

Welcome to the Interventions in Practice Webinar Series!

Featuring work from the Systems Improvement through
Service Collaboratives (SISC) initiative

Webinar 5 – December 6, 2016

The YTP: Transitioning Youth into Adult Services

Developed by the Kingston, Frontenac, Lennox & Addington Service Collaborative



THE BEGINNING

Open Minds, Healthy Minds

10 year strategy

- 3 year focus on children and youth mental health

3 themes:

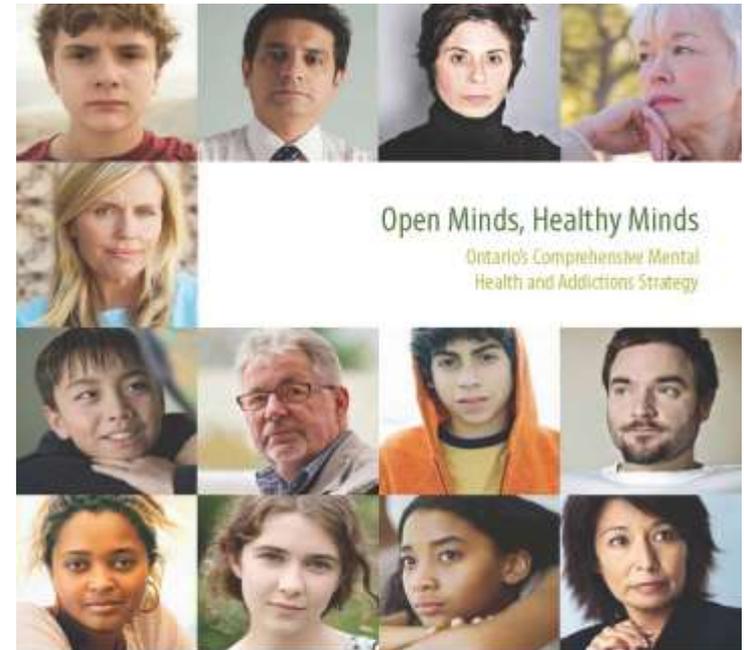
- Service access
- Early identification & intervention
- Close critical service gaps

Systems Improvement through Service Collaboratives (SISC) initiative

- Multi-sector
- System focus
- Key transitions

Project sponsor: CAMH's PSSP

- Regional Implementation teams



PROVINCIAL SYSTEM SUPPORT PROGRAM (PSSP)

- Supports *Ontario's Comprehensive Mental Health and Addictions Strategy*, through **system interventions**.
- Has offices across Ontario.
- Provides capacity and expertise in
 - **knowledge exchange**
 - **information management**
 - **implementation**
 - **coaching**
 - **equity and engagement**
 - **evaluation**



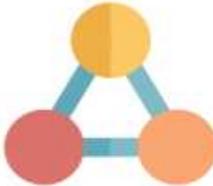
SERVICE COLLABORATIVES

18 Service Collaboratives were established in Ontario

 **8** Transition Age Youth Interventions

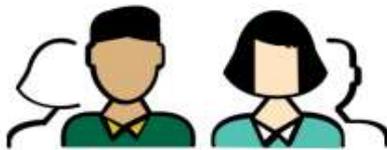
 **6** Crisis Planning Interventions

 **5** Justice Sector Interventions

 **4** Collaborative Care Planning Interventions

 **12** Access to Care Interventions

 **5** Concurrent Disorders Interventions

 **2** Peer Engagement Interventions

OUR PRESENTERS



Chris Sullivan, Implementation Coordinator, Provincial System Support Program, Centre for Addiction and Mental Health



Ashley O'Brien, Youth Worker, Street Health Centre, Kingston Community Health Centres

The YTP: Transitioning Youth into Adult Services

Developed by the Kingston, Frontenac,
Lennox & Addington Service Collaborative



Learning Objectives

- **Key elements of an evidence-based protocol** to provide youth with a consistent and **successful transition**
- Explore the ways in which the YTP may be **used with the people you serve**
- Lessons learned in **implementing and sustaining a collaborative planning** process



Agenda



- Project Background
- Development
- Initial Implementation
- Key Transition Action Steps
- Lessons Learned
- Questions & Comments

