

# **A Model for a Collaborative Approach to Service Delivery**

## **Follow-up Next Day Service**

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# Partnership

- IWK Mental Health and Addictions Program
- Halifax Regional Police
- Mental Health Mobile Crisis Team (MHMCT) (Capital District Health Authority)
- Department of Community Service's Child Welfare Provincial Emergency Duty System (PEDs)



# Background

The partnered services identified a need for coordinated crisis stabilization services for:

- Families experiencing severe parent/child conflict where housing for the youth is at risk as a result of the presenting situation
- Clients are families and youth (under 16 years) experiencing severe parent/child conflict on a first time or on-going basis

# Child and Youth Strategy

- Funding for a Social Work position was provided by Child and Youth Strategy as a pilot
- Service provision began in Dec 2009



# FUNDS Mandate

To provide:

- Next day intervention services for parent-child conflict
- Improved service continuity between after hours response and next day follow-up
- Cross-training opportunities and partnerships related to parent/child conflict responses
- Timely issue resolution, consultation and planning around individual cases
- A review mechanism for systemic issues

# Clinical Services Provided



- Mediation
- Parent training (Incredible Years)
- Training of staff and community partners
- Crisis intervention
- Immediate follow-up
- Temporary case-management



**The Incredible Years**   
Parents, teachers, and children  
learning better

# Terms of Reference

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The Joint Partnership Table :

- A standing committee which will act as a coordinating body in relation to recommendations, service delivery, policy development, implementation and overall vision with regards to Follow up Next Day Service.
- Ensure that the service is meeting its mandate and functioning effectively as a coordinated and collaborative service.

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# Specific Tasks



- 1. To develop, implement and evaluate,
  - a. Service protocols and guidelines
  - b. Joint Training Plan
  - c. Ongoing relationships between the four sponsoring partners
- 2. To ensure strong and effective systemic linkages between the Partners
- 3. To ensure that the content and spirit of the approved pilot project proposal is maintained.
- 4. To ensure strong and effective linkages with community based stakeholders



# Joint Partnership Table

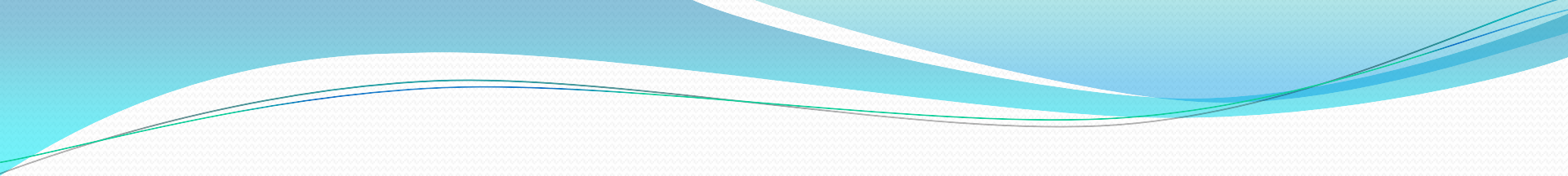
- Responsibilities:
- Respond to requests from any of the identified partners
- Make recommendations to their senior management for their endorsement or final approval as required
- Facilitate the reporting process.



# Membership

Consist of 1-2 representatives from each of the four partners:

- Mental Health Mobile Crisis Team (Capital District Health Authority)
- IWK Mental Health & Addictions Program
- Halifax Regional Police/RCMP
- Central Regional Office of the Department of Community Services
- Child and Youth Strategy Central Region Specialist

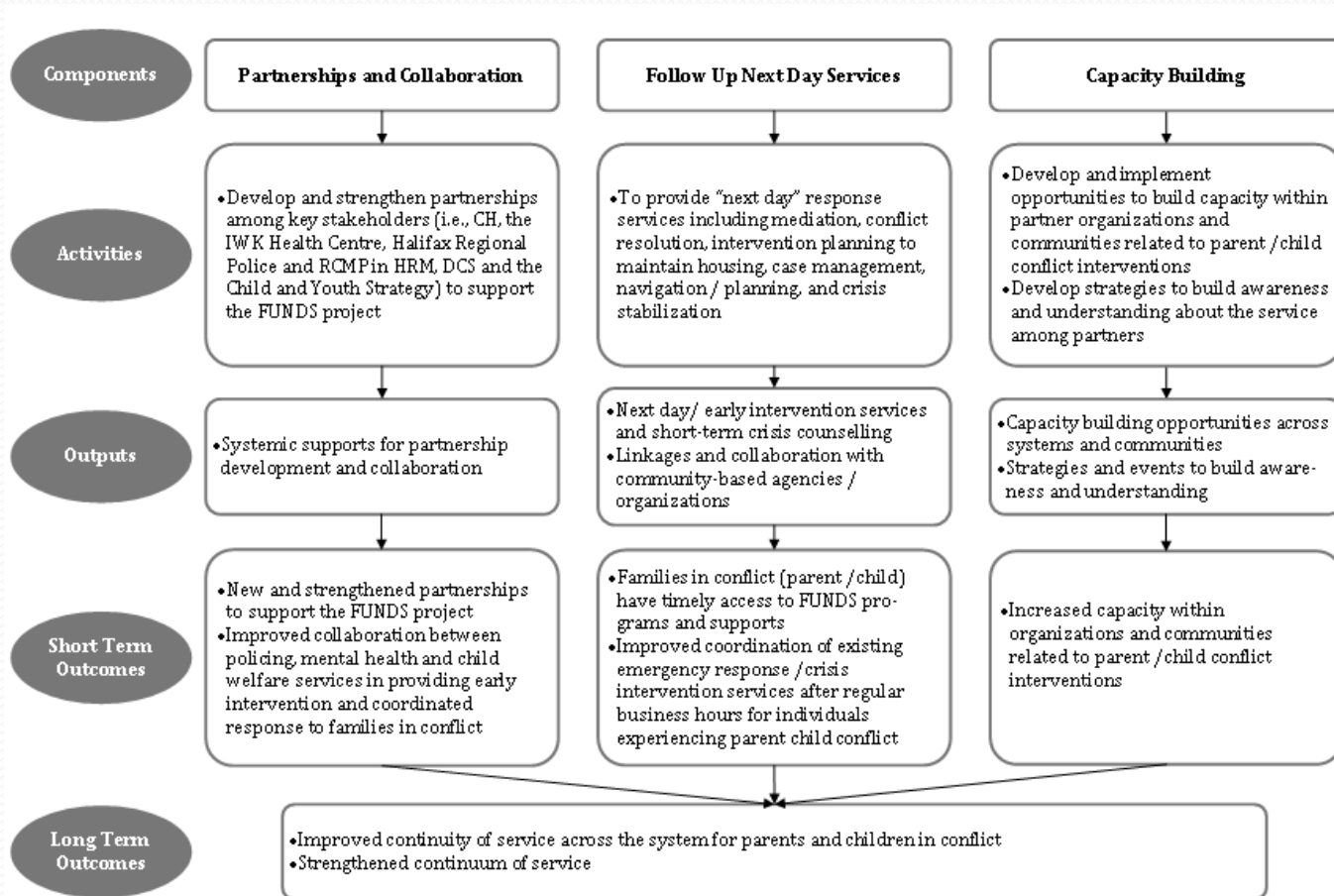
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- Co-chaired by representatives of DCS and IWK
  - **Meeting Frequency:**
    - Meetings will be held monthly. Increased frequency will occur on an ad hoc basis.

