



FIREFLY

BOARD OF DIRECTORS MINUTES

April 26, 2024 – 7:00 p.m.

Kenora/Microsoft Teams

PRESENT:	Kim Vares	Alisha Dasti-Hill	Debbie Larson
	Sarah-lynn Klassen	Crystal Page	Jared Ralko
	Piyush Logani	Jennifer Johnson	
REGRETS:	Carlynn Bell	Bruce Meisner	Chris Bonner-Vickers
STAFF:	Karen Ingebrigtsen	Kirby Parks	Michelle Gaudet
	Jenn Marquis	Jackie Hummelbrunner	Darcia Curtis
	Zoé Campbell	Tammy Hanstead	

Ms. Vares called the meeting to order at 7:05 p.m.

Ms. Vares welcomed guest Zoé Campbell, as well as new FIREFLY Board of Directors Piyush Logani and Jennifer Johnson to the meeting. Introductions were made by all in attendance at the meeting.

Ms. Debbie Larson acknowledged that FIREFLY offices operate on the original lands and territories of the Anishinaabeg, the Mushkegowuk and the Métis peoples. Treaties 3, 5 and 9 were signed upon these lands. We strive as guests on these lands to honour our responsibilities to care for this land and uphold the Treaties that were signed therein. Ms. Larson noted that these lands are beautiful and that she is grateful and proud to share the land with the people that were here first.

FIREFLY MOMENT

Ms. Marquis provided the FIREFLY moment, highlighting the journey and the extraordinary efforts of our team to successfully transition our telephone system to a fully virtual platform. Ms. Marquis noted that the monumental project spanned over a year, fraught with delays and challenges. This complex endeavor required extensive coordination among multiple parties including Kenora-Rainy River Child and Family Services with which our phone system is shared, Bell, and our managed service provider for our network and phone system. Ms. Marquis shared that amidst the challenging scenario, FIREFLY's IT coordinator, Steven Pritchard emerged as the linchpin that held everything together, ensuring operations ran smoothly even when chaos lurked behind the scenes. Thanks to Mr. Pritchard's adept handling, what seemed like a turbulent ride felt like a journey on smooth waters to the rest of us. Mr. Pritchard's ability to mask the complexity and keep the process seamless was nothing short of remarkable. Ms. Marquis noted that the process for this significant technological leap for FIREFLY was smooth, supported by stellar communication efforts led by our Communication Manager, Grace Dunford. The team's initiatives, including ongoing communications, helpdesk articles, and engaging lunch and learns, were critical in making this transition not just palatable but embraced by our entire staff. Ms. Marquis highlighted the incredible capability of FIREFLY's IT team to manage competing priorities and foster collaboration under pressure. Their unwavering dedication and meticulous planning have ensured that we have not only overcome hurdles but emerge stronger, more connected, and technologically advanced. Ms. Marquis shared that with this chapter closing, FIREFLY IT looks forward to new ventures, we are reminded of the resilience and collective spirit of our team. Here's to the many successes that lie ahead, and the relentless spirit of innovation that drives us. Well done to everyone involved, it truly was a group effort embodying the essence of collaboration and excellence.

PRESENTATION

Ms. Zoé Campbell, Clinical Manager presented “Episode of Care – Children and Youth Mental Health” Green Belt Project to the Board. Ms. Campbell highlighted the project team members; including herself, Vikki Healey, Senior Clinician, Darcia Curtis, Director of Service Excellence and Partnerships, Barry Asselin, Data Systems Coordinator, Richard Hill, Data Analyst and Jenn Marquis, Director of Systems and Performance Management. Ms. Campbell shared that in the fall of 2021, concerns were raised concerning the current Brief model FIREFLY had in place, relating to wait times for long-term counselling, highest risk clients being placed on a waitlist, inconsistent client journeys between clinicians and client dissatisfaction with the current model. Ms. Campbell shared that managers explored ways the client journey is managed in other mental health agencies and consulted with Children’s Centre Thunder Bay, as that organization had focused on episode of care through a Green Belt project. In May 2022 the FIREFLY Child and Youth Mental Health team met and developed priorities relating to the client journey through FIREFLY mental health services. Following this meeting, the Episode of Care Green Belt project was started.

Ms. Campbell shared that in February 2023, FIREFLY was selected to participate in the third cohort of the Knowledge Institute’s Quest quality improvement (QI) program. FIREFLY was one of seven agencies from across the province participating in the Quest program. Ms. Campbell shared that over the course of twelve months, FIREFLY received coaching support, resources, a close-out networking opportunity with the other Quest supported agencies and supports aimed at enhancing the overall culture of continuous QI at FIREFLY. Ms. Campbell highlighted that Mr. Barry Asselin earned his yellow belt throughout the project.

