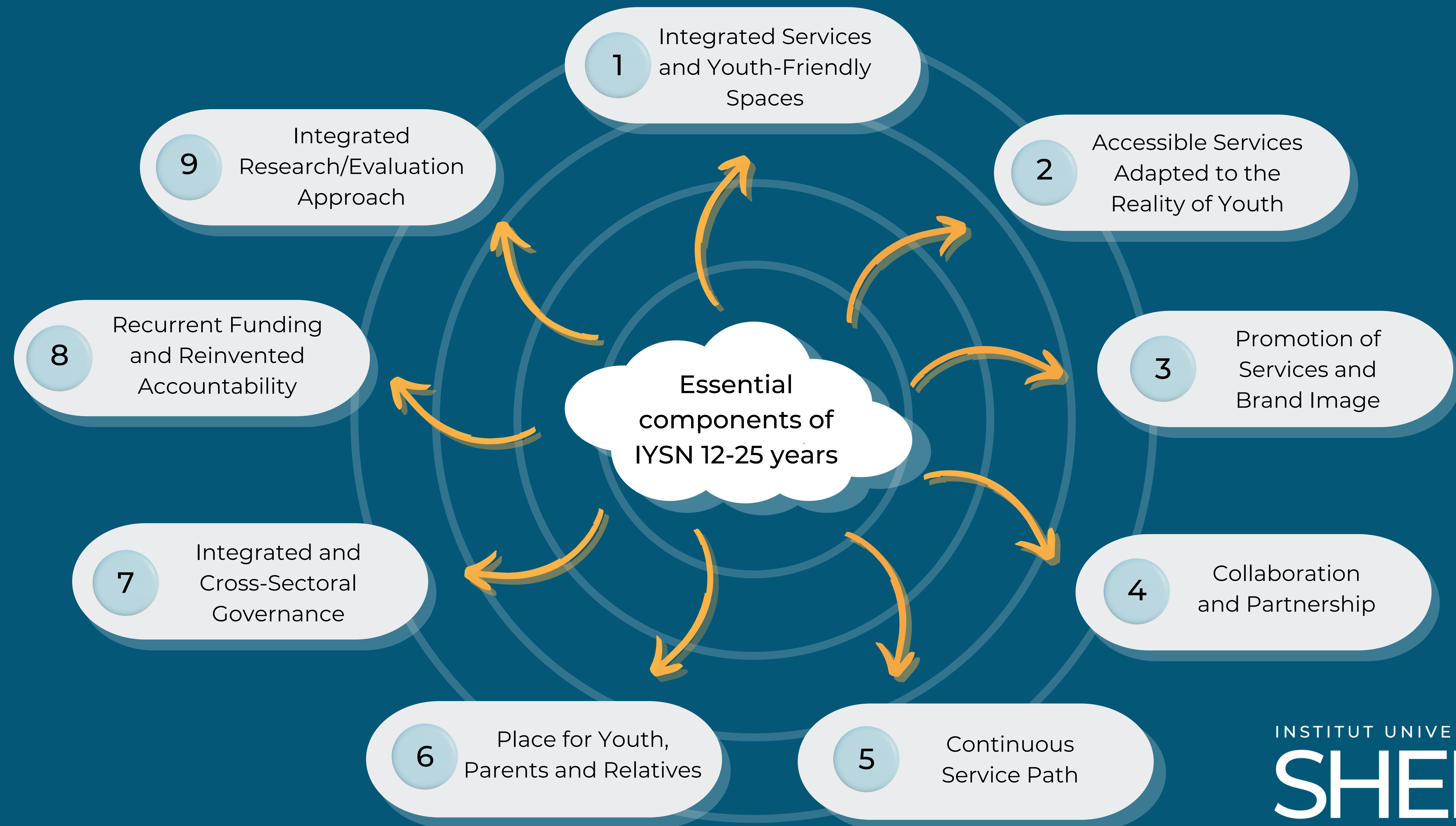


Integrated Youth Services Network (IYSN) 12-25 years old: key components and implementation requirements

Results of a systematic literature review



INSTITUT UNIVERSITAIRE
SHERPA
Immigration. Diversité. Santé.

Excerpts from the ETMISS findings: Key components and conditions for successful implementation and effectiveness of integrated service networks for youth aged 12 to 25.

[Read the full report \(French\)](#)

[Summary \(French\)](#)

[Listen to the webinar for more details \(French\)](#)

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Component 1: Integrated Services and Youth-Friendly Spaces

The possibility of accessing several different types of services, ideally in one location, is noted as a key component of *headspace* in Australia, *Youth One Stop Shops* in New Zealand, and *Foundry* in Canada.

