



Date: April 20, 2022

Time: 5:00pm

Place: 466 George Street, Peterborough, ON
and virtually on Zoom

BOARD MINUTES	
Present: In Person: John Lyons, Mary Reader, Matthew Wilkins Zoom: Drew Merrett, Heather Temple, Jessica Drover, Jim Shipley, Sandra Hamilton	
Staff Participants: In Person: Mark Graham, Ellen Watkins Zoom: Yvonne Quackenbush	
Regrets: Valdis Martyn, Caroline Monsell, Krystina Cunnington	
Guest(s): David Haw, Manager of Lynx Early Psychosis Intervention	
Chair: John Lyons Co-Chair:	Recorder: Yvonne Quackenbush, Decision Support Analyst
Item / Topic	Discussion / Decision / Action / Motion
Welcome and Introductions	<ul style="list-style-type: none"> John welcomed everyone to the board meeting.
1. Call to Order	<ul style="list-style-type: none"> Call to order at 5:03pm. Quorum met.
2. Land Acknowledgement	<ul style="list-style-type: none"> Land Acknowledgement presented by John Lyons.
3. Declaration of Conflict	<ul style="list-style-type: none"> None expressed.
4. Approval of March April 20, 2022 Agenda	<p>Motion: To approve the April 20, 2022 agenda as presented. Moved: Jessica Drover Seconded: Drew Merrett Carried</p>
5. Board Volunteer Hours	<ul style="list-style-type: none"> Board volunteer hours collected. Caroline Monsell (A), Drew Merrett (4), Heather Temple (5), Jessica Drover (4), Krystina Cunnington (A), Jim Shipley (4), John Lyons (6), Mary Reader (4), Matthew Wilkins (4), Sandra Hamilton (3), Valdis Martyn (A)
Quality Improvement – Program Presentation	
6. Quality Assurance Measures and Lynx Early Psychosis Intervention	<ul style="list-style-type: none"> David Haw, Manager of Lynx Early Psychosis Intervention, presented a Quality Improvement (Q.I.) PowerPoint presentation on Lynx Early Psychosis Intervention (lynx/EPI) to the board of directors identifying/highlighting: <p>Quality Assurance Measures:</p> <ul style="list-style-type: none"> Identified the purpose of the program and qualifications to receive supports: <ul style="list-style-type: none"> Early intervention support for you (age 14-35) and their families experiencing a first episode of



psychosis. Journeying Together (JT) provides support to anyone with a loved one experiencing a mental health issue.

- Presented the team's Organizational Chart.
- Reviewed the team's funding from the Central East LHIN (annualized) and donations.
- Provided updates and successes since the last presentation.
- Discussed the lack of consistency and standardization across the Lynx network EPI Standards compliance that was identified and the changes that took place over the past year to improve assessment, treatment plans and reviews, discharge tools, procedures, family and peer supports and the oversubscribed JT program, accuracy in referrals, and client experience measures.
 - Root causes for the inconsistencies included: generalized and insufficient information and lack of community resources in each Lynx area that may have resulted in longer service involvement in the past; and the lack of regular treatment plan reviews and discharge planning at appropriate points in service delivery, which resulted in lack of focus.
 - The enhanced integration of the Family Education Support Worker and Peer Support Worker roles increased the number of clients receiving supports by 10% over the year.
 - An improvement is being made in the reporting of the client experience (knowledge of discharge planning and procedures) through the Ontario Perception of Care (OPOC). The practice of completing OPOCs during an annual blitz prevented the program from having the client responses at the time of discharge, therefore the client responses were not accurately measured. COVID restrictions has significantly reduced the number of completed OPOCs due to the lack of in-person appointments. As a result, the program is making a coordinated effort this year to have OPOCs completed throughout the year and the outcome measures will be totaled in the Fall of 2022.
- Overall challenges for the program include:
 - Stabilizing the client numbers in all areas aside from individual caseloads which saw a slight decrease in Q4;
 - Inconsistency of data tracking across the network on the number of referrals, average caseloads, and number of discharges due to manual calculations. Some partner sites have moved to a new medical records system (EPIC) and they do not know how to run their reports yet.
- As a result of a coordinated approach to better integrated Family and Peer Support service at the time of referral the program has seen an increase in the number of clients accessing this support those areas where it exists:
 - The family program in Peterborough now has a caseload comparable to other sites;
 - The peer support programs in Cobourg and Campbellford have an all time high in terms of individuals asking for support and attending programming opportunities. The Peterborough program has also seen an increase, but still has the capacity to see more.
- The Board did not have any questions following the presentation.



