



Children's
Centre

THUNDER BAY

Improving lives together.

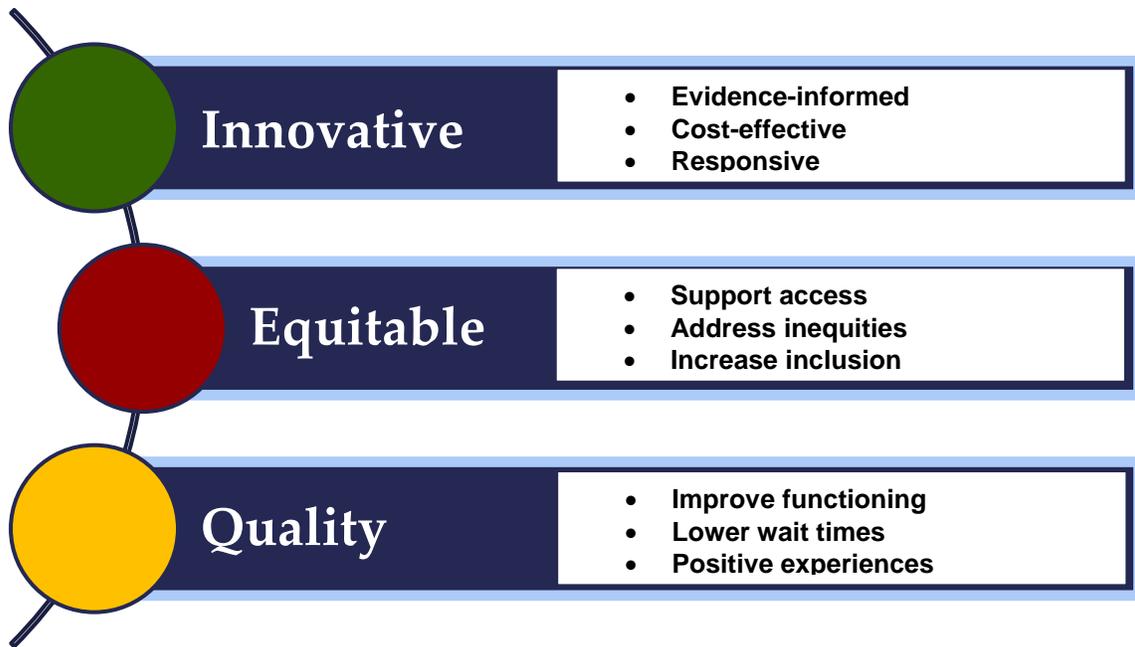
REPORT
on the
Community Partner Questionnaire
2019

QUALITY ASSURANCE SUB-COMMITTEE

INTRODUCTION

Our Strategic Goal

We are continuously working to provide a range of child and youth services that are:



Inherent in its strategic goal, CCTB is committed to ensuring that programs and services are meeting the needs of its clients. The Community Partner Questionnaire (CPQ) is an organized process to elicit and analyze valuable feedback which ultimately helps to:

- Identify opportunities for continuous improvement
- Ensure that resources are allocated effectively
- Develop a proactive response to emerging issues
- Provide validation and feedback to clients
- Understand what clients want and need as opposed to what we “think” they want and need

CCTB’s Commitment to Stakeholder Feedback

Feedback from community partners is vitally important to CCTB as it allows us to monitor quality through service system experiences and expectations. This valuable information is used to inform decision-making and strategic planning. CCTB strives to be transparent and accountable to the community and clients it serves.



CPQ Blitz Process

A CPQ blitz occurs from time to time at CCTB. The last blitz occurred in 2011. Most recently a CPQ blitz occurred for several weeks in November and December 2018.

The QA sub-committee made some changes to the CPQ process:

- A review of the last CPQ was conducted by the QA sub-committee
- It was decided that two separate surveys needed to be developed in order to more effectively gather data
- Two separate surveys were used during the blitz, one for direct service providers who share clients with CCTB and one for leaders who work with CCTB at a service system level
- The CPQ was developed with input from the QA sub-committee as well as the Management Leadership Team
- Both surveys were also offered in French



The surveys were disseminated primarily through an electronic web-link by e-mail. The CEO sent out one e-mail to all CCTB front-line staff members requesting that the survey web-link be forwarded to community partners who work directly with shared clients at CCTB. Another e-mail with a different survey web-link was sent out by the CEO to community partners who work directly with CCTB at a service system level.

Paper surveys were also offered to some community partners at specific locations. The large majority of participants completed the surveys electronically through the web-links.



Design of Survey Questions

Several questions in the survey were similar to those used in the recent Client Experience Questionnaire (CEQ), allowing for some key comparisons. Overall, the questions integrated within the survey centred on the values of CCTB.

OUR VALUES:

Be respectful, honest, compassionate and fair.	
Embrace diversity and support inclusion.	
Collaborate and build partnerships.	
Take responsibility and be accountable.	
Strive for learning, growth and excellence.	
Lead, serve and say thank you.	