Services Under One Roof: A Philosophy for Youth Services

This proximity between different services creates a space for the exchange of expertise and knowledge and promotes links between professionals and young people.

Benefits

- Facilitate access and participation.
- Reduce stigmatization of young people by providing them with a variety of services at one point of service.

Outcomes

This co-location with other services has raised awareness of headspace services.

Services offered by a multidisciplinary team dedicated to the IYSN

Benefits

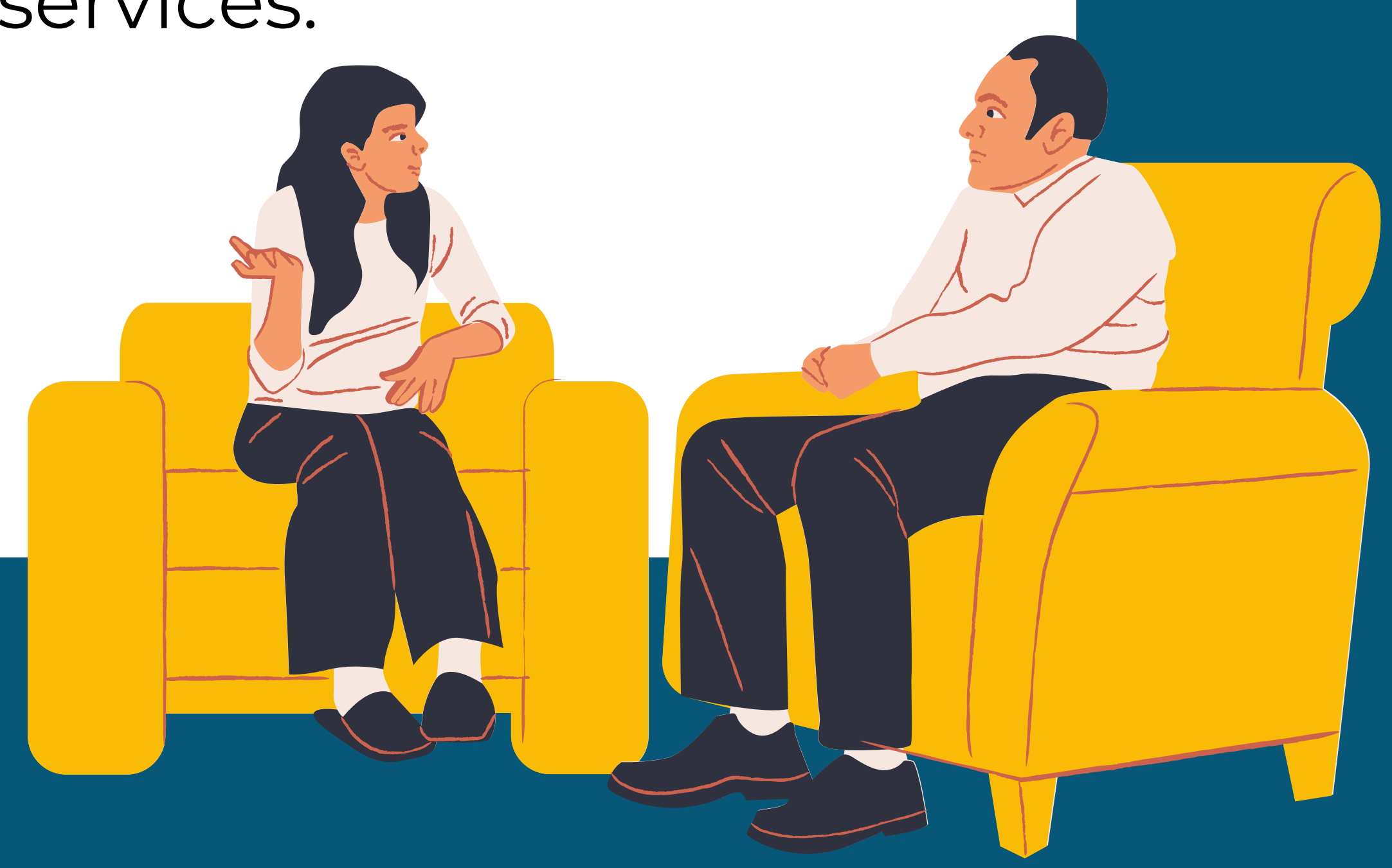
- Avoid young people repeating their stories every time.
- Enable the provision of services that allow for positive referrals between practitioners.

How to oversee?

- Ongoing training and supervision of the team.
- Workforce development strategy.
- An on-site general practitioner is needed.

A relationship with a space and a team

- A Sense of Belonging
- Youth-friendly places and spaces
- Attachment of young people to practitioners



Component 2: Accessible Services Adapted to the Reality of Youth

Engaging young people in service, especially for the most vulnerable, is an important goal in the development and deployment of IYSN.

