

# Improving Access to Mental Health Services

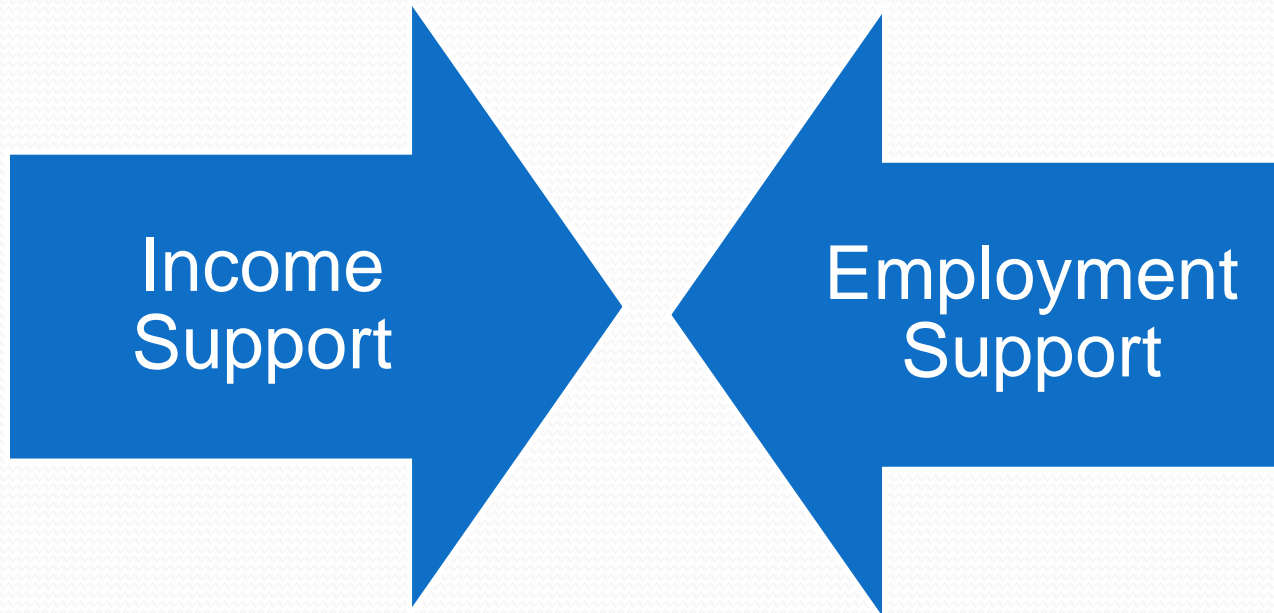
Integrated Service Model  
Regional Municipality of Durham