Responses



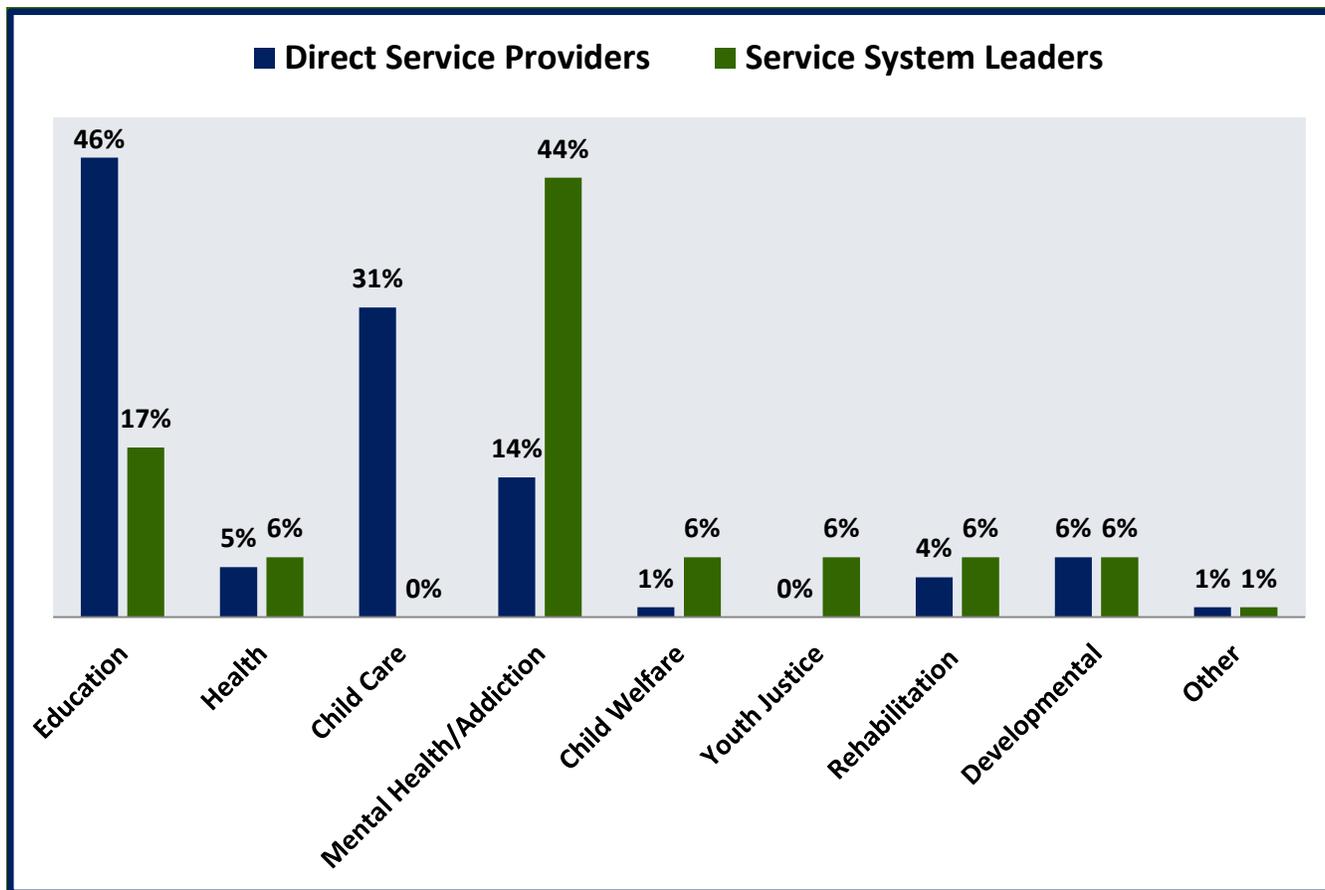
- A total of **78** Community Partners who are **Direct Service Providers** participated in the survey
- A total of **18** Community Partners who are **Leaders** working at a **service system level** participated, in the survey
- Overall, there were **96 responses in total** (compared to **110 in 2011**)
- There were no French Surveys completed

RESULTS OF THE COMMUNITY PARTNER QUESTIONNAIRE

PART ONE: DEMOGRAPHICS

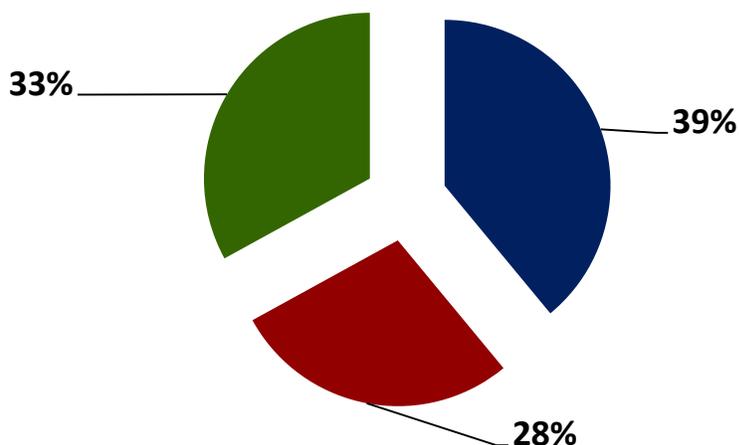
The following questions help to understand the specifics of the participants who responded.

QUESTION: What sector do you work in? (Includes all that apply)

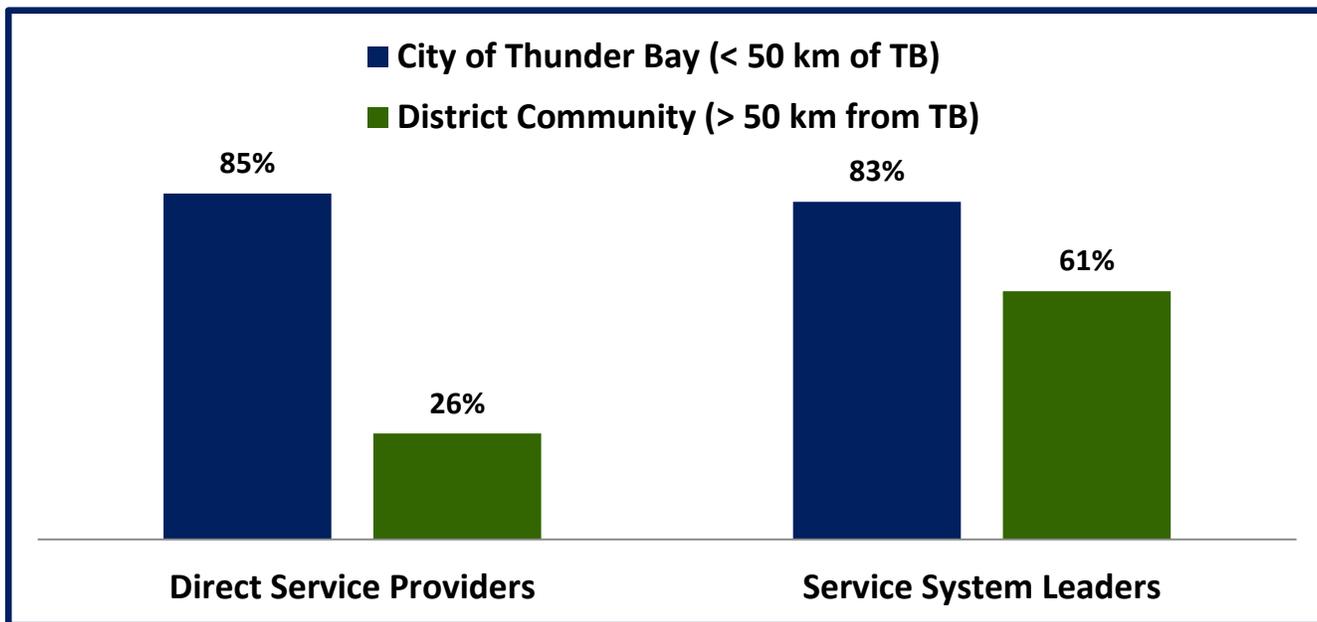


QUESTION: At what level is your position? (Applies to "System Planning" survey only)