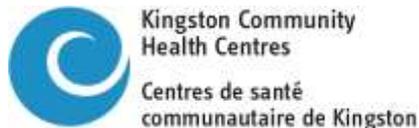
KFLA Service Collaborative



- Announced November 2012
- Official start January 2013
- 20+ community agencies spanning **multiple sectors**
- Co-Chairs
- Large group and smaller workgroups



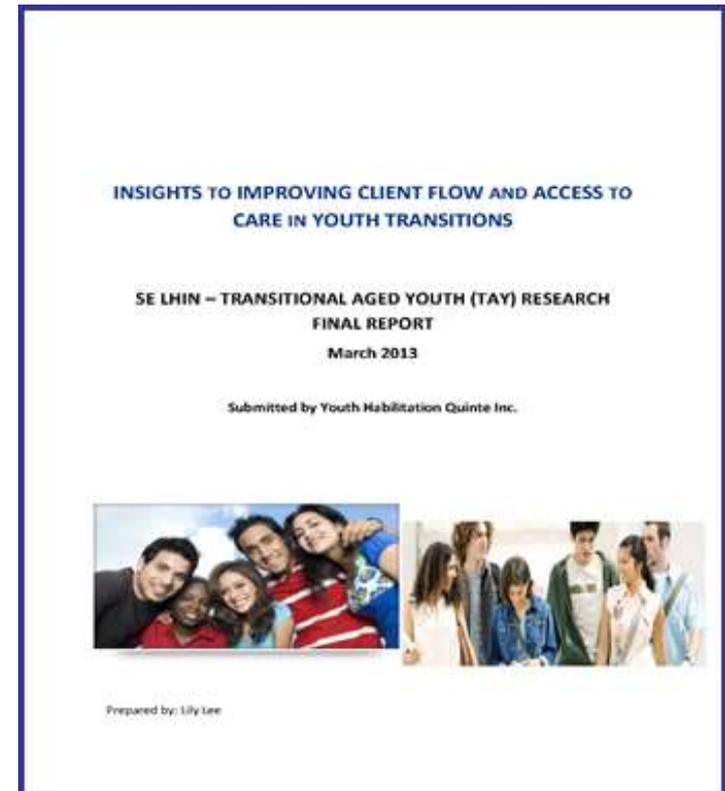
Membership



SE LHIN TAY Research Report



- Transition supports and services **working well:**
 - Good collaborative relationships
 - Client centred practices supporting a transition process
- Transition supports and services **working less well:**
 - Lack of information and communication processes
 - Less than optimal coordination
 - Lack of transition planning
 - Limited sharing of information and collaborative decision-making at the operational level



TRACK Study (Singh et al, 2010)



Key Findings:

- No consistent agreement on boundaries
- Few services followed their own policies
- 1/3 of youth dropped out



TRACK Study (Singh et al, 2010)



- Recommendations for ideal processes and supports for transition:
 - Information transfer
 - Period of parallel care or joint working
 - Transition planning
 - Continuity of care

System Gap

There is **no clear transition pathway** from child and youth services into adult services for youth who are:

- aged 16-24;
- with mental health and/or addictions issues;
- who require specialized, complex care; and
- who are transitioning between services.



Vision

- Youth in KFL&A who have mental health and/or addictions issues and require specialized, complex care **will have a consistent and successful transition** from child and youth services into appropriate adult services
- This will result in **improved experiences** and outcomes for youth



Chosen Intervention

- New service **protocol to confirm agreement between agencies regarding methods to help youth make the transition** from child and youth mental health and/or addictions services to adult services
 - using a **coordinated team**
 - and an **individualized plan** to ensure ongoing success for the young person.