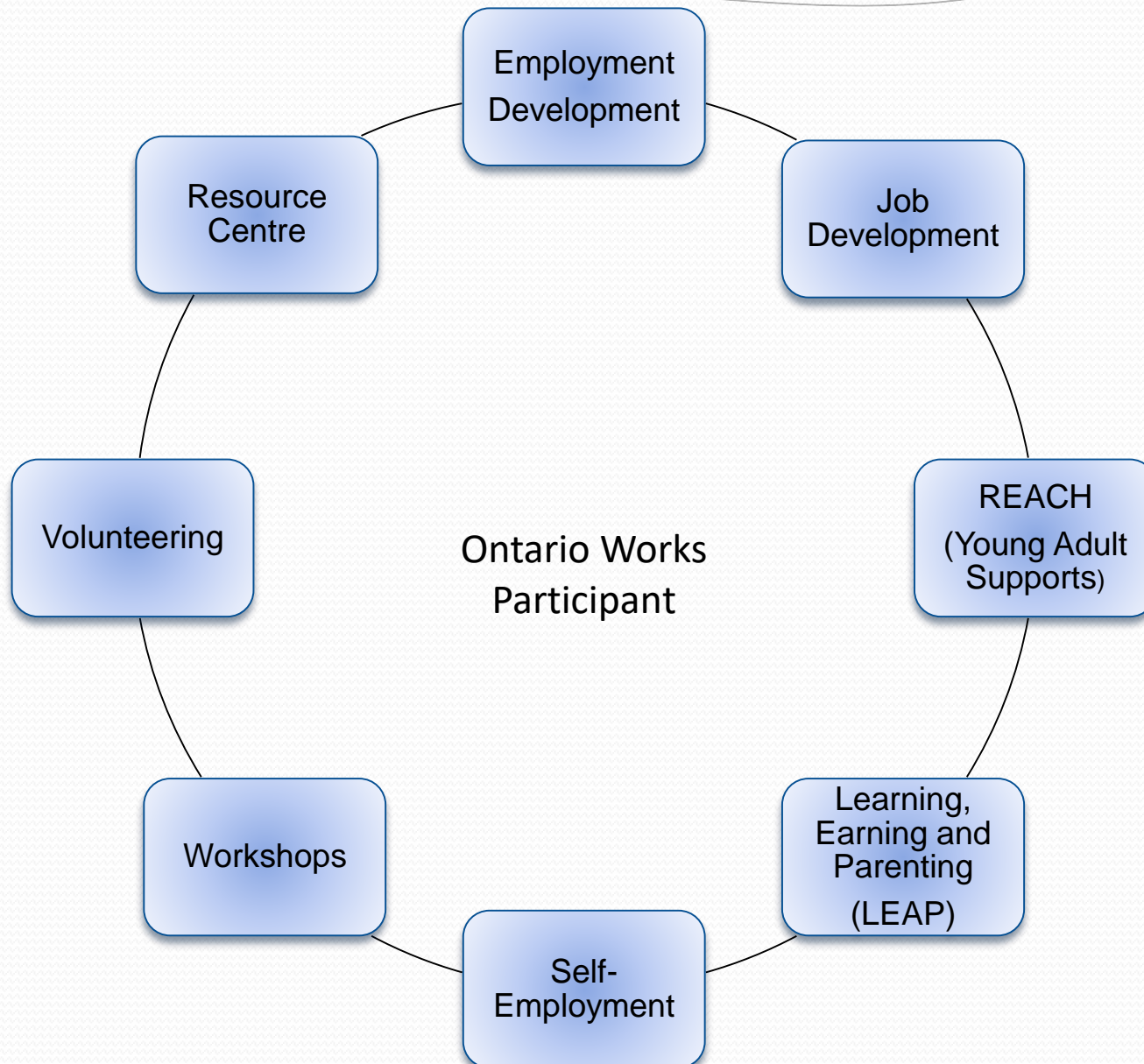
**Shaaron Del Vecchio**, Supervisor, Employment Programs

