

Waterloo-Wellington Human Services Justice Coordination Committee

Minutes

December 6, 2013

67 King St. E., Kitchener

Chairperson: Sharon Deally-Grzybowski, Canadian Mental Health Association WWD

Recorder: Jean Defaux, CMHAWWD

Present: Aaron Stauch, Anthony Piscitelli, Cheri Bilitz, Don Roth, Dough Sheppard, Janis Sandeson, Janos Botschner, Joan Nandlal, Pamela Borghesan, Sharon Deally-Grzybowski

Regrets: Alison Johnston, Angela Vanderheyden, Cheryl MacDonald, Daryl Goetz, Garry Male, Gloria Kovach, Kelly O'Connor, Linda Elliott, Marylou Schwindt, Rhonda Frank, Sarah Nelson, Wanda Hehn

Absent: Gloria Kovach, Jack Hunjan, Kelly O'Connor, Kevin McIntyre

Guest: Jennifer Bechtel, CMHAWWD; Sarah Staff (for Cheryl MacDonald, Probation)

1. Welcome and Introductions

Sharon welcomed with a round of introductions. New to the committee: Aaron Stauch (Lutherwood), Janis Sandeson (Grand Valley Institute).

Acceptance of Agenda of December 6, 2013 was accepted as presented.

Acceptance of Minutes of October 4, 2013 accepted by consensus. If there are any edits, please send them to Sharon; once finalized the minutes will be posted on the provincial HJSCC website.

2. Coordinated Access Presentation – Jennifer Bechtel, Manager, Coordinated Intake, Access & Transitions

A hardcopy of the Service Pathway of Coordinated Access to Community-Based Addictions and Mental Health Services was provided. Via Power Point presentation Jennifer highlighted how the program will work. There are 12 WWLHIN funded community organizations involved in the service. Starting in April of 2014 CMHAWWD will do all coordinated access for mental health and addictions for adults in Waterloo Region and adults, seniors and children in Guelph. (Corizon and Lutherwood provide mental health and addictions services for seniors and children in Waterloo Region). Clients, based on their needs, will then be referred to community partners. CMHA will also hold the system wide wait list. Common screening tools and standardized assessments will be used. Being worked on:

- Developing software which will allow other organizations to book appointments for individuals with CMHA
- Developing printed matter describing the service
- Having the Coordinated Access staff visit other organizations i.e. residential programs
- Establishing with partner organizations their record needs (one client record is not currently feasible)
- Informing 211 of change
- Possible use of Clinical Connect to post patient information

3. Presentation on MH Court Research Project Proposal – Anthony P.

Copies of Phase I and Phase II deliverables were previously shared via email, today looking for committee's feedback. Phase I: There is no ethics review included. Work must be done by end of school year as students will be all graduating. Don highlighted that due to privacy regulations students must not cross confidential lines when collecting information. There will be no health information shared. "Grey" material gathered will be made available to this committee; verification to be done so no copyrights is violated. Consensus decision made to go ahead with Phase I deliverables as stated.

Possible Phase II deliverables discussed. Anthony read comments/concerns contributed via email by Angela Vanderheyden and Linda Elliott. Paul Sheridan will have work done by end of January. Consensus decision made to have Paul 1) develop logic model for the MH court and 2) determine the best way to address challenges relating to housing and shelter needs.

Working with students in an unpaid/non contract capacity on this project is somewhat different than usual research arrangements. Therefore Don suggested the need for some form of contract or agreement be drawn up. Additional discussion ensued on intellectual property rights, blogging on secondary data and mechanism to hold students to an agreement. Don, Joan, Andy and Sharon will discuss these issues and agreement format and decide on process then circulate the decision.

