



INTERSECTIONS

Hastings & Prince Edward

Intersections – Not just a program: Relationships and the rural reality



Sarah Phoenix

Intersections Coordinator

sphoenix@nhcs.ca, intersections@nhcs.ca

Sergeant Cynthia Savard

Community Safety Coordinator – Coordinatrice des Services Communautaire OPP East Region Headquarters – Quartier Général Région de l'Est

525 Queen Street, Smiths Falls, Ontario, K7A 5K8

OFFICE: (613)285-2750 - VNET: 503-2750 - CELL: (613)285-4850 cynthia.savard@opp.ca

Heather Lackner

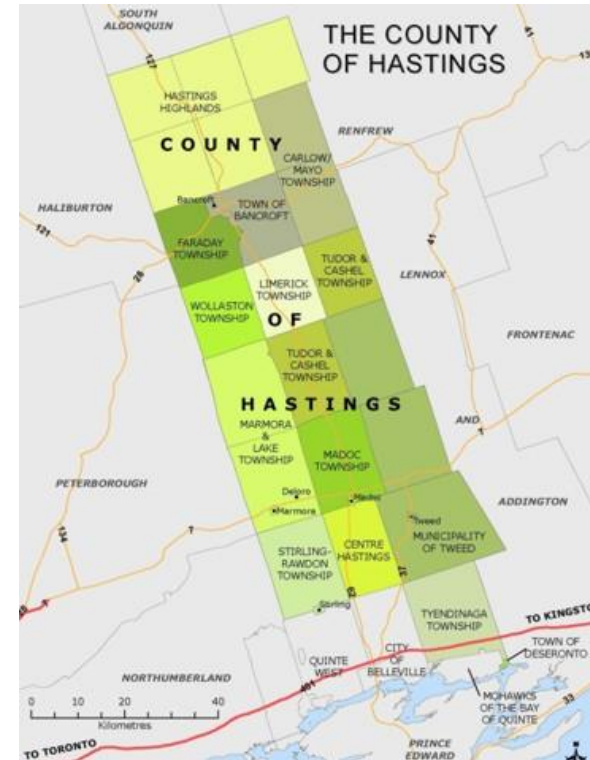
Implementation Specialist

Provincial System Support Program

Centre for Addiction and Mental Health (CAMH)

613.546.4266 ext 78053

Heather.Lackner@camh.ca



North Hastings



Mission Statement

“NORTH HASTINGS
CHILDREN’S SERVICES
PROVIDES QUALITY
SERVICES AND
SUPPORTS TO
ENHANCE THE WELL
BEING OF CHILDREN
AND THEIR FAMILIES
IN PARTNERSHIP
WITH OUR
COMMUNITY.”



