

Clause 13 in Report No. 7 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on April 23, 2015.

13

Mental Health and Wellbeing Initiatives in York Region

Committee of the Whole recommends:

1. Receipt of the presentation by Adelina Urbanski, Commissioner of Community and Health Services and Carolyn Bishop, Superintendent, York Regional Police.
2. Receipt of the deputation by Bessie Vlasis on behalf of the Bully Free Community Alliance of York Region.
3. Adoption of the following recommendation contained in the report dated March 30, 2015 from the Commissioner of Community and Health Services and the Chief of Police:

1. Recommendation

It is recommended that:

1. The Regional Clerk circulate this report to local municipalities.

2. Purpose

The purpose of this report is to:

- Provide an overall outline of the mental health system
- Highlight directions that the Province is moving in trying to build and enhance the system
- Outline the role of the Region within the system
- Profile the emerging collaboration between York Region and York Regional Police

3. Background

Mental health issues are of significant concern both nationally and locally

Over the past few years, there has been an increasing awareness on the part of society regarding the prevalence and causes of mental health issues. The enormous impact of poor mental health on society, families, and the economy is becoming better understood, increasingly talked about, and a higher priority for governments.

Mental illness is an extremely broad and complex circumstance that unlike other illnesses can vary in its intensity and longevity. In simple terms it can be episodic (temporary episodes of depression brought on by life events) or chronic and long lasting (schizophrenia, bipolar disorder). Severity and treatment varies depending on the illness and requires many components and partners in delivering that treatment. For some, prevention and early intervention is beneficial, but for those whose condition is wrought by a chemical imbalance in the brain, serious medical intervention is necessary.

The Province of Ontario estimates that 30% of Ontarians will experience a mental health problem at some point in their lives, with one out of 40 Ontarians having a serious mental illness. Children who experience mental health problems or illnesses are at much higher risk of experiencing an illness as adults, and are more likely to have other complicating health and social problems. The total cost from mental health problems and illnesses to the Canadian economy is conservatively estimated to be at least \$50 billion per year. This represents 2.8 percent of GDP (Mental Health Commission of Canada, 2013).

Mental illness can and often does go undiagnosed but manifests itself in sufferers having difficult behaviours, acting out, or relentlessly pursuing a singular purpose or objective that affects many people around them. Unaddressed mental health issues can lead to poor academic achievement and higher dropout rates, unemployment, poverty and homelessness, and risky behaviours (Open Minds Healthy Minds, 2011).

From a York Region program perspective, staff from Community and Health Services and York Regional Police have been experiencing an increasing number of residents with more complex needs. This manifests in many ways including:

Mental Health and Wellbeing Initiatives in York Region

- Ontario Works clients who struggle to move through the application process, file paperwork, and keep appointments to ensure they receive their benefits. They have difficulty holding onto a job, or become very demanding and require a significant amount of staff time to stabilize and assist in a concrete way.
- Housing York tenants who have difficulty interacting with their neighbours; are hoarding; and continuously can't pay their rent on time.
- Parents who are struggling to care for their new baby.
- Patients at a sexual health clinic who come in for infection testing or contraception, and may have been a victim of sexual assault, human trafficking, or are struggling with gender identity issues.
- Youth who are struggling with housing and cycle on and off the streets, couch surf, and are in and out of emergency shelters.
- Patients who are calling 911 multiple times a year because of loneliness, depression and isolation or call 911 because of a volatile family member that prompts them to call police for safety reasons.

Community and Health Services and York Regional Police have a historical and growing role in the Mental Health System

Both York Regional Police and York Region's Paramedic Services have been experiencing an increase in calls related to mental health issues. York Regional Police have experienced a 40% increase in calls for emotionally disturbed persons from 2010 to 2014 (see Figure 1). For York Region Paramedic Services, calls related to mental health issues have increased 42% from 2010 to 2014 (see Figure 2).

Figure 1: Mental Health Calls to York Regional Police

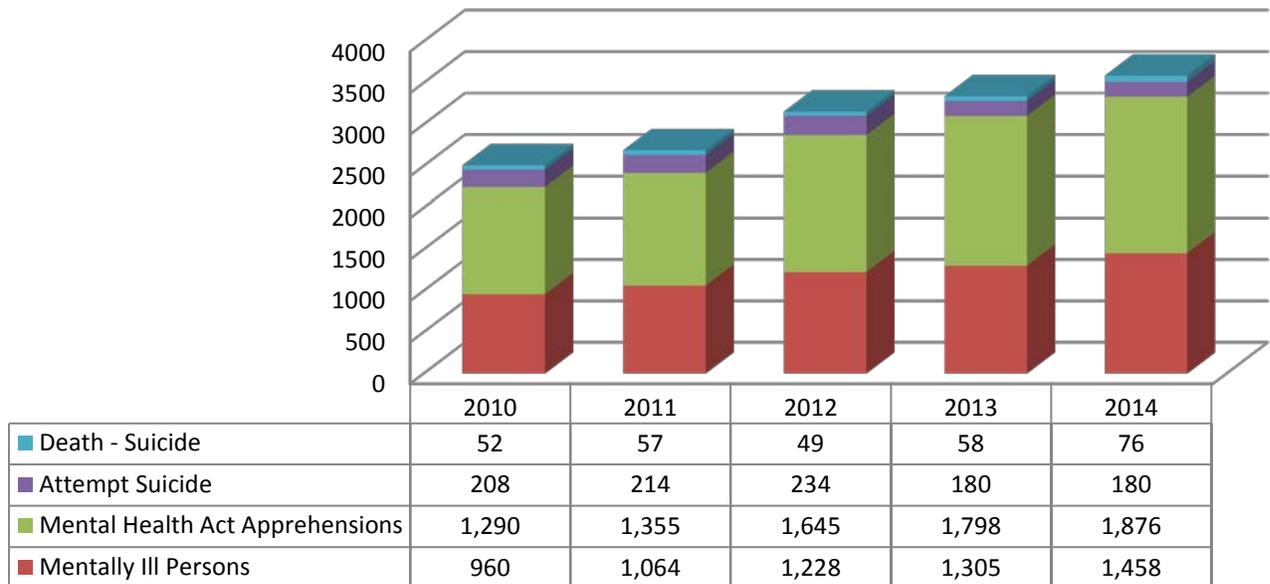
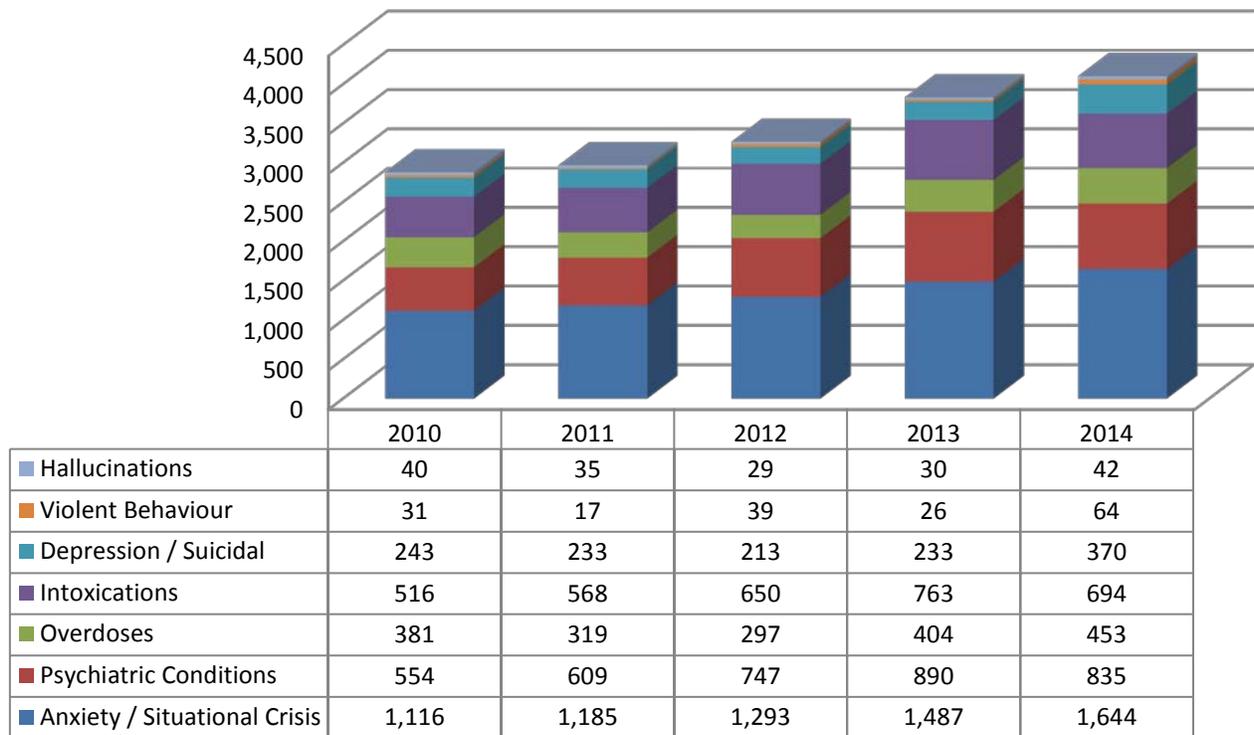