<p>7. Board Discussion Q.I. Program Presentation</p>	<ul style="list-style-type: none"> • It was a great presentation and well delivered. • There were some good action items. • It is good to hear how things have rolled out over the past year and the flow of how things were implemented. • The program is an important piece of CMHA HKPR and a benefit to the youth in our community. • It is encouraging to see the success of the Journeying Together program.
<p>8. Consent Agenda Acceptance a) Board minutes from March 16, 2022 b) CEO Report</p>	<p>Motion: To accept the March 16, 2022 board minutes as presented. Moved: Mary Reader Seconded: Jim Shipley Carried</p> <p>Motion: To accept the CEO Report as presented. Moved: Matthew Wilkins Seconded: Sandra Hamilton Carried</p>
<p>9. Items Extracted from the Consent Agenda</p>	<ul style="list-style-type: none"> • Mark Graham provided updates from the CEO Report, including: <ul style="list-style-type: none"> ○ The City has completed its inspection of 4CC/Paddock Wood with the exception of the porch and the program is close to being able to provide use of all beds; ○ The Mobile Crisis Intervention Team Expansion (MCIT) proposal will be presented to City Council in May; ○ Partnership with 4CAST not going through. Ministry to reclaim funding.
<p>10. Monthly Financial Report a) Statement of Revenue & Expense - Ministry Funded b) Statement of Revenue & Expense - Other Funded c) Statement of Revenue & Expense - Fundraising/Fund Development d) Financial Report - (Narrative)</p>	<ul style="list-style-type: none"> • Heather Temple and Ellen Watkins reviewed the new financial statements format with board members: <ol style="list-style-type: none"> a) Statement of Revenue & Expense – Ministry Funded b) Statement of Revenue & Expense – Other Funded c) Statement of Revenue & Expense – Community Engagement d) Financial Report – (Narrative) April 1, 2021 to March 31, 2022 • The Statement of Revenue & Expense – Ministry Funded report combines funding sources and shows the month and current year-to-date. • The Statement of Revenue & Expense – Other Funded more clearly shows where the dollars are coming from and where they can be allocated. • The Statement of Revenue & Expense – Community Engagement will be shared at the end of each quarter and will show what is outstanding and any revenues that need to be sent back (if any).



<p>April 1, 2021 to March 31, 2022</p>	<ul style="list-style-type: none"> The Board felt the reports clearly explain what is and isn't there and that the reports were less complex. <p>Motion: To accept the above-noted Statements of Revenue & Expense for month ending March 31, 2022. Moved: Matthew Wilkins Seconded: Jim Shipley Carried</p>
<p>11. Urgent Matter</p>	<ul style="list-style-type: none"> None
<p>Business Arising</p>	
<p>12. a)</p>	<ul style="list-style-type: none"> None
<p>New Business</p>	
<p>13. a) Operational Planning Workshop - Update</p> <p>b) CEO Succession Plan Review</p> <p>c) Balanced Scorecard – Q4 (January – March 31, 2022)</p>	<ul style="list-style-type: none"> Areas of focus were Equity and Service Delivery Model; Diversity - we need to ensure that any door within the organization can welcome and connect individuals rather than be put on the wait list for service (breaking down doors within our organization); We want to look at pay equity across the organization from a community standpoint; We are exploring a better way of recruiting with a different lens (diversity); A formal document will be shared with the Board. <ul style="list-style-type: none"> Mark gave a brief review of key points in the CEO Succession Plan; The plan includes all critical information to assist in making decisions in his absence; <p>Motion: to accept the CEO Succession Plan as presented. Moved: Mary Reader Seconded: Matthew Wilkins Carried</p> <ul style="list-style-type: none"> Sick days have increased; Client incidents have increased; <ul style="list-style-type: none"> Two staff incidents are related to client incidents; Debriefings have been provided to staff involved; Looking at ways to prevent some incidents from happening Naloxone kits are being provided at all residences HR can recognize and identify workplace violence and how to report this and support our staff. <p>Motion: to accept the Balanced Scorecard – Q4 (January - March 31, 2022 as presented. Moved: Sandra Hamilton</p>



	Seconded: Jessica Drover Carried
d) Ethics Update	<ul style="list-style-type: none">No update.
Correspondence	
14. a) 2021/22 Mental Health & Addictions Justice Funding	<ul style="list-style-type: none">Included in the CEO Report update.
In Camera Session	
15. IN Camera Agenda (under separate cover)	Motion: To move 'In Camera' Moved: Drew Merrett Seconded: Jessica Drover Carried Motion: To move 'Out of Camera' Moved: Drew Merrett Seconded: Jim Shipley Carried Rise and Report: To accept HR Report as presented. Moved: Drew Merrett Seconded: Jim Shipley Carried
Anything Else:	
16. Round Table Discussions	<ul style="list-style-type: none">Valdis sends his best – he is not feeling well tonight.
17. Adjournment	Motion: To adjourn at 6:23pm Moved: Mary Reader Seconded: Drew Merrett Carried