**Mark Grant**, Area Manager, Family Services



# Income & Employment Support Division

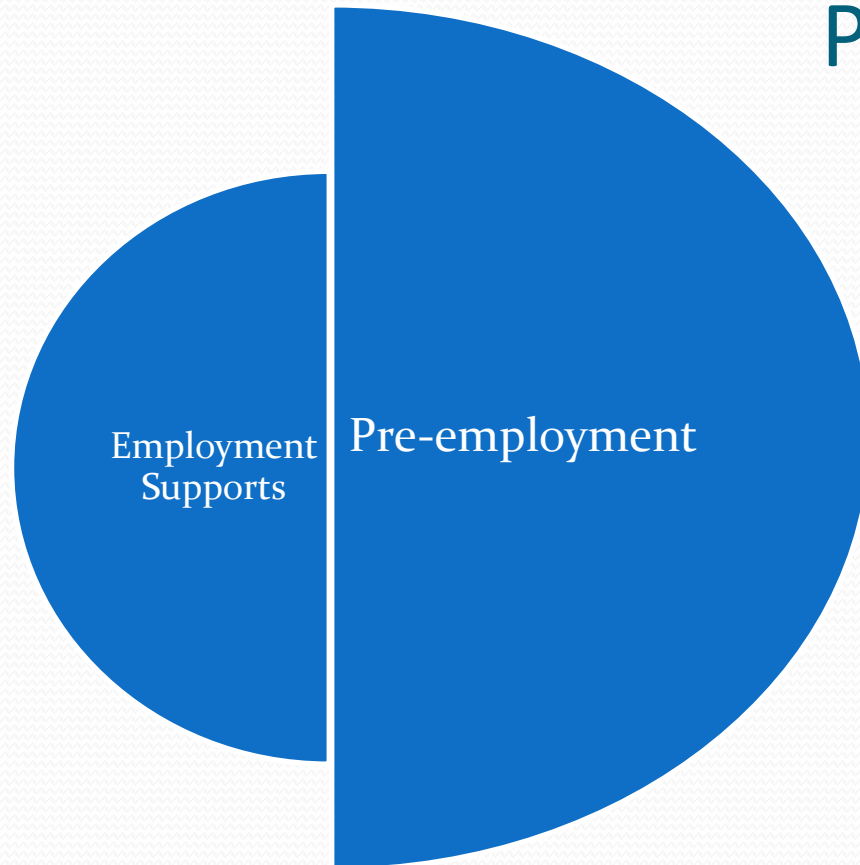




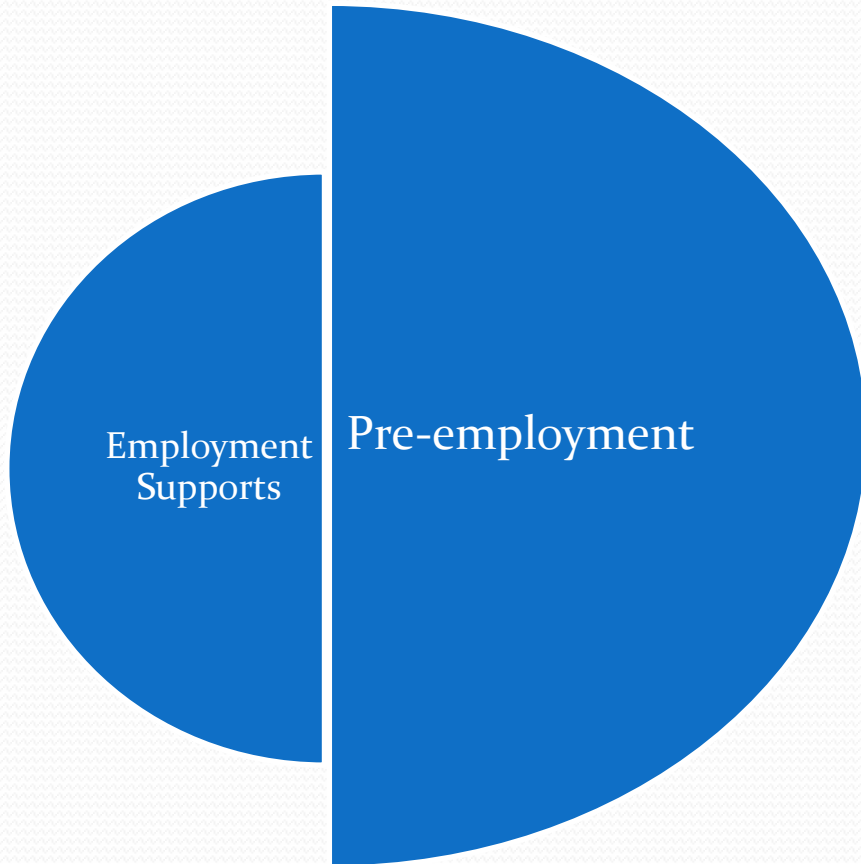
How did  
we get  
here?



# The Complexity of Poverty



- Addictions
- Safe housing
- **Mental Health**
- Physical Health
- Financial
- Lack of education
- Lack of relationships
- Affordable child care
- Lack of work experience
- Lack of resources



- **Mental Health  
Services**



Pre-employment



Family Services Division

Canadian Mental Health  
Association (CMHA)