Figure 2: Mental Health Calls to Paramedic Services



York Regional Police provides mobile outreach through a Mental Health Support Team

York Regional Police in partnership with York Support Services Network crisis services, 310-COPE, fields a Mental Health Support Team (MHST). The team is a mobile outreach unit consisting of a plain clothes police officer and a mental health crisis worker that will provide crisis assessments, crisis intervention, support and referrals to the affected individual and/or their families. This team is funded by the Ministry of Health and Long-Term Care for persons 16 years of age and over.

The team may become engaged by a call into 911, a call into police non-emergency lines, or a referral from 310-COPE crisis lines. The local hospitals and other community service providers may also make a second party referral or request for service. The team assists uniform officers at the scene with on-site assessments and mental health resources and will liaise with hospital staff following an apprehension. The MHST also conducts follow up visits to ensure that community supports are in place for calls where we were unable to provide a live response.

York Regional Police also have a Children's Mental Health Support Team that supports those under 16 years of age. This unit consists of two officers that work very closely with children and their families/caregivers to assist them in navigating the mental health/addictions system by ensuring a connection with community services/resources.

Paramedic Services supports patients with mental health issues with community referrals

York Region's Paramedic Services does not have a specialized team dedicated to mental health response. Paramedics attending a call may transport a patient to a hospital, or the patient can make an informed refusal for transport. Should a paramedic believe that a patient needs to be taken to hospital, and the patient refuses, York Regional Police are called to apprehend the patient.

Whether paramedics transport the patient or if the patient refuses transport to the hospital, paramedics have the ability, with the patient's consent, to refer the patient to the Community Care Access Centre (CCAC) through the Community Referrals by EMS (CREMS) program. Once a referral is made through the CREMS process, an intake coordinator from the CCAC will contact the patient and make arrangements for an in-home assessment. To further enhance the referrals available to paramedics, further referral pathways are being developed with other community agencies, HealthLinks and Behavioural Supports Ontario.

Both York Regional Police and York Region's Paramedic Services also experience a high volume of frequent callers. There are approximately 500

patients in York Region who call Paramedic Services more than 4 times per year, and some as many as 300 times per year. York Regional Police also have a number of frequent callers, with their top 40 callers accounting for 195 occurrences. It is likely that both services share frequent callers, and will be working collaboratively to proactively address this issue.

Finding and keeping housing is a challenge for those with mental illness

Many people with mental illness experience homelessness and finding and keeping housing is a particular challenge (Canadian Mental Health Association). When people have appropriate, affordable housing, they are more likely to seek and receive other types of supports that can enhance their quality of life.

People with moderate to severe mental illness often require supports in order to stay healthy in their homes, successfully maintain tenancies, and live as independently as possible. Supported housing programs may increase residents' mental health stability, reducing the risk of homelessness. Indeed, having a home is a key component of recovery for people with mental health conditions. These types of housing options have not kept pace with the need in the community.

Housing York Inc. staff are often triggered to problems with the tenant when rental arrears and behaviours start to unfold. Initial staff supports if unsuccessful will trigger a call to a social worker to intervene to see if the situation can be rectified.

Mental Health System is fragmented and difficult to navigate

Mental health and addictions services are largely funded and delivered under two streams: adult and children/youth services. The Ministry of Health and Long-Term Care, either directly, or through the Central Local Health Integration Network (CLHIN) is the primary funder of adult services. The Ministry of Children and Youth Services plays this role for children and youth services. In total, the Province invests approximately \$3.1 billion in the system.

Mental health supports in the community are fragmented, and often very difficult for clients to navigate. These services have historically been delivered separately from other health services, such as family health care, acute care, emergency care and long-term care. This approach makes it hard for people to navigate the health system and access all the services they need. This can also lead to gaps, unnecessary duplication or the inappropriate use of services. The transition between child/youth and adult services is often an issue as well.

Mental Health and Wellbeing Initiatives in York Region



The Province is focusing efforts on improving and strengthening the mental health system and supports

In 2011, the Province launched *Open Minds, Healthy Minds: Ontario's Comprehensive Mental Health and Addictions Strategy*. The mission of this strategy is to reduce the burden of mental illness and addictions and to achieve timely access to an integrated system of promotion, prevention, early intervention, and community support and treatment programs.

This strategy is integrated with the Province's efforts including *The Poverty Reduction Strategy*, *Early Learning Strategy* and the *Long-Term Affordable Housing Strategy*.

Phase one of the Province's strategy focused on mental health of children and youth

The implementation of *Open Minds, Healthy Minds: Ontario's Comprehensive Mental Health and Addictions Strategy* began with a focus on early intervention and support for children and youth.