Child
Development
Lens



Family
Support Lens



Indigenous
Lens



THE 3 LENS OF NORTH HASTINGS CHILDREN'S SERVICES

2019 January to September



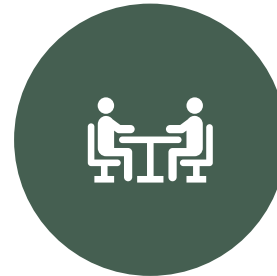
Parents/caregivers visits
= 3665



Newborn to 6 = 4387
visits



Children aged 7+ =
visits 3068



3316 referrals to social
services

Licensed Child Care

North Hastings Children's Centre

York River School Age Program

Birds Creek Public School Program

Hermon Public School

Early Years

Bancroft EarlyON

Algonquin Inòdewiziwin EarlyON

Special Events

EarlyON Outreach in all North Hastings

Youth Programs

Our Shared Commitment Lunch Clubs Violence Prevention

Experience Summer Camp

Intersections

Youth Advisory Board

YOURSPACE

Family Support

United Way Healthy Food and Wellness Programs

Emergency Foodbank

Transportation

Complex Family Support

Car Seat Technicians

Triple P Positive Parenting Program

Community Partner Facilitated

Hastings Prince Edward Public Health

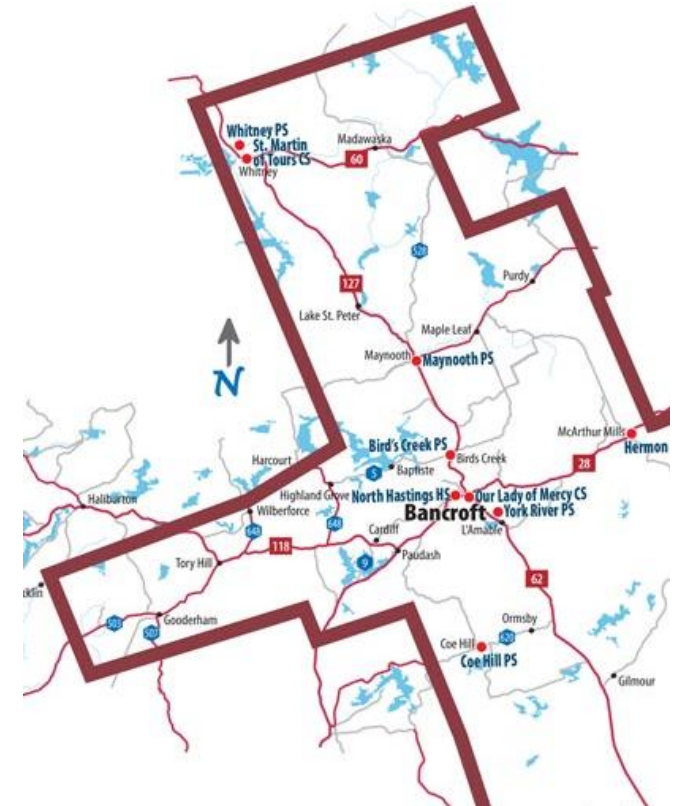
Bancroft and Haliburton Midwives

Family Health Team

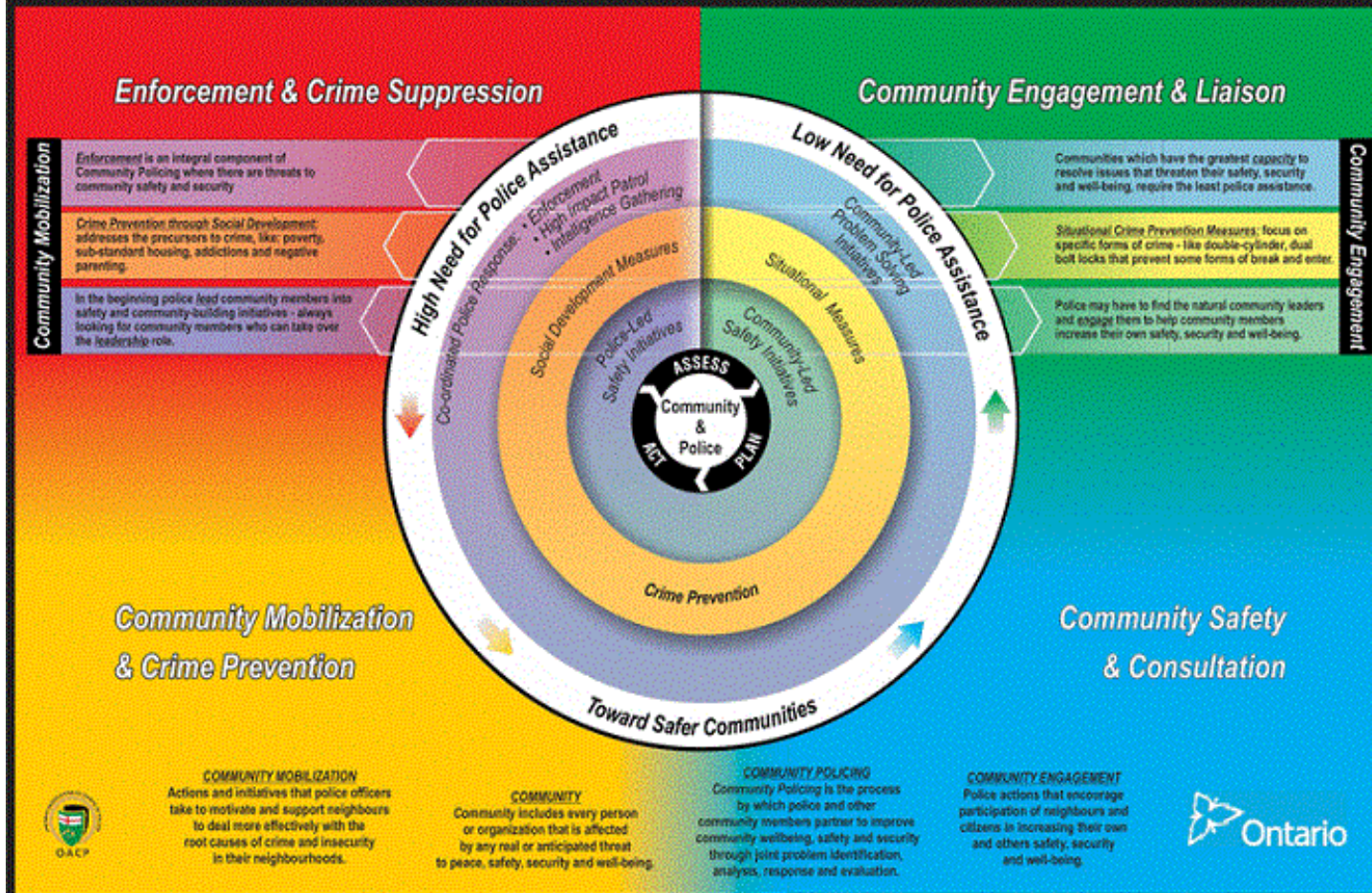
North Hastings Community Integration Association

Family Space

Infant and Child Development



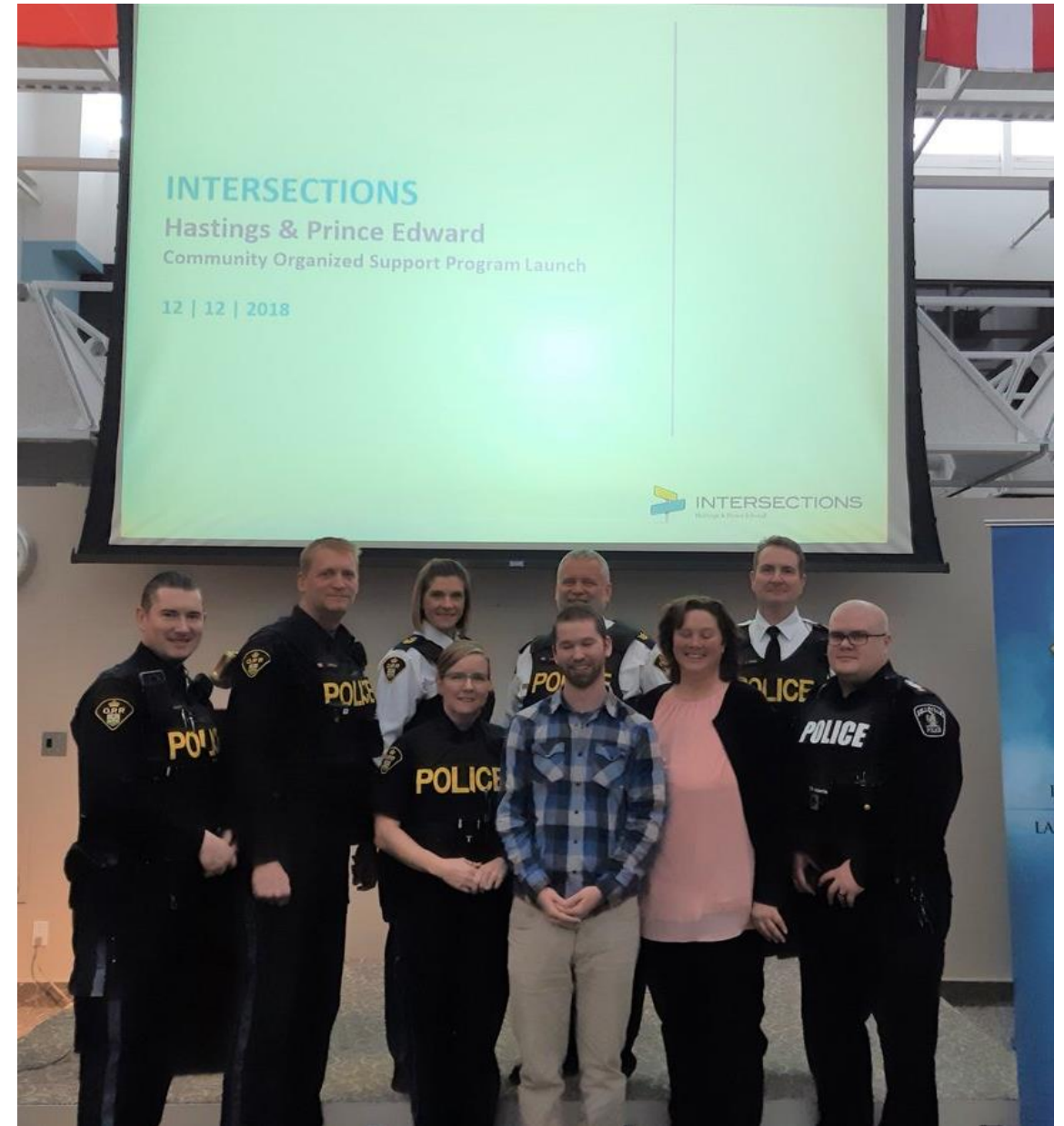
Ontario's Mobilization & Engagement Model of Community Policing



