

Executive Director 20/21 Annual Report



During the 2020/2021 fiscal year, Intersect Youth and Family Services' focus was to continue work on the goals identified in the 2020-2023 Strategic Plan and to evaluate the changes made in the past year. Although movement was made on these goals, planning was often interrupted by the need to respond to the changing requirements of the COVID-19 Global pandemic. Intersect leadership spent a large amount of time developing safety plans to ensure Intersect could maintain safe service delivery and implementing virtual services to continue the support for our children, youth, and families in the midst of the pandemic.

As a result of this planning and the commitment of the Intersect team, Intersect's services continued to operate throughout the pandemic and the families we serve experienced no disruption in their ability to access care - Intersect's doors remained open. During the 2020/2021 fiscal year, Intersect Youth and Family services provided service to over 641 children, youth, and their families. This included completing 283 Intakes, starting active services for 330 new children and youth, and continuing the services for 255 families from last fiscal year. Active services include: one on one therapy, family therapy, child, youth and family groups, risk assessment, crisis support/safety planning and resource education and referrals.

Three Year Strategic Plan 2020-2023

Intersect Youth & Family Services created and approved a strategic plan for the years 2020-2023. The strategic goals and objectives are:

- Invest in our most valuable resource, our team, through the development of recruitment, retention, succession, and professional development strategies.
- Ensure our society has the technological systems, hardware and resources required to optimize service delivery and minimize wasted time spent on tasks that do not provide direct care to our clients.
- Make our client and staff's safety paramount through the identification of risks, development of policy and procedures to mitigate risks and the training and education to identify, respond to and get support for addressing risk.

The following goals have been identified to implement the strategic priorities:

1. The development and implementation of a professional development education and training strategy.
2. Develop recruitment, retention, and succession strategies.
3. Use technology to enhance client services, improve efficiency of personnel, improve productivity of personnel and systems to communicate with all stakeholders.
4. Ensure the physical and psychological safety of our team and clients.

CARF Accreditation

Intersect was surveyed by CARF International for renewal of their CARF accreditation status on October 28-29th, 2019. The society completed their Annual Conformance to Quality Report and maintained their CARF accreditation status. Intersect will be surveyed again in fall 2023.

Person's Served Snapshot

Intake	283	School Program 20/21	35
Infant Mental Health	33	New Directions	14
Active Therapy	585	Psychology	35
Psychiatry	17		

COVID-19 Global Pandemic-Critical Incident

On March 17, 2020, BC's Provincial Health Officer Dr. Bonnie Henry declared a public health emergency under the BC Public Health Act in response to the COVID-19 Global Pandemic. This included the suspension of in person counselling to prevent the transmission of COVID-19 until the middle of May 2020. In response, Intersect quickly developed and implemented a Pandemic Response Plan to ensure their ability continue to operate throughout the pandemic. All planning was informed by and in accordance with the recommendations of the BC Provincial Health Officer, Worksafe BC and the Ministry of Child and Family Development. Intersect Youth & Family Services implemented several measures to support the safety of their staff and clients to continue to provide essential mental health services to the families in Prince George. These measures have remained in place throughout the 2020/2021 fiscal year and Intersect's service delivery was never interrupted because of them.

Plans created and implemented in response to COVID-19 included:

- Pandemic Response Plan
- COVID 19 Risk Factor Screening
- COVID-19 Safety Plan
- COVID In Person Service Agreement
- Consent for Virtual Service Delivery
- Intersect Working from Home Agreement
- Implementation of virtual service delivery-ZOOM
- Staff training on best practices for virtual service delivery
- Creation Virtual Therapy handouts and procedures

CYMH Clinical Services

There were several changes made to clinical service delivery last fiscal year, this year Intersect's Leadership team focused on implementation, evaluation, and fine tuning of those changes. Additionally, they developed ways to ensure staff could easily access the information they needed to stay compliant with the changes and maximize direct service hours.