Access without Official Reference

This is a feature implemented in *headspace's* integrated service network model.

Flexible Service Periods

Two characteristics of accessibility

- Offer both walk-in and appointment-based services
- Flexible hours of operation.

Immediate or Rapid Response to Youth Needs

- **Objective:** to reduce or even eliminate waiting times for youth.
- Wait times are longer at service points in large urban centers.

Services accessible physically or virtually

Main reasons for youth counseling

Free of charge **OR** Low cost of services

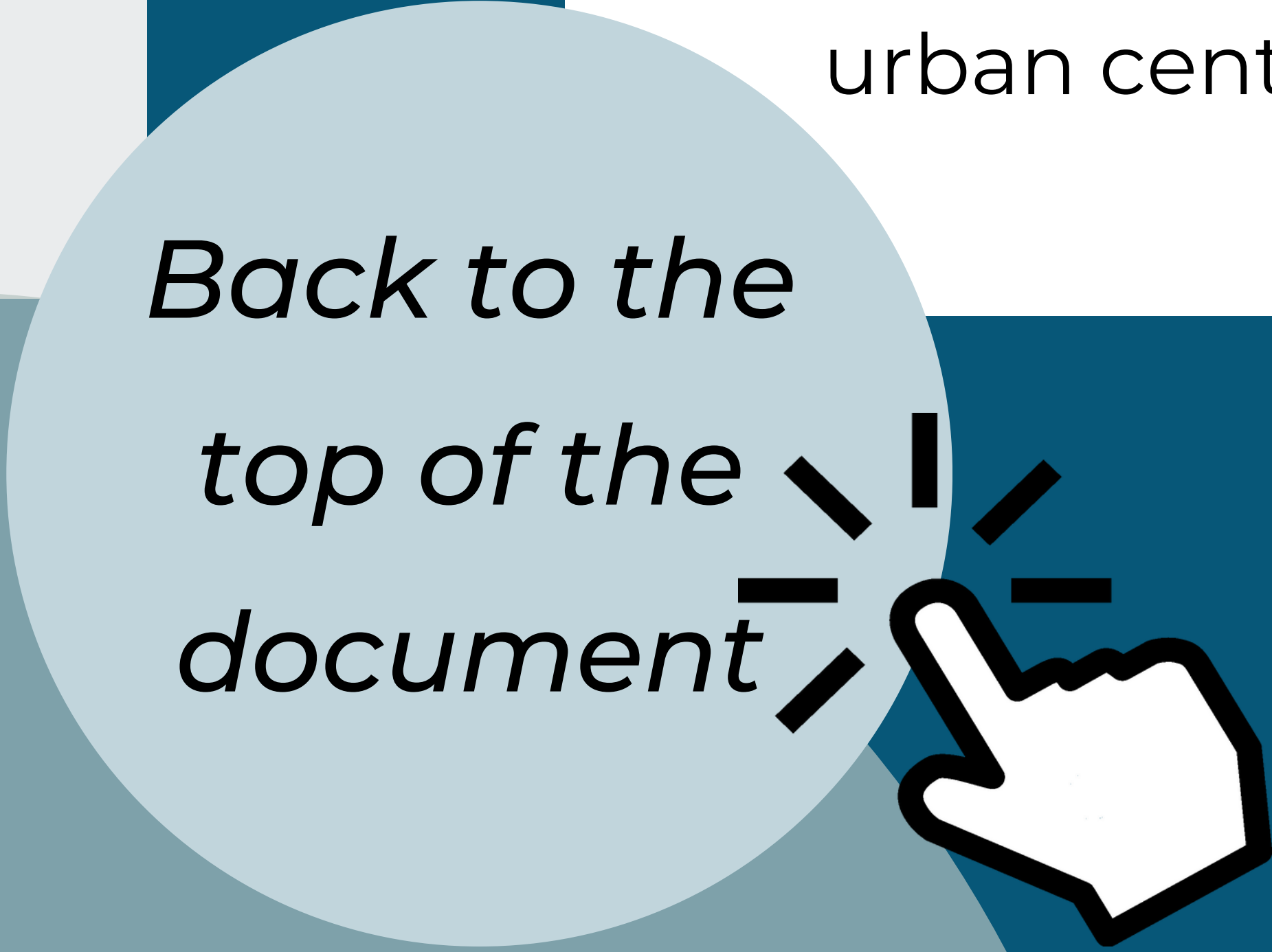
Factors favoring access to services

Proximity **AND** Availability

Culturally-sensitive services

「 Indigenous Youth 」
Promote their access to services and participation.

「 Young people with immigrant backgrounds 」
Language barrier.