Ms. Campbell presented a sample of the workbook that was provided to FIREFLY, noting the tools provided and steps taken throughout the project. Ms. Campbell provided the objective statement, of reducing the average wait time between Brief Services and Counselling and Therapy from 71.8 days to under 30 days and reducing the percentage of clients going to a waitlist from 56% to 20% by October 31, 2023. Ms. Campbell noted that the time line for completion extended to January 31, 2024 due significant changes roll-out occurred November 6, 2023.

Ms. Campbell reviewed the client journey, a visual representation of how clients come into service at FIREFLY. Ms. Campbell included the Implementation and Impact Matrix, highlighting the must haves, quick wins, resource drains and low-hanging fruit.

Ms. Campbell noted that FIREFLY is seeing progress in wait times, with a 20% decrease in the summer 2023. From October 1st to December 31, 2023 FIREFLY had only 35.7% clients waiting an average of 33 days for service. Ms. Campbell highlighted that clients are seen more quickly as once clients start, they do not stop. Ms. Campbell shared that community partners are happier due to clarifying communication and messaging regarding services. Additionally, clinicians feel heard and are engaged in changes. Ms. Campbell highlighted that FIREFLY is enhancing and furthering QI data culture, happening in parallel to an overall review and strengthening of data.

The episode of care wrap-up plan includes clinician focus groups, review of data from Q4 and other metrics, set new process and fine-tune details, build FIREFLY monitor and control plan, and celebrate with a data party at the CYMH in person meeting in May. A question and answer period followed.

REVIEW OF AGENDA

MOTION #1 Moved by Sarah-lynn Klassen
Seconded by Alisha Dasti-Hill
That the agenda of April 26, 2024 be approved as presented.
CARRIED

DECLARATION OF CONFLICT OF INTEREST

None

APPROVAL OF CONSENT AGENDA

Consent agenda items:

- 2023/2024 Board meeting attendance
- March 26, 2024 FIREFLY Governance and Quality Committee Meeting Minutes
- March 26, 2024 FIREFLY Fiscal Advisory Committee Meeting Minutes
- March 26, 2024 FIREFLY Board of Directors Meeting Minutes

MOTION #2 Moved by Piyush Logani
Seconded by Sarah-lynn Klassen
That the consent agenda of April 26, 2024 be approved as amended.
CARRIED

ITEMS PULLED FOR DISCUSSION

March 26, 2024 Board Meeting Minutes Addendum

MOTION #3 Moved by Crystal Page
Seconded by Debbie Larson
That the Board of Directors for FIREFLY accept the letter received from the Chief Executive Officer on March 26, 2024
CARRIED

MOTION #4 Moved by Sarah-lynn Klassen
Seconded by Piyush Logani
That the Board of Directors for FIREFLY approve the minutes of the March 26, 2024 meeting as amended.
CARRIED

COMMITTEE UPDATES

Board Development Committee Meeting

Ms. Vares provided an update sharing that the committee reviewed the annual offence declarations. The 2024 annual offence declaration will be shared with Board members at the Board Retreat on Saturday, April 27th. The document will be emailed to Board members not at the meeting in person. Ms. Vares asked Board members to complete the annual offence declaration and submit to Ms. Hanstead. Ms. Vares noted that the new Board members submit a letter to the Ontario Provincial Police for a police record check.

Ms. Ingebrigtsen shared that the committee discussed Board Recruitment strategies, highlighting the recent Board Value Proposition (BVP) developed with support of Ms. Gaudet. Ms. Ingebrigtsen shared that Ms. Hanstead will take photos of the Board members for the website, and Ms. Grace Dunford, Manager of Communications plans to assist the FIREFLY Board of Directors as part of the Board recruitment strategy. Ms. Dunford will attend the Board meeting and Annual General Meeting on June 12, 2024 to meet with the Board and collect videos of the Board to create the recruitment video.

CEO and LEAD AGENCY REPORT

Ms. Ingebrigtsen shared highlights from the Ontario Budget “Building a Better Ontario” and the Federal Prebudget Announcements with the Board.

Ms. Ingebrigtsen highlighted Tatum Wilson, Children’s Mental Health Ontario (CMHO) Chief Executive Officer (CEO) visit to the Kenora FIREFLY office earlier in the day. Ms. Ingebrigtsen shared that Mr. Wilson met with FIREFLY Children and Youth Mental Health (CYMH) Managers, as well as service providers from across the region for an overview of CMHO and discussion regarding northern perspectives on the needs, strengths, opportunities and challenges youth and families experience.

