Innovative Response to a System Challenge
Presenters

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Agenda

• The System Challenge
• A brief history of System Improvement through System Collaboration (SISC)
• A brief history of Intersections
• Intersections Model/Implementation in Champlain
• Intersections: From the Community’s Perspective
• Data/Outcomes
The System Challenge

• No clear response for children under 12 who come into contact with Police

• No consistent approach for identifying the service needs of children and youth at their earliest contact with the Justice system, and then supporting them to access services and supports

• Considerable Police resources are invested in responding to calls that are related to issues that require the involvement of social service agencies
A Brief History of System Improvement through System Collaboration (SISC)
System Improvement through System Collaboration (SISC) is part of the *Open Minds, Healthy Minds: Ontario’s Comprehensive Mental Health and Addictions Strategy*.

During the first three years of the Strategy 18 Service Collaboratives were established in communities across Ontario. These Service Collaboratives bring together multi-sector stakeholders to address system gaps and implement meaningful interventions.
SISC Overview
Brief History of Intersections
Unprecedented Collaboration

150 cross-sector organizations

Champlain Youth Justice Service Collaborative
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.

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.

“We had 42 occurrences where this kid needed help, but didn’t get it.” - Deep River Police
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
CHAMPLAIN: Lanark, Leeds and Grenville | Renfrew | Ottawa
Prescott Russell | Stormont, Dundas and Glengarry
Police Engaged Per Region

**Renfrew**
Host: Phoenix Center for Children and Families
Launch date: June 2015
5 Police Services:
- Upper Ottawa Valley OPP
- Renfrew OPP
- Killaloe OPP
- Deep River Police Services
- Petawawa Military Police

**Lanark, Leeds and Grenville**
Host: RNJ Youth Services
Launch date: Jan 2015
6 Police Services:
- Brockville Police Services
- Gananoque Police Services
- Grenville OPP
- Leeds OPP
- Smith Falls Police Services
- Lanark County OPP

**Ottawa**
Host: Crossroads Children’s Mental Health Centre
Launch date: October 2016
1 Police Service:
- Ottawa Police Services

**Prescott-Russell**
Host: Laurencrest Youth Services
Launch date: January 2017
2 Police Services:
- Russell OPP
- Hawkesbury OPP

**Stormont, Dundas, and Glengarry**
Host: Laurencrest Youth Services
Launch date: January 2015
2 Police Services:
- Cornwall Police Services
- SDG OPP

*Exploring Intersections with Mohawk Police Services*
Intersections Model
What is Intersections?

• Intersections is an evidence-informed, early intervention program that focuses on navigation and coordination of services for young people who are at risk of becoming justice-involved. Intersections helps police redirect children, youth and their families to the right support, by the right provider, at the right time.

• *Intersections is not an alternative to diversion; not a way to fast track waiting lists; not a mandatory program; and, not a crisis response program.*
Intersections

- This intervention provides an opportunity for police to be responsive to youth and families instead of having to “wait” to get them help when they turn 12 (when the Youth Criminal Justice Act becomes applicable) or until they engage in activities that could lead to a chargeable offense.
What does this child or youth look like?

• Eligibility criteria:
  – 8 - 17 years of age and has engaged in troubling behavior
    • 8-11 yrs: chargeable offence
    • 12-17 yrs: nuisance and/or troubling behaviour that is not criminal, non-chargeable offense
  – Suspected mental health, developmental disabilities and/or substance use issues
  – Initial police contact

• Non eligibility criteria:
  – Child/Youth qualifies for Diversion
  – Child/Youth has previously been through Diversion
  – Child/Youth has had previous charges
  – Child/Youth is in crisis
  – Child/Youth and parents/guardian are not willing to participate
What does Intersections do?

Intersections works with children or youth and/or their families to reduce and prevent further interaction with police services.

What does this child or youth look like?

- Acting out/Risky behavior?
- Mental health issues?
- Substance use issues?
- Developmental disabilities?

9-13 years old?

It's for those youth you deal with where something needs to happen, but you don't know what it is.
Core Components

1. First Contact
2. Engagement & Screening
3. Interventions & Pathways

Intersections Model
First Contact

- Police officer reviews inclusion criteria for all children/youth within region’s age bracket to identify a need for Intersections.
- Police officer discusses referral to Intersections with child/youth and parent/guardian and obtains consent.
- Police officer refers to Intersections
Intersections Worker receives the referral and contacts the parent/guardian to discuss Intersections, what the child/youth and parent can expect and the fit of Intersections for the youth and parent/guardian.

Intersections Worker confirms child/youth meets eligibility criteria.

Intersections Worker obtains consent from the parent/guardian for the child/youth to participate in Intersections.

Intersections Worker reviews service history with the child/youth and parent/guardian to clarify what is known about the child/youth.

Intersections Worker conducts a screening in order to identify the strengths and needs of the child/youth and parent/guardian.
Based on the service history, screening outcome and conversations with child/youth and parent/guardian, the Intersections Worker will determine which services are best suited to the child/youth and family and discuss these options with them.

