



DURHAM COUNSELLING WALK-IN CLINIC

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DCWIC



- We opened our doors March 19
- Pilot project
- Children and youth, 3-19 years, and their parents
- Single session model
- Durham-wide
- FREE
- **Wednesdays from 1-8 p.m. at The Youth Centre (360 Bayly St. W., Ajax)**
- First come, first served – no appointments.
- Not a crisis service



A COMMUNITY COLLABORATIVE

- Agencies providing support and service on-site:
 - *Catholic Family Services of Durham*
 - *Chimo Youth and Family Services*
 - *Lakeridge Health, Child Youth and Family Program*
 - *The Youth Centre*
 - *Pinewood Centre of Lakeridge Health*
 - *Frontenac Youth Services*
 - *Resources for Exceptional Children and Youth*
 - *Rose of Durham Young Parents Support Services
Durham Region.*



ADVISORY COMMITTEE

- All agencies providing service as well as:
 - Durham Family Court Clinic
 - Durham District School Board
 - Durham Catholic District School Board
 - Probation – Youth Justice
 - Durham Children’s Aid Society



SUPPORT FOR A SINGLE SESSION MODEL

- In multiple session models much of the change occurs in the first sessions (Slive, 2008).
- 45-50% of clients attending walk-in do not ask for or require further services (Young, Dick, Herring, & Lee, 2008)
- Successful outcomes are reported for the single session model in terms of client satisfaction and the development of an action plan (Miller, 2008; Slive, 2008; Bhanot-Malhotra, Livingstone, & Stalker, 2010).
- Fits with MCYS strategy “to deliver a coordinated, responsive system that makes sense to parents and young people, that is easy to navigate, that enables fast answers and clear pathways to care” (MCYC, 2012).



INPUTS

WHAT WE INVEST!

Cost: salary for Clinic Coordinator, in-kind staffing for supervisor and intake/therapists

Partners: for clinic operations and advisory committees, child and youth mental health agencies, Boards of Ed, etc.

Human Resources (4-5 staff per night) clinic coordinator, supervisor, 2 intake/therapists, other supports

Physical Resources: clinic space, furniture, meeting space, office equipment, IT requirements

Training: facilitator, facility rental, resources, refreshments, staff development.

Material Resources: clinic supplies, snacks, community resource info, promotional materials.

OUTPUTS

WHAT WE DO!

- Provide single session counselling associated with mental health and addictions
- Use a number of therapeutic approaches as appropriate
- Provide timely, accessible service
- Provide assistance for system navigation
- Provide early intervention
- Provide interim support for those on waiting lists
- Build capacity to deliver single session counselling in Durham.
- Parent consultations.

WHO WE REACH!

Children and youth 3-19 years and their families.

OUTCOMES

SHORT 0-3 months	MEDIUM 3-6 months	LONG 1, 5, 10 yrs
<p>Client satisfaction in regards to the support they receive at DCWIC including efficient service, satisfactory interactions with staff, effective action plan to move forward, increased hope, confidence and ideas regarding issue and increased knowledge of community resources.</p>	<p>Clinic at capacity with diverse clients.</p> <p>Staff satisfaction in regards to the level of support they are able to provide to clients and their own well-being.</p> <p>If applicable, clients are effectively connected to other supports within the community.</p>	<p>DCWIC is entrenched as a valuable service for children, youth and families within Durham Region.</p> <p>Referral sources regularly refer to DCWIC.</p> <p>Clinic is sustainable in regards to collaborative partners, and funding.</p> <p>Clinic has expanded to North Durham and Oshawa.</p> <p>DCWIC staff provide effective training support within clinic and community for single session approach.</p>

EXTERNAL INFLUENCES, ENVIRONMENTAL, RELATED PROGRAMS

Referral sources
Funding sources
Children and youth mental health and addictions system in Durham Region.

THE SINGLE SESSION MODEL

- Accessible
- Client driven, youth driven
- Focused on client's immediate concern
- Solution focused
- Provides interim support for those on waiting lists; can prevent people from going on waiting lists.
- Helps clients navigate the system
- Collaborative model – building community capacity and resources



THE COLLABORATIVE

- A community collaborative of service providers with MCYS grant to investigate the possibility of launching a walk-in service model for children and youth.
- Shared expertise
- No new funding
- Shared resources
- Shared training to build community capacity re: single session model
- Shared networking, increase provider knowledge of services
- Building the leadership capacity of the agencies of mental health providers
- Navigated funding boundaries/policies to collaborate in service delivery.



THE PROCESS:

- Intake: 15-20 mins
- Counselling directly afterwards: 60-90 mins
- Session break for team consultation

- Staffing each week: intake, 2 therapists, supervisor, clinic coordinator and community resources
- Staffing provided in-kind from participating agencies



SO FAR...

- Over 250 clients served to date
- Many referrals from schools and family doctors
- More teens vs. children
- More females vs. males
- Ajax and Pickering ↑
 - Also Whitby ↑ to a lesser extent



PRESENTING ISSUES...

- Anxiety (especially school anxiety)
- Stress
- Depression
- Anger management
- Substance use (Pinewood onsite)
- Parenting strategies (consultations available)
- Behavioural issues
- Bullying
- Family conflict
- Family break-up



QUESTIONS?



REFERENCES

- Bhanot-Malhotra, S., Livingstone, S., & Stalker, C. (2010). *An inventory of walk-in counselling clinics in Ontario*. Children's Centre. Retrieved from: http://www.childrenscentre.ca/Resources/Research%20and%20Evaluation/Research%20Reports/Walk%20In%20Inventory-%20June%206%20final_3.pdf
- Ministry of Children and Youth Services. (2012). *Moving on mental health: A system that makes sense for children and youth*.
- Miller, J. K. (2008). Walk-in single session team therapy: A study of client satisfaction. *Journal of Systemic Therapies*, 27(3), 78-94.
- Slive, A. (2008). Special Section: Walk-in single session therapy. *Journal of Systemic Therapies*, 27(4), 1-4.
- Young, K., Dick, M., Herring, K., & Lee, J. From waiting lists to walk-in: Stories from a walk-in therapy clinic. *Journal of Systemic Therapies*, 27(4), 23-39.