In addition to the implementation of virtual service delivery because of the COVID-19 pandemic, other notable improvements to CYMH service delivery included:

- Policy and Procedure:
 - Updated all clinical policy and procedures to ensure they were in alignment with CYMH policy and CARF accreditation standards.
 - Created procedural manuals for Intake and Active service to reflect changes over past years and the updated policies.
 - Created Animals in the Workplace policy to support the use of therapy dogs on site at Intersect.
 - Recognizing the entire Intersect Team including Leadership would be impacted by the death of one of our clients, we created Death of a Client guidelines to guide our practice in the unfortunate crisis to ensure we do not miss any important steps for our team or clients.
- Human Resources:
 - Developed comprehensive clinical orientation for new staff.
 - Developed termination checklist for staff leaving Intersect to ensure smooth transitions of care for their clients and the agency.
 - Performance Reviews were amended and completed with all staff that included the identification and development of individual professional and training goals.

A client was referred to intersect after they experienced intimidation and violence in their home. They have worked carefully at processing their experience through play. At first, they entered my office and went straight to the dollhouse. They selected a doll family and hid them throughout the house. Then, a monster stuffed animal or figurine would repeatedly destroy the house, finding and knocking all the family members and their furniture from their places. After a few sessions, the family tried leaving the house and exploring their surroundings. They eventually built a new safe house out of lego, and explored from there, or stayed tucked together inside. Now, the character representing my client is a superhero. They often enter the old house, which has transformed into an adventure challenge, and they are masterful at defeating monsters or saving captured people! Andra, Therapist

Intake and Active Service Data: April 1, 2020, to March 31, 2021.

20/21	INTAKES COMPLETED				ACTIVE SERVICE	
	Assigned	Closed at Intake	Infant	Total	Start Service	Continue Service
April	10	1	1	12	10	255
May	10	1	0	11	18	245
June	19	4	4	27	17	235
July	5	0	4	9	30	229
Aug	4	2	2	8	39	282
Sept	20	9	4	33	26	204
Oct	10	7	5	22	30	259
Nov	24	6	3	33	28	289
Dec	14	1	6	21	25	279
Jan	26	12	6	44	37	275
Feb	23	8	1	32	22	263
Mar	22	5	4	31	48	307
Total	187	56	40	283	330	585

I started working with a youth around one year ago, at the intake they were struggling immensely. They had dropped out of school for about 6 months, were struggling with substance use and addictions, and had an extremely negative self-concept, paired with anxiety and depression. I just had my 1-year review of the individual support plan with the youth, and the youth and I were able to reflect on their progress.... and wow. They were in tears with the progress they had made. They are now in school, completed 9 courses this year, have not used in 10 months, mood has increased, anxiety decreased, and most important of all they have begun developing a sense self and leading a life based on their values. As a therapist, I am so proud of this youth, they have blown me away with the resiliency they have shown, and I can't wait to see where they go from here. In a meeting discussing their future with the school post-graduation, they mentioned wanting to become a counsellor because it changed their life, and they want to change others' lives as well.

Rebecca, Therapist

Waitlist

During last fiscal year, the Intersect leadership team identified they needed a clearer way to track the waitlist data to determine client wait times, services clients were waiting for and the overall number of clients waiting for services, so they implemented monthly tracking and review of the waitlist. Although they were initially very excited to see the waitlist number going down, the number quickly climbed again. Considering all the

2019/2020 improvements done to streamline service delivery and ensure full staffing levels, they were disappointed that although we were delivering services faster, they had no impact on the overall number of children and youth waiting for our services. At this time, they are confident there are no additional improvement they can explore and acquiring additional funding to hire more clinicians is the only way to minimize the number of children and youth waiting for Intersect's CYMH services.

Waitlist Data: April 1, 2020, till March 31, 2021.

Month	Service Type		Wait Time				Total on Wait List	Comments
	1 on 1	Group Only	Group < 35 wks	1 on 1 < 35 wks	< 35 wks	< 1 year		
April								
May							170	**started tracking waitlist data
June			2	51	53	18	142	
July		18	4	23	44	15	103	3 of over 1 yr wait are Group only
August	119	21	4	36	40	15	140	3 of over 1 yr wait are Group only
Sept	94	21	6	25	40	9	115	3 of over 1 yr wait are Group only
Oct	94	25	7	23	35	11	119	3 of over 1 yr wait are Group only
Nov	79	19	5	17	22	7	98	1 of over 1 yr wait are Group only
Dec	73	23	6	14	27	7	96	1 of over 1 yr wait are Group only
Jan	62	22	7	13	20	5	84	
Feb	87	18	5	4	9	2	105	
March	112	15	1	4	5	3	127	1 over 1 year is Group Only

