list-style-type: none"> Continued implementation of SEA across service sectors based on shared vision with SEA Charter Members & COS Implementation Team Foster continued mentoring with Dr. Ungar, Dr. Zayed across the system Support development of any tools, for example: <ul style="list-style-type: none"> Common Consent Form Coordinated Treatment Plan Primary health forms 	<ul style="list-style-type: none"> SEA Charter Members & COS Implementation Team with Child & Youth Mental Health Leadership Team CSMs CSMs with staff 	<ul style="list-style-type: none"> SEA Phase 3 implementation plan is developed and steps/activities are completed # of SEA mentees is increased Adoption of any tools across partner agencies such as common consent, coordinated treatment plans

** SEA – Social Ecological Approach – is an evidenced-informed practice developed by Dr. Michael Ungar that provides training in discrete skills that enhance how community partners work together and communicate to enable them to deal more effectively with clients with the most complex needs. SEA philosophies shift the focus from “fixing the kid and/or family” to creating an environment or system around the child/youth and family that builds on strengths and promotes resiliency.

*** EMHWare – Client information system used at Huron-Perth Centre (HPC)

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