

## SmartStart Hubs Meeting Notes

September 18, 2025 | 12:00 pm – 1:00 pm | Location: Virtual Meeting

**Attendees:** Heather Collins, Kristen Baumann, Laurie Braidwood, Mallory Dopson, Lindsay McDonald, Krista Olson, Amelia Morrison, Sadia Shaukat, Natalie Healy, Karen Faragher, Alissa Shuker, Marilyn Wright, Christine Curran, Cathy Pierce, Mileva Vuletic, Danica Cross

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- **Updates to 'About My Child', 'About My Baby', and 'About Me' Tools:** Marilyn provided an overview of recent updates to the 'About My Child' and 'About My Baby' tools, including formatting changes and the development of a new guide, while participants such as Laurie, Heather, Christine, Mallory, Karen, Natalie, and Mileva discussed their experiences, feedback, and usage practices for these tools across different organizations.
  - **Tool Formatting and Guide Development:** Marilyn explained that the 'About My Child' and 'About My Baby' tools have been reformatted to allow for expandable comment sections based on user feedback, and a comprehensive guide is being compiled from research articles and user feedback to support tool usage.
  - **French Language Versions and Feedback:** Laurie inquired about the availability of the updated tools in French, to which Marilyn confirmed their existence and requested feedback on French grammar, noting challenges in achieving consensus on appropriate French usage; Laurie agreed to review and provide feedback.
  - **Methods of Tool Administration:** Participants described various approaches to administering the tools, including interview-style intakes, sending forms to families in advance, and integrating questions into intake processes, with Heather and Christine sharing that their teams follow up with families to ensure understanding and completeness.
  - **Usage and Feedback on 'About Me' Tool:** Mallory asked about the 'About Me' tool, with Marilyn confirming its availability and Karen and Natalie sharing limited but creative uses, such as team-building exercises and occasional use by specific teams, while Marilyn expressed interest in gathering more feedback.
  - **Integration with Intake and Data Systems:** Amelia and Mileva discussed embedding tool questions into intake forms and adapting them with drop-downs for more detailed data collection, while Marilyn and Mileva noted the usefulness of summarized data for understanding family concerns and informing practice.
- **Coordination Between Smart Start Hub and Tier 1 CSP Services:** Heather, Mallory Dopson, Amelia, Alissa, Lindsay, Danica, Laurie, and others discussed strategies for aligning Smart Start Hub and Tier 1 Coordinated Service Planning (CSP) services,

including coding practices, data collection, and the challenges of distinguishing between overlapping service pathways in light of new ministry guidelines.

- **Coding and Data Collection Approaches:** Heather and Mallory described their organizations' plans to code overlapping service navigation activities as both Smart Start Hub and Tier 1 CSP when criteria are met, aiming to avoid duplicative intakes and reduce client burden, while awaiting further ministry clarification on reporting requirements.
- **Clarification of Tier 1 CSP Criteria:** Amelia, Alissa, and Lindsay sought clarification on what constitutes Tier 1 CSP, with Heather and Danica explaining that new complex special needs guidelines define Tier 1 CSP as time-limited support for families with complex needs, and that organizations are adapting their intake and service navigation processes accordingly.
- **Organizational Pathways and Workflow Adjustments:** Laurie shared that their organization uses separate pathways for single needs and complex cases, employing different tools and processes for each, and is considering workflow adjustments to manage capacity and avoid bottlenecks as Tier 1 CSP is integrated with existing teams.
- **Examples and Practical Implementation:** Danica provided an example from Surrey Place, where initial Smart Start Hub calls are sometimes counted as Tier 1 CSP, and described the evolution of intake and CSP teams, the use of open resource clinics, and the need to revise data systems to support seamless service delivery.
- **Current Practices and Data Entry Methods Across Organizations:** Alissa initiated a discussion on data entry practices for Smart Start Hub intakes, with Lindsay, Christine, Kristen, Laurie, Amelia, Krista, Mallory, and Natalie sharing their organizations' approaches to direct system entry, use of handwritten notes, and efforts to streamline processes using platforms like Alaya Care and EMH Ware.
  - **Direct System Entry vs. Handwritten Notes:** Participants reported a mix of practices, with some staff entering intake information directly into electronic systems during phone or virtual interviews, while others use handwritten notes when meeting families in person or when system access is limited, later transferring data to the system.
  - **Transition to Electronic Systems:** Christine and Kristen noted that their teams have increasingly adopted direct entry into systems like Alaya Care, with initial resistance giving way to greater comfort over time, though some staff still jot notes and edit entries before finalizing them in the system.
  - **Customization and Efficiency Improvements:** Mallory and Amelia described embedding intake questions into electronic forms with drop-down menus to reduce typing and improve efficiency, while Krista highlighted the use of EMH Ware and the goal of minimizing duplication by entering data directly whenever possible.
  - **Variety in Practice Based on Context:** Natalie and Lindsay emphasized that practices vary depending on the setting (phone, in-person, drop-in) and staff preferences, with some team members completing intakes in one step and others in multiple stages.
- **Excel Spreadsheet for Sharing Current Practices:** Lindsay, Laurie, Alissa, Kristen, and Natalie discussed the use and purpose of an Excel spreadsheet for documenting and sharing current practices across organizations, agreeing to make it editable and to use it as a resource for learning and collaboration at future meetings.
  - **Access and Editing Permissions:** Laurie and Lindsay identified that the spreadsheet was set to read-only, and Lindsay agreed to coordinate with Carolyn

to make it editable so all participants can contribute information before the next meeting.

- **Purpose and Content of the Spreadsheet:** Natalie clarified that the spreadsheet is intended for organizations to share details about their practices in various areas, and requested that participants avoid abbreviations to ensure clarity and facilitate mutual learning.
- **Provincial Referral Platform Update: Ocean E-Referral:** Danica informed the group that the ministry's RFP for a funded provincial referral platform was awarded to Ocean, with Mallory and others discussing their experiences and the anticipated benefits for Smart Start Hub data sharing and system integration.
  - **Announcement of Ocean Platform Selection:** Danica shared that Surrey Place received notice that the Ocean platform will be implemented as the provincial referral system for Smart Start Hubs, following a successful RFP process, and highlighted the need for a shared platform to facilitate seamless data transfer between partners.
  - **Local Experiences and Anticipated Impact:** Mallory described KidsInclusive's use of the Caredove platform and the challenges faced by the physician community, noting that an Ocean referral form was implemented locally and expressing interest in the provincial rollout and its implications for Smart Start Hub operations.

Follow-up tasks:

- **French Version Feedback for Intake Tools:** Review the French version of the intake tools for any grammar concerns and provide feedback to Marilyn. (Laurie)
- **Feedback on "About Me" Tool Usage:** Ask the Youth Horizons team at TBCC for feedback on their use of the "About Me" tool and share any insights with Marilyn. (Karen)
- **Excel Spreadsheet Access and Contribution:** Request Carolyn and others to make the Excel spreadsheet for reporting current practices at each CTC editable by all, and ensure team members can contribute before the next meeting. (Lindsay)
- **Excel Spreadsheet Review and Discussion:** Review and update the Excel spreadsheet on Smart Start Hub criteria and practices prior to the next meeting for group discussion. (the team)