

APROPOS

BATSHAW YOUTH AND FAMILY CENTRES

News from Michael Udy, Executive Director

REPORT FROM THE AVAILABILITY COMMITTEE

(Prepared by Margaret Douek, Assistant Executive Director)

This is the final report from the Availability Committee. For those of you who may have lost track of the work of this committee *please refer to the previous APropos dated June 2005 and February 2006 available on the intranet*. A quick recap of the activities and a presentation of the themes leading to specific recommendations follow.

Recap of activities

Spring 2004

Staff and managers identify administrative tasks and other bureaucratic procedures as time-consuming and feel that direct services to clients suffer as a result.

Fall 2004

The development plan for 2004-2005 includes an objective to reduce administrative requirements for caseworkers. An agency-wide inventory of administrative tasks and potential solutions to free time for clinical work is completed.

Winter 2005

The Availability Committee is created to look at potential modifications to procedures and administrative tasks and recommend to the BMC an action plan which will address the identified issues. Five sub-committees are formed for each theme: decision-making processes, continuity of services, transportation services, technical supports and clerical supports.

Spring 2005 until fall 2006

The sub-committees, formed of representatives from across Batshaw explore solutions and propose recommendations to improve worker availability. Some recommendations have already been implemented, while others will require further planning and consideration.

Summary

A summary of the issues reviewed by each sub-committee is listed below. For a fuller account of the work completed, you may contact your divisional representative on the Availability Committee:

Samia Ackad, Access; Susan Adams, DYP; Linda Corbeil, DHRAS; Margaret Douek, AED; Helen Downey, YOS; Leigh Johnston, DCFS; Josée Mirabella, AM; Colm McNamee, DRTSA; Ed Potter-Mäl, DPS; Diane St-Pierre, AM; Cyril Tynes, AM.

Decision-making and Continuity of Services Sub-Committees – Chair: Margaret Douek

- Reinforce clinical supervision.
- Improve collaboration between services.
- Implement personalized transfers in all services.
- Use ISP with partners.
- Review mandate of Orientation Tables completed.
- Improve continuity through use of PIJ, program approach, team approach, transfer policy, etc. Continuity is defined using three concepts: continuity of information, continuity of approach and continuity of relationship.

Transportation Services Sub-Committee – Chair: Roy Durant

- Restructure the transportation and security services.
- Review the mandate of the services.
- Clarify the policy regarding transportation.
- Elaborate the principles which assist in rationalization of activities related to transport to determine priorities.

Clerical Supports Sub-Committee – Chair: Maureen Cohen and Anna Renda

- Review the job descriptions of support staff to maximize the use of clinical staff for clinical activities.

- Identify training and hiring criteria and implement plan staggered over the next five years based on updated job descriptions.
- Experiment with a position of Unit Assistant as a pilot project to support clinical staff with administrative tasks.

Technical Supports Sub-Committee – Chair: Linda Corbeil and Ed Potter-Mäl

- Examine the extent to which technology can be used to facilitate and streamline the administrative and clinical aspects of staff's responsibilities.
- Evaluate technical devices as to utility, feasibility and cost effectiveness (e.g. laptops, blackberry, cell phones, telephone system, mouse pad tablet, via-voice, scanner).
- Examine use of intranet to facilitate accessibility to forms for data entry, policy and procedures, and internal and external resources which clinical staff need for clients.
- Maximize the use of PIJ, Lotus Notes and the intranet to minimize repetition of information and save time for workers.
- Improve MIS support, especially to residential units, through information, easier access to assistance and improved efficiency of responses.

Specialized Services and Policy Clarification

Issues related to accessing specialized services and clarifying policy were not addressed by a sub-committee but have been worked on by the BMC and divisions. For specialized services the following changes are noted:

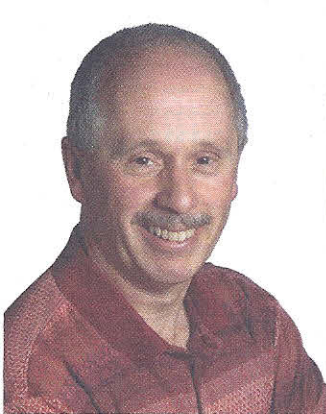
- Access to specialized services has been improved: psychological assessments are available to clients even if not court ordered.
- Child care support to EO/AM permanency planning cases is now available through the creation of a specialized program in Family Preservation.

As for policy clarification, there has been considerable work done to simplify and clarify requirements related to Court reports and DYP reviews.

Conclusion

The Availability Committee and its sub-committees worked diligently on their mandate over two years. The issues submitted to the committees were far-reaching, encompassing many aspects of the functioning of this organization. The challenge for the committees was to recommend concrete strategies, within the existing budget, which would give the organization the greatest potential for reaching the objective of maximizing clinical staff's availability for direct service while being cognisant that it is impossible to eliminate administrative work and the irritants of working in a complex environment. Many of the issues identified initially in the inventory exercise were also identified as issues to be addressed in the accreditation process. The self-evaluation teams will be asked to identify strategies to address Batshaw's organizational weaknesses. The Availability Committee will make the final reports of the sub-committees accessible to the self-evaluation teams. The strategies to be incorporated in the improvement plan for Batshaw for the next three years will reflect the work of the self-evaluation teams and the input of the Availability Committee.

I want to thank everyone who contributed countless hours of work to bring to fruition recommendations which will benefit our organization and ultimately our clients. A special thanks to those who chaired the sub-committees, as well as the members of both the Availability Committee and its sub-committees.



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PRIX D'EXCELLENCE RUTH ET MANNY BATSHAW 2006

(Contributed by Claire Roy, Manager of Communications and Public Relations)

The Ruth and Manny Batshaw Award of Excellence was presented on October 16th. The Selection Committee was composed of Mrs. Ermina Codjoe, a Batshaw board member, of Mr. Andrew X. Clark, a Batshaw Foundation board member, and of Mrs. Sheila Goldbloom, a retired professor of Social Work at McGill University familiar with the mandates and functioning of a youth centre. The task of the Selection Committee was especially difficult due to the great quality of the nominations; therefore, the Committee decided to bestow, in addition to the Award, three Certificates of Meritorious Achievement. The Committee studied 22 nominations concerning 19 employees.

The recipient of the Ruth and Manny Batshaw Award of Excellence is:

Cindy Woods, Couvrette Group Home, DRTSA

The recipients of the certificates of meritorious achievement are:

Claire Clifton-Newton, AM, Tupper, DCFS
Darlene Job, Tobin Group Home, DCFS
François Ste-Marie, Legal Services, DYP

Congratulations to all! Many thanks to the Selection Committee for their tremendous work! Go on the intranet for the pictures of the evening!

WHAT A WEEK-END!

(Contributed by Marie-Pierre Ulysse, Liaison officer FFA-CCC)

Last summer the Foster Family Association organized for the first time a trip to Paramount Canada's Wonderland for foster children and their foster families. It took place during the weekend of St-Jean-Baptiste. Forty children participated in the trip, and 27 were foster children. The group travelled by bus and stayed at the Holiday Inn in Toronto for two days. Just being in the hotel was a great experience for the children; they had fun playing in the pool and being with a group of kids on an exciting trip. The day at Wonderland was as wonderful as expected.

Since their return, many families reported that their kids did not stop talking about that special weekend. It seems that the FFA's hope to contribute in building positive memories for children was achieved.

PRÉVOST SOCIAL CIRCUS

(Contributed by Sam Barile, Recreation Technician)

The youth and staff at Prévost campus had the opportunity to run off and join the Circus for 12 weeks of fun and pandemonium. Every Monday, 26-30 youth along with an abundance of supporting staff met at the gym to practice various circus skills, such as juggling, riding unicycles, gymnastics, balancing, skateboarding, clowning and generally having a good time. This project was designed to introduce them to the social aspect of circus skills and performance. The theme was one of cooperation, helping one another in a new situation. It provided a great opportunity for boys and girls to participate together in a supervised activity. We were blessed to have three very skilled animators: Hans Bongers, John Denham and Louis Montange, who have a wealth of experience and skill in circus activities. This campus activity

was voluntary and quickly became the favorite activity for Monday afternoons. The time passed by so quickly the youth would not be ready for it to be over, always a bonus when you animate an activity that people are reluctant to leave. "It's over already? We just got here!"

The many youth and staff who participated in this activity are to be congratulated for its overall success. It was truly amazing to see how quickly the boys and girls learned the many difficult skills and how they thrived in a circus environment.

PRE-EMPLOYMENT PROGRAM

(Contributed by Linda Piano, Program Manager, Services to Older Adolescents)

It is with pleasure that we acknowledge the accomplishment of five youth who participated in Batshaw's Pre-Employment Program in the past several months. All have successfully completed an internal or external apprenticeship whose aim was to provide them with skills that will facilitate their entry into the workforce. Congratulations!

The success of programs such as these requires the support and investment of many individuals. We take this opportunity to note the contribution of the following people: Judy Tupling, Lynda Andreoli and Maxime Carrière who acted as coaches/mentors to the youth, as well as Jean Belhumeur and Jean Tremblay for their assistance and support in the integration of internal apprenticeship programs throughout the agency. We also wish to thank our community partners for their support in providing external pre-employment opportunities for our youth.

THE CSSSs, CLINICAL AND ORGANIZATIONAL PROJECTS

(Contributed by Howard Nadler, Manager, Liaison with Network Partners)

The Ministry of Health and Social Services has established its network of CSSSs, 12 in Montreal, as a first concrete step to improve accessibility, continuity and quality of services. Each CSSS is mandated to establish, with the partners in their territory, a local network of services for its population. The objective of this network is to improve medical and first-line services and to offer services that are well adapted to meet the needs of vulnerable population groups including youth in difficulty, the elderly and those in need of mental health services.

Each CSSS will be developing a clinical and organizational project with the other agencies and services in their district for each targeted population group. The projects will help to develop the future vision of the CSSS.

As an active and important partner in the network, Batshaw will be involved in the *projet clinique* related to youth in difficulty and to some extent, mental health.

Josée Mirabella, has been involved in the *projet clinique* discussions at CSSS du Sud-Ouest-Verdun, Elliot Zelnicker at CSSS Cavendish, I at CSSS De Dorval-Lachine-LaSalle and Margaret Douek at CSSS Jeanne Mance. Hedy Taylor will be involved at CSSS de L'Ouest-de-L'Île, Philip Burns at CSSS De Bordeaux-Cartierville-Saint-Laurent and Gérald Savoie at CSSS de la Montagne. I have also had some involvement in these discussions at CSSS d'Ahuhtsic and Montréal-Nord as well as at CSSS de la Pointe-de-L'Île. Much of the work of the *projet clinique* is to be completed within one year.

October 2006