Process to Develop the YTP



- Developed **draft protocol** based on critical components from **TRACK Study**
- **Consulted** with front-line workers
- **Engaged** with multiple community groups
 - Transition age youth, families, primary care, Francophone, Aboriginal, homeless and at-risk youth
- **Refined and edited** protocol as needed

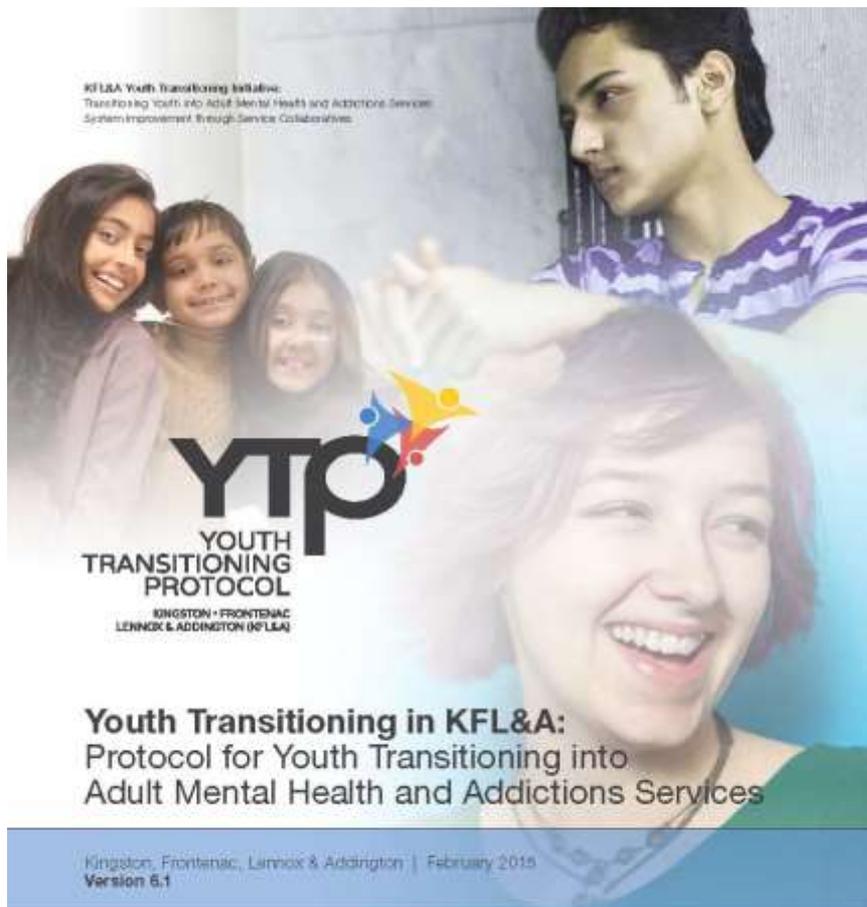


The Youth Transitioning Initiative



- Improving service provider **connectedness and system flow**
- Part of a **broader package** that includes:
 - service provider orientation
 - a youth toolkit
 - evaluation materials





Youth Transitioning Protocol

This protocol clarifies the preferred transition pathway from child and youth services into adult services for youth who are:

- Aged 16-24;
- Who are experiencing mental health and/or addictions issues;
- Who require specialized, complex care; and,
- Who are transitioning between services.

Transition Values

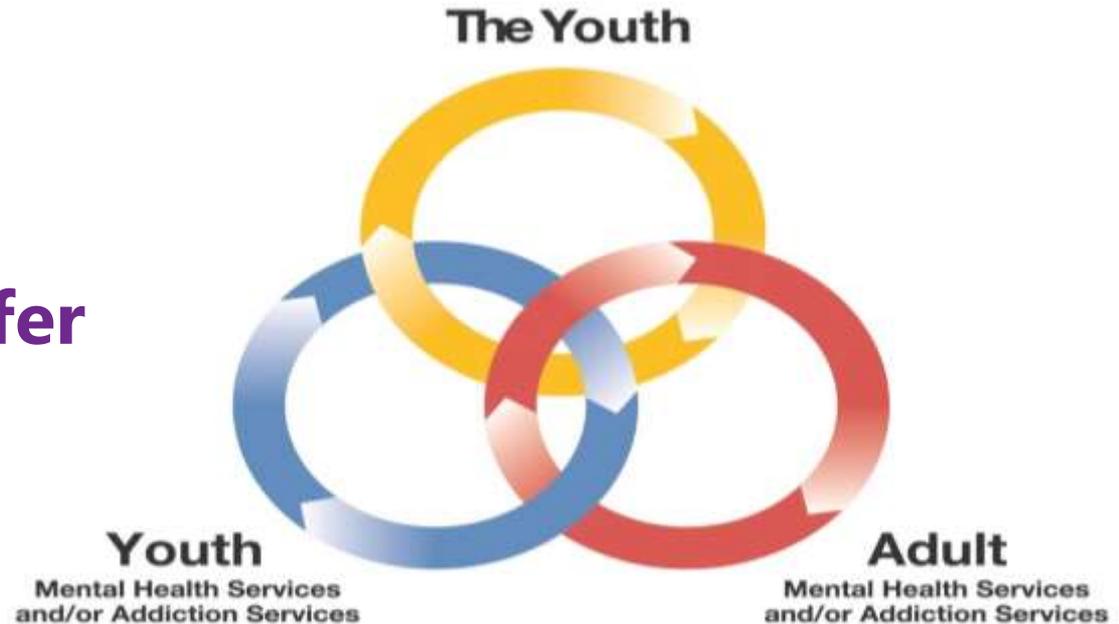
- **Engagement** and understanding
- Client-centred, goal-orientated **transition support**
- **Coordinated** transition planning
- **Health equity** is an integral part of client-centred transition support
- Will ensure **equal access** to healthcare and supports
- **Partnerships** and collaborative relationships



