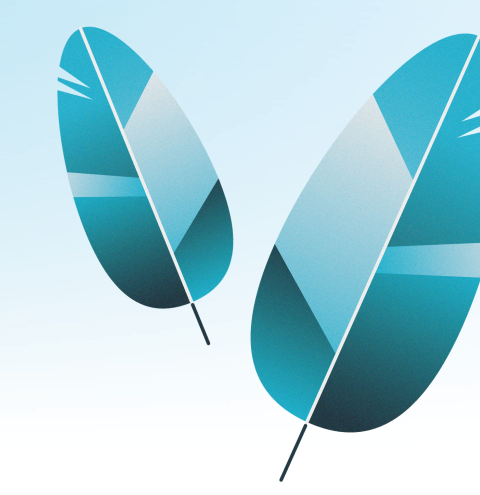


Implementing Integrated Youth Services Virtually in British Columbia During the COVID-19 Pandemic

• F O U N D R Y •

Suhail Nanji, Al Raimundo, Julia Hayos, Sandra Teves, Alayna Ewert, Godwin Chan, Neha Uday, Karen Tee, Steve Mathias, Skye Barbic



Contact information

Suhail Nanji
604-240-8030
Snanji@foundrybc.ca
915-1045 Howe Street
Vancouver, BC, V6Z 2A9

Introduction

The COVID-19 pivot

Foundry is an Integrated Youth Services organization in British Columbia (BC), Canada, that provides services to young people ages 12-24.

In March 2020, the BC government declared COVID-19 a public health emergency, resulting in limited in-person access at the physical Foundry centres across the province. In response to this service gap, Foundry pivoted and accelerated the development of a provincial virtual service to enable young people and families/caregivers to access support online across BC.

Methods

How do we know if we are successful ?

Foundry consulted with youth and their families/caregivers to implement the Foundry Virtual platform and develop an integrated service delivery team.

Using the Foundry data collection platform, Toolbox, we analyzed both quantitative and qualitative data for service utilization trends, the demographic profile of young people accessing virtual services and how young people rated the quality of services accessed. Experiences of families/caregivers and service providers were also assessed. These data were used for continuous quality improvement of Foundry Virtual. Data was analyzed from April 2020 to Feb 2022.

Results

Key Findings - What did we learn?

- 1) Foundry's provincial virtual service filled a gap for youth and their families/caregivers who otherwise may not have accessed services.
- 2) The launch of the Foundry BC app has changed the way youth and families/caregivers access services virtually in BC, creating a new "digital front door."
- 3) Foundry has been able to translate the Integrated Youth Services model from the traditional physical centre approach to a purely virtual environment.
- 4) Foundry's provincial virtual service team has gained valuable insight for quality improvement opportunities and innovation in virtual care.

Conclusion

Foundry as an organization has met the objective of translating the IYS model to a virtual environment, with the Foundry Virtual BC program/service.

Many factors led to the successful implementation of the innovative service and technology, namely the meaningful co-design with youth, families/caregivers and staff in the development of both the service and technology. The willingness and agility by clinical staff enabled the program to learn quickly from mistakes and iteratively improve the service during and after implementation. Finally, investment and buy-in from the BC government in both the technology and service has allowed the program to stabilize and grow.

We acknowledge that the services and supports we provide to young people are on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam Indian Band), Skw̓xw̓7mesh (Squamish Nation), and səliilwətaʔ (Tsleil-Waututh Nation)