Ms. Ingebrigtsen provided an update regarding the staff engagement survey that staff completed a few months ago. Ms. Ingebrigtsen shared that the exceptional work of Ms. Gaudet, Director of Human Resources supported by managers and staff reflecting on the results and identifying and addressing steps is moving forward.

Ms. Ingebrigtsen noted that the FIREFLY Eating Disorders Program proposal was reviewed with northern Ministry of Health staff subsequent to the Board’s letter of concern that was forwarded to the Honourable Michael Tibollo. FIREFLY was advised to resubmit a revised scaled down proposal to the Ministry of Health as soon as possible.

Ms. Ingebrigtsen shared that Ms. Parks, Associate Director of Finance has been preparing the FIREFLY 24/25 budget with staff. Ms. Ingebrigtsen noted that the FIREFLY Board of Directors will review the proposed budget with Ms. Parks on Monday, May 6, 2024.

Ms. Curtis attended the Lead Agency Consortium meeting that was held in April on behalf of Ms. Ingebrigtsen. Ms. Curtis provided an update for the Board, highlighting changes to the Ontario Intensive Treatment Program. Ms. Curtis shared that there are improvements to the program, including the Ontario Intensive Treatment Pathway. A question and answer period followed.

MOTION #5 Moved by Debbie Larson
 Seconded by Piyush Logani
 That the April 2024 CEO and Lead Agency Reports be accepted as presented.
 CARRIED

FINANCE

Proposal for earned interest

Ms. Parks proposed that interest earned from FIREFLY GIC’s be used to cover the annual cost of the Coconut software that FIREFLY uses for scheduling client appointments. Ms. Parks shared that the Coconut software scheduling program is now being utilized by staff across FIREFLY programs. A question and answer period followed. The FIREFLY Board of Directors approved the request for interest earned from GIC’s to be dedicated to the costs for Coconut annual cost for 2024/2025.

MOTION #6 Moved by Piyush Logani
Seconded by Jennifer Johnson
That the Board of Directors for FIREFLY approves the dedication of \$60,000 earned from GIC interest to the Coconut annual costs for 2024/2025 as proposed.
CARRIED

OPERATIONS AND CLIENT SERVICE REPORT

Ms. Curtis reviewed the polar graphs with the Board, highlighting progress from all four pillars. Ms. Curtis reviewed strategic highlights and FIREFLY highlights with the Board. A question and answer period followed.

MOTION #7 Moved by Debbie Larson
Seconded by Crystal Page
That the March 2024 Service Report be accepted as presented.
CARRIED

QUALITY OF CARE

Quarterly Quality Report

Ms. Marquis presented the Q4 Quarterly Quality Report to the Board. Ms. Marquis highlighted the following updates:

- Distinct clients receiving clinical service
- Distinct clients waiting for service
- Referral trends
- Clients discharged
- Serious Occurrences
- Privacy
- Human Resources

A question and answer period followed.

MOTION # 8 Moved by Sarah-lynn Klassen
Seconded by Jennifer Johnson
That the Board approves the Q4 Quarterly Quality Report as presented.
CARRIED

CORRESPONDENCE/READING

- MAG Kenora Justice Centre Presentation 1 Year Advisory Council Celebration March 7, 2024

NEW BUSINESS

New Board Members

Ms. Vares shared that Ms. Jennifer Johnson and Mr. Piyush Logani were interviewed by Board Development Committee members on April 10, 2024. Ms. Vares shared that an electronic vote was distributed to Board members on April 11, 2024 to move that Piyush Logani and Jennifer Johnson be approved for membership on the FIREFLY Board of Directors. Ms. Vares shared Board members that responded were in favour of the motion to appoint Ms. Johnson and Mr. Logani.

Motion #9 Moved by Crystal Page
Seconded by Debbie Larson
That the Board approves new Board members Piyush Logani and Jennifer Johnson to the
FIREFLY Board of Directors.
CARRIED

IN CAMERA

Motion #10 Moved by Alisha Dasti-Hill
Seconded by Jennifer Johnson
That the Board moves to in-camera at 8:26 p.m.
CARRIED

EVALUATION

Ms. Larson provided the evaluation of the meeting, sharing that:

- All meeting material was received well in advance
- Good meeting, noting that every question is a good question
- Wonderful to have new Board members
- Great review for everyone
- Agenda items were applicable to the meeting
- Appreciated Ms. Ingebrigtsen’s CEO report and additional documents

NEXT MEETING

Friday, May 24, 2024 at 7:00 p.m. Red Lake

Ms. Page will evaluate the meeting and present the Land Acknowledgment

ADJOURNMENT

Having no further business, the Chairperson accepted a motion to adjourn at 8:52 p.m.



Tammy Hanstead
Recorder

May 24, 2024

Date



Kim Vares
Chairperson

May 24, 2024

Date