OPP







The Centre for Addiction and Mental Health



History

Roles

How

Implementation vs.
Sustainability



INTERSECTIONS

Hastings & Prince Edward

Brief History of Intersections

[Original Champlain Video](#)

As a Brockville police officer put it: "We need a solution for those kids where something needs to happen, but you don't know what."

The community wanted to create an early intervention program that would help police redirect youth with suspected mental illness, substance use issues or developmental disabilities to the right services, with the hope to reduce police contact in the future.

The community narrowed down potential solutions to 3 interventions.

A model from the UK best aligned with the criteria set out by the group and was adapted to Champlain's unique needs. Intersections was born!


1.
First
Contact

2.
Engagement
&
Screening

3.
Interventions
&
Pathways

Intersections Model






In June 2013, a group of justice workers in Champlain identified areas for improvement between the mental health and addictions system and the justice system.

Navigating the Youth Criminal Justice & Mental Health Systems

Youth Criminal Justice System




There were a number of areas for potential improvement at different system junctures.



Police reported responding to calls for social service-related issues, ongoing crisis incidents and mental health issues for children under 12.

They felt they needed a better solution to support families and youth.



The first juncture, police contact, was selected.

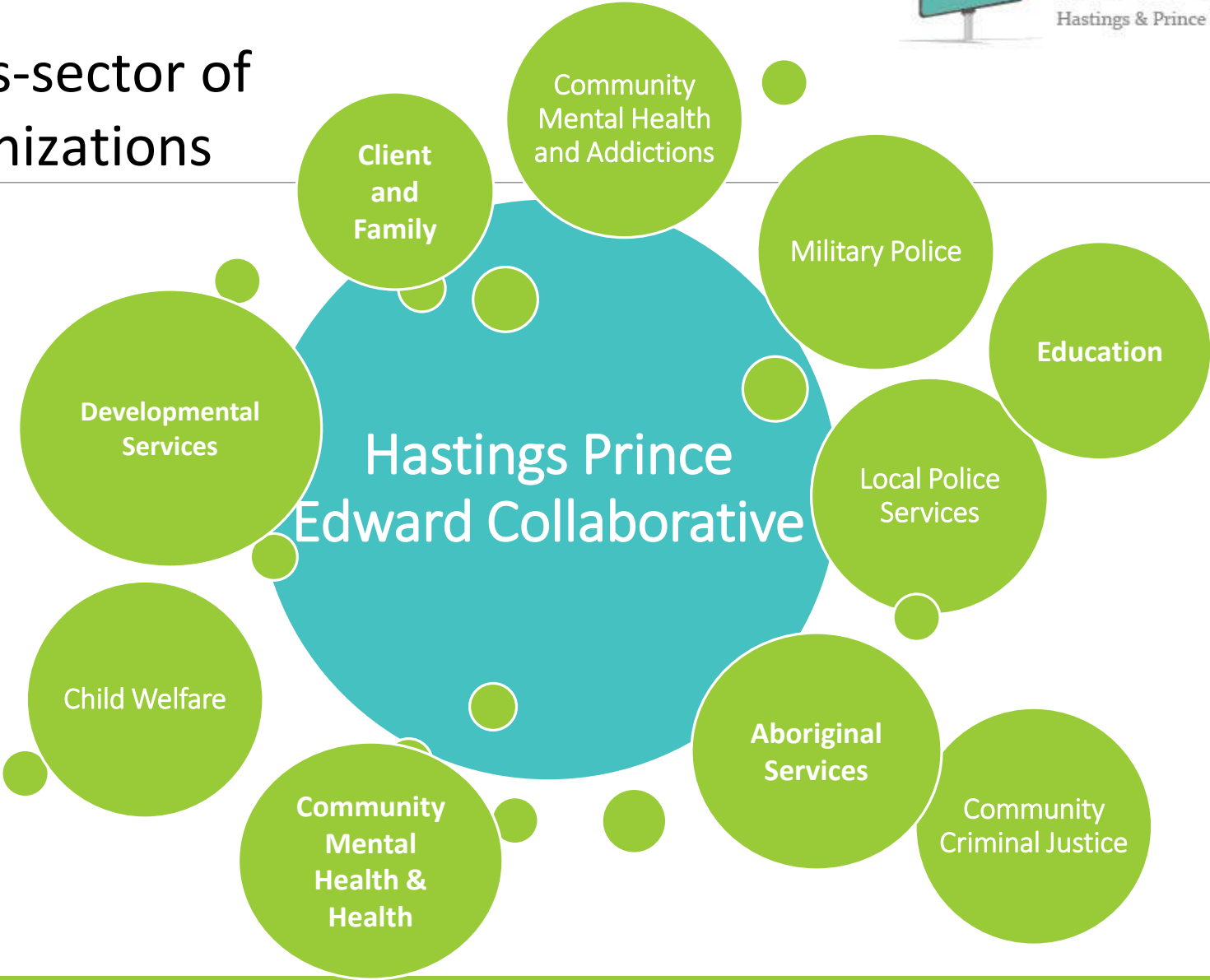
“We had 42 occurrences where this kid needed help but didn’t get it.” -
Deep River Police

Unprecedented Collaboration



INTERSECTIONS
Hastings & Prince Edward

Cross-sector of
organizations



Collaborators Hastings Prince Edward County

Mental Health /Addictions

- Addictions and Mental Health Services Hastings Prince Edward
- Children's Mental Health Services Hastings Prince Edward
- Canadian Mental Health Association of Hastings
- Peer Support Services of Eastern Ontario