■ Manager/Supervisor ■ Director ■ Executive Director/CEO

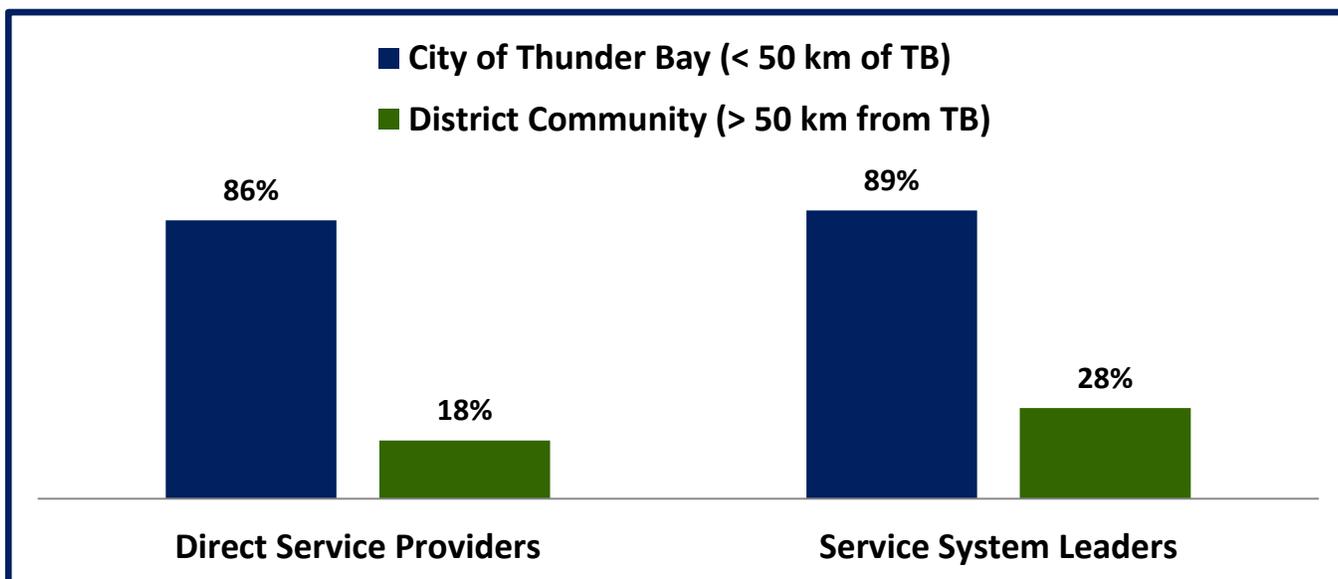


QUESTION: Where does your organization provide services? *(Both may apply)*



NOTE: Direct Service Providers named Nipigon as the most common District community, followed by Geraldton and Marathon equally and then Terrace Bay, Manitouwadge, Schreiber and Red Rock as the least common.

QUESTION: Where do you primarily work? *(Both may apply)*



PART TWO: LEVEL OF AWARENESS/INVOLVEMENT

The following questions were developed to understand the level of awareness of participants as it relates to the services offered at CCTB as well as their involvement with CCTB. Participants were asked to make a mark along the continuum from 1 to 10 that best reflects their response.

QUESTION: How aware are you about the range of services provided by CCTB? (Applies to “Direct Service Provider” survey only) A list was provided for reference.

<i>Not Very Aware</i>							<i>Very Aware</i>		
1	2	3	4	5	6	7	8	9	10
2 (3%)	2 (3%)	1 (1%)	7 (9%)	11 (14.5%)	8 (10%)	13 (17%)	20 (26%)	5 (6.5%)	8 (10%)

QUESTION: How often are your clients involved with services provided by CCTB? (Applies to “Direct Service Provider” survey only)

<i>Rarely</i>							<i>Frequently</i>		
1	2	3	4	5	6	7	8	9	10
2 (2.5%)	1 (1%)	3 (4%)	8 (10%)	10 (13%)	8 (10%)	12 (15.5%)	14 (18%)	6 (8%)	14 (18%)

Weighted Average: 7

QUESTION: At a community level, how involved are you in system planning and collaboration with CCTB? (Applies to “System Planning” survey only)

<i>Rarely Involved</i>					<i>Highly Involved</i>				
1	2	3	4	5	6	7	8	9	10
1 (5%)	0 (0%)	0 (0%)	2 (11%)	4 (22%)	3 (17%)	3 (17%)	3 (17%)	0 (0%)	2 (11%)

Weighted Average: 6

PART THREE: KEY RATING QUESTIONS

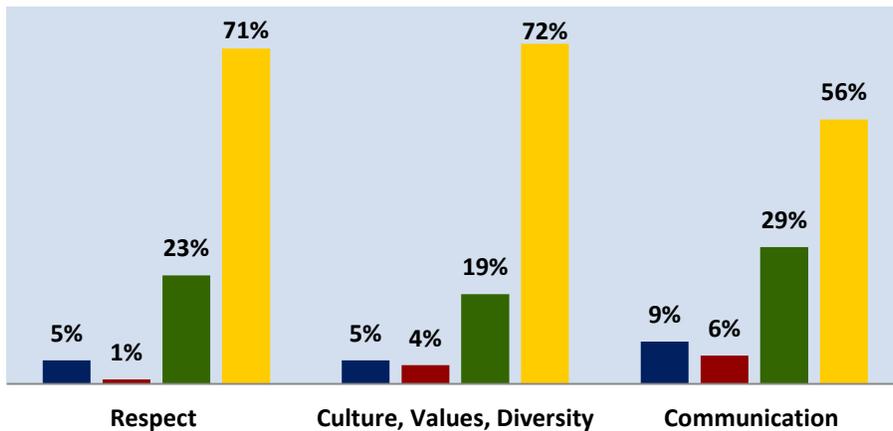
The following questions were developed with a focus on CCTB's values. Participants were asked to check the response that best reflects their opinion. A scale was provided including 5 options:

- Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know

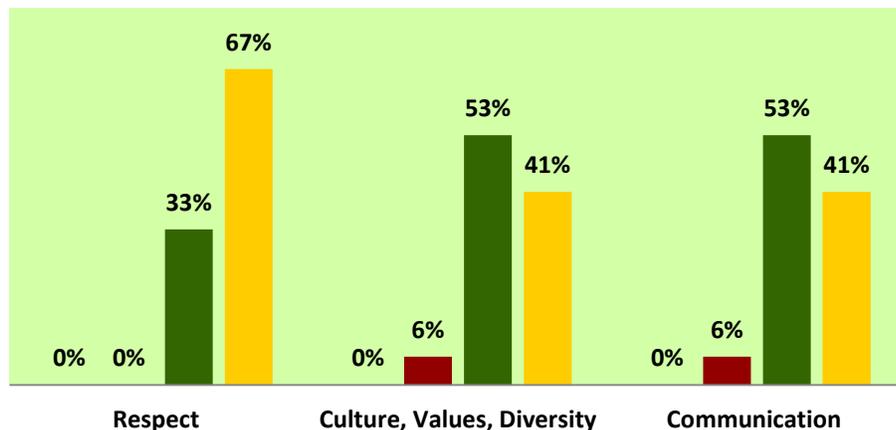
COMMON RATING QUESTIONS:	
Q #1.	CCTB treats their clients with respect.
	CCTB treats community partners with respect.
Q #2.	CCTB actively embraces their clients' culture, values & diversity.
	CCTB actively embraces the uniqueness of others' culture, values & diversity at an organizational &/or individual level.
Q #3.	Clients are pleased with the quality of communication they have with CCTB.
	CCTB communicates with its community partners effectively at a system, level.

