

# Youth Wellness Hubs Ontario: Collaborating to Improve Youth Outcomes

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# Introduction

## Community Relations and Partnership Development



# Our Purpose

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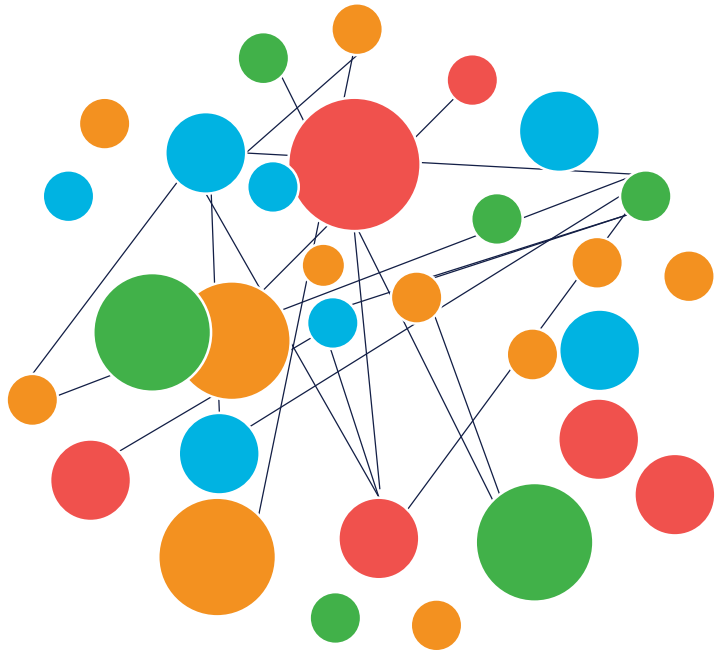
Youth Wellness Hubs Ontario (YWHO) aims to improve access, outcomes and service standards for young people ages 12-25 through co-developed and community-led Integrated Youth Services (IYS).

# Our Approach

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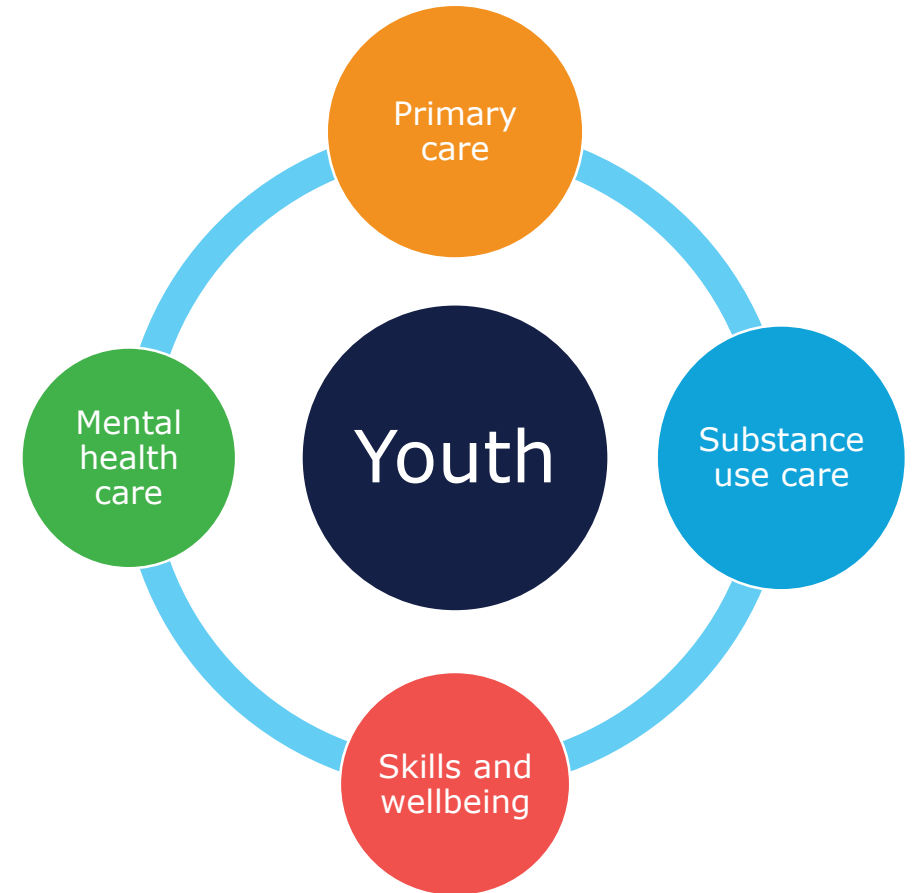
- YWHO supports **existing** mental health, substance use, primary health care, and other health and social services to work together differently in order to deliver better outcomes
- The YWHO model builds on existing international Integrated Youth Services (IYS) models like headspace in Australia and Jigsaw in Ireland because youth can move seamlessly between higher and lower intensity services and treatment