Infant Mental Health

Intersect's Infant and Early Childhood Intake team (IEC) consists of 3 therapist and one clinical supervisor; all of which provide intake services. During this past year, the intake process has been met with barriers because of the Covid pandemic. Given these are young children, our play observation component of the intake has been modified, and in some situations eliminated. Our IEC team is creative and has found ways to mitigate covid restrictions by meeting with families in the parks or holding visits virtually with caregivers reading stories to their young children and eventually holding them in our playroom (limited toys and stringent cleaning procedures) once again. IEC Clinical Supervisor is an active member of the CYMH Infant/Early Childhood Mental Health Community of Practice. The IEC team meets monthly to provide additional peer consultation and supervision, resources sharing and review procedures, etc.

As an overview of the involvement of our IEC team with intakes, please note inquiries are those who sought an intake but did not follow through, decided services were not needed or identified alternative services.

April 2020 – March 2021

- 15 Inquiries
- 24 completed intakes, of which 18 were provided active services and 6 were closed after intake
- Currently we have 9 intakes in progress.

Total of 33 intakes. Last report for 30 intakes had been completed.

We began to gather the source of how caregiver/parents learned about our IEC services:

- Word of mouth (friends, internet, previous client themselves) – 13
- Other community services – 16
- Medical practitioner – 8

- MCFD– 8
- Unknown - 3

During this year our IEC team have participated in the following professional development:

- 2 therapists - Infant Mental Health Basics 101 -Infant Mental Health Promotion
- 1 therapist– Play therapy– Canadian Association for Play Therapy
- 3 therapist– DC:05

The planned training included Circle of Security for 2 of the therapists who were not already certified, and the Parent-Child Interaction Therapy for the IEC team was put on hold due to Covid pandemic. We have also seen an increase in children who likely meet criteria for Autism Spectrum Disorder. Other community agencies are finding similar increases to their referral base. It is suspected having nearly 2 years of young children being fairly isolated or having fewer social experiences may be contributing to lower social skills and/or under-identified children with ASD traits, given caregivers are not seeing peer comparisons.

In summary, despite dealing with covid during this whole reporting year, we have surpassed the previous years intake totals. This puts additional strain on IEC Therapists who are also providing therapeutic services to the continuous influx of young children needing early intervention, as well as conducting Intakes. These intakes take 3-5 direct hours, in addition to 1-2 hours of documentation, screening and assessments. We need more Therapists who are skilled at working with younger children, given 32 of the children on our waitlist for services are 7 years of age and under, which requires a different set of training.

Specialized Services:

Psychological Services: As a result of the COVID-19 Pandemic, non-essential in person services and interprovincial travel was suspended. As Dr. Gingell travels to Prince George from Vancouver service delivery was disrupted. To minimize risk of exposure to COVID 19, when travel resumed Dr. Gingell chose to travel by car for two weeks bi-monthly instead of one week each month; he did not travel during the winter months due to the increased hazards of travel by car. This year in collaboration with Dr. Gingell we updated the psychological referral process, re-organized our records storage, and created a records agreement with Dr. Gingell for future storage and distribution of psychological reports.


Psychological Service Deliverables:

	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL
Assessment				9		8		8				7	32
Feedback				11		11		8				7	37

Psychiatric Services: Dr. Saleh was able to continue to provide psychiatric assessments virtually during the pandemic; however, in September 2020 he informed Intersect that he would be taking a medical leave and was unsure when he would be able to return. He did not return for the remainder of the fiscal year.

Psychiatric Service Deliverables:

	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL
Assessment	3	8	6										17
Consult	1	6	9										16

I was able to support one of my kids by accompanying them to make a police report for a sexual assault. Despite the sad circumstances, it felt good to be able to be there for them and help them advocate for themselves and allow their voice to be heard. Although it was a difficult day for them, they felt relieved to take this step and shared with me that reporting the situation will allow them to move forward in their life. It made me proud to see them empowered 

Kara, Therapist

CYMH Therapeutic Groups

To comply with public health orders, all groups were delivered virtually this fiscal year. Unfortunately, our Parenting Through Strong Emotions group was not successful when delivered in this format so we have decided to postpone it for the spring until it can be delivered in person again.