The results of the common rating questions were analyzed and in order to draw greater clarity, the "Don't Know" responses were excluded and recalculated.

■ Strongly Disagree
 ■ Disagree
 ■ Agree
 ■ Strongly Agree



Direct Service Providers

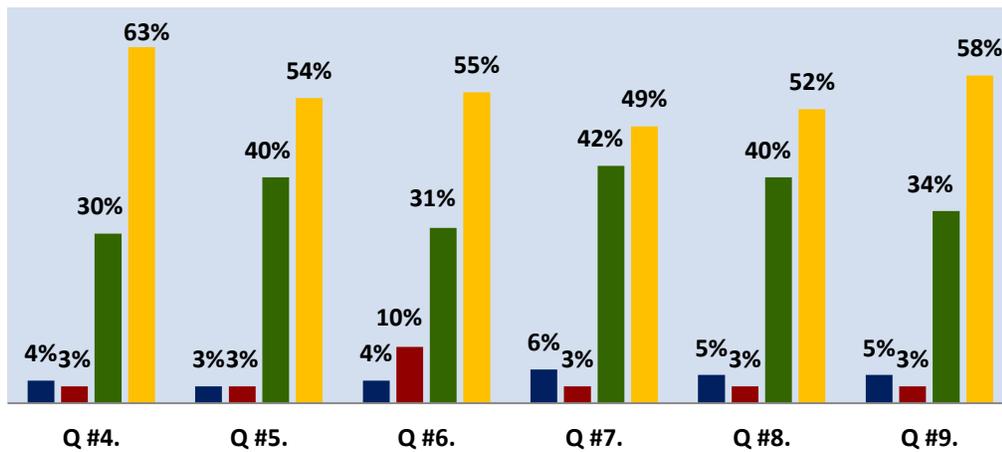


Service System Leaders

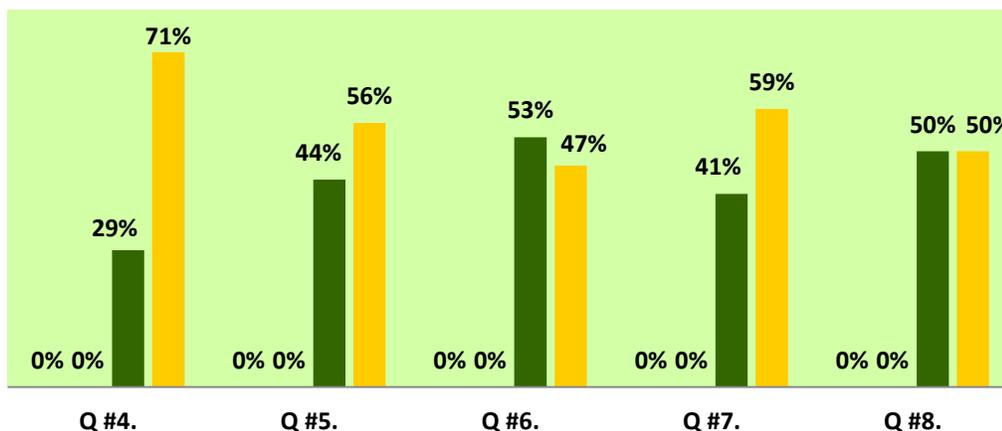
OTHER RATING QUESTIONS:

Q #4.	CCTB reminds clients of their strengths.
	CCTB is committed to collaboration and partnerships with other community organizations.
Q #5.	The information clients are provided by CCTB is easy to understand.
	CCTB is committed to ongoing quality improvement at a systemic level.
Q #6.	CCTB involves other professionals in their clients' services when necessary.
	CCTB is invested in developing protocols/agreements with other community organizations when necessary in order to better serve the needs of families and the community.
Q #7.	Clients feel like CCTB has a partnership with them in the services they receive.
	CCTB contributes to important community initiatives that are relevant to the work of CCTB and its clients when needed.
Q #8.	CCTB tries to accommodate their clients' unique needs.
	CCTB is reliable in fulfilling its responsibility regarding decisions made at a system level within its capacity to do so.
Q #9.	CCTB values their clients' input and offers them choices about the services they receive.

■ Strongly Disagree
 ■ Disagree
 ■ Agree
 ■ Strongly Agree



Direct Service Providers



Service System Leaders

COMMENTS:

Direct Service Providers:
CCTB treats their clients with respect "Have worked with counsellors in a school setting - it's always very positive and collaborative. They strive to understand the "rhythm" of the school year / services" "Seldomly have I heard of a complaint other than wait list" "Always respectful and prompt"
CCTB actively embraces their clients' culture, values & diversity "Haven't heard otherwise" "----- is very involved in a number of groups in the school and provides inclusive invitations to all" "Not all front line staff work to maintain a relationship when an individual's mental health impacts functioning within the agency procedures/policy"
Clients are pleased with the quality of communication they have with CCTB "The whole process seems to take a long time" "They are to the best of my knowledge" "Workers/caregivers not receiving written reports" "I'm sure they are, but I don't know that" "Again, different in a school setting as we can be in more regular contact with students and their families" "No way to know this - everything that happens is in confidentiality with the student and the mental health care providers. All I see is student performance, mood, and general attitude in my class and in the school. From the little I can tell, the students seems to like the social worker/nurse" "Mixed experiences from clients- positive overall in the developmental services (RC's), less so in mental health services and assessments (developmental and autism)" "Very clear and professional"
CCTB reminds clients of their strengths "I'm sure she does, but I don't know that" "Definitely" "Yes definitely" "I believe so, from my experiences"
The information clients are provided by CCTB is easy to understand "I never see any of these" "I find them easy to read, but not sure how clients view them" "I have had little shared from CCTB with other organizations, beyond assessments. Developmental assessments and autism assessments are not always understood by family- too long and not functional/meaningful to family" "Usually the CCTB staff take the time to ensure that it is understood"
CCTB involves other professionals in their clients' services when necessary "School guidance counsellors not used to inform CCTB counsellors of important and relevant school behaviour, relationships etc., so as to better help the client. I think the circle of care needs to include us to a certain degree ie. even one-way sharing of us to you" "The partnership between CCTB and TBCDSB has been positive" "I can only speak from my experience as a teacher. Communication between mental health nurse/social worker and teachers is very limited. They are too busy meeting with students all day and teachers are mostly kept in the dark about their progress with the students etc." "I think this varies and all organisations could better collaborate" "Often yes"
Clients feel like CCTB has a partnership with them in the services they receive "I believe so"
CCTB tries to accommodate their clients' unique needs "Very good at accommodating family schedules; hard for children with low cognitive skills to access mh services"
CCTB values their clients' input and offers them choices about the services they receive "There is little to no choice if you're on a waiting list" "Unsure"
Service System Leaders:
CCTB treats community partners with respect "Very supportive of the community and its agencies"
CCTB is committed to collaboration and partnerships with other community organizations "Very interested in developing a community impact plan"

PART FOUR: OPINION ABOUT CCTB

The following questions were developed to understand how Community Partners view the way CCTB works with them. Participants were asked to make a mark along the continuum from 1 to 10 that best reflects their opinion.