# Making Sense of a Fragmented System



**Service Maze**

**Implementing  
The YWHO  
Model**



**Integrated  
Youth Services**

# YWHO's System Priority Areas

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1. Centres youth experience and outcomes
2. Improving system integration
3. Delivering more, high quality youth mental health and substance use services, to address inequities
4. Transition Aged Youth
5. Addressing the needs of youth who face the greatest intersectional barriers to care and youth in rural and remote communities

*“It’s easy to get lost in the system or overlooked.”*

*“Be more youth focused. We have opinions and voices.”*

# 22 YWHO Networks: 30 Locations Across Ontario

YWHO currently consists of 22 networks with 30 locations across geographic and cultural contexts, including Indigenous, Francophone, rural, urban, and culturally diverse areas.





The YWHO  
West Toronto Hub



YWHO Chatham Kent Hub



YWHO Kingston,  
Lennox, Frontenac, Addiction Hub

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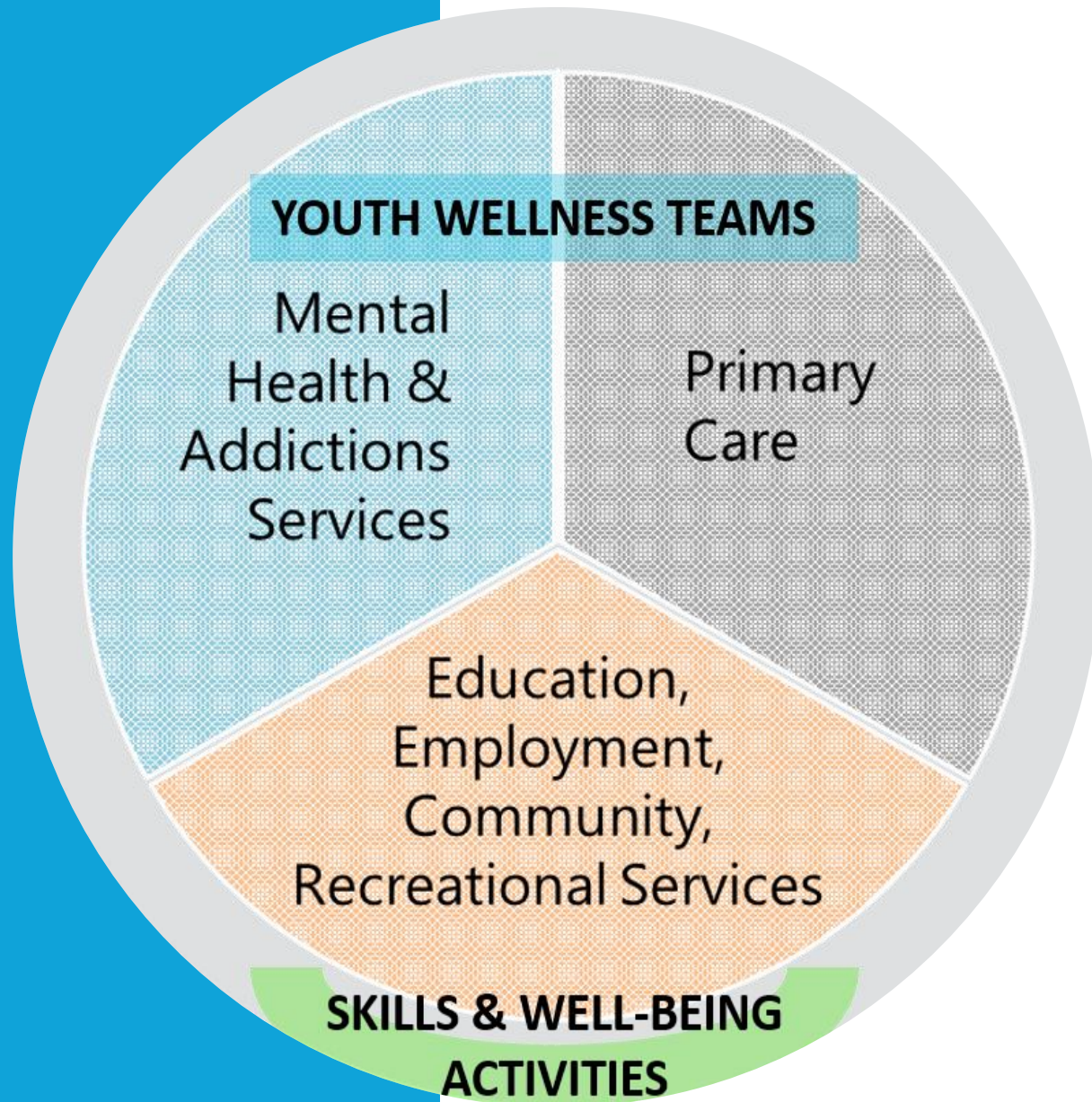
# YWHO Wellington Guelph – Fergus site