Life Management Series

Anxiety Workshop

Diagnostics

Rainbows Program

Case Conferencing

Primary Care Outreach  
Program

# Family Services Division

Family Counsellors Embedded Within OW Income  
and Employment Support Offices

***“Helping you find your inherent strength, courage and  
wisdom.”***





# About our Mutual Clients (OW and Counselling):

## Minimal Barriers

- Have job skills, but may not be ready to work
- Require a little extra assistance with:
  - Developing a budget
  - Gaining life skills
  - Parenting and inter-personal relationships directly related to employment

## Multiple Barriers

- Recipient(s) of Ontario Works for 24 months or longer
- Require assistance with:
  - Complex mental health issues
  - Addictions
  - Episodic disorders
  - Housing crises

# About our Counsellors:



FSD Family Counsellors working in the OW sites have the same skill set and experience as the clinicians at our main offices

Our  
integrated  
program is  
simple,  
seamless and  
continually  
reviewed



# How do Counsellors Help?

- Overcome personal challenges
- Develop supportive relationships
- Reduce social isolation
- Build better attachment to the labour force



*“Administrators in... Durham... say that family counselling services prepare people to better obtain and maintain employment and, just as importantly, rejoin their communities.”*

# Why Integrate Counselling into OW Offices?

Research has shown that Durham Region Ontario Works clients who were able to easily access onsite counselling benefitted in several ways:

- **68%** participated in employment related activities
- **29%** were able to withdraw from Ontario Works assistance
- **19%** found full-time work
- **10%** were able to withdraw from Ontario Works assistance six weeks earlier than anticipated

# Let's Talk Savings...



If 10% or 6,043 of the 60,433 people on income support (2006) received counselling and exited the OW system six weeks earlier, the average savings would be:

**\$2.16 million per year**

# Added Benefit: Counsellors also Support OW Staff



In addition to onsite counselling services for Ontario Works clients, Family Services Durham provides OW Caseworkers and Employment Support Workers with resources and customized training programs

# Research by CAMH

October 2018, Evidence Brief:

*“Integrating mental health and employment supports improves employment outcomes for people with mental health issues”*



# Canadian Mental Health Association

- Onsite
- Direct booking into calendar
- Community connection, navigating the system
- Supports to staff
- Support to CMHA
- Workshops

# Life Management Series

- 3 week workshop
- Change, Self-Esteem, Conflict, Stress, Problem Solving, Values
- Daily Affirmations, Happiness, Access to Recreation, Community Resources, Nutrition, Time Management
- Safe learning environment
- CMHA worker



# Anxiety Workshop

- 4 week workshop, meets Tuesday and Thursday afternoons
- Defining Anxiety, Myths, Anxiety & Panic Attacks, Fear, Perfectionism, Coping and Resources
- Waitlist and referrals

