



**Downtown Toronto Human Services and Justice  
Coordinating Committee (DT-HSJCC)  
Meeting Minutes  
March 5, 2015  
8:30 a.m. – 10:00 a.m.  
Old City Hall, Room 14**

**Present:** Susan Davis (Co-chair), Gerstein Centre; Rhona Zitney, CRCT; Elaine Amsterdam, Gerstein Centre; Domenica Dileo, HSJCC; Flora Matheson, St. Michael's Hospital; Esther Daniel, Judiciary; Sarah Easterbrook, Probation and Parole (Yonge St. Office); Michael Lyster, Strachan House; Marianne Quirouette, University of Toronto; Robin Cuff, CAMH; Natalie Massender, Margaret's Housing and Community Support Services; Stephanie Gloyn, CAMH-Toronto Justice Service Collaborative; Natasha Bartlett, CRCT/Fred Victor; Deryck Thomas, Reconnect; Mike Hughes, Reconnect; Stephanie Massey, PASAN

**Regrets:** Katie Almond (Co-chair) Riverdale Probation and Parole; Sandra Bricker, Toronto Network of Specialized Care; Debbie Lynch, CTYS; Cindy Rose, Toronto Public Health; Evelyn Mitchell, Salvation Army, Maxwell Meighen; Alison Hunt, The Access Point; Dianna Cochrane, CAMH's Complex Mental Illness Program; Linda Brett, The Access Point; Ava Griffith, Women's Residence; Paula McLellan, Toronto Bail Program; Gord Reid, Toronto Police Service; Amber Kellen, John Howard Society of Toronto; Sarah Haslip, T.A.Patterson & Associates Inc.; Kaley Smith, Turning Point; Margaret Creal, Crown Attorney's Office; Robyn Miller, CHIRS

**Welcome and Introductions**

- Everyone introduced themselves
- Natalie Massender attended on behalf of Talena Jackson-Martineau

**Review of January 8, 2015 Minutes**

- The minutes of January 8, 2015 were approved.

**Presentation – Deryck Thomas and Mike Hughes, The South Toronto LINK Team**

- Slide deck will be distributed with the minutes
- They provided background information about the project, which is to find ways to enhance capacity to connect complex and at-risk clients to appropriate services. These clients are 1% of the health user population and account for one-third of health care costs in Toronto.

- It was assumed that complex clients would be connected to a variety of support services. However, it was found that these clients touched the system with no follow up.
- The LINK service delivery model focuses on servicing the urgent needs of complex client and includes: Timely access to services and clinical care coordination through an integrated multi-disciplinary team approach.
- The LINK team and at Reconnect Mental Health Services are all trained in DBT.
- The LINK has a 24/7 coaching line that clients can access for additional support.
- Benefits include: Clients can access a single source health service provider who can offer a full spectrum of services based on needs; reduces fragmentation and administrative burden.
- St Joseph's Hospital can refer directly.
- All other referrals to go through Access Point and ask for the Health Link team.
- No definite discharge limit and will work with individuals until they graduate.
- Reconnect has continuity of care and can offer support.
- Also have the capacity to work with psycho-geriatric clients, those with Acquired Brain Injury and clients with a history of arson.
- Client criteria includes having had visited a hospital emergency room and be identified as a complex client.
- Currently have no waitlist.
- If referred by St. Joseph's Hospital client is able to access services much quicker.
- Mike Hughes will send the referral form to Domenica Dileo for distribution to the members. Mike's phone number is 416-432-2464.
- Deryck Thomas and Mike Hughes, were thanked for their informative presentation.
- Eligibility Criteria will be distributed with the minutes.

### **Lunch and Learns**

- The February 25<sup>th</sup> Lunch and Learn on Women, Trauma & Incarceration: What They Say, How We Work with guest speaker Dr. Flora Matheson and Robin Cuff was successful.
- The session generated ideas and fruitful discussion took place.
- Flora Matheson and Robin Cuff were thanked for their presentation.

### **Membership Review**

- There was discussion about the DT-HSJCC having a large membership and not all members attend meetings. Discussion ensued whether to ask members if they want to stay on the committee and in what capacity. For example, if they want to just receive minutes and/or correspondence; or if

they would like to attend meetings. It was decided to leave membership open given the changes that often occur in the various sectors.

- Discussed the Scarborough HSJCC model of including people with lived experience.
- Voices from the Street was invited to present in Scarborough and was able to assist in referring people with lived experience to the committee.
- It was decided to strike a small committee to meet with Voices from the Street to start the process.
- Stephanie Massey is interested in participating. If anyone is interested in joining the Ad Hoc Committee please contact Susan Davis or Domenica Dileo.

### **2015/2016 Work Plan**

- Work Plan was approved as is with the following qualification: that it be flexible to include key issues to address as a result of the SWOT Analysis on the concept of Central Access.
- The Work Plan is an ongoing process.
- Proposed budget to the T-HSJCC:
  - To continue with the support of TTC tokens and food vouchers at the courthouses after it was identified that it is a much-needed service. It is recommended that \$2000 go towards tokens and \$2000 go towards food vouchers (\$ 4000 total).
  - Lunch and Learns: \$630 total for two Lunch and Learns
  - Honorarium for People with Lived Experience. \$600 total**TOTAL BUDGET = \$5,230**
- The Workplan and Budget were approved.

### **Explore Central Access through SWOT Analysis**

- Susan Davis provided the context for Central Access
- Central Access has been on the agenda for the last couple of years and members have supported the idea. We recognize there have been some barriers.
- Robin Cuff facilitated the SWOT Analysis process
- Committee started a SWOT analysis to look at the intended goal of centralized access, which was to improve access for clients.
- The analysis will continue at the next meeting with the goal of identifying key issues that the committee can work on.

### **Service Resolution/Coordination Issues – No issues identified**

### **Updates from T-HSJCC and Provincial HSJCC**

- The Provincial HSJCC Conference will take place November 16 – 18, 2015 in Toronto.

### **Agencies Updates**

- Labour negotiations are continuing

- If anyone has any updates please send to Domenica Dileo

**Service Resolution/Coordination Issues - What are the Current Challenges?**

- No issues identified

**Actions**

- Domenica Dileo to contact the Mid-East Health Link team to present at the next meeting

**Next Meeting:** May 7, 2015, 8:30 a.m. -10:00 a.m.

Old City Hall, 60 Queen St. West, Room 14

Presentation: TBD