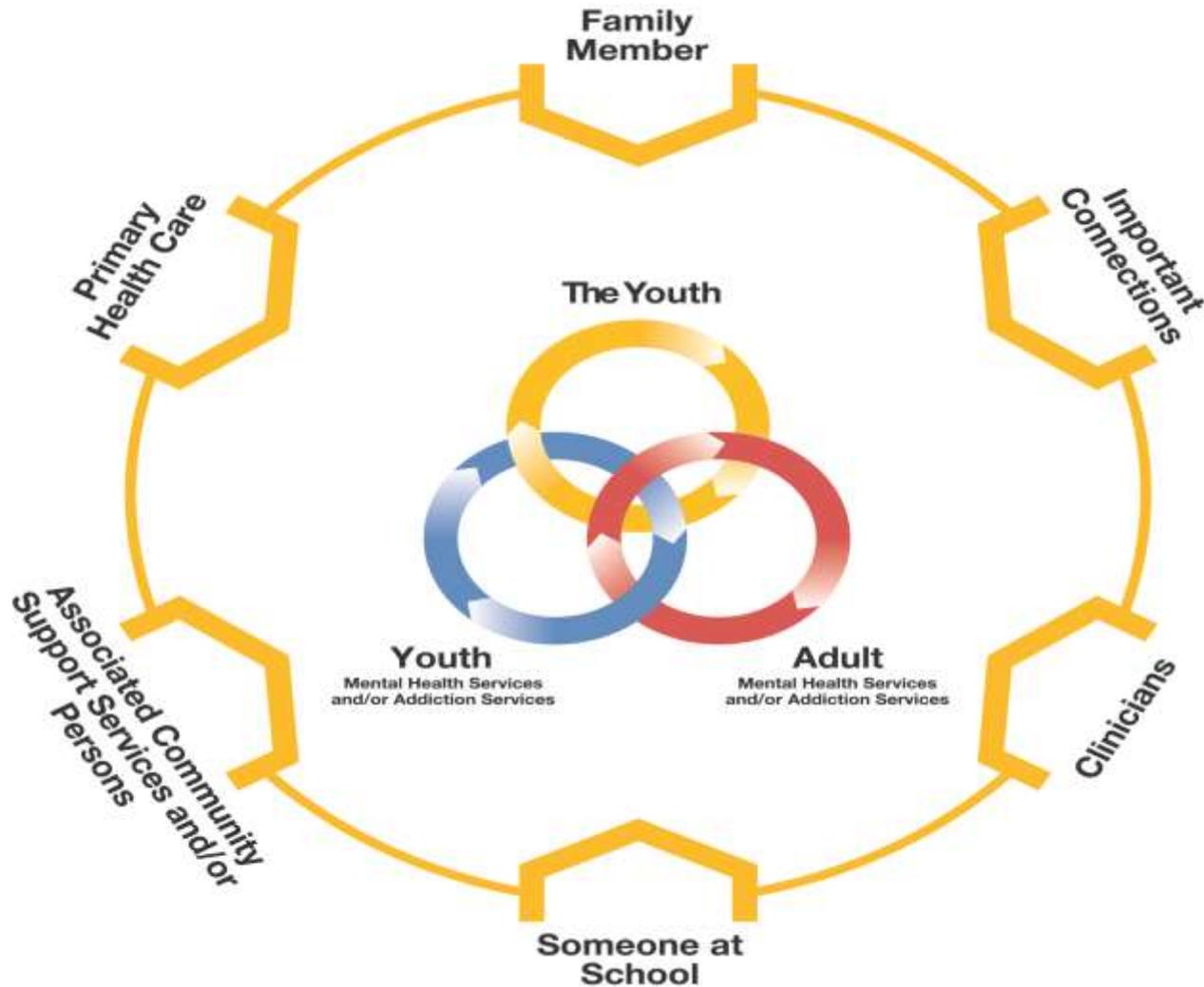
Elements of the YTP



- Essential **triad** and transition team
- Key **actions**
- Policy for **information transfer**
- **Parallel care**/joint working
- Sustainability



The Youth's Chosen Transition Team





YTP
YOUTH
TRANSITIONING
PROTOCOL
KINGSTON • FRONTENAC
LENNEX & ADDINGTON (KFL&A)

Youth Transitioning in KFL&A: Youth Toolkit

Kingston, Frontenac, Lennox & Addington | February 2015
Version 6.1

KFL&A Youth Transitioning Toolkit:
Transitioning Youth and Adult Mental Health and Addictions Services
System Improvement through Service Collaboration



Youth Toolkit

Youth Toolkit

- Valuable **resource for youth** to use before, during, and after transition experience
- **Designed by youth** for youth
- **Empower youth** during the transition



Youth Toolkit Worksheets



Worksheet #2
My Transition Team

I use my own notes, or I have another person to speak for me as I go from youth services into adult services. I decide who is on my transition team and I have part in the discussions about me.

My transition team:

My transition team:

Name:

The person who will help me the most in my transition is: (Circle a staff from youth-serving agency)

North Transitioning in KFLRA Youth Toolkit
Kingston, Frontenac, Lenox & Addington | February 2016 | Worksheet #2

My Transition Team

Worksheet #4
My First Transition Meeting

**professionals: Tell me a little about yourself, I'll tell you about myself*

My team can help me in the following ways:

I like this question its personal

Anxiety, Motivation, School.

I want to share the following written information from my file with my transition team:

Testing, calling, email, facebook

When is the next meeting of my transition team? What has to be done before the next meeting?

**youth-friendly training*

North Transitioning in KFLRA Youth Toolkit