OVERVIEW: ANXIETY 101—GETTING OUT OF YOUR HEAD		
4 WEEKS	8 SESSIONS	2 HOURS
<b>Day 1 – Defining Anxiety</b> Introductions and Orientation Housekeeping and Safety Discussion: what is anxiety, different types, what causes anxiety, how it affects us, normalizing Video: Neil Hughes – A New Plan for Anxious Feelings Activity: Anxiety glasses Coping Tool: scaling—we will use scaling at the beginning and end of each session	<b>Day 2 – Myths and Misconceptions, Lifestyle Anxiety</b> Discussion: things that are not understood about anxiety. Why is anxiety good? Why is anxiety bad? Video: 12 things people don't realize you do because of your anxiety Video: Mike Evans – what can you do to get through a crap week Activity: create placemats to define your space, name or label your anxiety Coping Tool: diet and nutrition	<b>Day 3 – Anxiety Attacks, Panic Attacks</b> Discussion: what are anxiety attacks? Anxiety attack vs panic attack. Triggers. Video: The Doctor's TV – Calm a Panic Attack in 2 Easy Steps Video: Mel Robbins – If you struggle with anxiety, this mind trick will change your life Activity: Draw Your Anxiety Monster Coping Tool: Grounding (3-4-3-2-1), Mindful Breathing, Gratitude
<b>Day 4 – Fear, Perfectionism, Rejection</b> Discussion: Fear vs Anxiety, Perfectionism – how it relates to anxiety, do something badly or average Video: Grete Brown – Oprah's Life Class – Perfectionism is a 20 ton shield Video: Olivia Renee – How to cope with anxiety (start at 5min) Video: Jia Jiang – Rejection Activity: Create a plan – what I need when I am in crisis – a list that I can give my support people	<b>Day 5 – Superheroes and Heroes</b> Discussion: superheroes have a back story, a weakness, a potential for good or evil, the good is caring for others Video: Matthew Winkler – What Makes a Hero? Video: Paula McGuire-Anxiety: It's the news advert we Video: Daniel Hardman – The funny side of fear – conquering anxiety through comedy Activity: write your own superhero story	<b>Day 6 – Social Anxiety, Social Phobia</b> Discussion: define social anxiety/phobia, symptoms, triggers, why loud Video: Jordan Raskopoulos – Living with High Functioning Anxiety Activity: Adult Colouring, Zentangle, Cursive Writing Coping Tool: discuss tools for social anxiety specifically ie breathing, better relationships, grounding, challenging negative self talk
<b>Day 7 – Coping, Professional Help, Medication</b> Discussion: when to get professional help, medications, CBT Video: Jonas Koker – overcoming anxiety Activity: presentations - each participant gives information about a tool they have researched (they have the option to present or give information for facilitator to present)	<b>Day 8 – Human Connection, Community Resources</b> Discussion: getting connected and giving connection, community resources available, why is getting help so hard? Video: Steven Zarella – Breaking the anxiety cycle through kindness Activity: presentations - each participant gives information about a tool they have researched (they have the option to present or give information for facilitator to present)	<b>Day 9 – Human Connection, Community Resources</b> Discussion: getting connected and giving connection, community resources available, why is getting help so hard? Video: Steven Zarella – Breaking the anxiety cycle through kindness Activity: presentations - each participant gives information about a tool they have researched (they have the option to present or give information for facilitator to present)

FACILITATE D DISCUSSIONS AND EXPLORATION OF TOPICS — NOT THERAPY

# Diagnostics

- Onsite Psychologist
- 124 referrals in 2018
  - 92 granted ODSP
- Psychological testing
- Psycho-vocational assessments
- Consultations

# Looking to the Future

- Service integration is continuous
- What is next for Durham Region?



# Rainbows Program

- Peer Support
- 10 weeks
- Focus on grief due to loss
- Co-facilitated by CMHA staff
- Family Services Division to provide support

# Case Conferencing

- Corporate Innovation and Research team, Regional Municipality of Durham
- Once a week availability
- Employment Counsellor, Family Services Counsellor, Canadian Mental Health Association Worker, Psychologist
- Future plans

# Primary Care Outreach Program (PCOP)

Partnership between the Health and Social Service Departments with space provided at an Employment Support (OW) site for PCOP staff to meet with clients and connect with their OW workers

- Two person team – Paramedic and Social Worker
- Outreach services to vulnerable populations
  - Homeless (48%) and under-housed
  - Mental health and addiction



# Why Service Integration?

- Accessibility
- Values clients' needs
- Builds relationships between stakeholders
- Allows for further growth of services
- Cross over of training
- CAMH report confirms that integrating mental health and employment supports improve employment outcomes for people living with mental health challenges