In November 2014, the Province appointed lead agencies which will take responsibility for convening and coordinating partnerships within the child and youth mental health service sector. Kinark Child and Family Services has been appointed as the lead agency for York Region.

As a first step, lead agencies will be developing an initial core services delivery plan with other child and youth mental health service providers and working towards the development of an initial community mental health plan with the broader child-serving sector.

Regional staff will be actively engaged in understanding the role of Kinark, and working closely to coordinate services, where appropriate.

Phase two work began in 2014 with an expanded scope to adults

Building on the first phase of the strategy, the Province is now focusing on improving transitions between youth and adult services, and in improved services and care for all ages who have mental illness and addictions. The Province's five strategic pillars below outline the focus of activities in the coming years.

- Promoting Mental Health and Well-being
- Ensuring Early Identification and Intervention
- Expanding Housing, Employment Supports and Diversion and Transitions from the Justice System
- Providing the Right Care, at the Right Time, in the Right Place
- Funding Based on Need and Quality

In November 2014, the Province established a Mental Health and Addictions Leadership Advisory Council. Community and Health Services Commissioner Adelina Urbanski was appointed to the Council. The role of the Council is to provide advice on the strategy's investments, promote collaboration across sectors and report annually on the strategy's progress. This positions the Region well to understand and influence the direction of the implementation of the strategy, and to ensure it reflects the needs of service system managers, public health units, and paramedic service providers.

The Central Local Health Integration Network has an integral role in improving the mental health system in York Region

The CLHIN funds many adult community and hospital based mental health and additions services in the region, including funding the York Support Services Network (YSSN) resources associated with the York Regional Police Mental Health Support Team (MHST) and many York Region programs outlined in Section 4 of this report.

The CLHIN has made several recent investments into enhancing supports and improving access in York Region.

YSSN has been funded \$550,000 to provide additional mobile crisis supports. These supports will supplement the existing MHST resources, and be made available to both York Regional Police and York Region's Paramedic Services.

In January 2015, the CLHIN awarded a contract to the Canadian Mental Health Association (CMHA), in partnership with YSSN for \$3.4M to provide mental health and addictions supports to adults with moderate to severe mental illness in York Region who require supports to maintain their housing, are homeless or at risk of homelessness. This will include mental health case management and substance abuse counseling and treatment services. The intent is to enhance a supportive housing model where services are provided in a continuum of low to higher level supports, dependent on need, to clients where they are living (e.g. Homes for Special Care, Domiciliary Hostels, affordable housing units, shelters, etc.).

In recognition of the important link between housing and mental health, the CLHIN is also undertaking a joint planning initiative with the Region for an additional supportive housing model. CLHIN funding will be awarded to service providers who can administer both housing supports in the form of rent assistance together with the necessary mental health and addictions supports to eligible clients who need support to maintain housing.

Staff are working closely with the CLHIN, CMHA, and YSSN to plan, integrate and coordinate support services to our clients and tenants.

4. Analysis and Options

York Region and York Regional Police have a small role to play in supporting residents with mental health issues

While the Province is the major driver and funder of mental health programs and services, York Region and York Regional Police has a small role to play, and provide mental health information and some supports through a variety of

programs. Mental health and addictions are often not the primary focus of these services. Clients and tenants often experience multiple barriers including undiagnosed mental health and addictions issues, homelessness or risk of homelessness, literacy skills, financial challenges, physical health, and family issues. However, there are increasing mental health and addiction issues in clients which are driving programs and supports to respond to this need.

While the current role is small, York Region is working toward providing more effective services which are integrated internally and with external community and health providers. In other words, staff will be working on doing a better job of linking all of our efforts and working in a more deliberate and focused way. This will include the development of a new internal mental health collaborative to better link and coordinate our services to achieve better outcomes for our clients,

Existing programs range from:

- mental health promotion, early identification and prevention and resilience building
- limited support services for new parents, seniors, Ontario Works clients and Housing York tenants
- crisis response

Table 1 in Attachment 1 provides an overview of these programs.

In addition to direct program support delivered by York Region and York Regional Police, the Region's Community Investment Strategy funds community based services that support low and moderate income residents who require supports related to community health, economic independence, housing stability and social inclusion. While mental health is not the primary focus of many of these programs, it is a component of a number of the supports provided.

A more integrated and holistic approach will be taken by York Region and York Regional Police in mental health and addictions programs

To address mental health issues holistically, York Region and York Regional Police will partner closely, focus on and continue to build capacity in:

1. Building resilience and preventing mental health issues within our communities
2. Providing ongoing supports to those living with mental illness that need intensive case management and wrap around supports
3. Provide effective crisis intervention

For certain types of mental health issues, resilience building, promotion and prevention can have a meaningful impact on preventing crisis and longer term issues

Mental health and addictions problems often begin early in life; during childhood and adolescence. Young people between the ages of 15 and 24 are three times more likely to have a substance use problem than people over the age of 24. About 24% of deaths in 15- to 24-year-olds in Canada are due to suicide (Open Minds, Healthy Minds, 2011).

Public Health plays a fundamental role in health promotion, prevention and protection, including mental health. Their role focuses on early identification and intervention and health promotion programs that build resiliency, stress management and coping skills. The Ontario Public Health Standards School Health Guidance Document (2010) recognizes the promotion of positive mental health of children and youth as fundamental to the development of healthy behaviours by children and youth. Promoting positive mental health in the early years affects overall health throughout the lifespan and builds a strong foundation for better educational performance, greater productivity, improved relationships within families and safer communities (Ontario Public Health Standards Child Health Guidance Document), ultimately resulting in a decreased need for services and cost savings. Strengthening the coping skills of parents and fostering positive parenting practices through knowledge and skill building is critical to promoting the mental health of children (Ontario Public Health Standards Child Health Guidance Document).

Resilience can help an individual deal with stress in a healthy way and reduce their chances of unhealthy coping behaviours (ie. addictions). Research shows that not all health problems are avoidable, and even the most resilient young people can have mental health problems, such as anxiety or problems with aggression; however, resilience skills can help an individual manage their problems.

Focusing on early identification, health promotion and resiliency building will have numerous benefits later in life. York Regional Police and Regional staff are working internally and with external partners to be even more effective partners in preventing mental illness later in life and building resilient and healthy population.

Part of this work will include:

- Enhancing elementary and secondary school programs to meet the increasing service demands and to promote positive mental health within the school communities
- Enhancing the Transition to Parenting program by providing targeted supports to parents in vulnerable populations who have anxiety, depression, and who may have undiagnosed Perinatal Mood Disorder
- Establishing an internal mental health collaborative to connect staff across various programs to deliver more integrated information and supports
- Enhancing our understanding of mental health and addictions issues in the region by acquiring and analysing local mental health physician data, and engagement with service providers and partners
- Providing education and training to our staff to assist in identifying and supporting clients or tenants with undiagnosed mental health or addictions issues

Where sustained support is needed, it will be integrated, client-centred and wrap-around and focused on improved outcomes

While prevention and resiliency building in young residents are critical to potentially preventing serious mental illness or addictions issues later in life, there will always be residents who will require sustained supports to fully benefit from Regional programs and services geared to keeping people housed, employed, and healthy. York Region currently provides some limited supports to Housing York Inc. tenants, Ontario Works participants, new parents, and seniors.