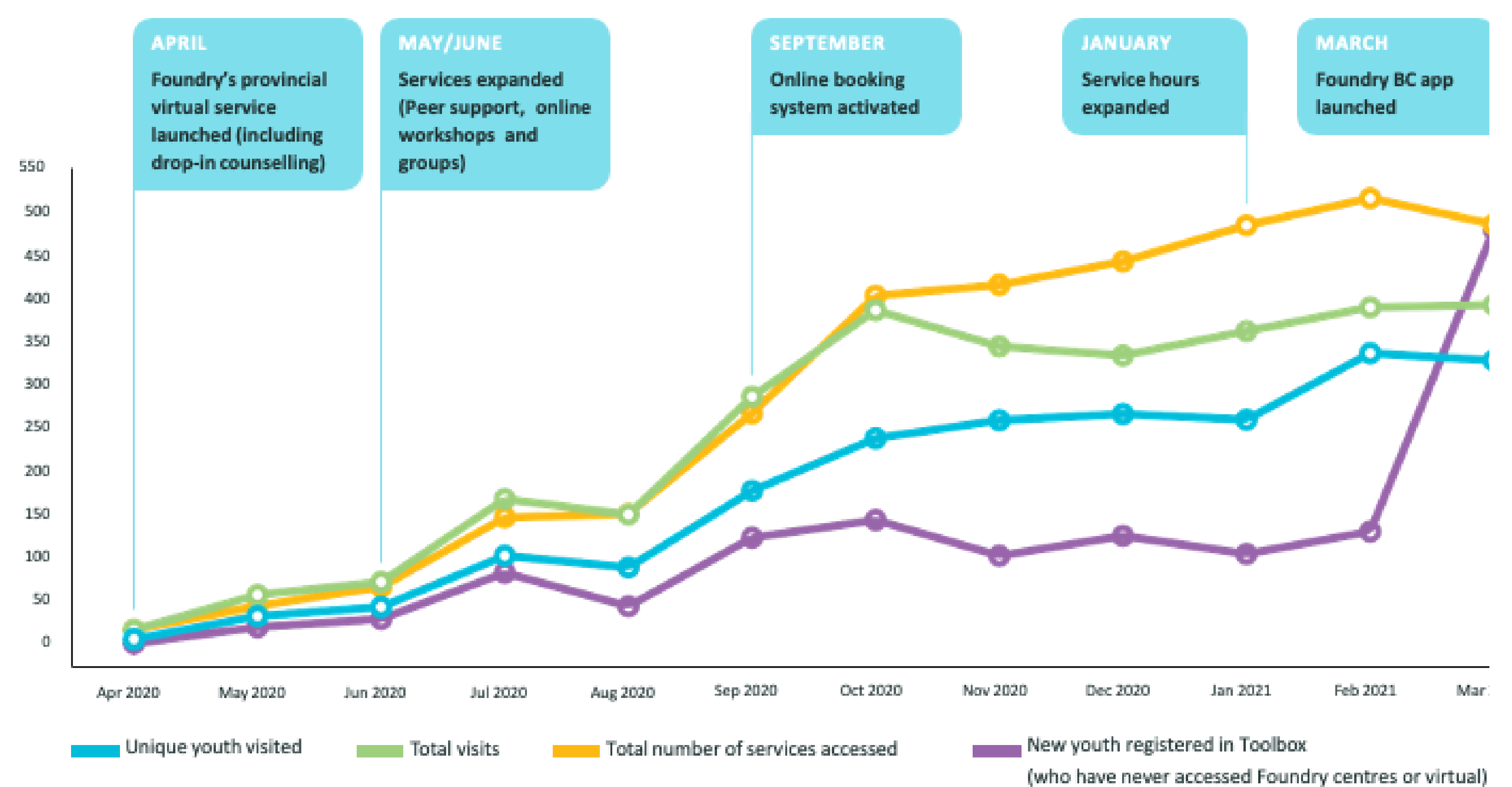
Objectives

Moving to virtual quickly and thoughtfully

The objectives of the initiative were to:

- 1) Stand up a provincial service delivery team to provide integrated services to youth and families/caregivers — this team would provide services and support only through virtual modalities (e.g., video, audio or chat).
- 2) Launch a virtual platform to enable virtual services and supports for young people and families/caregivers across BC (Foundry BC platform).

Our first year... how it started



31%

of youth indicated that they had nowhere else to go and wouldn't have received help if Foundry's provincial virtual service was not available

3255

unique youth accessed Foundry virtual services

7300

youth/caregiver visits

8565

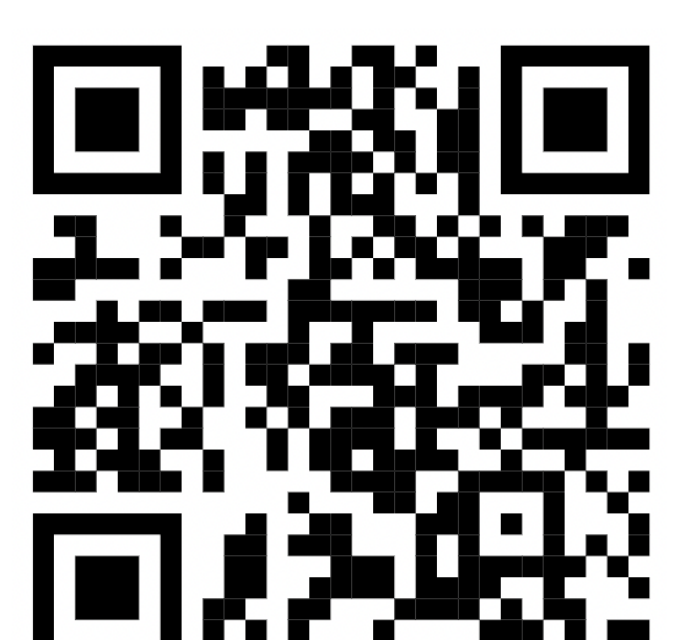
services accessed

1/4

youth have accessed more than one service type during their interaction with Foundry's provincial virtual service

13%

of youth stated they had trouble finding a safe space that they felt suitable for a virtual appointment



foundrybc.ca/iaymh2022

Foundry is hosted by Providence Health Care and supported by the Province of BC and donors to St. Paul's Foundation.