4. Updates from Provincial HSJCC – Sharon

- Previously circulated flow chart maps: please send your feedback to Sharon.
- Prisoner belongings: The PHSJCC feels the work that the Kitchener-Cambridge HSJCC is doing in regards to this issue is worth highlighting and a webinar is planned in January. Forms have now been created. Sharon will let Doug Sheppard know date of the Webinar. In order to inform defense attorneys on this matter Sharon suggested an in court presentation and a Lunch and Learn in March as one idea.
- Waterloo Regional Police Services presented on the Police-ER Protocol they developed with Grand River Hospital at this year's PHSJCC conference. Now waiting on decision from the Ministry as to how it will roll out.
- This year after much effort to have social media use, the PHSJCC sent tweets during conference. Results of social media use, as communicated from the provincial conference, are attached below. **(See below)**
- The Provincial HSJCC has commissioned a webinar on Harm CV by St. Joes in Hamilton. This is presented in an endeavor to get a common risk assessment. The presentation by Dr. Gary Chaimowitz will be on Friday, December 13th from 12noon to 1 p.m. CMHAWW is also looking at Harm CV as a potential risk tool.

5. Update from Committee Partners – All

- Doug Sheppard: A presentation on the specialized crisis partnership with CMHAWWD was presented to police service board at beginning of October. A 6-month summary of the service was given. In reviewing data collected we realized that 1/3 of calls are outside the time when a psychiatric nurse is available. To monitor how often psychiatric nurse needed but not available due to being on another call a tracking system has been implemented. Police wait time at hospital without psychiatric nurse present is around 90 minutes, with psychiatric nurse present it drops to 30 minutes. Repeat calls have gone way down. More officer education is required, but the program is working extremely well and has received favorable media coverage. The Guelph HSJCC has recommended to the Guelph police that they contact the WRP regarding this model.
- Cheri Bilitz-Stonehenge will be running a specialized outreach program in partnership with CMHAWWD with teams in Cambridge and Guelph. These teams work on the street or wherever a client may, many who do not have primary care. Now hiring for the teams. Some funding for support coordinators comes from case management. Clients may be accessed at cell blocks in Guelph and at the Baker St. clinic. Cheri will forward her contact information to the committee if they have referrals. Sharon suggested a present at the next Guelph HSJCC meeting.

- Aaron Stauch-Lutherwood-has specialized crisis team operating with the Waterloo Regional Police in much the same manner as the Adult Crisis partnership.
- Joan Nandlal-John Howard Society Waterloo Region has been accredited by Imagine Canada, a national charitable organization focused on strengthening Canada's charities and non-profits so they can better serve Canadian Communities.

6. Future Meeting Dates

The following dates have been chosen for JHSCC meeting dates in 2014: Locations to be determined.

- March 21
- June 20
- September 19
- December 5

Information on PHSJCC use of social media:

From: Dorina Simeonov - CMHA, ON [mailto:dsimeonov@ontario.cmha.ca]

Sent: Thursday, November 28, 2013 10:37 AM

To: Sharon Deally-Grzybowski;

Subject: HSJCC Conference Social Media Results

Good Morning Provincial HSJCC Steering Committee and Provincial HSJCC Members,

Thank you to all of those who planned, attended and participated in the conference. The event was truly a team effort and I heard a lot of positive feedback from new and past participants at the HSJCC conference.

Attached are the HSJCC Conference Social Media Results. As most of you know, we had Elham Bidgoli, the Communications Officer here at CMHA Ontario, live tweeting during the conference. As of 1 pm yesterday, the tweets shared from the conference had reached 57, 365 unique followers on twitter, with more than 600,000 overall impressions. Impressions are the total number of times a tweet mentioning the conference will appear in someone's Twitter feed during the report period. This is a tremendous success!

Thank you all for helping to make this our most successful conference yet!