With recent provincial and CLHIN funding announcements and additional support services being provided in the Region, staff will be working closely with partners to provide stronger service coordination and integration.

Over the next several years, staff also will be reviewing the current support services provided by the Region and examine ways that they can be more effective in achieving positive outcomes for clients and tenants. Once this work has been completed, and subject to Council approval, additional support capacity will be added to the system. These resources are intended to meet the increasing needs across program areas to assist clients that require specialized counselling and case management to overcome complex needs.

Effective and responsive crisis services will be provided focusing on proactively supporting the most complex clients

York Region and York Regional Police have been working collaboratively with the CLHIN to update and refine the current crisis response model for residents with mental health issues.

The current MHST has recently been supplemented by an additional mobile crisis response team with supports provided by YSSN. This support will be made accessible to both York Regional Police and York Region's Paramedic Services who are responding to calls for service that require mental health supports.

Over the next year, the CLHIN will be evaluating the effectiveness of the current MHST or the new mobile crisis response model and make recommendations for future mobile crisis response.

Throughout 2015 and 2016, Paramedic Services will be working with York Region Police and community partners to enhance their response to mental health crisis. The objectives of this work will be to determine the needs of patients calling 911 in mental health crisis and to provide training to 24 front-line paramedics in risk assessment, de-escalation techniques and referral to community resources. It is anticipated by implementing this model of care, patients in mental health crisis will have better access to the community mental health system, reducing transports to the emergency department and mental health admissions.

York Regional Police and Regional staff will continue to work together to ensure that the most effective crisis response services are provided. Part of this work over the next several years will include building a more proactive and integrated case management model to address our most complex shared clients and more proactively put services in place that better meet their needs and improve outcomes. This work has the potential to also mitigate the impact on response times and police and paramedic service's demand.

Link to key Council-approved plans

Addressing mental health and wellbeing issues in York Region supports the 2015-2019 Strategic Plan objective of "Protecting public health" under the Strategic Priority Area of "Support Community Health and Wellbeing". This report outlines the work to be undertaken to support the strategic plan activity "Advance collaborative efforts to increase earlier and streamlined access to mental health supports to connect people at risk".

5. Financial Implications

Council has approved \$385,308 for the 2015 budget for staffing and purchase of service related to the Regional mental health initiatives. In 2015, the Public Health Branch will add two positions. The Child and Family Health Division will add an additional Public Health Nurse for the Transition to Parenting program, and the Healthy Living Division will add a Public Health Nurse for the elementary and secondary school programs to promote positive mental health within the school communities. Temporary staffing resources will also be added to support the policy, research, and collaborative work.

The above-noted approval also includes \$50,000 for the purchase of services related to mental health data for York Region, and consulting costs associated with the review of the current support services offered by York Region.

With a strong provincial mandate and direction to improve the mental health system in Ontario, actively engaging in a Regional mental health initiative at this time positions both organizations well for any possible future funding which may become available from other levels of government.

Additional requests have been included in the multi-year budget outlook, for council's consideration through the annual budget process, to support the expansion of the mental health initiatives.

6. Local Municipal Impact

Mental health and wellbeing issues impact residents across all nine of the local municipalities. As York Region and York Regional Police move toward greater collaboration and service integration, this will benefit residents across the Region.

7. Conclusion

Mental health and addictions issues are on the rise in York Region. Staff in Community and Health Services and York Regional Police are experiencing an increasing number of residents with more complex needs. Some clients face multiple barriers often related to undiagnosed mental illness, special needs, addictions and literacy challenges and require supports to access Regional programs and services. Without support, clients with mental health and addictions issues may have limited success in achieving positive outcomes from York Region programs, and places increased demands on crisis resources.

Mental Health and Wellbeing Initiatives in York Region

The Province has been ramping up funding for mental health and addictions supports and treatments in the Region. These include the assignment of Kinark Child and Family Services as the lead agency for child and youth mental health services; and some recent investments in mental health and addictions services through CMHA and YSSN for residents who are homeless or at risk of being homeless.

York Region and York Regional Police have a small role to play in the mental health system and provide: mental health promotion, early identification and prevention and resilience building programs; support services to clients and tenants to help them fully benefit from programs and service; and crisis interventions. Both organizations are working together and with partners in a more integrated way to be more effective at achieving positive outcomes for York Region residents.

For more information on this report, please contact Karen Antonio-Hadcock, Head of Strategic Initiatives at 905-830-4444 ext. 72001 or Superintendent Carolyn Bishop at 1-866-823-3334 ext. 6711.

The Senior Management Group has reviewed this report.

March 30, 2015

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Accessible formats or communication supports are available upon request

Table 1
York Region and York Regional Police Mental Health Programs

	Mental Health Programs & Services	Clients Served/Volume
<i>Health Promotion, Prevention, Early Identification and Resilience Building</i>		
Public Health	Healthy Babies, Healthy Children provides eligible families with information, support and connections to community resources. Parents are connected with a public health nurse and a family visitor. They offer support and services to meet the needs of parents on topics like having a healthy pregnancy and birth, creating meaningful attachment to their children, taking care of themselves and their family. Post-Partum Mood disorders can be identified by Public Health Nurses and depending on the needs of a client, this program also provides some direct supports as well.	5,930 home visits to families following childbirth
	Bounce Back and Thrive! (BBT) is a 10-week evidence-based resiliency skills training program for parents with children under 8 years of age. BBT skills help parents help their children build the resilience necessary to handle life's inevitable bumps in the road and make use of opportunities to grow and learn. Participants will learn skills: <ul style="list-style-type: none"> • To help themselves and their children "bounce back" from everyday stresses and hard times • To relieve stress and calmly solve problems and conflicts • To help their children handle disappointment, anger and frustration • To help their children feel good about themselves, and be confident and hopeful about the future Child Health Program Public Health Nurses will begin to deliver this program in March 2015	1,920 clients anticipated to participate in BBT each year
	Healthy Schools Public Health Nurses provide support and consultation to elementary and secondary schools to implement a comprehensive healthy schools program. the healthy schools program involves the whole school community in working together to help students and staff make healthier choices. The program address a broad range of health initiatives including mental health.	2013/2014-168 schools in healthy schools initiatives. Of these 29 have identified mental health on healthy schools plan.
	Substance Misuse Prevention Program increases awareness, in an effort to reduce harms from substance misuse. A harm reduction strategy is used to decrease the negative consequences associated with alcohol and other substances of public health importance. Staff assist workplaces, schools and community groups to address substance misuse, strengthen community action and encourage the development of healthy policy.	