Police Services

- Belleville Police Services
- Bancroft OPP
- Picton OPP
- Prince Edward County OPP
- Napanee OPP
- Central Hastings OPP
- Stirling Rawdon Police Services
- Quinte West OPP

Youth/Children Serving Organizations

- Belleville Youth Centre
- Cross-Over Youth (Ryerson University)
- John Howard Society
- Quinte West Youth Centre
- Recreation Outreach Centre (ROC)
- "Youth-In-Transition-Program"
- Youthhab
- "Community Organized Support and Prevention"
- North Hastings Children's Services

Other

- Hastings Community and Human Services
- Highland Shores Children's Aid
- Hastings Prince Edward Public Health Unit
- Quinte Health Care
- United Way HPE

Developmental

- Community Living Quinte West
- Community Living Belleville and Area
- Kerry's Place (Autism Services)
- Madoc COPE

Counselling/Community Based

- Counselling Services of Belleville and District
- Gateway Community Health Centre
- Red Cedars Shelter
- Sexual Assault Centre
- Three Oaks Foundation
- Trenton Military Family Resource Centre

Education

- Algonquin Lakeshore District School Board
- Hastings Prince Edward School Board

Collaborators North Hastings

Organization	Services/Programs	Limitations
Addictions and Mental Health Services Hastings Prince Edward	Satellite Office	16 plus
Children's Mental Health Services Hastings Prince Edward	Satellite Office	1 staff
Peer Support Services of Eastern Ontario	Adults Only Drop In	Open 4 days a week
Youthhab	Housing Complex- 4 beds	No support- just housing
Community Organized Support and Prevention	EJM/EJS satellite	1 part-time staff
Hastings Community and Human Services	Satellite- Income Support Office	Ontario Works-5 days per week, ODSP, 1 day a month
Highland Shores Children's Aid	Satellite Office	
Hastings Prince Edward Public Health Unit	Satellite Office	
Quinte Health Care	Hospital	Limited Services
United Way HPE	Funder of Other Programs	
Counselling Services of Belleville and District	No office in NH	Staff comes from Belleville Limited services
Sexual Assault Centre	Satellite	1 day per week
Algonquin Lakeshore District School Board	1 elementary school- k-8	1 part-time Child Youth Worker
Hastings Prince Edward District School Board	5 elementary k-6 schools 1 Secondary with Gr. 7 to 12	1 Child Youth Worker- for all schools 1 Part-time Social Worker

Intersections Model

Intersections is an evidence–informed early intervention program for children and youth aged 6 to 17 who are at-risk of becoming justice-involved and provides supports to their families as needed.

These young individuals and/or their families often come into contact with police because of situations related to mental health issues or illnesses, childhood and youth developmental issues and/or substance use issues. In order to reduce and prevent further interaction with police services and the justice system, this program helps young individuals and/or their families to access available support services within the community.





INTERSECTIONS

Hastings & Prince Edward

1

Police Contact



Police respond to an incident where the young individual meets eligibility criteria



Police fill out Intersections referral form and obtain consent from the young individual and/or the parents or caregiver(s)



Police give completed referral form to Intersections Coordinator

2

Engagement and Screening



Intersections Coordinator confirms receipt of referral



Intersections Coordinator meets with young individual and/or their families to confirm eligibility, and conducts screening



Intersections Coordinator suggests appropriate referral pathways given the unique needs and strengths of the young individual and/or their families

3

Interventions and Pathways



Intersections Coordinator completes the referral as per the referral process with receiving agency



Intersections Coordinator stays connected to the young individual and/or their families until a warm hand-off is conducted with the new service



Intersections Coordinator follows up with young individual and/or their families to discuss closure of the file after engagement in services



*The views expressed in this publication are the views of the recipient and do not necessarily reflect those of the Province



INTERSECTIONS

Hastings & Prince Edward

WHY INTERSECTIONS?

Intersections is an early intervention program that provides support to children and youth (ages 8-17) who are at-risk of becoming justice-involved and/or their families in order to reduce and prevent further interaction with police services and the justice system.

WHO TO IDENTIFY:

Children and youth aged 8 to 17 who exhibit the following:



Engaging in risky behaviour or acting out?



Substance use issues?



Mental health illness or issues?



Developmental disabilities?



Missing/Runaway?

WHO IS ELIGIBLE?

Children and youth who:

- Are 8-17 years of age
- Over 12: nuisance or troubling behaviour that is not criminal
- Are suspected of having mental health, substance use and/or childhood and youth developmental issues
- Have had police contact

WHO IS NOT ELIGIBLE?

Children and youth who:

- Qualify for diversion
- Are in imminent risk of harm to self or others
- Along with their parents/caregiver(s) who are not willing to participate
- Are on probation

HOW DO I REFER?

1. Complete the referral form
2. Provide the referral form to North Hastings Children's Services through email or delivery of hardcopies as arranged between police and the Intersections Coordinator:



EMAIL: intersections@nhcs.ca



PHONE: 613-332-0179



REDUCED CRIME



FEWER CALLS



EFFICIENT POLICE WORK



EMPOWERED GUARDIANS



COMMUNITY ENGAGEMENT



CULTURAL CONNECTEDNESS



IMPROVED WELL-BEING

WHAT WILL POLICE SEE?



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1

First Contact



Police respond to an incident where the child/youth meets inclusion criteria



Police fill out Intersections Referral Form and obtain consent from the parent/guardian

