

DRAFT

# Child and Youth Mental Health Executive Summary of the Service Framework

September, 2013

## **EXECUTIVE SUMMARY OF THE DRAFT SERVICE FRAMEWORK**

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*Moving On Mental Health* is rooted in the experience of children, youth and families trying to find the right mental health supports and treatment, who often struggle to cope with a confusing and fragmented service system. The government is committed to improving mental health services for children and youth with mental health problems so that they and their parents have access to a consistent set of easy to identify supports and services and confidence in the people and agencies providing those services.

This plan builds on *A Shared Responsibility*, Ontario's Policy Framework for Child and Youth Mental Health, 2006 (Policy Framework) and on Ontario's Comprehensive Mental Health and Addiction Strategy (2011) – a joint strategy with the ministries of Education (EDU), Health and Long-Term Care (MOHLTC), Training Colleges and Universities (TCU) and Children and Youth Services (MCYS).

MOMH will transform the experience of children and youth with mental health problems and their families so that regardless of where they live in Ontario, they will know:

- What mental health services are available in their communities; and
- How to access the mental health services and supports that meet their needs.

This draft service framework is the next step in building a system that makes sense for children and youth with mental health problems and their families. Its purpose is to outline the minimum expectations associated with the delivery of child and youth mental health (CYMH) services funded by MCYS and is intended to provide clarity to service providers, and in particular lead child and youth mental health agencies as they plan and deliver CYMH services to children, youth and families in their communities. It outlines expectations of core services, current thinking with respect to pathways to care, sets out key processes to support the child or youth and family throughout their involvement with the child and youth mental health service system,

It is to be a forward-looking document that describes the service system at maturity and what will be in place for children and youth with mental health problems, recognizing that there will be a period of transition. As such, the service framework outlines new directions for accountability and reporting provisions for those funded to deliver child and youth mental health services by MCYS. As we move forward with transformation of the MCYS-funded CYMH service system, there will be further changes to this draft. As a result the final document may take a different form.

Defining core services and key processes is fundamental to the design of a system that makes sense for children and youth. The ministry will continue to work closely with lead agencies, children, youth, parents, and partner sectors to understand the opportunities and challenges that may arise as a result of system change. In this regard, implementation of *Moving on*

Mental Health will be phased over a three year period. This service framework is intended for services funded by MCYS.

The draft expectations outlined in this document have been drawn from best and emerging practices, review of other jurisdictions, the Canadian Centre for Accreditation's pilot standards: *Accreditation for Child and Youth Mental Health Organizations*, as well as consultation with sector leaders, experts and ministry staff, and are presented here to guide service delivery and planning in communities across the province.

### **CHILD AND YOUTH MENTAL HEALTH SERVICES**

CYMH services are funded by MCYS to achieve the vision of an Ontario in which child and youth mental health is recognized as a key determinant of overall health and well-being, and where children and youth grow to reach their full potential. The Service Framework will support MCYS-funded service providers in achieving this vision by clearly articulating services that must be available across the province together with minimum expectations about how they will be delivered.

The Policy Framework has four goals - to:

- Promote optimal child and youth mental health and well-being through enhanced understanding of, and ability to respond to, child and youth mental health needs through the provision of evidence informed services and supports;
- Provide children, youth and families with access to a flexible continuum of timely and appropriate services and supports within their own cultural, environmental and community context;
- Provide community-based services that are coordinated, collaborative and integrated, creating a culture of shared responsibility; and,
- Be accountable and well-managed.

It is the ministry's expectation that all services will be delivered in a culturally appropriate and accessible manner to meet the diverse needs of Ontario's population including those who live in rural, remote and under-served communities and our Aboriginal and Francophone population.

### **TARGET POPULATION**

Core child and youth mental health services are funded by the MCYS, either directly or indirectly through identified lead agencies in communities across the province and are available to all children and youth ages 0-18 who are experiencing, or at risk of experiencing, mental health problems, illness or disorders. Mental health problems, illnesses, and disorders represent different aspects on what is a continuum of overall mental health and well-being.

For the purpose of this service framework, a client is defined as the intended direct recipient of the child and youth mental health service. A person/individual becomes a client once he/she has provided consent for service (including verbal consent); until such time he/she is

considered a prospective client. The client is a child or youth from birth up to age 18, and may include parents, caregivers, guardians and other family members participating in or receiving services designed to address the needs of the child or youth.