A decision about which services to refer to will be made by the child/youth and parent/guardian.

Intersection Worker ensures communication loop back to police with update.
Tools to support the unique needs and strengths of child/youth and their family

Child and Adolescent Needs and Strengths (CANS)

Screening and Engagement Form
Intersections Worker refers to agency for services.

Intersections Worker monitors referral process, up to initial appointment being kept. As needed, the Intersections Worker provides interim support to youth and parent/guardian.

Youth and parent/guardian remain involved with Intersections until there is successful engagement of youth and/or parent/guardian with appropriate services, or they choose to withdraw their involvement.

Youth and parent/guardian retain the ability to re-engage with Intersections at a later time.
Intersections:
From the Community’s Perspective
What’s the benefit for Police?

- Fewer calls
- Reduced crime
- Empowered guardians
- Efficient police work
- Community engagement
- Improved well-being
“The most helpful part was the assessment – it helped me to see what kind of help my boys needed – I could see the anger in both boys, that really came out during the assessment. Then I knew we needed help.”

“It was wonderful having a police officer offering to help and not punishing.”

“Officer was awesome and my son really opened up to him.”

-Youth and Family
“For the life of me, I can’t imagine why any Police force or detachment wouldn’t want an Intersections program.”

“Finally we don’t have to wait until a youth turns 12 and breaks the law to intervene. Now we can get in before the cycle of police contact really starts to get serious.”

“The Intersections Workers are our google. Whatever our families need, Intersections finds it.”

-Police Services
“It’s the warm hand-off and high level of engagement that make this program stand out.”

“Intersections brought a link to police, links to other resources, case management and navigation role. Intersections got everyone pointed in the right direction. There used to be a vast void between services.”

“Strengths of the Intersections include the level of engagement with the family, use of the CANS for rapport building, the level of collaboration between the Police and the community services and a shared passion to help Intersections clients.”

“Intersections is the yellow brick road for our community and losing it would be a significant loss to the community.”

-Community
Intersections:
Data/Outcomes
Number of Youth Served by Intersections per Year

- RNJ Youth Services (Lanark, Leeds & Grenville)
- Laurencrest Youth Services (Stormont, Dundas & Glengarry)
- Youth Diversion (Kingston)
- Laurencrest Youth Services (Prescott-Russell)
- Crossroads Children’s Centre (Ottawa)
- Phoenix Centre for Children and Families (Renfrew County)

- # of Referrals Received from Police
- # of Clients Served

[Bar chart showing the comparison of referrals and clients served by different services per year.]
Participant Demographics

71% Male
Average age of 13 (range from 5 to 17)
# Child Assessment of Needs and Strengths

<table>
<thead>
<tr>
<th>Areas of Highest Need</th>
<th>Average Score</th>
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<tbody>
<tr>
<td></td>
<td>Scores range from 0-3</td>
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<tr>
<td></td>
<td>High Score = Higher Need</td>
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<tr>
<td>Impulse Control</td>
<td>1.42</td>
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<tr>
<td>Family Stress</td>
<td>1.17</td>
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<tr>
<td>Oppositional Behaviour</td>
<td>1.08</td>
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<tr>
<td>Parent-Child Relations</td>
<td>1.07</td>
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<table>
<thead>
<tr>
<th>Areas of Highest Strength</th>
<th>Average Score</th>
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<tr>
<td></td>
<td>Scores Range from 0-3</td>
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<tr>
<td></td>
<td>Low Score = Greater Strength</td>
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<tr>
<td>Family</td>
<td>.68</td>
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<tr>
<td>Self-Expression</td>
<td>.83</td>
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<tr>
<td>Talents/Interests</td>
<td>1.08</td>
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<tr>
<td>Peer Relations</td>
<td>1.10</td>
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## Wait Times

<table>
<thead>
<tr>
<th>Steps in the Intersections Process</th>
<th>Average Days Between</th>
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<tbody>
<tr>
<td>1. Date of police incident to date IW receives referral</td>
<td>6</td>
</tr>
<tr>
<td>2. Date IW receives the referral to date the IW calls youth/family</td>
<td>3</td>
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<tr>
<td>3. Date of police incident to date of face-to-face meeting with IW</td>
<td>11</td>
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<tr>
<td>4. Date of police incident to date of engagement in referral services</td>
<td>56</td>
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</tbody>
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IW = Intersections Worker
Referrals to Service

- Counselling/Mental Health (47%)
- Education (24%)
- Recreation (13%)
- Substance Use (3%)
- Employment (3%)
- Other (10%)
Program Outcomes: Police Contact

Number of Repeat Police Contacts

- 0
- 1
- 2
- 3 or More

Number of Youth

- 3 Month Follow-Up
- 6 Month Follow-Up
Program Outcomes: Police Contact

Program Outcomes: Police Contact

Number of Repeat Police Contacts

Number of Youth

3 Month Follow-Up

6 Month Follow-Up

0
1
2
3
4
5
6
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Intersections Video

https://www.youtube.com/watch?v=hGL-oShoumI
Intersections Video

videoplayback Intersections.webm
Questions?