Groups Delivered in 2020/2021

<u>Fall 2020:</u>	<u>Spring 2021:</u>
<ul style="list-style-type: none"> ● Parenting Through Strong Emotions – Wednesdays 6-7:30pm Weekly series Ages: Caregivers only Facilitators: Stacey and Clinicians (rotating) Location: Zoom ● Mood Management – Wed. 6-7:30pm Dates: October 7 – December 2 Ages: 13-15 Facilitators: Rebecca and Lexi Location: Zoom ● Family Anxiety Group – Tuesdays 4-5:30pm Dates: October 13 – December 8 Ages: 7-9 Facilitators: Student AJ and Andra Location: Zoom ● Family Anxiety Group – Thursdays 4-5:30pm Dates: October 1 – December 3 Ages: 11-13 Facilitators: Student Michelle and Nicole Location: Zoom ● Circle of Security – Mondays 5:30 – 7:30 Dates: October 13 – December 1 Ages: Caregivers of children under 10 Facilitator: Lynn and Vanessa (Foundry) Location: FOUNDRY ● EFFT Caregiver Workshop Dates/Time: October 23,30, Nov 6, 13 Ages: Caregivers of Youth Facilitator: Cheryl and Kathy (Family Smart) Location: Zoom 	<ul style="list-style-type: none"> ● EFFT Caregiver Workshop Dates/Time: June 12, 12,19,26 and July 3 2020 Ages: Caregivers of Youth Facilitator: Cheryl and Christina (Foundry) Location: Zoom ● Family Anxiety Group – Tues. 4:00 – 5:30 Dates: January 26 – March 16 Ages: 7-10 Facilitators: Jeanette and Student AJ Location: Zoom ● Family Anxiety Group – Thurs 4:00 – 5:30 Dates: January 28 – March 25 Ages: 10-12 Facilitators: Nicole and student Michelle Location: Zoom ● DBT – Wednesday 5:00 – 6:30 Dates: January 27 – March 31 Ages: 14-18 Facilitators: Parul and Rebecca Location: Zoom ● Circle of Security – Tuesdays 6:00-7:30 Dates: February 2-March 23 Ages: Caregivers of children under 10 yrs. Facilitator: Lynne and Shelly (AIDP) Location: Zoom ● Hands on Coping – Thursdays 4:00-5:00 Dates: 2nd Thursday of the Month Ages: 12-24 Facilitator: Lexi and Sandi (Foundry) Location: Zoom

There is a youth I have been working with for several years now. This youth has been through a lot and there were many times where we did not think we would make it. Now, this youth is graduating and planning for their future. It makes my heart so warm to think about it!

Nicole, Therapist

New Directions Program-Youth Justice Contract

During the 202/2021 fiscal year, while many services experienced disruptions in service delivery and office closures, the New Directors program was able to accept and provide service to all youth referred to them from Youth Probation and also provided support to some youth that were no longer on probation but wanted additional support. The Covid-19 pandemic did negatively impact the New Directions Workers ability to provide direct service hours to clients. Due to provincial measures, they were only able to transport youth if it was absolutely essential. As such, they were unable to deliver service hours for the usual relationship building (coffee, pool games etc) and connection to other community services due to closures. To account for this, the workers made regular phone and text contact with youth and provided more support for day-to-day essentials like grocery shopping, picking up meds etc. For some clients, their New Direction Worker was the only support available during the isolation of lock downs and closures.

New Directions Service Delivery included:

- Connection and referral to several other community agencies including Blade Runners (employment), the PGNFC (cultural), YMCA Gym, Youth around Prince George (drop in support), Reconnect (Housing/shelter), volunteering at the SPCA, course registration at the College of New Caledonia, and supporting transitions back to school.
- Continued to provide transportation for youth on the program throughout the pandemic. As many services were shut down, this support included getting groceries, doing laundry, picking up medications and to and from school.
- Supporting the distribution of PPE supplies to community agencies in collaboration with the United Way and the YMCA.
- Updated the New Directions physician file format to ensure uniformity.