Kingston, Frontenac, Lenox & Addington | February 2016 | Worksheet #4

My First Transition Meeting

Worksheet #6
Check In Chart

Fill this out and give to any member of your transition team when you have something to talk about or something that you need during your transition into new services.

Name:

I need to talk to:

Circle what is important for me to talk about:

<input type="checkbox"/> my statements	<input type="checkbox"/> my care plan	<input type="checkbox"/> medication
<input type="checkbox"/> my team members	<input type="checkbox"/> service I need	<input type="checkbox"/> things
<input type="checkbox"/> talk to her	<input type="checkbox"/> my school	<input type="checkbox"/> my challenges
<input type="checkbox"/> money	<input type="checkbox"/> a care coordinator	<input type="checkbox"/> someone I talk about
<input type="checkbox"/> my family	<input type="checkbox"/> my responsibilities	<input type="checkbox"/> my future plans
<input type="checkbox"/> contact information	<input type="checkbox"/> where I live	<input type="checkbox"/> something else

School

Please tell _____ about this check in chart.

My initials:

Date:

North Transitioning in KFLRA Youth Toolkit
Kingston, Frontenac, Lenox & Addington | February 2016 | Worksheet #6

Check-in Chart

Implementation Plan



- 5 agencies selected to **pilot test** the YTP
- Agency Implementation **Lead Team**
- Introduce and **use YTP** in the pilot agencies
- Monitor, assist, review, **adjust as needed**



How did we do? (June 2014 - October 2015)



- **5** agencies implemented YTP
- **9** clinical staff using YTP
- **120+** clinicians received original orientation to YTP
- **20** YTP cases (as of January 2016)
- KFL&A service community receiving **regular communications** on progress
- Positive Testimonials