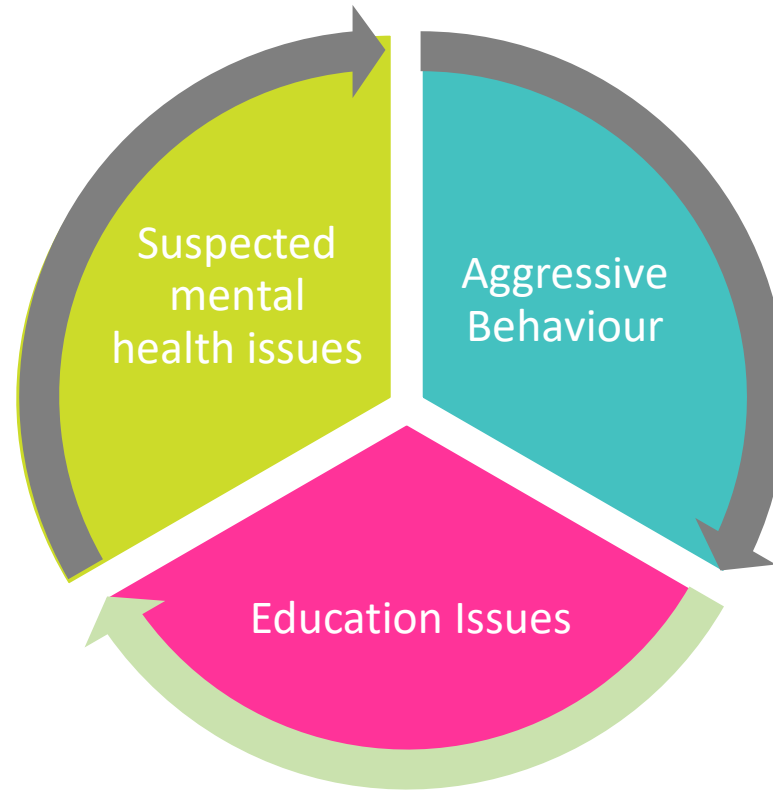


Police fax referral form to Intersections Host within 3 business days of the incident

Referrals to Intersections

**Bancroft OPP
Detachment
referrals to date:**

42 families



- Suspected Substance Abuse
- Family Conflict
- Domestic Violence
- Runaway-home
- Flight/Safety risk school



Referral Form

Occurrence #: _____

Date of incident: _____

Name : _____

Date of birth : _____

Address : _____

Parent/Caregiver: _____

Home Phone : _____ Cell Phone: _____

Details of incident and reason for referral : _____

By signing this form you consent to information about this incident being shared between the police and North Hastings Children's Services (NHCS) and wish to be considered for participation in Intersections. You also consent to the sharing of anonymous, non-identifying information that will be used for program evaluation purposes. **Note:** Your participation in Intersections is voluntary.

Please email the referral form to the Intersections Coordinator at NHCS.
Email: intersections@nhcs.ca

Signature of Parent/Caregiver _____ Signature of Youth _____ ☐ Verbal consent given

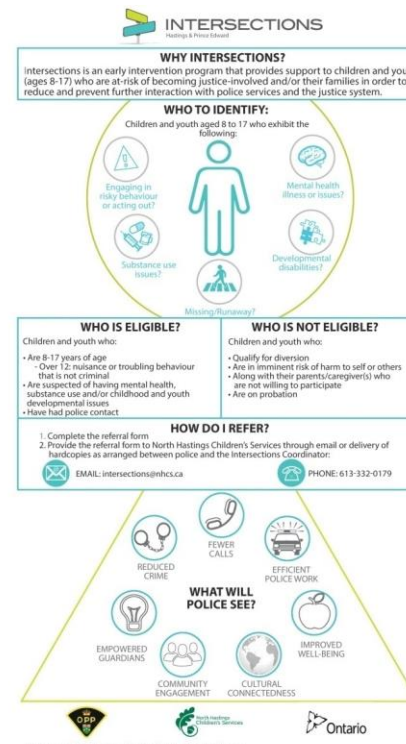
Name of Officer: _____


Badge Number: _____

Police Service: _____

Signature of Officer: _____

Date of Referral: _____ ☐ Caution- Safety





What is Intersections?

Intersections is a voluntary program that works with young individuals and/or their families to reduce and prevent further contact with police services and improve well-being. The program is for young individuals who are at-risk of becoming justice involved. After initial police contact, an Intersections Coordinator works with the young individual and/or their families to discuss their needs and to navigate and coordinate appropriate services.

Who is eligible to participate in Intersections?

Eligibility criteria:	Non-eligibility criteria:
Young individuals who: <ul style="list-style-type: none"> Are 8-17 years of age Have had police contact where the officer suspects the young individual is engaging in risky or troubling behaviour and/or could use extra individual or family support 	Young individuals who: <ul style="list-style-type: none"> Qualify for diversion Are in crisis (imminent risk of harm to self or others) Along with their parents/caregiver(s) are not willing to participate Are on probation

What are the benefits of participating in Intersections?

Young individuals and families may see:

- Strengthened family relationships
- Reduced police contact
- Fewer calls from schools
- Improved behaviour and well-being
- Enhanced community support
- Cultural connectedness


What are the next steps?

With the young individuals and/or families' consent, the referral form is sent by the police officer to the Intersections Coordinator at North Hastings Children's Services. The Intersections Coordinator will contact the young individual and/or the family directly with more information.

A young individual, parent, or caregiver can contact **North Hastings Children's Services** directly, if preferable by calling and mentioning the occurrence number located on this referral form.

Email: intersections@nhcs.ca Phone: 613-332-0179

Website: www.nhcs.ca/intersections



Simple and easy to use intervention products

Police Data Tracking

By looking at both site-specific client data and cross-site client data, Intersections communities can identify data trends that are consistent across all Intersections sites, as well as data trends that are unique to each individual Intersection site.



Step One: Enter Intersections Police Referral

Who: Police Agency Implementation Lead/ Detachment Lead

When: Right away (as soon as you receive/review the referral)

How: Intersections Police Data Entry Template, which is an Excel spreadsheet (provided)* in Operational Guide

Step Two: Internal Tracking

OPP Data

After consultation with OPP data analysts in the East Region, the following process has been recommended.

Who: Police Agency Implementation Lead/ Detachment Lead

When: Right away (as soon as you receive/review the referral)

How: Flag each Intersections Client record through “**Blue Running Man/Person**” use the #hashtag Intersections 3C - (“Intersections “3*”)

and attach/hyperlink to the occurrence number.

Why: To support internal tracking of Intersections youth.

Police Data Sharing Process

Who: Intersections Coordinator to send to Police Agency
Implementation Lead

When: Every two to four months.

Why: Valuable for Police to be aware of what is happening with an Intersections referral (Did client connect to services? Are they still waiting? What types of services where they referred?)

How: Use the **Intersections Police Data Entry Template** (Excel spreadsheet). Found in Operational guide

Keep it simple. We want to collect as much useful information as we can, but if we ask too much of the police AILs and the form is too long or complicated to complete, police AILs may disengage.

Dates

Identifying Info.

Call type.

