



Waterloo Wellington Fast Facts

For general information about the Systems Improvement through Service Collaboratives (SISC) initiative, please see www.servicecollaboratives.ca.

How did the Waterloo Wellington Service Collaborative begin?

A provincial oversight committee, comprised of representatives from multiple government ministries (e.g. Ministries of Child and Youth Services, Health and Long-Term Care, Community Safety and Correctional Services, the Attorney General, Training, Colleges and Universities, and Education), made decisions on the locations of the Service Collaboratives, taking into account recommendations made by the Centre for Addiction and Mental Health (CAMH). Waterloo Region and Wellington County (Waterloo Wellington) were selected as a Service Collaborative community in the second phase of the initiative. The initial meeting of the Waterloo Wellington (WW) Service Collaborative took place on November 21, 2012.

Who was involved in the WW Service Collaborative?

The WW Service Collaborative had approximately 30 members, which represented agencies and programs that worked with youth and young adults. This included representatives from a range of sectors, including education, criminal justice, child welfare, primary healthcare, and addictions and mental health services. Members were involved to varying degrees, depending on their level of engagement in employing the selected intervention.

What was CAMH's role in the Service Collaborative?

The Ontario Government asked CAMH to lead the implementation of the Service Collaboratives. CAMH consulted local and provincial leadership to determine the key partners who needed to be involved in the Collaboratives to ensure local success. Although CAMH sponsored the initiative, the Service Collaboratives were community led.

CAMH supported each collaborative with a local Regional Implementation Team (RIT). This team facilitated the Service Collaborative as it moved through the process of selecting a community gap, choosing an intervention to address the gap, implementing the intervention, and evaluating its effectiveness. CAMH used an implementation science framework developed by the National Implementation Research Network (NIRN) to help local communities move through this process.

What is implementation science?

Implementation science is the study of methods to implement evidence effectively in healthcare. It is becoming increasingly prominent, as service providers face growing pressure to demonstrate effectiveness and efficiency in methods of care. The SISC initiative adopted the NIRN implementation model, which provides a framework for planning and structuring activities so interventions can be put in place in the way they are intended. It involves several stages and tools to promote successful implementation.



What was the role of health equity processes in the initiative?

SISC strived to be inclusive of diverse community partners. Provincially, two health equity priority populations were identified: (1) First Nations, Métis and Inuit (FNMI) peoples, and (2) Francophone Ontarians. Local Service Collaboratives made attempts to engage with priority populations at the local level to parallel provincial engagement and consultation. A Health Equity Impact Assessment was completed to critically examine the possible impact of the chosen intervention on diverse populations. The Service Collaborative also took into account the ability of an intervention to be implemented across diverse populations when deciding what to implement.

What else did the WW Service Collaborative do early on?

The WW Service Collaborative engaged in a process of prioritizing key service gaps, developing a short list of interventions, and selecting an intervention. In spring 2013, the Service Collaborative selected the Transition to Independence Process (TIP) Model as the intervention to be implemented across Waterloo Region and Wellington County.

What is the Transition to Independence Process (TIP) Model?

Transition to Independence Process (TIP) Model is an evidence-supported model of care that addresses the needs of transition age youth and young adults (14 to 29 years old) with emotional and behavioural difficulties. TIP helps youth transition into adult roles by engaging them in a futures planning process, as well as by providing developmentally appropriate services and supports. TIP is operationalized through guidelines and core components that provide a basis for working with youth and their families. Essential elements of TIP include:

- TIP System Guidelines
- TIP Core Practices
- TIP Facilitators
- TIP Coaches and Supervisors
- Youth Engagement

The guidelines and core practices focus on tailoring services to the specific needs of youth. TIP facilitates the use of a common language and set of tools for all service providers working with transition aged youth. Evidence has demonstrated positive outcomes for youth, including:

- Increases in young people being employed or completing their educational goals
- Decreases in involvement with the criminal justice system
- Decreases in substance misuse
- Decreases in homelessness
- Decreases in the use of intensive mental health services
- Savings in the cost of providing service



How was TIP implemented in Waterloo Wellington?

The Service Collaborative accomplished many milestones in implementing TIP across multiple sectors in both Waterloo Region and Wellington County. An implementation plan was developed. Five community-based trainers were certified to deliver TIP training in Waterloo Wellington, and eight waves of training were provided in the community. Approximately 250 service providers in 29 organizations were trained in TIP.

A Regional Evaluation Coordinator introduced a number of monitoring and evaluation mechanisms to measure the degree to which TIP practices were embedded in participating programs. This monitoring helped to inform ongoing implementation support. A summary of preliminary evaluation data was published and shared with the community.

What are the next steps for Waterloo Wellington?

Moving forward, the primary objective is to support organizations as they strive to embed TIP as 'business as usual'. The community is currently developing ways to sustain TIP in Waterloo Wellington, while expanding supports for transition aged youth. This work is being led by a TIP Sustainability Committee and a broad-based Transition Age Youth Oversight Committee.

How can I get involved in, or learn more about, the TIP implementation in Waterloo Wellington?

For more information, please see servicecollaboratives.ca or contact:

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