



# CMHA North East Cluster Integration Planning

Status Update – October 2011

CMHA – Kawartha Lakes Board Meeting

CMHA – Peterborough Board Meeting

Central East LHIN Board Meeting

Engaged Communities.  
Healthy Communities.



## Background

- CMHA-Kawartha Lakes and CMHA-Peterborough have joined with the Central East LHIN in discussions to explore integration opportunities.
- The goal is to develop a new service delivery model that will:
  - Better serve local residents through enhancing existing programs or introducing new programs
  - Reach out to clients in underserviced areas
  - Make efficient use of existing resources
  - Lead to strong partnerships with other providers in the North East cluster – Northumberland/Havelock, Peterborough City and County, City of Kawartha Lakes, Haliburton/Minden
- Representatives from the two CMHA branches and the Central East LHIN have been meeting since April – the focus has been on understanding the current services.

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Healthy Communities.

## Background

- In July the Integration Planning Team engaged key stakeholders through focus groups and an on-line survey, to solicit their input on community mental health integration opportunities.
- The Planning Team conducted an initial review of the input, and together with its own common understanding of services provided, tabled a potential list of integration opportunities that addressed:
  - Back Office Functions
  - Front-Line Direct Client Services
  - Organizational Leadership and Governance
- The Planning Team agreed to move forward initially with further analysis of Back-Office and Front-Line Direct Client Services.
- Analysis of Organizational Leadership and Governance was deferred pending recommendations from the other categories as the “functions” may provide direction for the “form” of operational leadership and governance.

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## Integration Themes

- Themes identified from the July stakeholder engagement process supporting the identification of reinvestment potential included:
  - Common job descriptions, shared staff training and internship programs.
  - Coordinated accreditation process and standards.
  - Standard intake philosophy and process – common selection criteria.
  - Common/shared practices, standards and coordinated service plans.
  - Standardized/coordinated social recreation programs/volunteer services
  - Streamlined service delivery, improved efficiencies/reduced duplication.
  - Consistent, standardized systems, databases and reporting.
  - Standardized policies, processes and procedures.
  - Shared/coordinated community education, awareness and promotion.
  - Consistency to support client relocation between geographic areas.
  - More integration with other community partner agencies and police.
  - Creation of a single leadership and governance structure – standardized administrative functions.

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## Current Status

- The Planning Team established two work teams to analyse and develop recommendations for Back-Office and Front-Line Direct Client Services opportunities.
  - The teams include CMHA-KL and CMHA-P staff plus a team leader.
  - The scope of the analysis, objectives, deliverables and timelines are set out in a Terms of Reference for each work team.
  - The level of the analysis is high-level but sufficient for the teams to make informed recommendations to the Planning Team, CMHA Boards and CE LHIN Board.
  - The Back-Office Team completed its work on October 14.
  - The Front-Line Team has a target of October 31 to complete its work.

## Next Steps

- The Planning Team is currently reviewing the work of the Back-Office Analysis Work Team.
- Once the Front-Line Team provides their report, the Planning Team will review all recommendations and develop its recommendations for organizational leadership and governance.
- A DRAFT Integrated Service Delivery Model will then be developed for review by the CMHA Boards and stakeholders.
- Key Dates: (tentative based on degree of opportunities examined)
  - DRAFT Integrated Service Delivery Model – November 18, 2011
  - Stakeholder Engagement #2 completed – December 2, 2011
  - Review/Decision on Integration Plan – December 2011 Board meetings