	Mental Health Programs & Services	Clients Served/Volume
	Sexual Health Program contributes to promoting mental health by promoting healthy sexuality by addressing healthy relationships, risk behaviours and personal decision making. Services include pregnancy options and counselling for: pre and post abortion, to address issues related to sexual orientation, gender identity, disclosure, coping and emotional status and support for clients who test positive for HIV, and conducting Routine Universal Comprehensive Screening for client abuse. Assessments for sexual assault and human trafficking are also conducted. All of these situations can be highly stressful for clients and may result in the need for crisis intervention.	In 2014, the sexual health clinics had a total of 3,837 client visits
	Active Healthy Communities provides health promotion information on the mental health benefits of an active healthy lifestyle. This includes providing resources to employers throughout the region through workplace wellness e-newsletters and webinars.	Almost 2,400 subscribers in 2014
Public Health & York Regional Police	Talking About Mental Illness program is provided in partnership with the school boards in secondary schools across the region and includes a Stomping out Stigma Summit to raise awareness of addiction, mental health and the impact of stigma. In-class workshops are also provided over 5 days and provides mental health and addictions information.	158 students participated in the Summit and 136 in the workshops in 2013/2014 school year.
York Regional Police	Youth Voice conference is a partnership with YRP and the two school boards to develop well-being and mental health literacy to build on the four foundational themes of inclusion, innovation, community and leadership.	250 students and 84 educators from 74 school communities participated in the 2014 conference
Support Services		
Long-Term Care and Seniors	Newmarket Health Centre and Maple Health Centre Long-Term Care Homes provide nursing and personal care services for adults who are no longer able to live in their own homes. Both homes specialize in meeting the needs of residents who need complex care and residents with cognitive impairments.	
	Regional Psychogeriatric and Mental Health Consulting Services provides expertise in behavioural management to front line staff for long-term care homes and community support agencies in York Region in dealing with clients with severe/difficult responsive behaviours due to dementias and/ or mental health disorders. This program is funded by the CLHIN.	685 Clients

	Mental Health Programs & Services	Clients Served/Volume
	Integrated Psychogeriatric Outreach Program (in partnership with Ontario Shores Centre for Mental Health Sciences) this program is funded by the CLHIN and provides comprehensive psychogeriatric assessments, treatment, planning, education and referral to other services for seniors living with mental health issues. Services are provided by clinicians, psychogeriatricians and psychologists.	250 Clients
Social Services	Domiciliary Hostels are privately owned, maintained and operated for the care of individuals who require supervision of their daily living activities. York Region funds approximately 400 subsidized beds to keep this client population housed. A significant number of clients within domiciliary hostels are dealing with a variety of mental health issues.	579 served in 2014
	Integrated Support Program provides social work support to Social Services clients with complex barriers. The program helps clients become stable and in turn help them increase their contribution to the economy and become socially engaged. Mental health and addictions issues are one of many barriers that clients may face. *Caseload numbers which may vary depending on referrals and exits.	89 clients met with the Social Worker and started receiving services through ISP in 2014*
	Psychosocial/Psychovocational Assessments Program provides both psychosocial and/or psychovocational assessments to Ontario Works clients who have a history of significant difficulty securing and retaining employment. The program is ideal for clients who have mental health, addiction concerns or learning disabilities preventing them from working or requiring diagnosis; or those who are Ontario Disability Support Program eligible but do not have the required supporting documentation.	New Program
Housing Services	Social Work Support to Housing York Inc. one social worker provides supports to Housing York tenants to help them remained housed and maintain successful tenancies (eviction prevention) including support on mental health issues, hoarding, aging in place, system navigation and connections to community resources.	Approximately 125 households served in 2014
	Client Intervention and Support Services funded by the CLHIN, this program provides intervention and support services through social workers to vulnerable and at-risk seniors and their caregivers living in the community. Support is provided for seniors with numerous issues including (family dysfunction/abuse, mental	223 individuals served in 2013

	Mental Health Programs & Services	Clients Served/Volume
	health, addictions, hoarding, housing instability, grief, depression, cognitive impairments, etc.)	
Public Health	<p>Transition to Parenting is an education and support group for new mothers, prenatal women and their families experiencing challenges with the transition to parenting and/or coping with perinatal mood disorders such as anxiety or depression. The main purpose of the group is to increase participants' knowledge and confidence, share experiences, develop coping skills and strategies for living with perinatal mood disorders and enhance parenting relationships. It is a continuous 12- week program and allows new clients to join the program every six weeks.</p> <p>Child Health Program public health nurses facilitate each group and there are currently 6 groups offered in York Region. Family sessions are available for program participants and their partners/family members. The purposes of organizing family sessions include improving communication, building relationships, enhancing coping skills and support between the participants and partners/family members.</p>	2,924 parents/caregivers reached through child health programs in 2014
Crisis Intervention		
York Regional Police	Mental Health Support Team is a mobile outreach unit consisting of a plain clothes police officer and a mental health crisis worker that will provide crisis assessments, crisis intervention, support and referrals to the affected individual and/or their families. This team is funded by the Ministry of Health and Long Term Care for persons 16 years of age and over.	3,015 call responses in 2014
Paramedic Services	Paramedic Services respond to 911 calls for mental health concerns. Paramedics also have the ability to refer patients with mental health concerns to the CCAC through the CREMS program and in 2015-2016 Paramedic Services is working on developing a proactive, collaborative mental health response program with YRP and other community partners YSSN.	Responded to over 4,000 mental health calls in 2014. 30% of CREMS referrals are for mental health concerns
Social Services	Outreach supports homeless and at-risk residents by providing intensive case management supports. The workers help clients with system navigation and engage with community partners such as EMS, police, by-law officers, and the public to achieve outcomes in health, housing stability, and personal and community safety.	Helped 908 households experiencing homelessness obtain and retain housing in 2013.



Mental Health Initiatives

Presentation to
Committee of the Whole

**Adelina Urbanski &
Superintendent Carolyn Bishop**

April 9, 2015

Presentation Overview

- State of Mental Health and Wellbeing in York Region
- Provincial Happenings in Mental Health
- Our Role in Mental Health Services
- The Path Ahead: an integrated approach to mental health services