QUESTION: In your opinion, how does CCTB work with other Direct Service Providers when they have shared clients? *(Applies to “Direct Service Provider” survey only)*

<i>Poor</i>										<i>Outstanding</i>	
1	2	3	4	5	6	7	8	9	10		
1 (1%)	2 (3%)	1 (1%)	1 (1%)	12 (16%)	8 (10%)	12 (16%)	18 (24%)	13 (17%)	8 (10%)		

Weighted Average: 7

COMMENTS:

Direct Service Providers:

IDENTIFIED STRENGTHS

“They work well together by following up with each other to ensure everyone is on the same page”

“Communicates regularly with educators -shares information in professional and organized manner”

“I believe CCTB does the best that they can with the time frame that they have with their clients”

“The professionals I have worked with through CCTB have been very cooperative, responsive, and collaborative”

”In my experience in working with CCTB I have had no concerns. They are always keeping service providers supporting the same child/youth connected through transparent communication and ongoing meetings/emails etc.”

“Clear and open communication, willingness to listen and very respectful of professional opinions”

“In our office, our social worker works very closely with teaching staff, administration and our mental health and addictions nurse in order to best support students and families”

“From what I have observed when a family needs 2 or more services the providers are very accommodating to schedules and the emotional needs of the child”

“Our RC has always been extremely helpful and a great resource for our educators”

“They seem to be on the same page about children and have a joined plan as to best meet a child’s needs”

“I just think they work really well :)”

“In my opinion, CCTB Service Providers go above and beyond to connect with staff and clients to provide the best outcome for the child; the only disadvantage at times is the weather for travelling”

“Great communication!”

“I do not have very much experience with CCTB at this point, but the few experiences I have had have been positive”

“Very aware and effective communication”

“They provide input and also ask for input Coordinated”

“They are always trouble shooting the best possible way to serve their clients”

“Staff are responsive when I contact them”

“Very professional and helpful”

“ In the Superior Greenstone region, services are provided by multiple agencies in an integrated approach”

“The new model for social workers (contracted from CCTB) in the elementary schools has positively impacted how quickly students receive services”

“Always professional and present concern and commitment for helping the families in need”

“Professional, informative, collaborative in meeting clients continued needs”

“I feel that we are always doing what is best for the clients. we work collaboratively”

“No concerns, staff have generally been a pleasure to work and collaborate with”

“There is always room to improve and do more. However they are doing very well in this area”

“Mostly a shared approach is being used in terms of respecting other professionals...”

IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT

"It would be nice to have a person remain everyday (even for 1/2 day) to assist with children under their case load. But again I know money and employees are a factor. Someone here Monday through Thursday bottom line"

"Updates of changes between meetings, if possible"

"Confidentiality policy is obstacle to my being able to provide essential and relevant information to CCTB counsellors regarding my students"

"Being in the District it can be challenging to work with everyone while here for a short time, but as much as possible it is done"

"Counsellors are busy, clients have trouble getting to the central location"

"For the most part, it is easy to work with CCTB, however on occasion it has been complicated and made a stressful situation even more stressful"

"Sometimes the offerings are too rigid and need to be more flexible to meet client needs"

"There are attempts that are often successful. However, it depends on whether or not the school has even been made aware of what is happening with the student (eg. hospital admittance). Then attempts are made to liaise with other community providers"

"The one area that needs improvement, is releasing reports. It is often a lot of work and quite inconvenient to staff, and families to get reports after they have been completed, since switch to EMH ware"

"Communication is good when there is formal CSP. Without this structure I am rarely contacted by CCTB staff"

"I know that I have students who receive services from CCTB, but I have no contact with these experts, and I understand they are disallowed from providing guidance, suggestions, or strategies that may improve classroom life for these kids and/or my understanding of what is going on with them"

"Assuming I am a direct service provider (teacher), I have to say that overall they do not work with us. They work with the students almost exclusively, probably due to time constraints in their schedule. To the staff, it doesn't feel as though they are part of the school team. We seem to have many mental health problems at our school which means that students are repeatedly removed from class to take part in therapy sessions or other services provided. Often, this results in the student falling behind in understanding/engagement with the class, causing conflicts. (for example, the student now has an added stress in not understanding concepts necessary for their success in the course.)"

"Difficult to get hold of. Sharing of information seems limited even though releases have been signed. Slow to get information"

"Most front line staff do engage in ongoing supportive treatment planning. The lines of communication can be impacted from time to time however which then slows the process of a timely outcome/progress for a family and/or student"

"We have a strong partnership but we find that CCTB staff don't always see the partnership as equitable - it sometimes feels as if they see themselves as the experts who are there to tell us how to do things rather than hearing all of the information and coming up with a plan as a group. We have had several situations where the family shares information that is not necessarily accurate and CCTB staff act on that information in isolation rather than gathering additional information from the school level. However, most of the time it is a very good relationship"

"It can be difficult to work in unity with the organization; recent history has shown a lack of consideration and desire for the best interest for the client"

"I think there are programs that better collaborate and those who have more challenges in this area. In general, I think developmental services better collaborates"

"crossover of services sometimes occurs with CCTB sometimes having the belief that they know best"

"Always room for improvement"

QUESTION: In your opinion, how does CCTB work with Community Partners? (Applies to "System Planning" survey only)

Poor							Outstanding		
1	2	3	4	5	6	7	8	9	10
0 (0%)	0 (0%)	0 (0%)	2 (11%)	3 (16.5%)	1 (5.5%)	4 (22%)	7 (39%)	1 (5.5%)	0 (0%)

Weighted Average: 7

COMMENTS:

Service System Leaders:

IDENTIFIED STRENGTHS

- "Leader in the system"
- "Minimal contact outside of scheduled meetings. In meetings they communicate well"
- "We have partnered for many years with CCTB. Programs are child and family centred and fit within our mandate"
- "We have had an excellent experience working with CCTB staff on individual case level, program level, staff training and development level, consultation for our organization"
- "CCTB has a pulse on the issues encountering children and youth in our community. They look for opportunities to partner with other agencies in TB and district and how to meet needs"
- "CCTB collaborates and is doing well as a lead agency. I think the system planning table approach is working very well!"
- "CCTB recognizes the importance of developing a seamless model of service coordination through community memorandums of agreement, advocacy and various community partnerships"

IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT

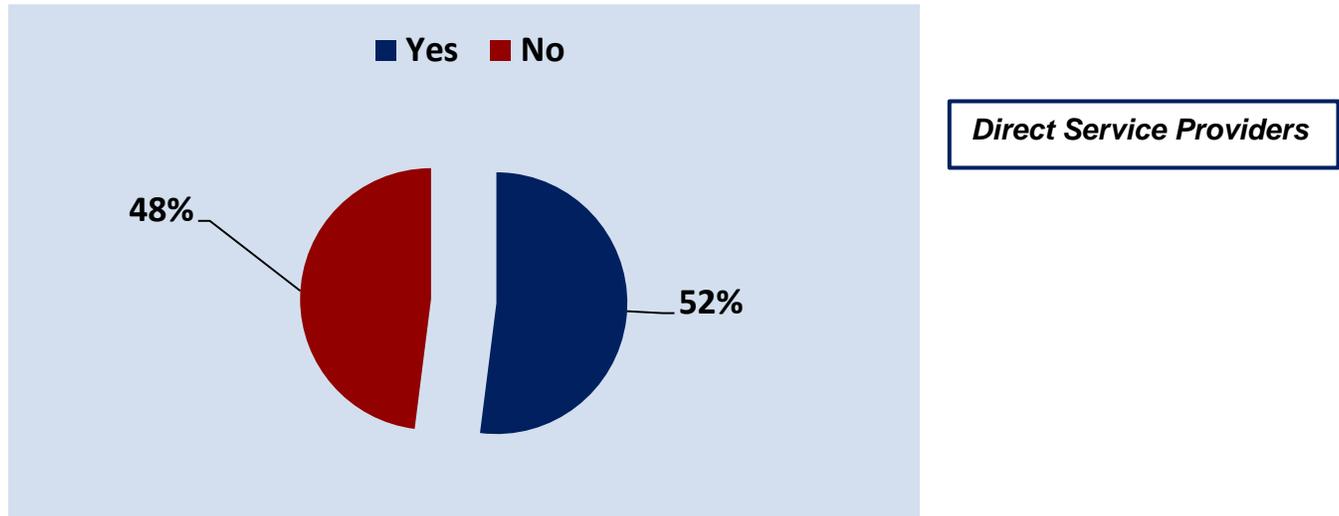
- "CCTB is involved in many system planning initiatives and at time may have too many things going on to keep track of everything"
- "In most organizations there is room for increased collaboration. Often, time and schedules do not allow for increased opportunities"
- "More transparency"
- "There are invited opportunities to participate. Decision making does at times feels less engagement and more like solicited agreement"
- "No regional capacity"



PART FIVE: CHALLENGES AND BARRIERS

The following questions were developed to understand if Community Partners perceive any challenges or barriers that can interfere with collaboration. Participants were asked to answer with a YES or NO and explain if they answered YES.

QUESTION: In your opinion, are there challenges or barriers that can get in the way of effective collaborative service planning between CCTB and other Direct Service Providers when they have shared clients? (Applies to "Direct Service Provider" survey only)



COMMENTS: The following themes emerged

Direct Service Providers:

SCHEDULING (TIME AND DISTANCE)

"Busy schedules of all involved"

"Distance and time"

"Wait time to meet as a group to discuss goals and strategies. Conflicting schedules, which cannot be helped among staff"

"Scheduling meetings while in the district to connect"

"Huge workloads"

"The amount of services and having people physically come into the district can make it difficult"

"Time for meeting...especially in education"

"Meetings are often just set without considering the schedules of others. As teachers, we have a very limited ability to be away from the school (financial constraints of replacing teachers)"

"Timing - is the client being seen by both parties at the same time? Willingness of staff on both sides, knowledge of other service providers involved, different buildings/work environments, busy schedules"

CONFIDENTIALITY ISSUES

"Confidentiality policies"

"The only barriers/ challenges occur when students/families do not give consent or are not upfront to release crucial information"

"Limited consent therefore limited information shared. Communication not shared that one or the other is involved in client's care"

"If the client doesn't give consent then sometimes that communication piece is difficult"

"If the client/student refuses consent, sometimes the school cannot be fully aware of what is happening and how to best support the student"

COMMUNICATION/COLLABORATION CHALLENGES

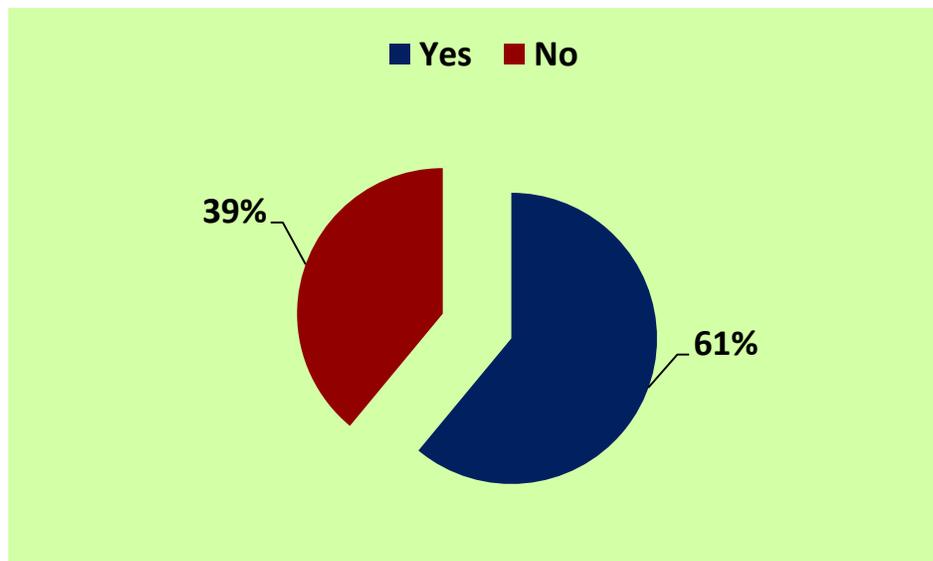
“Different goals, communication issues”

“Communication in particular - ability to communicate electronically is essential - I can't e-mail forms to you which is extremely frustrating. You can't tell me a fax is more secure than a secure e-mail”

“School board and/or administration-imposed limitations. It does not make sense to me that we do not have a more complete circle of care to share expertise, observations, and strategies. I've heard it takes a village, but I mostly just see that now and then a kid disappears from my classroom for a chunk of time, and that's all I know”

“Sometimes it is the client that can make things difficult, as they may be easy to get a hold of, or do not show up for appointments, or they don't return phone calls. Until the client is totally on board and taking responsibility not all service providers can be in the loop. We must have clear direction and permission in order for service providers to share information with each other etc.”