Testimonials



- “Creates a **clear direction for workers** to follow when a referral from a youth-serving agency makes contact.” *D. H.*
- “The YTP is very well organized and thought out. It delivers **good tools**; it’s **easy to use**; and provides structure for the moving of youth to adult services.” *J. J.*
- It is **more labour intensive** to plan this way, but the pay-off for the client is **worth it.**” *J. B.*

Testimonials



- “This **streamlined process** was much better for the client ... not having to re-tell their story ... less anxiety.” *C. M.*
- “The YTP has been helpful in **guiding the conversation** with the young person to transition to adult services.” *A. O.*
- “My client and her mother appreciate that **the work is off their plate** in organizing the transfer to another organization.” *J. B.*

Protocol

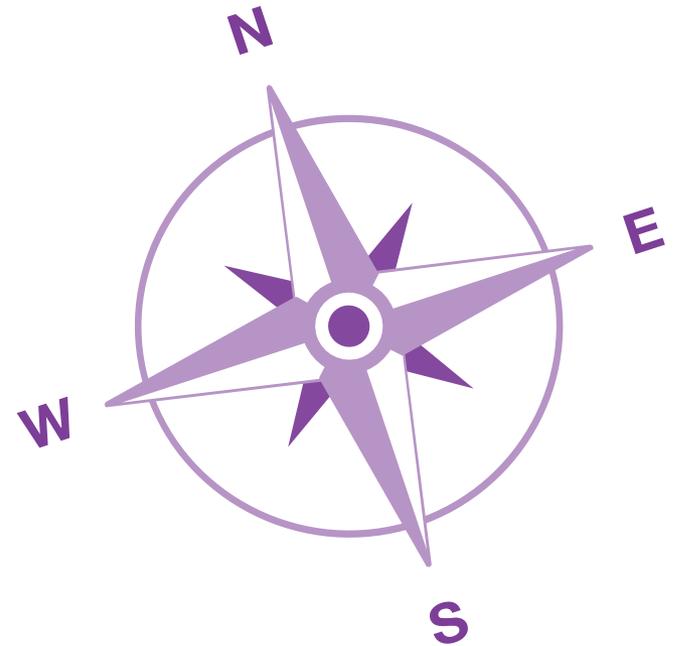
Key Action Steps



YTP Guiding Principles



- Human connections **enliven** the process
- **Key actions** set parameters, but not limits
- Work with **what we have** available already and are creative through **solution focused** thinking
- Promote a **spirit of collaboration**, and an appreciative context within which to **support youth** who need us
- Spell out **roles and responsibilities for all participants** in the transition process to help guide our work



Transition Stages

1. Initiate Transition
2. Prepare for Transition Meetings
3. Host Transition Meetings
4. Post Meeting
5. Final Transitional Phase



Initiating Transition

Youth-Serving Agency Will:

- Help youth understand the reason for the transition
- Secure consent
- Ask about the transition team
- Contact adult agency
- Review toolkit
- Gather documents
- Provide ongoing treatment

Adult-Serving Agency Will:

- Respond within 5 days
- Connect youth if needed
- Outline required documentation
- Propose meeting date

Preparation for Transition Meetings

Youth-Serving Agency Will:

- Confirm dates, location, participants
- Create draft agenda
- Share toolkit worksheets
- Gather youth's questions and documents to share at meeting

Adult-Serving Agency Will:

- Lead contact person will communicate with youth-serving agency
- Add to or amend agenda as necessary

At Each Transition Meeting

Youth-Serving Agency Will:

- Ensure info shared is understood, and pace is appropriate
- Ensure youth questions are brought forward
- Clarify roles and responsibilities for team
- Facilitate discussion
- Schedule next meeting
- Set a time for debrief

Adult-Serving Agency Will:

- Serve as meeting host
- Respond to questions
- Describe available services and clarify roles and responsibilities
- Plan collaborative process
- Follow up on any outstanding issues or questions
- Confirm acceptance and approx. date for service

Post Meeting

Youth-Serving Agency Will:

- Implement action items with youth
- Share information as agreed

Adult-Serving Agency Will:

- Fulfill commitments regarding barrier resolution and documentation transfer

- Jointly resolve any outstanding questions
- Schedule follow-ups and check-ins through to completed transition

Final Transition Phase

Youth-Serving Agency Will:

- Advocate for the youth
- Support adult agency in youth engagement and troubleshooting

Adult-Serving Agency Will:

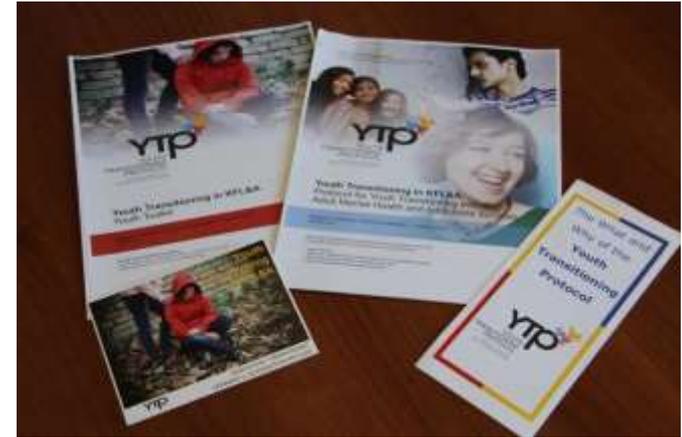
- Consult youth serving agency
- Notify youth agency as needed

- Adhere to follow-ups and check-ins through to completed transition

YTP Orientation Sessions (October 2015)



- 160 Participants
- 45 Direct and allied **service agencies**
- General **orientation** and case study review
- Great opportunity for networking
- 80% **confirmed relevance** to practice/work
- 65% **confirmed** present approach + **will alter** practice/work



Lessons from the field

- Expect transition to **start earlier**
- **Involve** youth and families more
- Increase **collaboration** between youth and adult sectors
- Collaborative **relationships** will improve the transition
- **Longer transition** period may be needed
- Good **structure** to provide direction



Full Implementation



- **Scale-up** implementation of the YTP with more staff and more agencies in KFL&A
- Continued to **monitor** and adjust accordingly
- Continued with **communications** across region
- Possible **new communities**



Sustainability & Oversight Committee



- Formed in **January 2016**
- Key areas of focus:
 - Transition Process
 - Communication
 - Education & Training
 - Evaluation & Fidelity
- **5 agencies** now and other to follow.
 - Youth Diversion, Pathways, AMHS, KCHC, HDH/CAP
- **Support** from PSSP



Sharing Out



- **Share** KFL&A experience across Ontario
- In play in **other communities**
- **Regular requests** for details
- **More agencies** and more staff
- Telling our **story**
- **Exemplar** for How-to-Guide developed by Provincial and Territorial Working Group on Mental Health and Substance Use



Implementation Evaluation

- Successfully **implemented**
- **Positive** perceptions and **high** expectations
- Associated with **strong sense of collaboration** among service providers
- **Some uncertainty** about when and with whom to use it
- **Continued actions needed** to ensure visibility, use, and sustainability



Perceptions and Feedback



- “YTP has been a **big help**”
- “I will use it **indirectly** ... sharing information and making connections”
- “I support the YTP and **want to learn more** about how best to use it”
- “Now in **a better position to help** young person through YTP”
- “I would use the YTP if my clients were **over 16**”
- “Changing how transitions are done will take time. **YTP has potential** to help”
- “I need to know **where to access** the YTP”



Successes

- Gap identification process
- Strong community **leadership**
- Strong community **engagement**
- Good **movement** during the implementation process
- Improved **connectedness** between youth and adult sectors
- Growing **interest** from across Ontario



Challenges

- High **personnel turnover** and changes in agency **leadership**
- Concurrent system **redesign** in SE LHIN
- Relative small number of **cases** at start
- Occasional loss of **momentum**
- Meeting and project **fatigue**
- Growth of other youth-focused **initiatives**
 - Competing mandates
 - Same players
 - Overlapping timelines



Solutions

- **Leadership** from multiple sources
- Consistent **push forward**
- Steady **progress**
- **Celebrate** milestones
- Process **outcomes**
- System change **outcomes**
- **Communication**
- Local and central **support**
- PSSP **Project Management**



Policy Implications

- Need for greater **networking and connectedness** between sectors
- **Age mandates** can/do affect transition and care
- Simultaneous and **competing initiatives** can/do affect implementation
- Competing **demands on system leaders** affects endorsement, progress, momentum, and change.



