

Mental Health and Addictions Service Coordination Council

A community approach for better care
for the residents of York Region



Mental Health and Addictions Service Coordination Council

Meeting Notes

Date: Tuesday January 19, 2016

Time: 5:30-8PM

Location: 60 Renfrew Drive, Markham, ON

Present: Nancy Lum-Wilson, Rebecca Shields, Jim Cressos, Ed Beaty, Robert (Bob) Veltheer, Maria De Cicco, Sumathi Prabakaran, Annette Jones, Theresa Claxton-Wali, Jim Nason, Penny Marrett, Marie Lauzier, Susan Dobson, Rick Farrell, Monica Bryce.

Regrets: Carolyn Bishop

Note Taker: Nicole DeAgazio

Agenda Item	Description	Comments	Follow up
1. Introductions	Nancy and Rebecca opened meeting by welcoming members of the Service Coordination Council (SCC).	Members introduced themselves and shared their positive observations about developments in the mental health and addictions sector.	n/a
2. Patient Story	Guest speaker Randee shared her story.	Personal story	n/a

Agenda Item	Description	Comments	Follow up
3. Historical Context and Drivers Overview	Nancy provided historical context and drivers that led to creation of the SCC.	Described drivers such as the March 2015 Summit and the ensuing Mental Health and Addictions Supports within Housing Action Plan for York Region which led to the formation of the SCC. The Action Plan’s four key goals are: Removing Silos; Services to right person; Support to sustain housing; and, Services at the right time.	n/a
4. York Region’s Community and Health Services Overview	Monica shared information about York Region’s efforts to better integrate its services, and information about York Region’s current and projected demographics. Refer to the handout that was distributed at the meeting: What if York Region were a village of just a 100 people?	A handout “What if York Region were a village of just a 100 people?” was shared. This handout illustrated key demographic themes in York Region.	n/a
5. York Region’s 10 Year Housing Plan	Rick presented the 10 year Housing Plan for York Region. Refer to the handout that was distributed at the meeting: York Region’s Housing Story.	Bob asked if additional co-op housing being built in the region. Rick: Co-ops have not been built in a few years, there are funds available for co-op but would require additional funding sources. Rick discussed some recent developments including the Richmond Hill Hub and spoke about multi-use facilities and multiple financing instruments used to raise capital. He also spoke about the importance and challenge of resident retention strategies, the small supply challenge and affordability issues. Jim N. and Jim C. congratulated York Region for being progressive and innovative relating to its housing initiatives.	n/a

Agenda Item	Description	Comments	Follow up
6. SCC Role	Nancy presented the role of the SCC (from the Terms of Reference).	Nancy elaborated on the SCC's core roles of: Integration/coordination of service delivery; Evaluation of certain programs and the SCC; Analysis of current state; Standardized tools and criteria; and, Establishment of the Issues Resolution Table.	n/a
7. SCC Operating Principles	Nancy reviewed the SCC's Operating Principles (from the Terms of Reference).	Nancy reviewed Operating Principles focusing on the key themes: Person-centeredness; Efficiency of service delivery; Systematic enabling of proactive rather than reactive response to client need; and, Integration of care based on innovation and new models of care.	n/a
8. SCC Guiding Principles	Jim C. reviewed the SCC Guiding Principles (from the Terms of Reference) echoing Nancy's message of doing better with the resources we have. Rebecca introduced key features of a high performance committee.	Jim C. covered the SCC's core guiding principles: Commitment to a client centred/family centred process; Accountable to the client voice; Open communication and ongoing engagement within the sector and broader community; Collaboration and alignment of MHA services with a commitment to sustainability; any proposed changes representing funding impacts will be brought forward to the CLHIN for decision-making; Evidence-informed practice; and, Alignment with the current IHSP Strategic Framework. Rebecca discussed key features of a high performing committee: Respectful dialogue; Space for creative abrasion and creative resolution; Access to information; Members come prepared; Members take personal accountability; Having fun; Every voice is valued, heard; and, Every style is accommodated. Rebecca indicated everyone has their own language/lingo and that it's important that we are aware of this in order to remove the barriers and the stigma around Mental Health	Jim C. to update ToR and send out for final review.

		<p>and Addiction.</p> <p>Jim C. invited all SCC members who are interested in sharing their mental health and addictions stories with the SCC to contact him in advance. The speakers' bureau is a source for speakers sharing their stories.</p> <p>Annette and Jim N. both recommend adding the term senior to the ToR as part of the service target groups.</p> <p>Marie inquired about delegates and sharing material.</p> <p>Response: member attendance is strongly urged and delegates are generally not accepted, but will be accepted if necessary. Sharing of material is encouraged unless otherwise specified.</p>	
<p>9. SCC Select Deliverables</p>	<p>Jim C. presented the deliverables and described connection between SCC and the Rapid Response Table. RRT will operationalize what the SCC will be discussing.</p>	<p>Jim N.: We have had many false starts before.</p> <p>Ed: Let's understand our clients prior to engagement, we may require more information.</p> <p>Marie: Connex was a previous one stop shop (without housing) effort.</p> <p>There was some discussion on the Integrated Access initiative that is moving forward with Central and TC LHIN. This will be brought back to the SCC at a later date for further discussion.</p> <p>Bob: We can look at existing IT systems that we can gather information from to make better decisions.</p> <p>SCC newsletter was recognized as effective communication strategy. It was agreed the Newsletter can be shared among partner networks. Jim C. will be working on developing a communications and engagement strategy.</p> <p>Janice: Potential overlap in mandates was raised, e.g., mentioned a homelessness committee she sits on.</p> <p>Jim C. encouraged cross committee info sharing, potential collaboration and suggested committees can begin by</p>	<p>The SCC will move forward with the posting and sharing of the Newsletter, Jim C. will keep the SCC posted about the developing communications and engagement strategy, and the SCC will return to the matter of IT solutions as an enabler at a later date.</p>

		presenting to each other's tables.	
10. Decision-Making Process and Quorum Requirements	Decisions based on consensus. All discussions will be documented. Quorum for decision-making will be 50% of membership plus one. All decisions of the SCC that will impact on Service Accountability Agreement targets or funding will be referred to Central LHIN for final decisions	Accepted as presented.	n/a
11. Logistics	6 meetings per year, LHIN office will be used for most of them; CMHA Newmarket Office may be used for summer meeting. Meetings anticipated 4th Tuesday of every other month. Rebecca proposed the SCC members use Yammer, an online business communication site, to share SCC related information and store documents.	Region of York is blocked from accessing Yammer, some members prefer email communication. Rebecca will invite Region of York members to Yammer to determine if access can be made. Jim C. committed to offering multiple access options to documents for SCC members.	Rebecca will invite Region of York members to Yammer to determine if access can be made. [Basecamp is the selected online SCC member site]
12. Other Business	none	n/a	n/a