Mental Health System in Ontario



- Funded and delivered under two streams: adult and children/youth services



- Ministry of Children and Youth Services - children and youth services

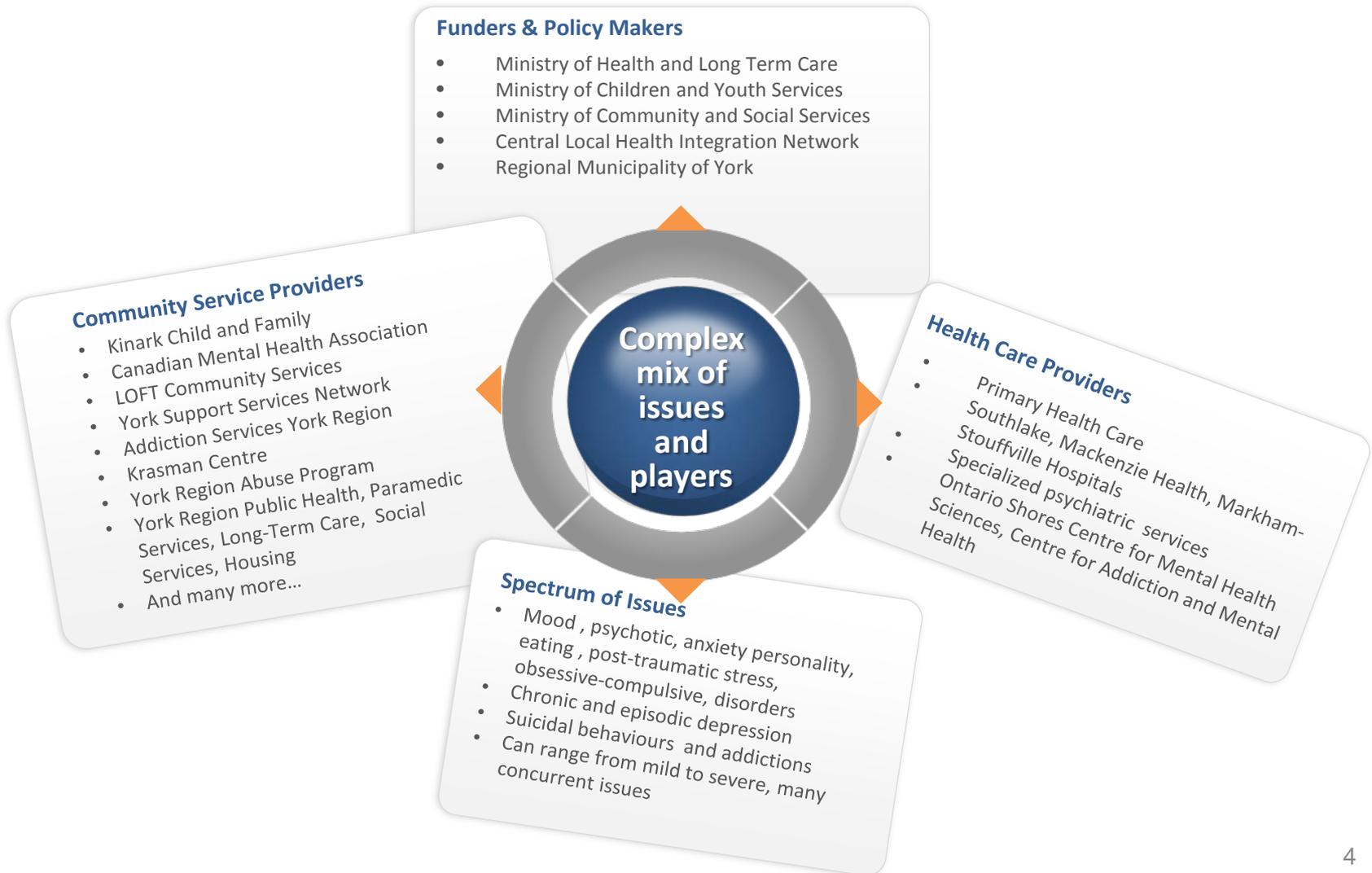


- Ministry of Health and Long Term Care - adult services



- Fragmented services and often very difficult for clients to navigate

A Complex System



State of Mental Health in York Region

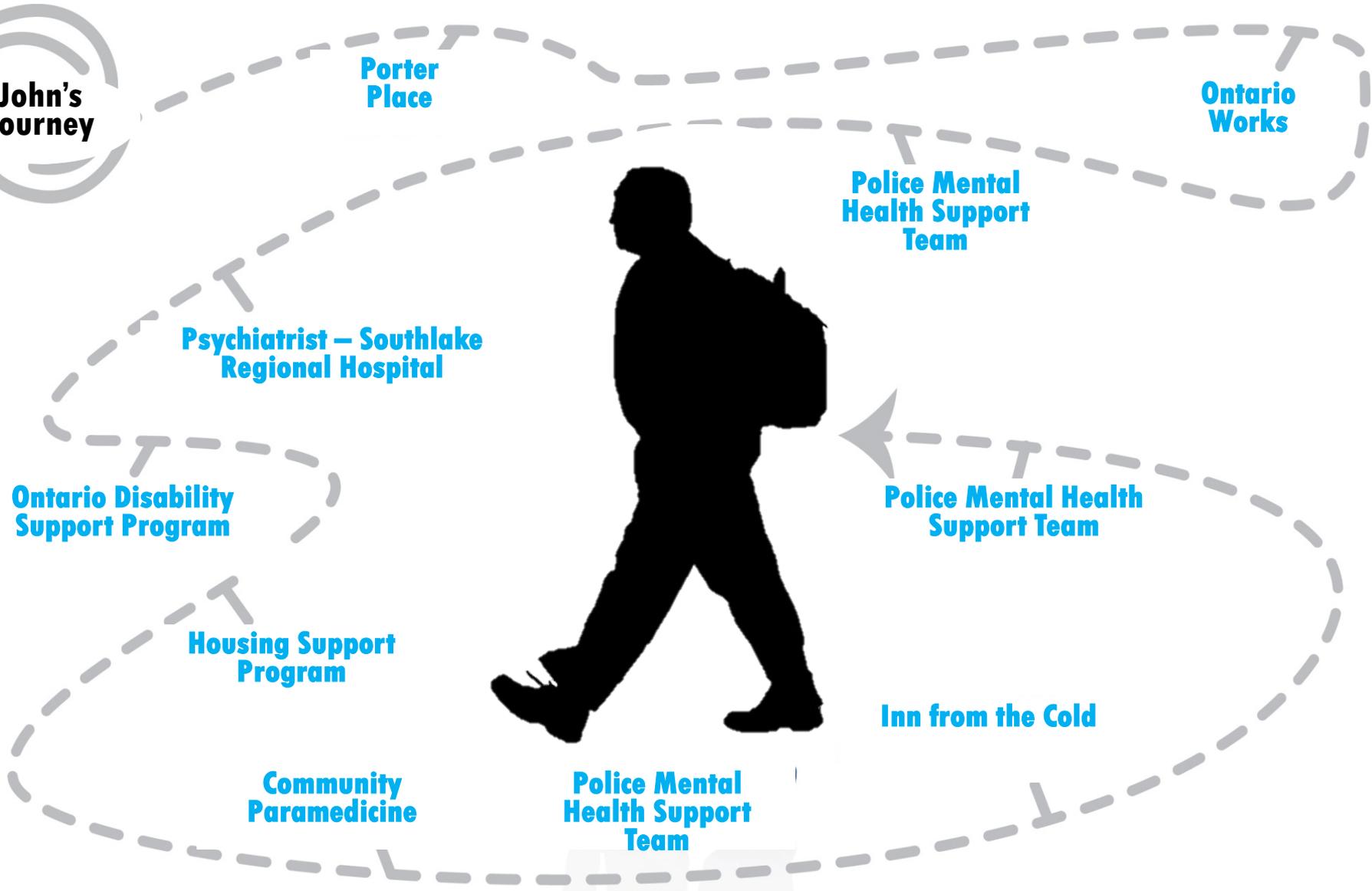
- An estimated one in five Ontarians will experience a mental health problem at some point in their lives, and one in 40 Ontarians will have a serious mental illness.
- More than 6.7 million people in Canada are living with a mental health problem or illness today; about 19.8% of Canada's population in any given year.
- Of these, about 1 million are children and adolescents between the age of 9 and 19 years of age.
- Children who experience mental health problems or illnesses are at much higher risk of experiencing an illness as adults, and are also more likely to have other complicating health and social problems.
- York Region specific data is an issue

