



Family & Education Working Group Minutes

Tuesday March 9, 2010, 1:30-3:30 pm

Host/Location:

Family Education Centre 102-4 Sir Lou Drive, Brampton ON L6Y 4J7

Tel: 905-452-0332 Ext 224

Chair: Diane Myers/Beverley Davis

Minutes: Charmaine Blair

Present:

Chair: Diane Myers; **Co-Chair:** Beverly Davis

Meta Giff, Peg Folsom, Sofia Albanez, Allison Imrie, Marsha Fagan, Charmaine Blair

Regrets:

Sophia Graham, Anne Burke-Gauthier, Sofia Albanez, Laura Buchal, Nicole Therrien, Brenda Stephen, Tammy Reynolds, Anita Stellinga, Nainidhi Kaur, Sandra Payne, Valerie Arnold-Judge, Sheila Wilson, Lina Iacobucci, Lorry Seabourn, Ursula Keuper-Bennett, Salah Mark, Ranjana Mitra,

Guests:

Carol Francis-Hoyes and Rebecca Cowell – Region of Peel

Agenda Item	Discussion Points	Action
1. Introductions	Everyone introduced themselves.	
2. Approval of Agenda	Approved	
3. Review and Approval of Minutes	Approved	
4. Presentation of 211 Services	<p>211 Call Centre review:</p> <ul style="list-style-type: none"> • Over 2500 records, housed by CMDS Peel. • 25% of staff need to be certified • Windsor used 211 for H1N1 support and some calls were filtered through Peel • Over 43,00 calls came through as a consolidation • 211 Health, Social Services, Government Services where 311 is parks & recreation, waste, public works • Live person every time. 	

	<ul style="list-style-type: none"> • Un-met needs program allows the 211 reps to search for information and provide it to clients. If it is not found, then it will be included in a year end report to look at how those changes would be met. <p>The call centre can provided support for the Families working group can be offered by placing the 211 logo on the website. e.g. ADHD requests, parenting programs.</p> <p>The goal of the Call Centre is to prove 3 or more referrals and the database is comprehensive – accessing a list of services, hours, fees</p> <p>Rebecca pointed out that it is good to mention that it is confidential to callers. For people that don't speak English, a translation service is provided but they are now looking at</p> <p>Hearing impaired: Bell Relay (TTY). A few service providers use a chat service. If a call goes to 211 and is meant for 311, the call will be transferred</p> <p>Community Information Partners Peel (CIPP) Malton Neighbourhood, BNBC, CRPC, CCAC, Peel Mental Health Formerly pie-net now directs to www.peel.cioc.ca – public view of site</p> <p>Call Centre representatives will often advocate for callers. They will assist with contacting services and follow up to ensure the caller got access to service.</p>	<p>Charmaine to set up meeting with Diane & Carol to discuss how the 211 service can be helpful</p>
<p>5. Parenting Program Updates</p> <ul style="list-style-type: none"> • Facilitator focus group • Marketing/flyer revisions • Funding 	<p>There was a meeting with facilitators and presenters on March 8 and reviewed the evaluation for the program. Allison provided feedback from that meeting.</p> <p>The facilitators and presenters agreed with what many of the participants said:</p> <ul style="list-style-type: none"> • Some liked a larger group and some preferred smaller • The content such as guest speakers, building on topics week to week, having binders for parents & facilitators 	

	<p>What did not work:</p> <ul style="list-style-type: none"> • Challenges with the locations/rooms • Family dynamics – new people, different groups • Challenging participations • Marketing & promotions <p>Suggestions: Work on marketing – use schools, open houses, fairs, daycares</p> <p>Follow up with children who have bigger issues and referring them</p> <p>Participation – cap the numbers, allow a wait list</p> <p>In reference to the #2 Program objective: To increase parenting skills by increasing attention & praise. Change ‘praise’ to encourage.</p> <p>Marketing/Flyer review: Rosanna provided a draft of the flyer for the group to approve. Suggestions were made for minor changes and to maybe simplify the flyer</p> <p>Funding: The group is looking at applying to Mississauga Community and speaking to Cliff Fast at CIC.</p> <p>ADAT Needs Assessment of Newcomer parents in Peel can be a helpful tool in preparing funding proposals</p> <p>The group will now target funding to conduct the workshop in these areas: Shelter Bay, Malton, Acorn, & Colonial Terrace</p>	<p>Diane will review flyer changes with Rosanna</p> <p>Diane will follow up on preparing funding proposals for the Region.</p>
<p>6. Membership</p>	<p>The membership list need to be updated</p>	<p>Charmaine to contact members and update membership.</p>
<p>7. Update on Network – Diane</p>	<p>Bev & Diane attended the Steering Committee Planning meeting on March 8th and presented on the Middle Years & Parenting program.</p> <p>The question was raised about PCYI and how it affects the group. At this time, we do not know. There has been discussion about PYVPN playing a role, but it has not yet been determined how it will fit.</p>	

	<ul style="list-style-type: none"> Members of the Family & Education working group indicated that they do not know enough about PCYI and that there should be better communication about this initiative and more information sharing from the Committee. There is also a concern about duplication of efforts and programs for children and youth throughout Peel. Another concern raised is that of budget (cost for membership) mainly for small organizations and agencies. <p>At the planning meeting, Sophia indicated that the Community Development group is looking to participate in the Middle Years & Parenting workshops at Shelter Bay. The Family & Education working group will need to co-ordinate with the Community Development group prior to the start of the workshops. A meeting of the chairs should happen before the next CD meeting so that details can be worked out.</p> <p>Councillors Mahoney and Saito wanted to know if the working groups feel they are receiving enough support from the Steering Committee. Bev and Diane responded that they were not sure what to expect and they will consider looking to the Steering Committee more for support.</p> <p>There was a review by the Brampton Northwest Connects group</p>	<p>Sophia to set up a meeting with Diane, Ann & Janine regarding the Shelter Bay workshops</p>
<p>8. Other Business, including updates from members</p>	<p>N/A</p>	
<p>9. Next Meetings</p>	<p>2010 Meeting Dates: Jan 12, Feb 9, Mar 9, April 13, May 11, June 8, July 13, Aug 10, Sept 14, Oct 12, Nov 9, Dec 14 (need to confirm these are correct) RSVP Requested.</p>	
<p>10. Agenda Items for Next Meeting</p>	<ol style="list-style-type: none"> Neighbourhood Review- set priorities Powerpoint presentation- Sofia and Peg School Presentations 	