Component 3: Promotion of Services and Brand Image

Knowledge of community services is critical to the implementation and deployment of youth social services.

Interesting Facts

- Creating and promoting a brand image associated with youth services is an integral part of an integrated service model.
- One study concluded that there is a need to develop awareness of services among young people
- Young people tend to turn to general professionals rather than specific youth services for mental health services when they need them

Strategies to promote services

Committees

Forums

In events

In the media

Two strategies implemented by the IYSN

Community Engagement Activities

Co-location of IYSN with other youth services (see Component 1)

High level of satisfaction with the effectiveness of the awareness measures taken

Three objectives of branding: case of Foundry

- Create an easily identifiable identity for young people and their families
- Standardize the look and feel of all centers
- Ensure that youth and their families across the province have a similar experience



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Component 4: Partner Collaboration


Bartoli and Gozlan's (2014) study highlights the importance of involving external partners at all levels: strategic, tactical and operational.


History of Cooperation and Its Continuity


How to strengthen collaboration?

- A common language
- Support from leaders
- Equal sharing of power

How to maintain partnerships?

 Establishing a shared vision

 Giving partners a voice

 Share ownership of creations

Benefits and Impacts of Collaboration in IYSNs

Benefits	Impacts
Resource and knowledge sharing	Better understanding of other services
Diversification of services	More opportunities to work together

Elements of successful and effective collaboration

Communication

Reciprocity

Leadership

Confidence



Component 5: Continuous Service Path

The importance of continuous service paths, along with customized references, is a feature of *Foundry*'s service model.

Necessary Approach

Care coordination mechanisms need to be supported by a comprehensive approach to the care trajectory of young people.

When will referrals be made to outside agencies?

Most referrals to outside agencies are for more specialized services that provide ongoing intervention when mental health problems are severe.



Transition to Adult Services

Foundry services would facilitate the transition between youth and adult services.

Philosophies behind

- Foster young people's autonomy and mobility
- Enable young people to gradually take control of their own recovery

Transition Strategies

A computerized system that identifies 24-year-olds in order to begin interventions to facilitate transition.

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Component 6: Place for Youth, Parents and Relatives in the IYSN

Engaging young people and their families in brainstorming can ensure that the services provided are focused on their needs.

Youth Participation

Motivation

- Give young people a voice in decisions about their lives and communities.
- Empower young people and build their self-esteem and skills.

Advisory Committees

- Youth on advisory committees were involved early in the rollout of the IYSN studied.
- The creation of these committees drove the leadership team to focus its work on meeting the needs of young people.

Involving parents and relatives in services

The involvement of a young person's parents can be a contributing factor to the young person's access to and participation in services.

However, there are some issues...

- The impression is that the center only serves young people, not parents or families.
- Resource limitations.
- Problems with confidentiality.



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Component 7: Integrated and Cross-Sectoral Governance

Headspace services are provided by an extensive network of centers managed and supported by Headspace offices nationwide.

A consortium of local service providers

In cooperation with local institutions, the management of the *headspace* is provided by a consortium of local service providers governed by formal procedures and cooperative agreements.

Build local connections

The consortium includes representatives from several fields:

- Mental health;
- Physical health;
- Addictions;
- Rehabilitation;

.... as well as representatives of community organizations.

A Memorandum of Understanding

This is a commitment to developing common policies and procedures.



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Component 8: Recurrent Funding and Reinvented Accountability

Funding is an important factor for IYSNs, both to scale up and ensure service delivery, and to maintain collaboration.

Sustainability of IYSN

- It is dependent on current and available long-term funding.
- In the absence of such funding, it is recommended that IYSN's capacity to identify and respond to funding opportunities and develop services be developed in a collaborative manner.

Variable Opportunities

Funding opportunities also vary by *Youth One Stop Shops (YOSS)* service location, resulting in...

- variability in the services provided and
- inequalities in service accessibility

Accountability Challenge

The focus of accountability is on outputs, not on the process and results of services, and this information is considered irrelevant and has no added value.



Integrate reporting to funders and the Department of Health to provide relevant and consistent information with automated links to clinical information systems.



Component 9: Integrated Research/Evaluation Approach

There was no consistency across *Youth One Stop Shops* in terms of governance, quality assurance and quality improvement activities.

Added value of IYSN assessments

Evaluation → Protective factors for sustainable development

- Knowledge exchange to inform the development of best practices.
- The evaluation showed that there were differences in implementation across *headspace* sites.

Propositions

- Establish a country-level outcome measure.
- Establish an evaluation framework to assess effectiveness.

Metrics developed

Six categories

1. Service coordination and integration;
2. Care planning and improvement;
3. Partnership;
4. Community Engagement;
5. Clinical governance;
6. Outcome achievement and youth satisfaction.