2

Engagement and Screening



Intersections
Worker confirms
receipt of referral



Intersections Worker
meets with youth and
family/guardian to
confirm eligibility,
conducts screening
and does active offer
to ensure equitable
service provision



Intersections Worker
makes
recommendations of
appropriate referral
pathways given the
unique needs and
strengths of the youth
and/or family/guardian

Tools to support the unique needs and strengths of child/youth and their family

CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS)® **INTEGRATED PLAN OF CARE PROCESS**

Please V appropriate use: ☐ Initial ☐ Reassessment ☐ Transition/Discharge Date: M M D D Y Y

Youth's Name: m m d d y y DOB: M F Gender: Mother Tongue:

Executive Functioning			
0 = no evidence	1 = watch/prevent		
2 = act	3 = act now/intensive		
0	1	2	3
1. Decision-making skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to pay attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Emotional Regulation Skills			
0 = no evidence	1 = watch/prevent		
2 = act	3 = act now/intensive		
0	1	2	3
3. Self Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Moodiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Anger Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Over-reaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social Skills			
0 = no evidence	1 = watch/prevent		
2 = act	3 = act now/intensive		
0	1	2	3
7. Social functioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Building relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Social perception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Acculturation	
0 = no evidence	1 = watch/prevent
2 = act	3 = act now/intensive

Risk Behaviours			
0 = no evidence	1 = history, watch/prevent		
2 = recent, act	3 = acute, act immediately		
0	1	2	3
28. Suicide Risk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Self Injuring Behaviours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Other Self Harm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Aggression – Objects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Cruelty to Animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Danger to Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Sexual Aggression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Elopement/Runaway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Delinquent Behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Fire Setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Intentional Misbehaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Bullying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Educational Needs			
0 = no evidence	1 = watch/prevent		
2 = act	3 = act now/intensive		
0	1	2	3
40. School attendance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Classroom behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Non-class behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. School discipline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. Academic achievement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Academic persistence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Learning disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Child and Adolescent Needs and Strengths (CANS)



Intersections Engagement & Screening Form

Section 1: Eligibility Criteria

To be completed by the Intersections Coordinator:
Date Completed: _____

Script: I would just like to ask you some questions to help me understand if you are eligible for this program and to talk about your situation.

1. POLICE CONTACT:

1. Has there been police contact?
☐ YES: **Eligible** Occurrence #: _____
☐ NO: **Ineligible** – need an occurrence # for participation

2. AGE:

2. Between the ages of 8-17 years of age?
☐ YES: **Eligible** Age: _____
☐ NO: ☐ 1. Determine alternative course of action for the young individual: _____
☐ 2. Connect with referring officer re: course of action

3. BEHAVIOUR:

3. Suspected of having mental health, substance use and/or childhood and youth developmental issues?
☐ YES: **Eligible**

4. Is the young individual in crisis (imminent risk of harm to self or others)?
☐ YES: Refer to appropriate resources: _____
☐ NO: **Eligible**

5. If over 12 yrs of age:
➤ Is the behaviour considered a nuisance or troubling and not criminal?
☐ YES: **Eligible**
☐ NO: If considered criminal connect with referring police officer re: behaviour to clarify: _____
➤ Does the young individual qualify for diversion?
☐ YES: **Eligible** Connect with referring police officer
☐ NO: **Eligible**
➤ Is the young individual on probation?
☐ YES: **Eligible** Connect with referring police officer
☐ NO: **Eligible**

4. PARTICIPATION:

6. Does the young individual and/or their family agree to participate in Intersections?
☐ YES: **Eligible** young individual only
☐ YES: **Eligible** young individual and parent(s)/caregiver(s)
☐ NO: **Ineligible** explain that the file will remain open for 30 days and that they can connect with you at anytime

Screening and Engagement Form



MULTIPLE MEETINGS



PARENTS/YOUTH



RELATIONSHIP BUILDING
AND TRUST IS KEY



FLEXIBLE AND RESPONSIVE
TO FAMILY NEEDS



STRONG COMMUNITY
RELATIONSHIPS ARE KEY I.E.
SCHOOL



TRANSPORTATION
PROVISION IS VITAL IN RURAL
COMMUNITY WITH
MULTIPLE BARRIERS

3

Interventions and Pathways



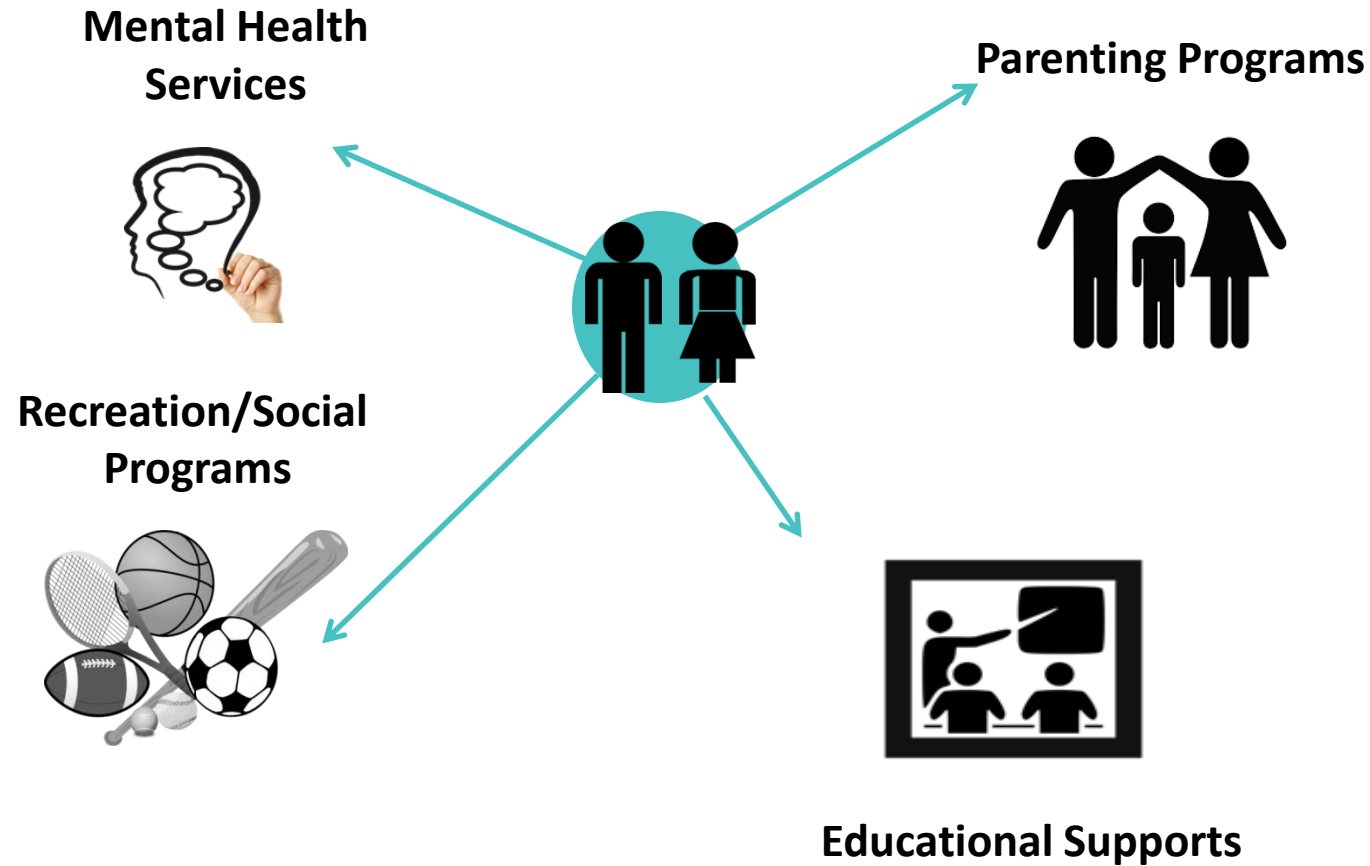
Intersections Worker completes referral as per referral protocol with specified agency