What's happening in our programs

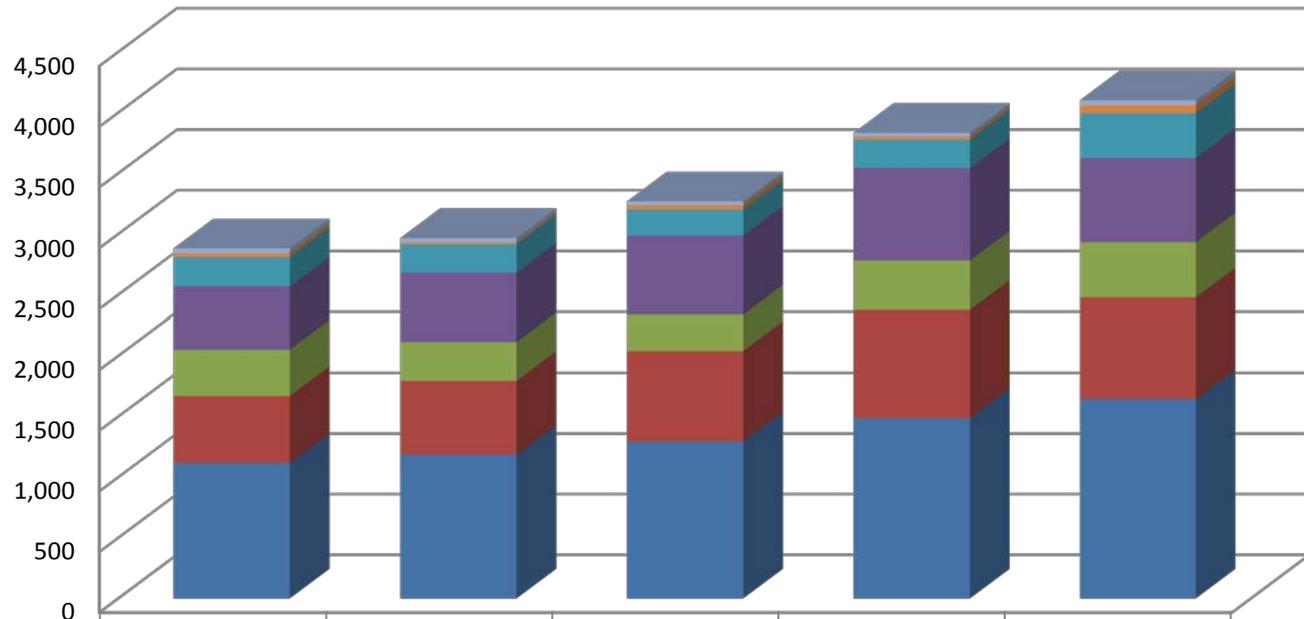
- Increasing numbers of residents with more complex needs across all program areas
 - Ontario Works clients who struggle to move through the application process
 - Housing York tenants who have difficulty interacting with their neighbours; are hoarding; and continuously can't pay their rent on time.
 - Parents who are struggling to care for their new baby.
 - Patients at a sexual health clinic who come in for infection testing or contraception, and may have been a victim of sexual assault, human trafficking, or are struggling with gender identity issues.
 - Youth who are struggling with housing and cycle on and off the streets, couch surf, and are in and out of emergency shelters.
 - Patients calling 911 multiple times a year because of loneliness, depression and isolation or a volatile family member that prompts them to call police for safety reasons.