Contact Us



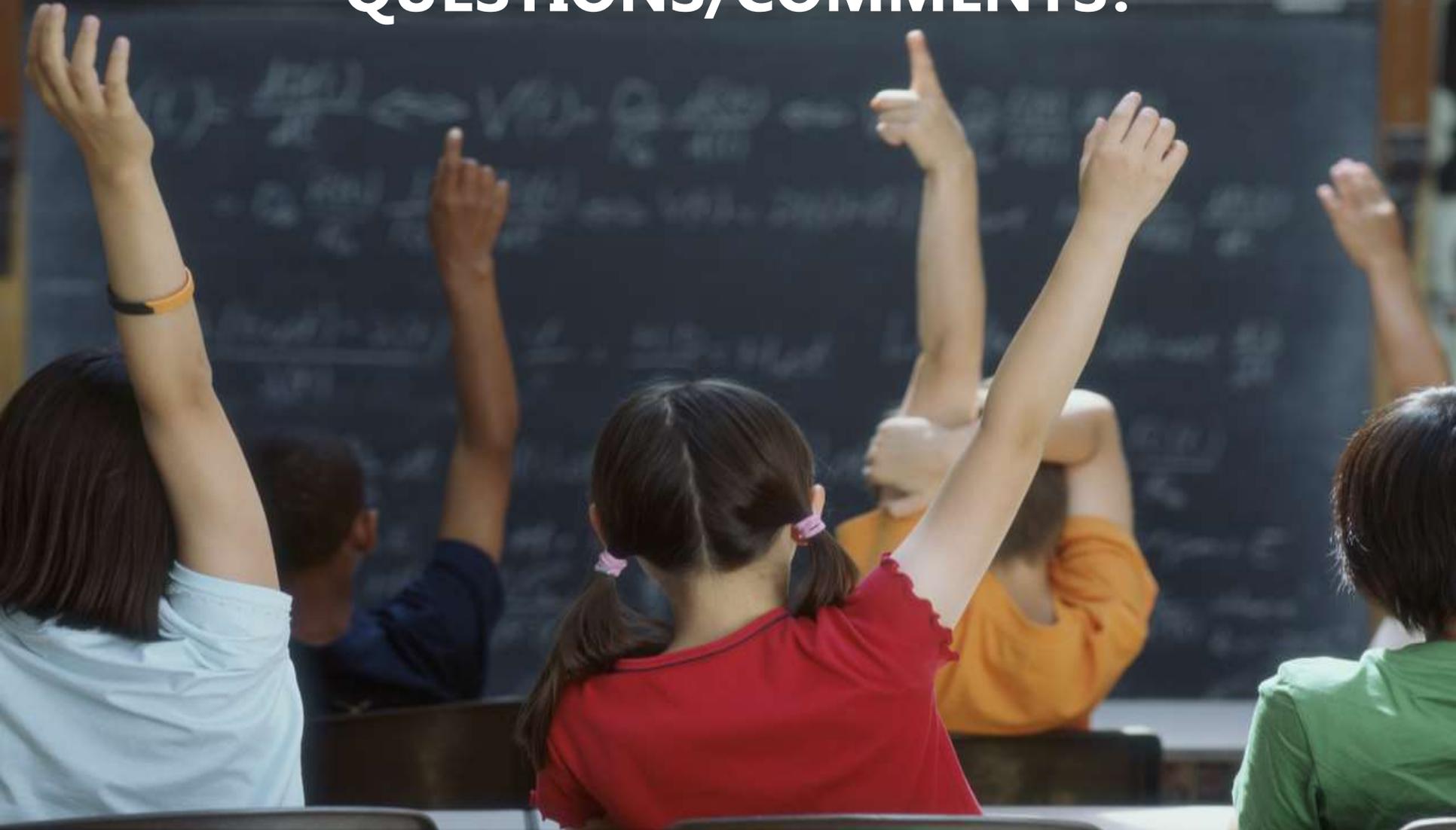
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QUESTIONS/COMMENTS?



STAY TUNED

**Trauma Informed Justice:
A System Level Transformation in Kenora Rainy River**
Wednesday, January 11, 2017
11 am – 12 pm (EST)



Register Now!

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