New Directions Highlights of the Year in Review

I was working with a young man who had a couple of substantial charges to answer to. As his intended court date approached, he became fearful of what the judge would do to him. Thoughts of major jail time swept over him, until it seemed to consume his life. He was very scared about his fate. I had ongoing chats with him, about being honest with himself, and being honest with the judge. I encouraged him to write a letter to the judge explaining what he had done and why he had done such things. To which he replied, "What difference would it make?" I told him the letter was not for the judge, but it was for him. He asked how that would help his cause, to which, I replied "Change starts internally". I explained a letter is not going to change the outcome of the court's decision, its intended to help you reflect on the situation, and be honest with yourself. I mentioned this thing called insight. I suggested that I could help him with a letter, to which he replied, "no thanks I think I want to write it myself " The next time I saw him. He showed me a letter which he had written. I was taken aback by the content. He did pour his heart out! It was honest and remorseful, asking the court for yet another chance, denoting the successes he had experienced since being out of jail. He did not want to go back to jail and did his best to make the argument that he had changed. The letter was perfect! He avoided jail and the judge said some good things about his letter. When I said that he had made a good case for the judge, he replied "I did it for me, and it felt really good. Good for him!!

Daryl Goll, New Directions Worker

I worked with a young woman who endured a prolonged stay in a residential setting nearly 1000km from her home community due to COVID and no housing supports offered by her family or MCFD. Despite this she was able to graduate high school, obtain her own housing and live independently and secure stable employment and maintain all expectations while on probation.

Lisa Brittain, New Directions Counsellor

New Direction Service Statistics

Month	1. Recipients Served	2. Indigenous Recipients Served	3. New Recipients Served	4. Direct Service Hours INDIVIDUAL	6. Total Service Hours
Apr-20	8	5		18.5	288.75
May-20	8	5		24	269.25
Jun-20	8	5		55	288.75
Jul-20	8	5		34.5	273.41
Aug-20	9	5	1	30.5	272.25
Sep-20	9	5		17.5	268.88
Oct-20	9	5		25.25	283.13
Nov-20	9	5		20.75	264.5
Dec-20	9	5		16	295.00
Jan-21	6	4	1	32.25	274.13
Feb-21	6	4	1	28.75	262.5
Mar-21	6	4	3	47.75	302
TOTALS			6	350.75	3342.55

Switch Program

In partnership with Big Brothers and Sisters, our New Directions Worker Daryl participated in and supported the Switch Program again this year. Switch is a youth development project that provides opportunities for local young people to connect with healthy adults and to learn new personal and life skills. For six winter weekends, social service professionals, adult volunteers and CASI Instructors accompanied participants in snowboard lessons at the Hart Ski Hill. All transportation, lift passes, lessons, outerwear, and equipment was provided, there is no financial cost for participants. This year switch was able to run four groups with six participants ages 10-14 in each group.

Intersect School Program

The Intersect School is a specialized educational program offered in partnership with School District #57 Centre for Learning Alternatives (CLA). All youth (grade 8-12) accessing this program are actively receiving therapy from an Intersect Clinician and have demonstrated barriers to success in mainstream schooling. It is a time limited program with the goal of addressing these barriers then transitioning the youth back to another SD #57 program to continue their educational goals. In the 2020/2021 school year, 35 youth attended the school program.

Through the support and funding of the United Way of Northern BC and BC Community Gaming Grants, Intersect can employ a School Mental Health Support Worker that is the direct link between the students in the school program and their mental health clinician. The COVID Pandemic really highlighted the value of this position as school staff were bound by school district and union requirements, while we could provide more flexibility to our staff while ensuring a safe work environment. Throughout the school year the Mental Health Support Worker provided transportation and accompanied several youths to connect with other service providers in the community. This included 18 youth to access Foundry Prince George, 4 youth to hospital for risk of suicide, 1 youth to hospital for surgery, 11 youth to various meeting with MCFD, 3 youth to access Detox, and 2 youth to access the Eating Disorder Clinic. I think our biggest learning was realizing how important it is that intersect has a position in the school program that we can manage to ensure that the mental health and individual needs of our youth are being met.

This was a very challenging year. The mental health needs of the students in this year's class were so high that the CLA Principal chose to keep two seats empty at the end of the year as the staff were struggling to keep up to the needs of the students in the classroom. COVID-19 added additional challenges as it was difficult to plan outings for the youth to support the development of their socialization outside of the school. However, the benefit was there was a larger focus on nature which did not have any associated costs with it. COVID 19 created a higher reliance on the Mental Health Worker as the students could not see their clinician in person unless absolutely necessary so the clinicians relied on the mental health worker to let them know if their youth was not doing well as virtual care can make it difficult to read body language and mood. Also, the school district did not allow their youth care workers to provide transportation to youth, so our youth care worker played a vital role in the delivery of services.

