



Nomination

Mental health and addictions

Burlington FHT, Caroline FHT and Reach Out Centre for Kids

Caroline Families First Wraparound Program (CFF)



The CFF program is a successful wraparound model that has a family centered approach in providing care for children and youth experiencing complex mental health concerns in collaboration with the Reach Out Centre for Kids, Halton Region's lead agency for Child and Youth Mental Health Care. This achievement involves Care Coordinators as well as Family Support Providers to build capacity in the family to support their child/youth and navigate the health care system. This program specifically merits recognition because it has paved the way of many firsts of its kind including the role of a paid peer support worker as well as co-location with referring physicians to build circle of care relationships. It also is unique in that it aims to bridge a gap between primary care and community based mental health through utilizing a multidisciplinary team.

Wraparound is a family centered process that is driven and designed by the participants. The entire CFF program works from the perspective of the families self-identified goals for care. The unique opportunity of having parents with lived experience (family support providers) working in the program allows for family voice and experience to be present and considered through out all aspects of the program. CFF, uses client feedback and evaluation to be extremely responsive to client need and suggestions. This has led to constant program evolving and creation of peer led coffee groups, and community/parent workshops. Clients and families are engaged throughout the process to provide feedback for evaluation that includes anecdotes and personal stories. the Care Coordinator and Family Support Provider meetings are coordinated with the children/youths and their families with all of the programs/services/supports in place for them. This includes joint meetings with the physicians, school and other community agencies.