Intersections Worker stays connected to the referral



Intersections Worker follows up with youth/family/guardian to discuss closing file after active engagement



Where are
Intersections
Referrals Going?

Stats July 2018 to October 31, 2019

Hours of Service Provided		
	Direct Care	Indirect Care
Average per client	22	10
Average Face to Face Meetings Client	13.8	<i>This is not per family</i>

Other Information

Closed Files	13
Active Files	30
Confirmed Engagement of Closed Files	8

Wait Times	
Timelines	Average # of days
Intersections Worker receives referral after first police contact	3.5
First telephone contact with Intersections Worker after referral is received	1.6
First face-to-face meeting with Intersections Worker after first telephone contact	5.1

Urban vs Rural

URBAN

- have more traditional service pathways and options for referrals
- lengthy waitlists
- more options regarding social recreational programs
- access to public transportation

RURAL

- limited pathways
- require creative problem solving for referrals
- require higher transportation costs to attend urban centres for services offered
- “outside the box” thinking for referrals for services
- more trial and error
- relationships and small town can also create more barriers to service
- confidentiality and boundaries are tricky for OPP and IC



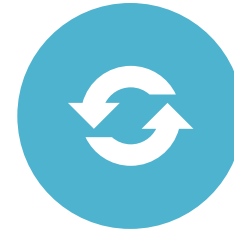
CASE
CONFERENCES



WARM HAND
OFFS



INTERIM
SUPPORT



THE CYCLE OF
SUPPORT



NOT A CRISIS
WORKER

A solid green horizontal bar spanning the width of the slide at the bottom.



INTERSECTIONS
Hastings & Prince Edward

Program Evaluation and Fidelity



Police Data Tracking

Police Partners Police Partners play a key role in the implementation and sustainability of Intersections. Collecting police data is one of the most important ways we can begin to answer the question: “Is Intersections making a difference?”

Stats July 2018 to May 2019

Total Number of Lifetime Police Contacts	Since Involved with Intersections Program
--	--

161

11

24
Referrals

- **Community Of Practice for Frontline Intersections Coordinators**
- **Oversight Committee of Executive Directors**
- **Committed to fidelity and securing core funding and provincial wide implementation possibilities.**
- **All Intersections Programs are funded by different funders with different mandates and hosted in different agencies –so fidelity is key from United Way to the Ministry of the Solicitor General**



Intersections Practice Profile

Critical Component (Non-negotiable)	Importance of Critical Component (Non-negotiable)	★ Ideal Implementation (Gold Standard)	Acceptable Variation	Unacceptable Variation
First Contact	<p>Police refer & navigate children/youth and families/guardians, with informed consent, to the Intersections Worker in a timely manner.</p> <p>* Free and informed consent needs to be obtained to support the referral since Intersections is a <u>voluntary</u> intervention.</p>	<p>Police review inclusion criteria:</p> <ul style="list-style-type: none"> • 8-17 years of age, • Suspected mental health, developmental disabilities and/or substance use issues. <p>Police officer discusses referral to Intersections with child/youth and parent/ guardian and obtains <u>written consent</u>.</p> <p>Police officer refers to Intersections worker within <u>5 days</u> of the incident.</p>	<p>Police review inclusion criteria:</p> <ul style="list-style-type: none"> • 9-13* years of age, • Suspected mental health, developmental disabilities and/or substance use issues. <p>Police officer discusses referral to Intersections with child/youth and parent/ guardian and obtains <u>verbal consent</u>.</p> <p>Police officer refers to Intersections worker within <u>5 days</u> of the incident.</p>	<p>The youth is over the age of 17 yrs.</p> <p>The youth who has gone through diversion or is eligible for diversion (EJM/EJS)</p> <p>The child/youth is in <u>crisis</u> and is in need of <u>immediate</u> support.</p> <p>Police officer has referred without <u>consent</u> of the children/youth and families/guardians.</p> <p>Police officers refer to Intersections worker <u>5 days after</u> of the incident.</p>
Screening & Engagement	<p>Intersection engages with child/youth and family/guardian, conducts a screening and support assessment, and supports the child/youth and family/guardian to obtain informed consent.</p>	<p>Intersection Worker confirms referral by way of phone, email or fax. Intersection Worker provides follow-up report.</p> <p>Intersection Worker attempts to connect with the child/youth and parent/guardian within <u>1 working days</u> of receiving the referral to book an appointment.</p> <p>If contact fails, <u>3-5 attempts</u> are made within the following <u>7 business days</u>.</p>	<p>Intersections Worker confirms referral by way of phone, email or fax.</p> <p>Intersections Worker attempts to connect with the child/youth and parent/guardian within <u>1-4 working days</u> of receiving the referral to book an appointment.</p> <p>If contact fails, <u>2-3 attempts</u> are made within the following <u>2-5 business days</u>.</p>	<p>Intersections Worker attempts contact after 5 days of receiving the referral and only makes 1 attempt to follow-up.</p> <p>Intersections Worker <u>accepts all referrals</u> from police even if they <u>don't meet the eligibility</u> criteria or that they are <u>in crisis</u>. This may impact scope creep with other supportive programs in the community.</p>

Fidelity is KEY!