## **PATHWAYS**

Parents, youth, and those seeking help for children and youth with mental health problems often describe the frustration of finding their way to care and through the service system as one of chief flaws in the current system. The Service Framework addresses this by setting expectations for establishing and maintaining clear pathways to, through, and out of care, recognizing that the need for intervention and treatment is not a one-time event in the lives of many children and youth. Connecting children and youth with mental health problems in a timely way to the right mental health services and establishing clear and streamlined pathways of care between primary care, schools and the supports they need is a central feature of the child and youth mental health system we are building. This means establishing transparency and predictability in pathways to, from, and through, care, in which families, youth, and children as well as all concerned and involved parties who interact with them on a regular basis such as educators and primary health care practitioners understand their roles in relation to one another and to the child or youth and their families.

## **CORE SERVICES AND KEY PROCESSES**

Defining a set of core child and youth mental health services to be available across the continuum of need, in every community<sup>1</sup> or spanning communities and across the 0 – 18 age spectrum is central to the delivery of services in a transparent and accountable way. Providing this clarity will help parents, youth, service providers, educators, physicians and others understand what CYMH services are available and how to access them in a consistent way. The service framework establishes minimum expectations for service providers funded by MCYS for the delivery of CYMH core services.

The defined services represent the range of CYMH services that will be available, however, this is not an exclusive list –services in addition to those defined in this document may be offered to meet the mental health needs of the children and youth. Children and youth may receive more than one type of core service, as well as other services funded by MCYS or other sector partners as part of their individual treatment plan. While core services are available to all children and youth across the province with a mental health problem, within the available resources, not all core services are provided in every CYMH community; core services that are accessed by a smaller portion of the population may span communities.

Core services are divided into the following categories:

- 1. Core services available to clients in every community (local core service)** - Lead agencies are responsible for ensuring that these services are available to children and youth in their community:

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<sup>1</sup> In the context of this document, “community” is used to describe the defined geographic locality within which CYMH core services will be available.

- Targeted Prevention
- Brief Services
- Counselling and Therapy
- Family Caregiver Skill-Building and Support
- Specialized Consultation and Assessments
- Crisis Support Services
- Intensive Treatment Services

**2. Core services that span communities (spanning)** - Lead agencies must be able to link to these services, if they are not available within their community:

- Secure Treatment

Supporting the provision of these core services are key processes that support the child or youth and family throughout their involvement with the child and youth mental health service system. These processes are not specific to individual core services but are common to, and support, all of the services. These processes are:

- Coordinated Access
- Intake, Eligibility and Consent
- Identifying Strengths, Needs, and Risks
- Service Planning and Review
- Case Management/Service Coordination
- Monitor and Evaluate Client Response to Service
- Post-intervention Transition Planning and Preparation
- Child, Youth and Family Engagement

## **LEAD AGENCIES**

A key element of MoMH is establishing lead agencies in defined communities across Ontario who will be responsible for planning and delivery of CYMH services. Within each defined community, and reporting to a community-based Board of Directors, a lead agency will be responsible for five primary functions:

- In collaboration with the local service system and the MCYS Regional Office, establish a plan for the delivery of CYMH services to be submitted to MCYS for review and approval;
- Creating clear and simple to use access pathways for parents, youth as well as justice, education, and health professionals who wish to refer;
- Delivering or contracting for the range of defined core MCYS-funded CYMH services, and holding sub-contracted agencies accountable;
- Making those services effective and accountable to parents, youth, and children; and
- Establishing and maintaining inter-agency and inter-sectoral partnerships, protocols and transparent pathways to care.

## **EVIDENCE-INFORMED PRACTICES**

The provision of core CYMH services should be informed by evidence to support service quality. Evidence-informed practices combine the best available and most current research with the

experience and judgment of practitioners, children, youth and families to deliver measurable benefits. They are informed by validated research findings together with contextual and experiential evidence. This includes practice-based evidence, evidence-based practice, evaluation findings, the expertise of clinicians, and the lived experience of children, youth, and families.

#### **MORE INFORMATION**

Please review the entire draft service framework and provide your feedback by responding to the feedback questions: [*link to survey*]

The deadline to respond to the feedback questions is **October 18, 2013**. The ministry will consider all feedback and plans to release a final Service Framework in spring 2014.

Please contact [movingonmentalhealth@ontario.ca](mailto:movingonmentalhealth@ontario.ca) if you have any questions.