

*Working Towards a  
Brighter Future*



# **CHILDREN'S MENTAL HEALTH SERVICES**

**Serving Children, Youth and Families in  
Hastings and Prince Edward Counties**

## **Intensive In-Home Program Description**

**September, 2014**

*An Accredited Children's Mental Health Agency*

## **Principles**

The Intensive Services-Community Program team works to provide services to children, youth and their families and caregivers throughout Hastings and Prince Edward Counties.

We integrate best practice and evidence informed approaches into our practice and strive to facilitate knowledge transfer across teams.

Our priority is to help ensure that children's mental health is promoted by ensuring that the systems of care that surround children, primarily their families – are able to support their healthy growth and development and respond to their mental health issues.

## **Definition and Functions of Community Program**

Intensive Services-Community Program is offered throughout Prince Edward and Hastings counties at each of our 5 geographic-based offices. The program is staffed with Child and Youth workers who provide intensive support to children, youth and their families who are experiencing social, emotional, or behavioural difficulties at home, in school and community.

Child and Youth Workers typically spend up to 8 hours per week for 8 weeks supporting a young person and his or her family in home and/or school and/or the community. The average case load is 4-5 families at one time.

## **In-Home**

All children, youth and families receive an orientation to this service that includes a review of their rights and responsibilities and a review of agency complaint procedures. Appropriate service consents are discussed and signed.

Services are provided on a flexible schedule, at times during the day as well as outside normal business hours and at locations negotiated with the family and child or youth.

Intensive Services workers complete an assessment with the family/caregivers, child or youth.

Each child, youth and family referred to this service will have a current plan of care that reflects an assessment of his/her needs and strengths. Child and Youth Workers engage collaboratively with the referring clinician, the family/caregiver, as well as the child or youth in treatment planning and goal setting.

Intensive Service workers have access to a consulting child psychiatrist, consulting psychologist, referring clinician and Program Manager for case specific consultation.

The primary focus of Intensive Services-Community Program includes: intensive parent training; positive behavior management strategies, healthy communication and problem solving skills, education related to child and youth development; family fun activities and community recreational programming.

Child and Youth Workers understand and respect the unique culture of each family and child or youth and strive to modify and tailor services accordingly.

As a part of the support, staff can provide assistance and advocacy in order to ensure that basic family needs are met such as food, child care, housing and transportation; particularly if there issues form a barrier to accessing the intensive services needed.

Child and Youth Workers connect with other community resources to develop and enhance social supports for families and children or youth.

### **In-School**

Intensive Services workers have extensive expertise in delivering mental health services in schools and day care centres. They can adapt to the unique culture of each setting while maintaining their role distinctive to children's mental health services.

The role of a Child and Youth Worker in a school or day care centre is as follows:

- observe child or youth in actual setting;
- consult with school, daycare staff as part of the assessment to understand the child/youth issues and strengths as well as completing an environmental scan to understand any impacting issues;
- create individualized treatment plan and strategies linked to the child/youths social, emotional, behavioural issues;
- share assessment and recommended interventions with referring clinician, family/caregiver, and school or day care personnel;
- CMHS Child and Youth Workers do not provide academic interventions, assistance or supervision to other classroom or day care students while in the school or day care setting.

Children's Mental Health Services strives to ensure that clients receiving school based services have access to ongoing mental health support during extended school breaks. In addition to ongoing individual and family therapy with the referring clinician, our Intensive Services workers can work with families to provide services that may include:

- Ongoing in-home and community counselling and support sessions;
- Information on community- based programming, activities and services, as well as, support to access these services.
- Accessing a pool of flexible funds and community partnerships in order to respond to the concrete needs of children, youth and families.
- Internal referral for respite services (summer and March Break programming).

## **Team Meetings**

Intensive Services workers take part in monthly geographic-based team meetings. These meetings are designed to allow for clinical discussion of challenging and successful cases, provide an opportunity for sharing clinical skills, review and discussion of issues pertinent and specific to the community-based team. Workers also participate in monthly agency staff meetings which allows for all CMHS staff to meet regularly, discuss educational and administrative topics relevant to the agency.

## **Learning and Professional Development**

Children's Mental Health Services supports ongoing learning and development. The Intensive Services In-Home, In-School, In-Community Staff are supported through various organizational and team structures to facilitate learning opportunities.

Each team member is empowered to act and make independent decisions while also having available supervision and peer consultation when necessary. Learning is integrated into the CYW's work.

Intensive Service workers participate in a monthly team meeting involving all community based worker and the Clinical Services Manager. This meeting is a clinical meeting with the purpose being to review educational issues and case specific discussions for collaborative supervision and peer support. Learning is also supported to build capacity across the team.

CYW Staff are encouraged to pursue individual, as well as team agency learning objectives as per the Agency Staff Training and Development Plan.