QUESTION: In your opinion, are there challenges or barriers that can get in the way of effective planning and collaboration between CCTB and Community Partners? (Applies to “System Planning” survey only)



Service System Leaders

COMMENTS:

Service System Leaders:

“Maybe does too much”

“Time and opportunity needs to be made a priority for all partners”

“Budget and staffing constraints, mandate”

“Limited communication”

“Differing funders and priorities that can make it challenging to come to mutual agreement”

“Effective Communication is important - understanding the context and challenges of other organizations”

“Commitment of all partners to continue to participate in planning”

“Resources are an issue for several systems. Lack of CYW's in the community. The various community tables may be duplicating work that is being done”

“Different ministries and mandates get in the way. I also believe some organizations are very internally focused”

“Volume of work”

“Funding to support a coordinator that can assist in building a seamless model of service coordination”

PART SIX: IMPROVEMENT FOR CLIENTS/FAMILIES

The following questions were developed to understand if Community Partners view any improvements for clients and families as a result collaborative service planning and service system planning with CCTB. Participants were asked to make a mark along the continuum from 1 to 10 that best reflects their opinion.

QUESTION: In your opinion, have things improved for shared clients as a result of collaborative service planning with CCTB? *(Applies to “Direct Service Provider” survey only)*

Not at All

Significantly

1	2	3	4	5	6	7	8	9	10
0 (0%)	0 (0%)	0 (0%)	2 (3%)	12 (16%)	11 (15%)	13 (18%)	16 (22%)	10 (14%)	9 (12%)

Weighted Average: 7

Direct Service Providers:

IDENTIFIED STRENGTHS

- “Yes, I have noticed a change with implementing strategies suggested”
- “Feedback I have received from families regarding their experiences has been very positive”
- “Families felt they had a strong team working with them”
- “Better communication and follow up as a result for tasks assigned to specific providers and the role they play within the team. (more accountability)”
- “Yes, she has brought things in to help with sitting for children, she's brought in displays for demonstration /visual helping”
- “We are very fortunate to now have our mental health nurse share a space with us this year”
- “Yes, once the process is started for a family, providers do collaborate quickly”
- “Always good to be on the same page”
- “Improved communication and a decrease in wait time for RC services”
- “This has definitely improved and continues to improve”
- “I've never had any concerns about this”
- “CCTB provides excellent service”
- “Good collaboration and feedback and support”
- “In a school setting, I'm not aware of how shared clients services have improved. Our partnership with this program however has been excellent”
- “Well coordinated” “Communication”
- “The CSP process makes everyone accountable”
- “We value the expertise of CCTB staff and know that when we work with families the outcome is always better for students”
- “Walk in clinic bridges a gap in waiting. Families seem to get supports faster”
- “I feel that CCTB is in the community schools working with kids with challenging behaviours”
- “It's a step in the right direction to get all agencies on the same page in Thunder Bay”
- “CSP has been very helpful supporting families with involvement across agencies”
- “It has definitely improved. There are still delays and barriers as stated above. We can only do what we can with what we have”
- “CCTB does a great job of providing a collaborative service. Unfortunately, other agencies do not and it makes client treatment difficult when other agencies such as CCR are resistant to work together”

IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT

- “Having CCTB more often in the program would help greatly. Benefit more for servicing”
- “Worker has not seen a difference yet”
- “Still early in the process to determine”

“Always can use more presence In the programs”
 “I believe they have improved over the past 7 years but, can be better”
 “There will be growing pains. Perhaps a flow chart of some sort to help people understand what it looks like would be helpful”
 “I believe there have been improvements but it isn't as seamless as when services were provided through the ISNC model with shared consent and full collaboration with service providers”
 “I don't think we have any collaboration beyond allowing access to CCTB services at the school during school hours”
 “Over the years, I feel the collaborative relationship between CCTB has significantly improved”
 “Very difficult to tell. Students in general seem to have more mental health problems, or perceived mental health problems, year after year. If there is an improvement in their condition, it is imperceptible throughout the school year. Mental health problems are cited more and more every year for missing tests, projects, and other responsibilities, and it is becoming increasingly difficult to draw a line where responsibilities should be maintained. However, teachers are hesitant to draw these lines as soon as mental health is mentioned in fear of being branded as insensitive to mental health problems. Some students recognize this and use it to their advantage”
 “Whenever a more wrap around approach can be taken the better the outcomes for a family/student”
 “There really are not enough services available to meet the needs of our struggling families”
 “For the clients that are involved in CSP, yes. For those that are not, no”
 “I think CSP has allowed organizations to have a more formal arena to meet and collaborate together. Sometimes this was already happening in teams and organizations that work well together. But in times where this is harder, for variety of reasons, CSP has been helpful in getting everyone on the same page, with the family in the driver's seat”

QUESTION: In your opinion, have services improved for families at a systemic level as a result of collaboration with CCTB? (Applies to “System Planning” survey only)

Not at All

Significantly

1	2	3	4	5	6	7	8	9	10
0 (0%)	0 (0%)	0 (0%)	1 (6%)	3 (16%)	1 (6%)	9 (50%)	4 (22%)	0 (0%)	0 (0%)

Weighted Average: 7

Service System Leaders:

IDENTIFIED STRENGTHS

“Client flow”
 “When agencies can come together to benefit children it helps”
 “More collaboration between agencies”
 “There have been improvements; continues to be opportunities to leverage the system in new ways”
 “Consult, referrals, case collaboration, easy to access, CCTB staff have been open, inviting, helpful”
 “CCTB has provided specialized intervention for child welfare families and children. FIT is an example of this”
 “We are collectively working to address systemic issues. In this process CCTB has worked with other organizations to address individual cases and to move system change”
 “Many of the clients we work with are also clients accessing services in a different capacity that helps build a more holistic comprehensive model for client service”