# External Evaluation of Service

- Collected data to access both process and outcome measures
- The evaluation process included the development of a program logic model and collection of data to assess both process and outcome measures
  - Service and Program Tracking
  - Stakeholder Focus Groups
  - Data Synthesis



# Logic Model



# Key Facilitators to Success

- Support of leaders from within partner organizations
- Skill set
- Position not embedded in one organization
- Provision of services in clients' homes



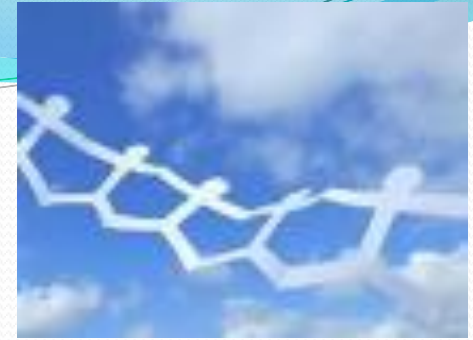
# Outcomes Measured On Monthly Basis

- Conflict Resolution /Mediation
- Provided Psycho-education
- Maintained Residence
- Maintained Service
- Referral for Placement
- Stayed in school as a result of intervention
- Follow up
- Referral Out

Monthly Stats	Oct /10	Nov/10	Dec/10	Jan/11	Feb11	Mar/11
# Interventions	52	65	48	45	57	34
# unique clients	47	61	42	31	28	32
# new clients	11	6	13	8	2	8
Cases Open at the end of the month	<b>20</b>	<b>21</b>	<b>23</b>	<b>23</b>	<b>24</b>	<b>25</b>



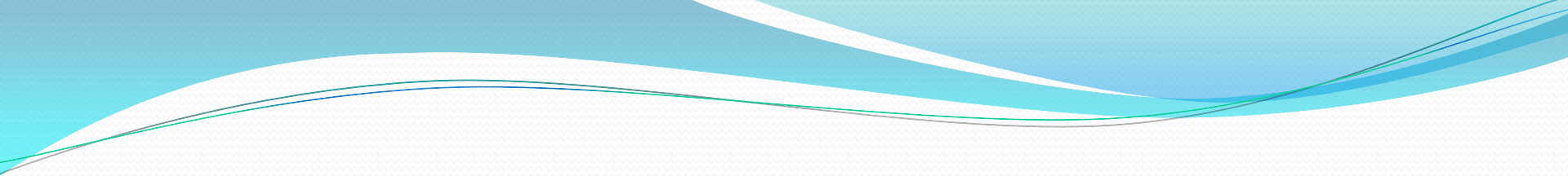
# Impacts of Partnership



- Strengthened partnerships between CDHA, IWK, DCS and HPD
- Improved collaboration between stakeholders including frontline providers
- More coordinated response for families in conflict
- Linking very complex youth and families to services in community
- Providing support for families who traditionally would have been on long wait lists and/or fall through the cracks

# Quotes From Focus Groups

- ...it has changed the focus of the partnerships and silos...
- ...it's more “what can we do collectively to help this family now”...
- ...it gives hope to families...
- ...a very strong advocate...
- ...bridges services...
- ...provides an opportunity for different services to connect...
- ...connects all the pieces for the family and youth...
- ...it is good client service delivery...

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- ...provides where our mandate doesn't fit or the police mandate doesn't fit or mental health doesn't fit...
  - ...impact of more positive parenting and better skills...
  - ...we are maintaining children in their homes with families where they need to be...
  - ...in many cases that had they not had that support in place at that time that the families wouldn't have been able to maintain to stay together...
  - ...they aren't calling the crisis team as frequently.....

# Questions