John's Journey



Mental Health Calls for Paramedic Services

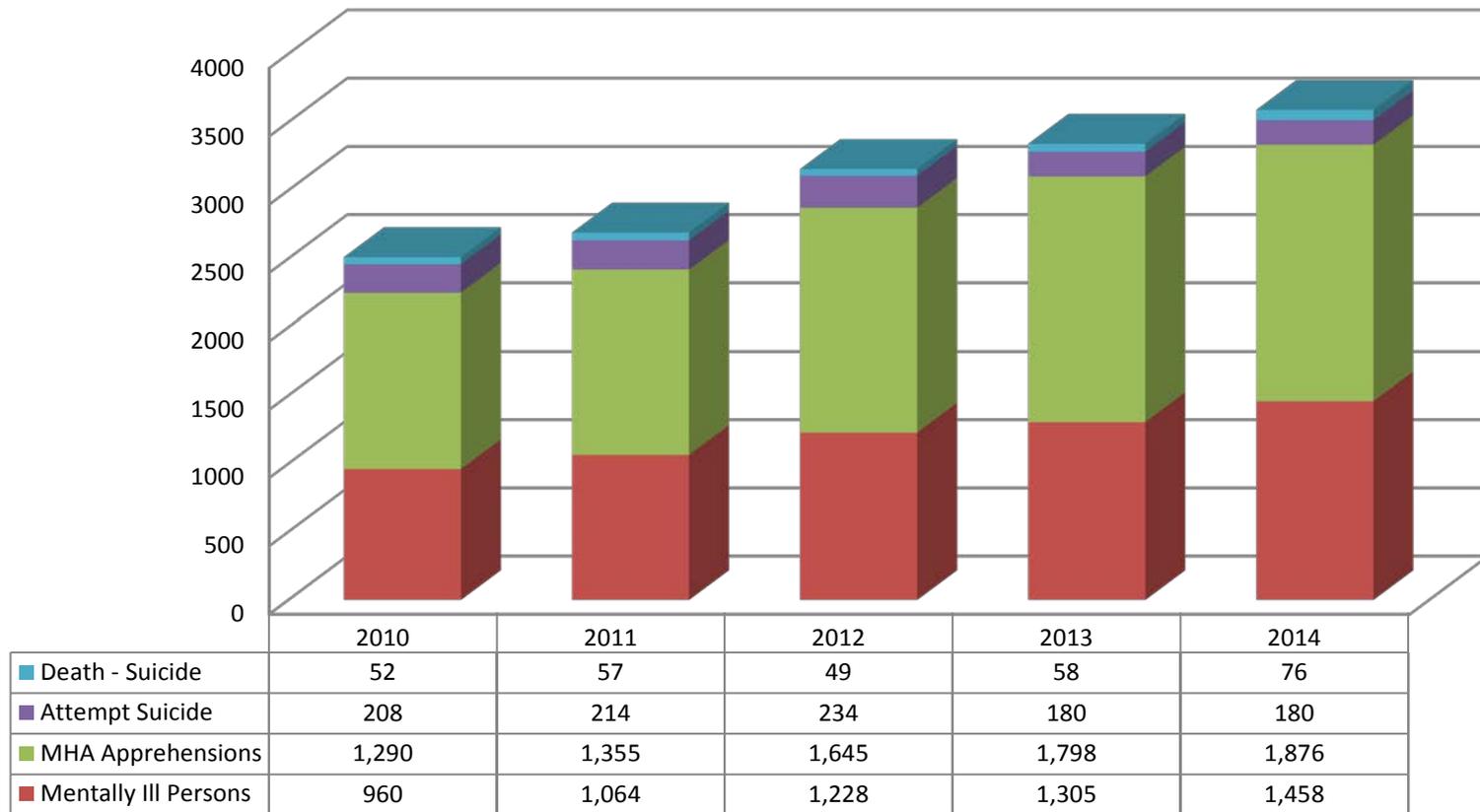


	2010	2011	2012	2013	2014
Hallucinations	40	35	29	30	42
Violent Behaviour	31	17	39	26	64
Depression / Suicidal	243	233	213	233	370
Intoxications	516	568	650	763	694
Overdoses	381	319	297	404	453
Psychiatric Conditions	554	609	747	890	835
Anxiety / Situational Crisis	1,116	1,185	1,293	1,487	1,644

Calls related to mental health issues have increased 42% from 2010 to 2014



Mental Health Calls to YRP



Increase of 40% for calls for emotionally disturbed persons from 2010 to 2014.



Increasing non-criminal calls

- **Crime-related calls for service (approx. 20%)**
- **Non-criminal calls for service (approx. 80%) include:**
 - **Missing persons**
 - **Mental health challenges**
 - **Sudden deaths**
 - **Community engagement**
 - **Community events**



Mental Health Support Team

We are better together

- Partnership between Police and York Support Services Network (YSSN) Crisis Response Program



CBCnews

Mental illness patients strain Canada's police forces

Too many people who live with mental illness are being released from provincial institutions before they're ready, then going on to commit crimes, say Canada's police chiefs.

The candid comments were made Wednesday in Winnipeg, on the final day of the Canadian Association of Chiefs of Police (CACP) annual general meeting.





Mental Health Support Team (MHST)

Providing Support to the Community

- Response to persons experiencing a crisis
- MHST provides:
 - support
 - resource information
 - assessments
 - advocates for subject
 - education





Mental Health Support Team

- Averts crisis escalation and injury
- Links persons with mental illness to community resources
- Justice diversion
- Reduces number of hospital admissions
- Improves officers perception of individuals with mental illness



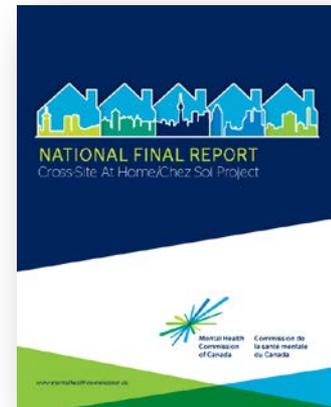
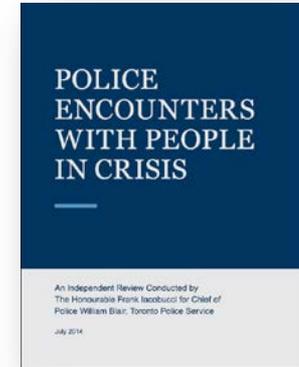
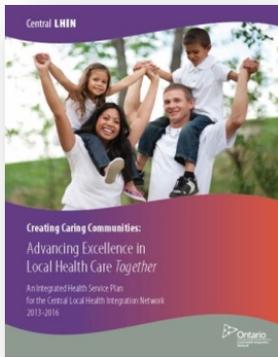
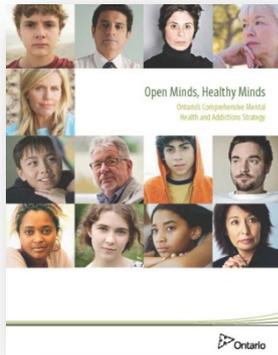


Mental Health Support Team Success

- Team apprehends individuals 45% of the time as compared to 65% for uniform officers
- Hospital wait times are on average, 30 minutes less when team is involved at hospital
- A close relationship with hospitals facilitates a faster assessment of a person in crisis



The mental health system is changing



Phase 1: Focus on Children & Youth

- “Moving on Mental Health” improving the system for children and youth - led by Ministry of Children and Youth Services
- Goal - wherever they live in Ontario, children, youth and families will know:
 - What mental health services are available in their communities; and
 - How to access the mental health services and supports that meet their needs.
- Assignment of lead agency – Kinark Child and Family Services

Phase 2: Focus on Adults

- Improving transitions between youth and adult services, and services and care for all ages who have mental illness and addictions.
- Mental Health Leadership Advisory Council established in Nov. 2014
- C-LHIN has invested \$5.2M in York Region by funding support services

Our role in mental health services

- Universal services through Public Health for health promotion, protection and prevention
- Programs targeting specific populations –seniors, Ontario Works clients, Housing York tenants
- Support clients with accessing our services
- Crisis Interventions
- Funding community-based programs through Community Investment Strategy
- Increased occurrences driving our programs to respond to need

Services Supporting Mental Health and Wellbeing

Early Identification & Resilience Building

- Healthy Babies Healthy Children
- Bounce Back and Thrive
- Healthy Schools
- Substance Misuse Prevention
- Sexual Health Clinics
- Active Healthy Communities

Support Services

- Regional Psychogeriatric outreach and mental health consulting services
- Integrated Psychogeriatric Outreach Program
- Client Intervention and Support Services for seniors
- Domiciliary Hostels
- Integrated Support Program
- Social work support to Housing York Inc. tenants
- Transition to Parenting Program

Crisis Intervention

- Homelessness Outreach Services
- Mental Health Support Team
- Paramedic Response

The path ahead

To address mental health issues holistically, York Region and York Regional Police will partner closely, focus on and continue to build capacity in:

1. Building resilience and preventing mental health issues within our communities

2. Providing ongoing supports to those living with mental illness that need intensive case management and wrap around supports

3. Provide effective crisis intervention

1. Resilience Building & Prevention

- Enhancing elementary and secondary school programs
- Enhancing the Transition to Parenting program
- Establishing an internal mental health collaborative
- Enhancing staff understanding of mental health and addictions issues in the region
- Providing education and training to our staff

2. Provide Ongoing Support

- Work closely with providers of new/enhanced mental health and addictions supports to ensure service coordination and integration
- Review and enhancement of current support services provided

3. Provide effective crisis intervention

- Continue work on refining and evaluating current crisis response interventions
- Work toward proactive, integrated case management of high volume callers/ most complex clients



Next Steps

- Continue to work with CLHIN and service providers to coordinate and integrate services
- Advance York Regional and York Regional Police collaborations
- Report back to Council regularly on the progress of this work