SECTION TO BE COMPLETED BY AGENCY STAFF
FEEDBACK FORM REVIEW DATE: (mm/dd/yyyy) PROGRAM NAME: INTERSECTIONS

CHILD/YOUTH EXPERIENCE FEEDBACK FORM

Your feedback is important to us.

Please tell us about your experience in Intersections and let us know what we can improve on.

The answers you give are anonymous and confidential. Please do not write your name on this form. It is your choice to answer these questions. If you decide not to answer them it will not affect you. Please put the form in the envelope provided and seal the envelope when you are done.

Completed by: PARENT/CAREGIVER [] CHILD/YOUTH []

For each statement below, please circle the best answer for you:

0=Question Does Not Apply To Me	1=Strongly Disagree	2=Disagree	3=not sure	4=Agree	5=Strongly Agree

1. I was treated with respect by the Intersections Coordinator.	0	1	2	3	4	5
2. I was listened to by the Intersections Coordinator and I could say what was on my mind.	0	1	2	3	4	5
3. I could turn to the Intersections Coordinator when I needed help.	0	1	2	3	4	5
4. The Intersections program helped me achieve my goals and make positive choices.	0	1	2	3	4	5
5. The skills I have learned through Intersections will help me in the future.	0	1	2	3	4	5
6. Intersections helped me understand the consequences of my behaviours (to myself and others).	0	1	2	3	4	5



SECTION TO BE COMPLETED BY AGENCY STAFF
FEEDBACK FORM REVIEW DATE: (mm/dd/yyyy) PROGRAM NAME: INTERSECTIONS

PARENT/CAREGIVER EXPERIENCE FEEDBACK FORM

Your feedback is important to us.

Please tell us about your experience in Intersections and let us know what we can improve on.

The answers you give are anonymous and confidential. Please do not write your name on this form. It is your choice to answer these questions. If you decide not to answer them it will not affect you. Please put the form in the envelope provided and seal the envelope when you are done.

Completed by: PARENT/CAREGIVER []

For each statement below, please circle the best answer for you:

0=Question Does Not Apply To Me	1=Strongly Disagree	2=Disagree	3=Not sure	4=Agree	5=Strongly Agree

1. I was treated with respect by the Intersections Coordinator.	0	1	2	3	4	5
2. I was listened to by the Intersections Coordinator and I could say what was on my mind.	0	1	2	3	4	5
3. I could turn to the Intersections Coordinator when I needed help.	0	1	2	3	4	5
4. The Intersections program helped my child/youth and our family achieve goals and make positive choices.	0	1	2	3	4	5
5. I believe that the skills my child/youth learned through Intersections will help them in the future.	0	1	2	3	4	5
6. Intersections helped my child/youth understand the consequences of their behaviours (to themselves and others).	0	1	2	3	4	5

Collecting high-quality data that can be used by the Intersections communities to inform decision-making, communicate with partners, and advocate for funding.

Number of Clients	43	42 New 1 Reconnection
Average Age	11	
Youngest Age	5	
Oldest (maximum age – 17)	17	
Ages	8 – under 8 yrs, 11 – 8 to 11 yrs, 24 – 12 to 17 yrs	
Gender	73% Male, 26% Female 1% Trans	
Family/Caregivers Engaged	40	
Top Reasons for Referral	<ul style="list-style-type: none"> • Oppositional • Aggression • Education 	
Top Challenges Exhibited	<ul style="list-style-type: none"> • Emotional Regulation Skills (self management, moodiness, anger control, over-reaction) • Oppositional Behaviour • Aggressive Behaviour • Classroom Behaviour – Educational Needs 	
Top Strengths Exhibited	<ul style="list-style-type: none"> • Leadership • Resourcefulness • Resiliency 	
Primary Referral	Social Recreational, Mental Health, Children’s Aid, Family Health Team, Indigenous, Income Support	
School Avoidance	18 (49%)	

Intersections

YEAR 1 – JULY 2018 TO OCTOBER 2019

Intersections: From the Community's Perspective

“No one has ever just listened to me and spent time to find out what I wanted”

“I finally was able to trust someone and let go of what I needed to let go of. If I didn’t, I know it would of gotten worse”

“Everyone else has just closed the file and never stayed involved to make sure it actually worked”

“It was wonderful having a police officer that was able to offer services and someone actually called me back”

-Youth and Family

Interview with client and parent



My Movie.wmv

“It’s so simple and so easy and now we have something to offer to families and it makes sense”

“We get these calls all the time with parents who just don’t know what to do, now we have something, and we know it works.”

“It’s easy to get consent from the parents because of who is offering the program. It’s a small town and they(NHCS) are the ones who help children. They are the only ones in town and are trusted to provide licensed childcare, summer camps and school programs. These families know them and trust them”

-Bancroft OPP

“With all the services being cut, it is so great to have Intersections that can support the entire family.”

“Intersections has brought the police to the table to play a preventative role with other partners like mental health and schools. Intersections can coordinate and ensure that families get to meetings.

“Relationships and commitment to the family is seen and trust and family choice is put first.”

- Community

Community Testimonials



Bringing Intersections to your Community



For more
information
please
contact:

Sarah Phoenix

Intersections Coordinator

sphoenix@nhcs.ca, intersections@nhcs.ca

Sergeant Cynthia Savard

Community Safety Coordinator – Coordinatrice des Services Communautaire OPP East Region

Headquarters – Quartier Général Région de l'Est

525 Queen Street, Smiths Falls, Ontario, K7A 5K8

OFFICE: (613)285-2750 - VNET: 503-2750 - CELL: (613)285-4850 cynthia.savard@opp.ca

Heather Lackner

Implementation Specialist

Provincial System Support Program

Centre for Addiction and Mental Health (CAMH)

613.546.4266 ext 78053

Heather.Lackner@camh.ca



INTERSECTIONS

Hastings & Prince Edward



INTERSECTIONS

Hastings & Prince Edward

Questions & Answers