# A Network of Networks



# YWHO Key Features at a Glance



- Common menu of core integrated mental health and substance use treatment services and primary care offered to youth aged 12 to 25, emphasizing transition-age youth
- Core staffing model consisting of: primary care, clinicians, peer support, and care coordinators, welcome/intake (“the Youth Wellness Team”) PLUS integration of in-kind services
- Common branding and similar look and feel offering a youth-friendly environment, as shaped by local input
- Ancillary services (e.g., skills & wellbeing activities; designed to create community for youth and put them within easy reach of clinical services and supports
- Located in high youth traffic environments
- Measurement-based care: youth complete electronically delivered standardized measures every session
- Youth co-created and responsive

# FUNDING

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**Provincial government funding for YWHO Hub Networks funds 5 core positions and some administrative costs**

## Youth Wellness Positions

- 1. Mental Health & Substance Use Clinician**
- 2. Nurse Practitioner**
- 3. Intake Coordinator**
- 4. Peer Support Worker**
- 5. Care Coordinator**

# YWHO Core Components



## Youth Engagement

Empowers youth and families to make decisions about their care by embedding their voice at all levels



## Integrated Governance

Strategic collaboration between youth and service provider network to manage resources and organize service delivery



## Accessible

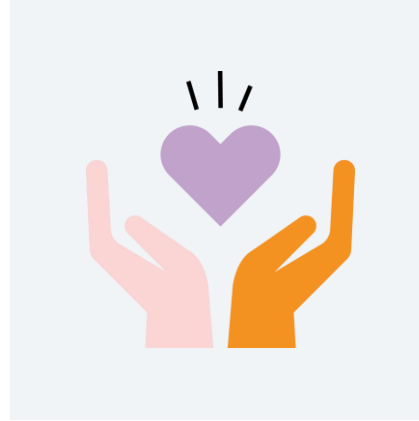
a comprehensive array of services offered in an integrated youth services model - everything youth need under one roof

# Core Components



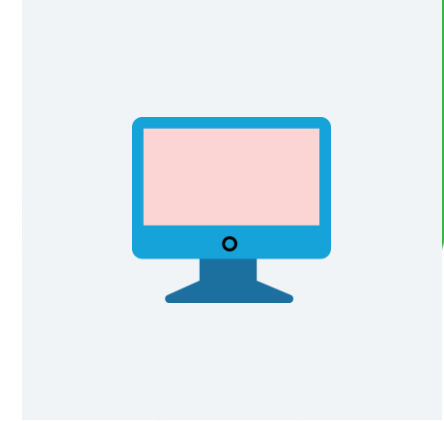
## Culturally Diverse

Services that respond to the health beliefs, practices, and cultural and linguistic needs of diverse youth



## Integrated Service Delivery

Integration, co-location, and a continuum of care model of service through a single, youth-friendly access point



## Measurement-based Care

Use of standardized measures and outcome evaluations to collect information from youth to improve care

# Equity-based Values and Actions

## Five Initial Equity Pillars:

1

Equity data use

2

Culturally specific services that reflect the population groups

3

Organizational capacity, approach and culture operating within equity-based principles: cultural safety

4

Equitable and inclusive access and physical space

5

Network membership and resource sharing

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# YWHO as a Learning Health System



- **YWHO is optimal for identifying and responding to emerging and changing needs**
  - Data can be examined for emerging trends; new measures can be embedded
- **YWHO is optimal for delivering evidence-based and evidence-generating services**
  - Implementation, evaluation and training supports facilitate responsiveness



# What the provincial data tell us:



YWHO Hubs are providing clinical services to youth who may not have otherwise accessed treatment



YWHO Hubs are providing developmentally appropriate treatment to transition aged youth



YWHO Hubs are serving youth with high levels of psychological distress, and contributing to the reduction of distress



Youth accessing YWHO Hubs are experiencing significant substance use concerns, demonstrating the need for expanded, youth focused substance use supports



YWHO's Learning Health System supports youth through their clinical treatment **and** provides provincial data to support effective system planning

# Pan-Canadian Context



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# YWHO – Wellington Guelph Journey



**Created the next evolution with multiple sites that prioritised: rural youth, transitional aged youth and connecting service providers on one system**

**Used a whole community approach**

- **Fundraising**
- **Community**
- **Service Providers**
- **Youth and Families**

**Became an official YWHO site in June of 2021**

# Connect with YWHO

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