

Youth Services Bureau of Ottawa



Transitional Aged Youth in Champlain
Strategy Day

YSB YouIT Program

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Youth Services Bureau

YSB YouIT Program: what we've done

- 4 FTE Case Managers
- 59 youth have been clients of program
- Average length of service to date is 533 days
- Participated in Dr. Tim Aubrey's "Closing the Gap: A study of the Effectiveness of the YouIT ICM Services"
- In conjunction, conducted internal YSB Program Review
- Developed a revised logic model

YSB YouIT Program: What we've done

YSB's YouIT program objectives are to:

1. Improve the overall quality of life of the youth
2. Secure safe and stable housing
3. Address mental health and addictions concerns
4. Identify and support youth in achieving adolescent developmental milestones
5. Successfully transition the youth to adult services

YSB YouIT Program

What we've done

Assumptions:

- Social Determinants of Health Framework;
- Deliver within a Youth Development Model;
- Recognize unique role of a YouIT Case Manager as a trusted adult role model;
- Appreciate initial and ongoing client engagement work as fundamental;
- Operate within a strength based model;
- Empower youth to develop strong self-identity and advocacy capacity as they transition into adulthood.

YSB YouIT Program

What we've done

- **Key Components of YSB YouIT program**
 - Referral Process
 - Intake & Orientation
 - Initial and Ongoing Client Engagement
 - Initial and Ongoing Assessment and Goal Planning
 - Interventions
 - Liaison, advocacy, referral consultation and collaboration with community services
 - Case closure planning & transition

YSB YouIT Program:

What we found out

- Research and YSB review confirmed we are working with the target population;
- Youth are presenting with highly complex mental health & addiction needs;
- Youth engagement is key to success;
- Matching youth need with appropriate housing vital but difficult;
- Case managers are struggling to access much needed services including appropriate clinical treatment options;
- Numerous gaps in viable supports

YSB YouIT Program

What we found out

- Need to do more work to identify and/or develop interventions and approaches that have been designed for this target client group
- 24/7 crisis support tailored for this population is missing and key to client progress
- Pathways and protocols need to be strengthened and in some cases developed to provide timely, streamlined services
- Demand for services outstrips capacity

YSB YouIT Program

Where we are going from here

- Referral process solely through Mental Health Community Support Services (MHCSS)
- Clinical Supervision enhancements
- Increased and integrated use of OCAN
- Pathways and protocol development
- Examination of YouIT within Housing First for youth model
- Increased participation in system planning initiatives
- Seeking funding stabilization with hopes for expansion to follow