Six students graduated from the Intersect School this year. Of those students 4 of them received bursaries totaling \$8000 which we were thrilled about. A student from the Intersect School was also the valedictorian of the alternate school graduating class and presented a valedictorian speech at the CLA graduation ceremony as well as the Intersect School graduation ceremony. Three of these youth applied for and have been accepted into attending classes at the College of New Caledonia next year.

Professional Development

The development and implementation of a professional development education and training strategy is part of the society's 2020-2023 strategic plan. During the annual performance reviews, Intersect team members identified training they would like to pursue, and leadership reviewed their requests to identify themes. As part of the agency's COVID-19 Safety Plan, all in person trainings were suspended limiting the training opportunities available to staff. As such, all training took place virtually.

During the 2020/2021 fiscal year, Intersect CYMH clinicians received the following professional development:

1. MCFD Sponsored Training
 - a. Dialectical Behavioral Therapy- 4 Clinicians
 - b. Infant Mental Health- 1 Clinician
 - c. MCFD Virtual Service Delivery-8 Clinicians
 - d. Emotion Focused Family Therapy-2 Clinicians
 - e. Recognizing & Responding to Suicide Risk- 3 Clinicians
 - f. Early Psychosis Intervention (EPI)- 2 Clinicians
 - g. DC 0-5 Years Course- 2 Clinicians
2. Community Partnership or Provincial Training
 - a. Teleplay- 4 Clinicians
 - b. Compass- 1 Clinician
 - c. BCCH- 2 Clinicians
 - d. Telehealth- 2 Clinicians
 - e. Motivational Interviewing Foundations: 3 Clinicians
3. Agency funded-staff training dollars.
 - a. CAPT Play Therapy-1 Clinician
 - b. Intensive Trauma Treatment: 1 Clinician
 - c. ADHD Online- 1 Clinician

Intersect's New Directions workers were able to participate in several virtual professional development opportunities over the 2020/2021 Fiscal year.

- Joint Health and Safety Committee Fundamentals
- Deescalating Potentially Violent Situations

- Digital Threat Assessment Basic Training
- Youth Justice Webinar Series—Social Outlaws, Dr. Martin Bouchard
- Motivational Interviewing through CCMA.

One of my kids has been through a tremendous amount of trauma. In a lot of my early sessions with them, they were shutting down a lot and would often not say anything for the rest of the session. I was feeling ineffective and brought the case to the monthly clinical rounds. The whole team was incredibly supportive and reminded me that even though we don't see the "results" I was on the right track and doing the right things. They reminded me to go back to the basics and just focus on the relationship and having fun together. Since then, I have had some amazing sessions where we are just playing together. They are slowly beginning to share little tidbits here and there and has been engaging really well. It is a small shift but it has reminded me that just having fun together and focusing on relationship is the most healing aspect 😊

Kara, Therapist

Human Resources

During the 2020/2021 fiscal year, three full time positions and one part time position were vacated in the CYMH program. There were no changes to leadership, admin, finance or the New Directions Program. Four full time and 2 part time employees were hired to fill these vacancies-this included the 0.5 FTE over hire position approved during the last fiscal year. Due to these staffing challenges, the agency provided 28800.45 service hours, 379.05 less than the 29 179.50 required by our contract.

As you know it's my first year here, but I have already have so many wonderful experiences!! My story is about a young kiddo with some really big emotions and their parent who was very scared for them when they first came to Intersect. Both of them chose to give 100% to the goals they set and dedicate to their sessions with me. In 5 months I got to see their hard work pay off! Kiddo learned emotion regulation, their relationship bloomed, and their confidence grew to the point where they felt comfortable closing. It was beautiful to see how well the process works when everyone is dedicated and committed to create change and seek personal growth, together.

Kayla, Counsellor

Community Involvement

Our annual Community Stakeholder Survey was sent to other services providers in May 2020. This year the survey could be completed online from our website. We had 17 responses to the survey. They included 7 physicians, 6 social services stakeholders, 1 health authority, 1 school district and 1 other.

