



HERE 24/7

Transforming Our
System of Care in
Waterloo Wellington

THE BASICS


WHO, WHAT, WHERE

- Went Live on April 1, 2014
- First provincial coordinated access model to incorporate addictions, mental health and crisis services for all ages (11 partner agencies)
- 45 full time concurrent capable staff & 20 relief staff across 5 hub sites spread across our catchment area



HOW WE STARTED

NEEDS OF OUR COMMUNITY AT THE CORE

- People were confused, overwhelmed, frustrated and hopeless about our system
 - The system was not working optimally - duplication, fragmentation, and siloes
 - People with complex needs were particularly vulnerable
 - Families were pulled in many directions looking for help
 - We were not speaking with one voice to our funders
 - We needed to do better for the people who need it most
 - We needed to act as one team to advocate for what we need
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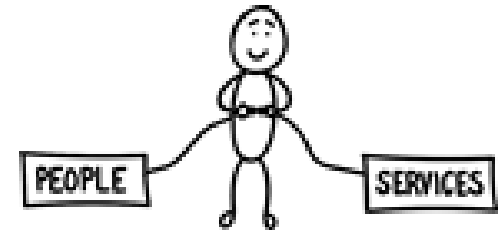
What we do



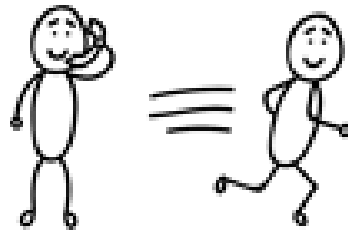
Listen



Assess



Connect

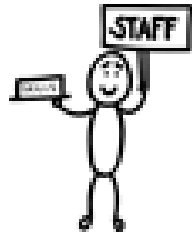


Crisis

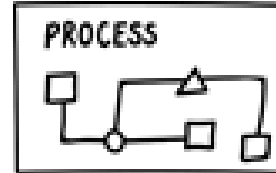


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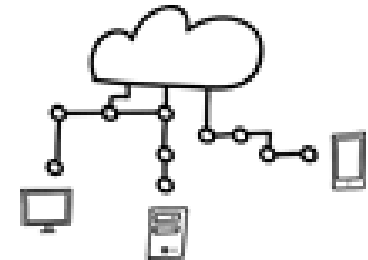
How we do it



Skilled
Staff



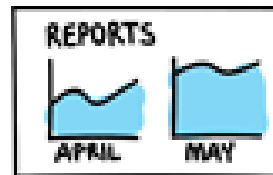
Common
Processes



Robust
Infrastructure

WAITLIST	
1	DOB, FIVE
2	PURPLE, SEVEN
3	PINK, THIRTY
4	WHITE, SEVEN

Shared
Waitlists



Open
Reporting

IMPROVEMENTS			
✓	→	↑	
✓	→	↓	
	→	↻	

Ongoing
Improvement



THE TSUNAMI OF NEED

1 YEAR SNAPSHOT OF HERE 24/7



**Calls
accepted**



**Faxed
Admissions**



**Email
Admissions**



**Walk-in
Admissions**

PRESENTING ISSUES AT ADMISSION



OUR NEXT CHAPTER: HERE 4 KIDS

HOW MIGHT WE WORK
BETTER FOR CHILDREN,
YOUTH AND FAMILIES?

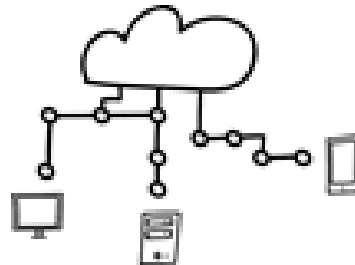
Making It Work for ALL Children, Youth and Families

- Combining forces: Special Needs Strategy and Moving on Mental Health – we were all working on our own vision and strategy independently
- Created one oversight for both initiatives: Dual Strategy Steering Committee, with operational groups reporting in
- Identified key priorities and projects to move our system forward
- Different funders, different messages, but we are making it work on the ground for our communities

What we bring:



Experience



Infrastructure



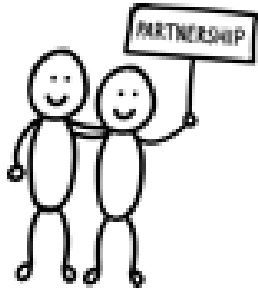
Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo - Wellington - Guelph

Brand
Recognition

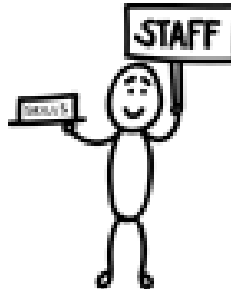


24-7 Staffing

WHAT WE NEED FROM OUR CHILDREN'S PARTNERS



True
Partnership



Staffing
Resources

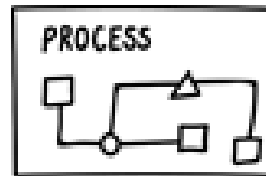


To Maintain Key
Ingredients

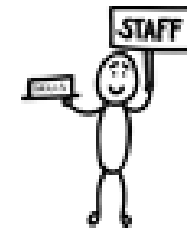
WHAT WE WOULD DEVELOP TOGETHER



Sister
Brand



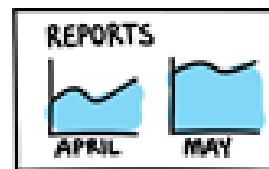
Common
Processes



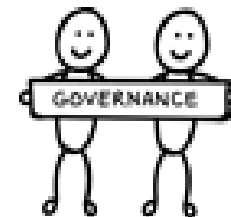
Staff
Competencies



Service
Experience



Reporting



Oversight
Committee

**What could this mean for
children, youth and families??**

A long, straight asphalt road with a yellow dashed center line and white edge lines stretches into the distance, flanked by dense trees. The scene is illuminated by the warm, golden light of a sunset or sunrise, creating a hazy atmosphere. The road appears to lead towards a bright horizon.

Simple way to get help for all
their needs



Guidance to the right place

Someone is there, 24/7





1 844 437 3247

Call anytime to access
Support for Children,
Youth & Families

Wellington-Dufferin

LESSONS LEARNED

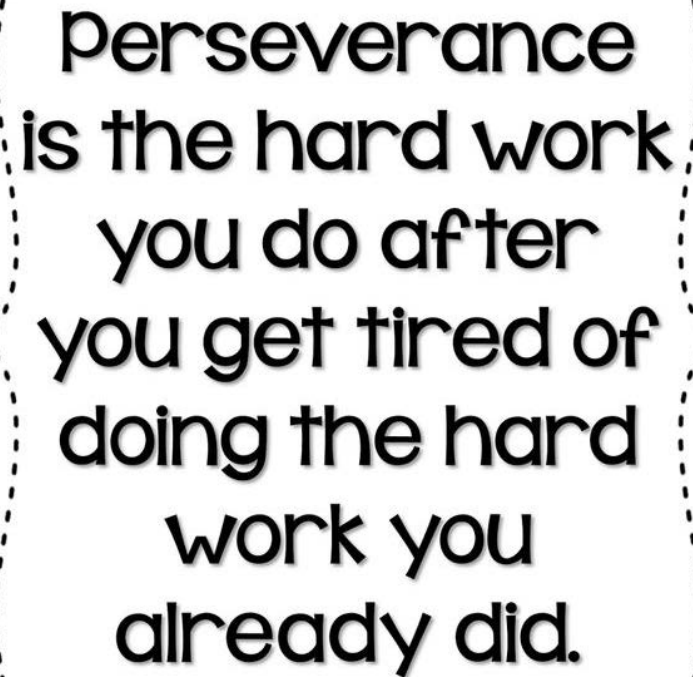
- Over-estimate volumes – there is always more
- Brand for people, not agencies
- People are complex, our systems don't need to be – simplify!!
- How people feel matters a lot
- Own it all – the good, the bad, the ugly
- Look forward, not back
- Communicate constantly
- Technology is our friend
- Don't wait for our Funders to get their acts together – do it locally
- Support the hell out of your team

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Perseverance
is the hard work
you do after
you get tired of
doing the hard
work you
already did.

-Newt Gingrich