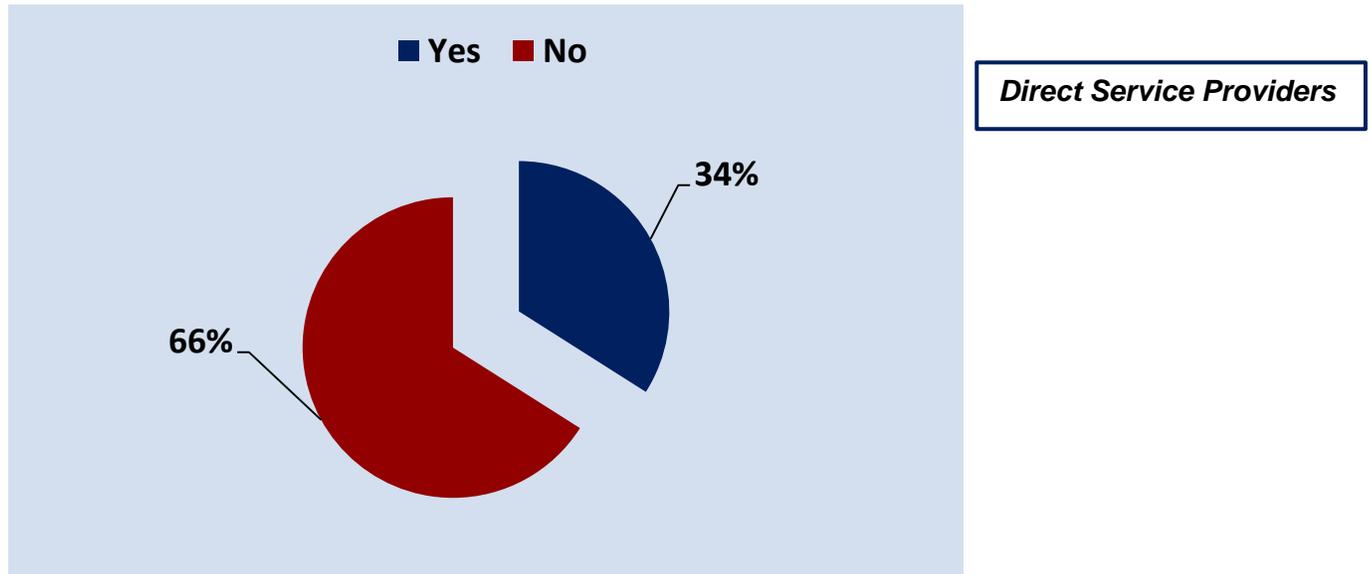
IDENTIFIED OPPORTUNITIES FOR IMPROVEMENT

“An increase in funding and resources could improve this”
 “More programming available in the community at various agencies...”
 “Have not reviewed any data to suggest that this is the case”

PART SEVEN: OPPORTUNITIES

The following questions were developed to understand if Community Partners believe there are things CCTB can do better. Participants were asked to answer with a YES or NO and explain if they answered YES.

QUESTION: In your opinion, is there anything CCTB can do better in order to enhance working relationships with Direct Service Providers of? (Applies to "Direct Service Provider" survey only)



Direct Service Providers:

INCREASE/IMPROVE SERVICES

- "I feel like our location gets less time with RT's because we have less children on her case load"
- "Sometimes a while without seeing RT"
- "It would be nice to have a Resource Consultant service all programs, not just DSSAB (What about Health Canada?)"
- "Shorten wait times"
- "I think we need some suggestions for how to support kids with particular needs in our classrooms"
- "I would welcome CCTB assessment of my practices so I know what I'm doing right and what I can do better"
- "Kids are in desperate need of services in schools, we need more mental health workers in schools helping students on a daily basis"
- "Be more compassionate and understanding of the circumstances with family; put forth more effort for the families of shared clients"

MORE OF THE SAME

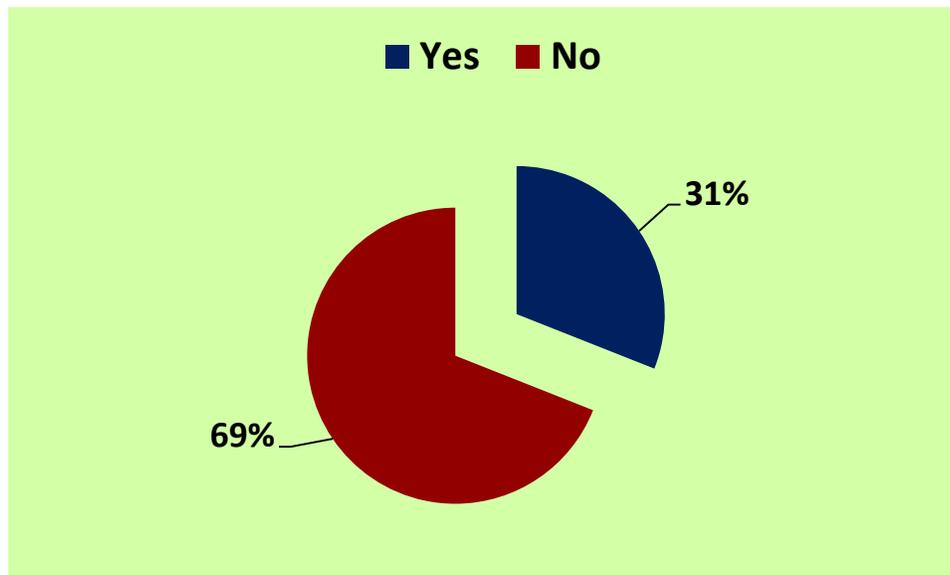
- "I appreciate everything you do ----"
- "We are learning and growing together...change is good"
- "----- does a great job here"
- "Keep doing what you are doing"

ENHANCE COMMUNICATION, COLLABORATION AND COORDINATION

- "Train staff regarding professional communication"
- "There is always room for improvement. Quickly coming together and recognizing the needs of the family as a whole, which I know that CCTB does, and all providers getting on board as quick as possible"

“Reaching out to school counsellors when need be and vice versa”
 “Ongoing collaboration with community partners and feedback sessions from all stakeholders on a yearly basis is a must”
 “Front line staff being aware of travel schedules, being invited to case conferences and make it easier to get reports”
 “Ability to communicate electronically”
 “They should be present in team meetings, have in general more contact with pertinent teachers and professionals, and be included in the formation of a school wide mental health strategy. The most important is setting up meetings with relevant teachers and having more open communication lines with them”
 “Better collaborate to close gaps in services for children and decrease duplication of services (developmental services). Mental health services working more collaboratively with community organizations”
 “Re-evaluate what agencies offer each service so as not to have crossover and misuse of resources”
 “Continue on-going communication often, to ensure we are in the loop”
 “Increase understanding of working together and that clients are involved with multiple agencies and it can be difficult for clients to understand the system and ins and outs of each service provider service causing service overload”
 “Fast access to records. Sometimes I think the worker is holding back information or impressions (perhaps ones that are not substantiated) and it would be good to have open conversations about one's impressions. I seldomly get a phone call from a CCTB worker about my impressions. Maybe this is my issue and I need to do something different”

QUESTION: In your opinion, is there anything CCTB can do better or contribute to in order to make ongoing system planning and collaboration more effective with Community Partners?
 (Applies to “System Planning” survey only)



Service System Leaders

Service System Leaders:
 “Always room for improvement; but not sure specifics”
 “Communication”
 “Seek less to influence the decision outcomes and more to engage the decision making capacity of the full community table”
 “It would be great if we had a better connection to the adult system table as well”



Quality Assurance Sub-Committee Members (2018-2019)

Tammy Ambrose
Alana Bencharski
Kelley Day
Janis Farrish
Terri Lynn Fucile
Lisa Joubert
Scott McBean
Ruth Mills
Darlene Niemi
Gina Ruberto
Chris O'Shaughnessy-Start
Karin Smids
Jennifer Welsh