What we are doing well at: overwhelmingly satisfied with the overall quality of services Intersect provides and the level of professionalism demonstrated by our staff. All but one agreed that Intersect's services help their clients. **What we need to improve:** increased access to Intersect services, as well as more timely responses to questions, referrals, etc.. One Physician commented, "I have not received consistent communication from Intersect on my patients in the last 17 years of practice". In the comments section, many noticed that our waitlist was a barrier for services. Two improvements from last year received positive feedback including: the new paper referral form made it easier to connect my clients with Intersect and the new Caregiver group was a benefit to the community.

The majority of physicians indicated they wanted more communication from Intersect. In reviewing our processes, we identified that although clinicians were sending the physician a letter after the client attended intake, if the client had been placed on the waitlist, we were not informing the physician when the client was removed off the waitlist and started actively receiving services. Additionally, physician feedback highlighted their request for more communication. As a result, the Quality Assurance Committee developed and distributed a Q&A info sheet answering frequently asked questions or addressing misinformation we hear about Intersect services in the community. Physician feedback also highlighted a gap of communication

between our intake (service and waitlist plan) and closure letters (reasons for closure and recommendations). Therefore, in July of 2020 we started sending active service letters to physicians when their patients moved from our waitlist and began receiving ongoing, scheduled services. Additionally, we also started attaching the initial service plan created at intake to the waitlist letters.

Intersect continued to work in partnership with other service providers in the community including:

- Having two staff designated to provide services at Foundry Prince George
- Chairing the CYMHSU Service Provider meeting (includes Foundry PG, Northern Health, SD #57, PGNFC) and updating/distributing the Prince George CYMH Services handout.
- Co-facilitating the delivery of five groups with other local agencies including Foundry PG, Family Smart and the Aboriginal Infant Development Program.

Intersect Leadership continued to participate in several committees within the community that included:

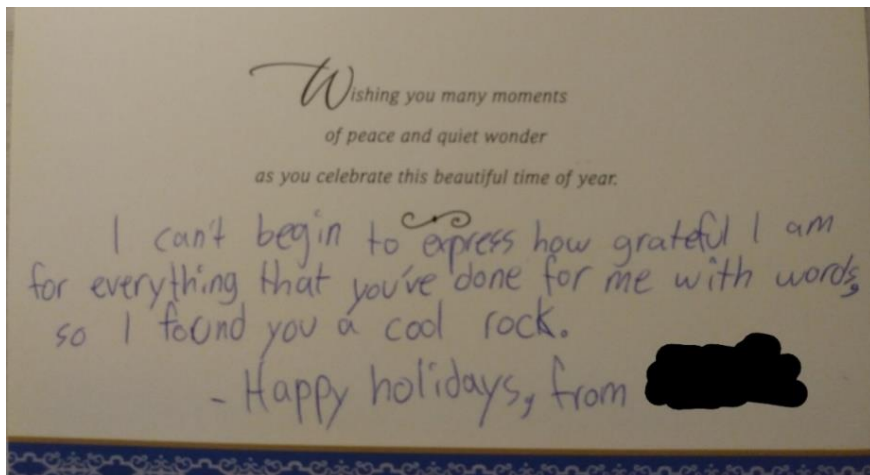
- a. Northern Attachment Network Advisory (NANA)
- b. Provincial Infant/Early Childhood Mental Health (IECMH) Community of Practice
- c. CYMH Leadership Network: Local and Provincial
- d. CYMH P2 Implementation Working Group-PDSA Review
- e. Child, Youth and Family Network
- f. Infant Mental Health Community Practice
- g. Foundry Core Partner Group
- h. Weekly Northern Health Grand Rounds
- i. CYMH Community Service Providers
- j. CYMH Community Stakeholders

Worked with youth for two years at Intersect developing rapport and building support system; not engaged in therapy so eventually transitioned to partner agency Foundry where I worked; youth reconnected with me there; re-established connection and confirmed willingness to engage in active therapy; able to complete intake at Foundry and Intersect intake review committee recognized the importance and risk involved as this is a young mom so they allowed me to get her back on my caseload; now working actively with the support of support system; youth has accomplished independence and is living on own with baby; supported with medication monitoring via psychiatry at Foundry; community partnership and Intersect team win!!!

Cheryl, Intersect/Foundry Counsellor

Grievances/Complaints

Four complaints were received from caregivers with concerns about the therapeutic approach being used. All these complaints were resolved through communication and information sharing. There were no formal complaints received in the 2020/2021 year.



Card given to Nicole, Therapist