Looking forward to 2015,

Dorina

Dorina Simeonov

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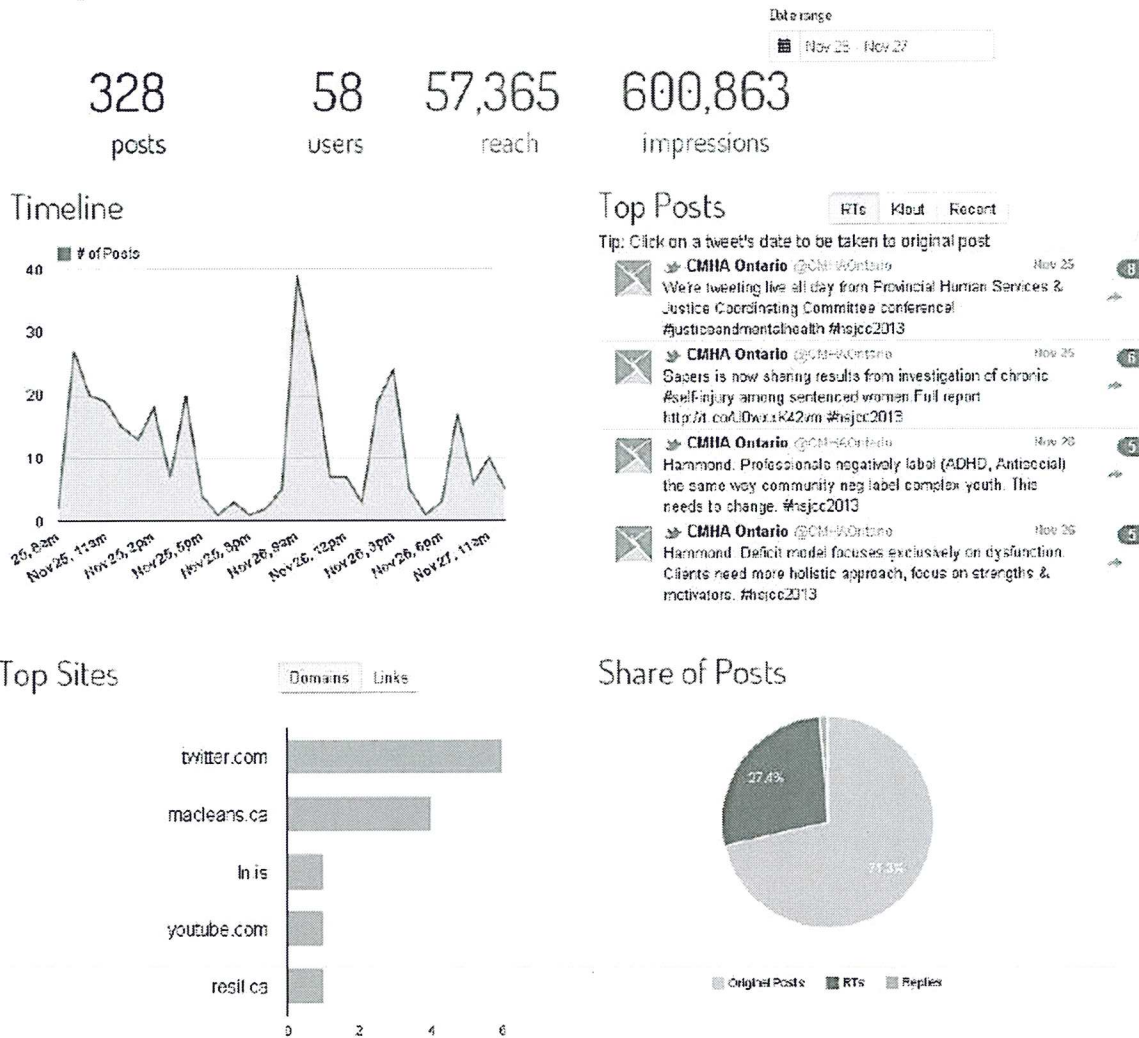
www.ontario.cmha.ca

HSJCC Conference Social Media Results & Engagement: Overview

Tools:

- Social Media for the conference was primarily done over Twitter, with the use of the hashtag #hsjcc2013 & the CMHA Ontario twitter account.
- Hootsuite was used to track engagement
- Keyhole (<http://keyhole.co>) was used to track hashtag influence

Hashtag Influence:



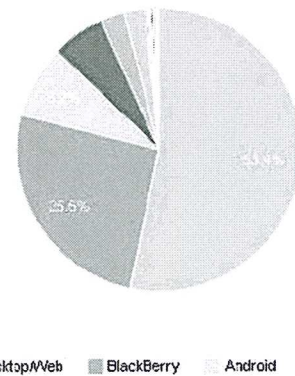
Topics

A Keywords

[illegible]

Gender	Percentage
Female	77%
Male	23%

Top Sources



DesktopWeb BlackBerry Android

Engagement:

Response on twitter was positive, with a number of followers expressing enthusiasm that we were sharing key points from the conference over twitter:



Some followers also engaged with us about specific content:

