

# Scaling-up

A community-designed youth justice diversion program

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## Background

A provincial CAMH team worked with a service collaborative comprised of over 150 agencies to identify a systems-level gap in mental health and/or substance use services, select an evidence-based intervention, and refine and implement that intervention in five communities. The intervention, *Intersections*, connects youth who have had an initial contact with the police to services and supports to address issues that may contribute to their involvement with the justice system. Now in a sixth and seventh community, the preliminary evaluation findings of the first scale-up community contributes to our understanding of scaling-up a co-created intervention that addresses a system-level gap in service pathways.

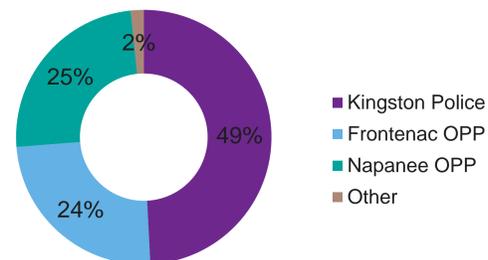


## Methods

A mixed method approach informed the implementation process. Performance measures have been imbedded to support decision-making and inform continuous quality improvement. A community-designed, shared client database captures youths' demographic characteristics, ratings on Child and Adolescent Needs and Strengths IPC assessments, and referral dates, sources and wait times. Data are also captured on police contacts over time.

## Preliminary Findings of Scale-up Site

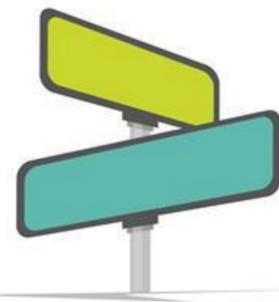
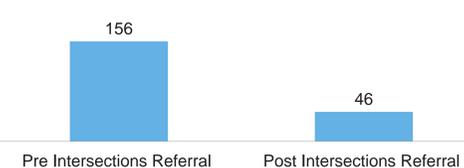
**61** referrals made by police to Intersections since implementation in June 2017. This exceeded the anticipated number of referrals by over 50%



### Primary youth needs identified through CANS assessment:

- Mental health
- Parenting support/family conflict
- Educational support Addictions
- Lack of positive opportunities

Number of calls to Police for Intersections Youth Pre- and Post- Intersections Referral



# INTERSECTIONS

## How does the program work?

1

First Contact



Police respond to an incident where the child/youth meets inclusion criteria



Police fill out Intersections Referral Form and obtain consent from the parent/guardian



Police fax referral form to Intersections Host within 3 business days of the incident

2

Engagement and Screening



Intersections Worker confirms receipt of referral



Intersections Worker meets with youth and family/guardian to confirm eligibility, conducts screening and does active offer to ensure equitable service provision



Intersections Worker makes recommendations of appropriate referral pathways given the unique needs and strengths of the youth and/or family/guardian

3

Interventions and Pathways



Intersections Worker completes referral as per referral protocol with specified agency



Intersections Worker stays connected to the referral



Intersections Worker follows up with youth/family/guardian to discuss closing file after active engagement

## What did we learn at the scale-up site?

### Successes:

- Reduction in police calls for youth referred to Intersections
- Reduced burden on police through streamlined referral process to mental health service providers
- Improved understanding of how services are being used in the community
- Strengthened cross-sector partnerships

### Challenges:

- Finding the balance between program adaptation to community context and cross-site consistency
- Retrieving data across service providers, such as comparable call data between Kingston Police and Ontario Provincial Police
- Maintaining consistent data entry processes at agencies

## What are we learning about scale-ups?

- Co-creation of key processes contributes to partner buy-in
- Utilize a scale-up checklist to ensure key elements are in place before scaling-up in a new community
- Leverage partner relationships. Police champions were key to creating buy-in at scale-up site
- Be informed about existing services pathways in order to increase uptake and reduce barriers
- Agency champions key for building internal evaluation capacity and on-going data collection

## Next steps

- Sustainability committee
- Continue to engage with champions to target issues in data collection processes and feedback loops
- Improve our understanding of limitations to agencies accepting referrals
- Encourage partners to use data to inform processes

Limitations: Due to challenges collecting police data, the preliminary police call data is based on an asymmetrical data set.

References: Youth Justice Liaison and Diversion: Practical Toolkit. (2016) National Child and Maternal Health Intelligence Network. Public Health England. Russell, H.C., & Taylor, N.E. (2015) *Gaining Momentum: Multi-sector Community Safety and Well-being in Ontario*. Ontario Working Group on Collaborative, Risk-driven Community Safety and Well-being. Ontario Association of Chiefs of Police