# How do We Integrate Services?

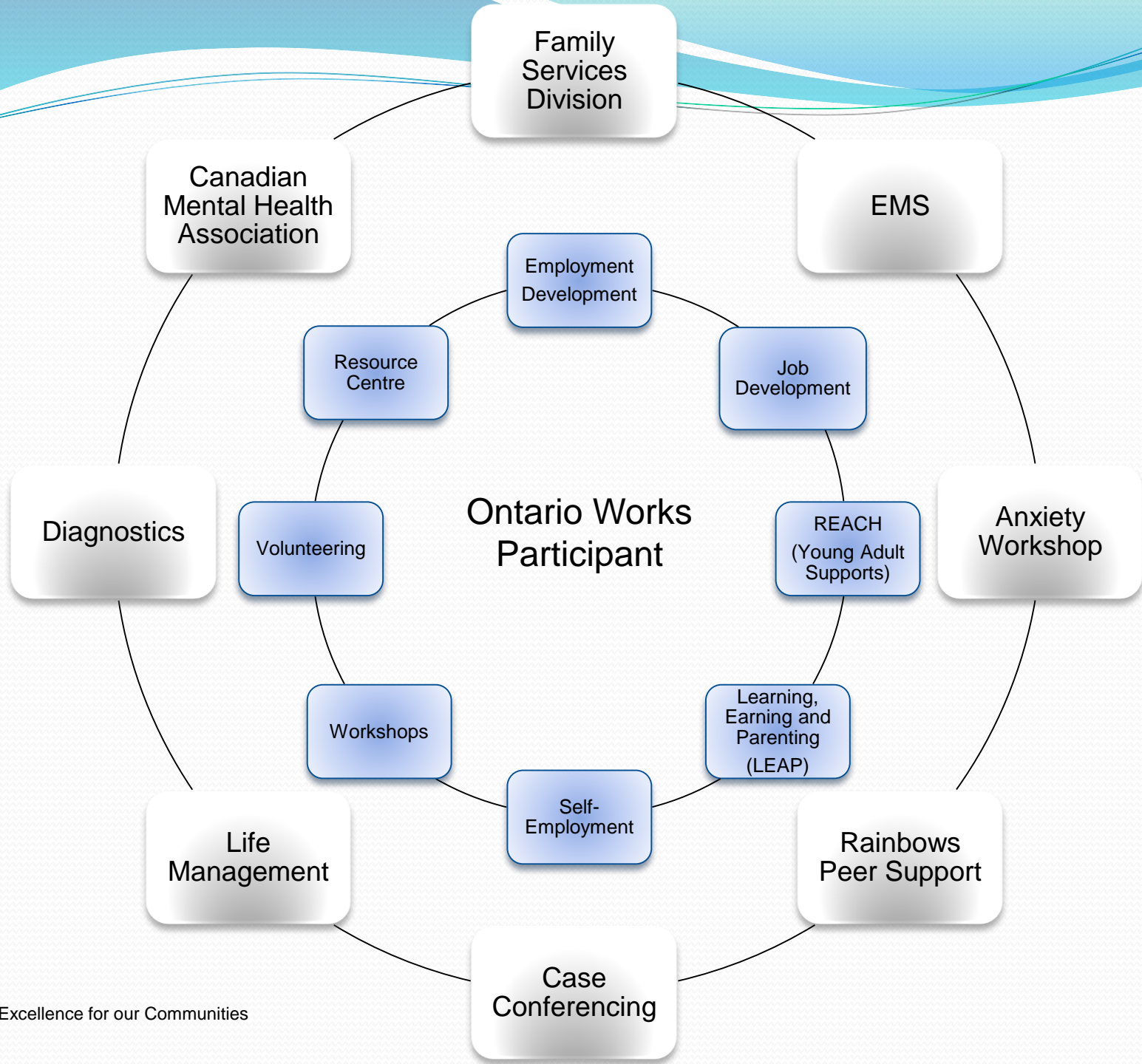
- Co-location
- Client-centred
- Collaboration of services that ensure a seamless, fluid process



# Lessons Learned

- Confidentiality
- Referral processes
- Managing waitlists
- Changing mandates
- Integrating voluntary services into a program, based on mandatory requirements





# Discussion Questions?

- Are you familiar with integrated service models?
- What is your experience of providing mental health support (including counselling) to Ontario Works recipients; or your observation of these services being provided by local community-based organizations?
- What works? What doesn't work? Challenges? Opportunities?
- What would you think about the viability of an integrated service model where you work?

# Thank You!

**Mark Grant, Area Manager**

Family Services Division, Social  
Services

Regional Municipality of Durham

605 Rossland Rd. East

Whitby

[Mark.grant@durham.ca](mailto:Mark.grant@durham.ca)

(905) 668-7711 ext. 2598

**Shaaron Del Vecchio, Supervisor**

Employment Support Program

Income & Employment Support  
Division, Social Services

Regional Municipality of Durham

200 John St. West, Upper Level

Oshawa

[Shaaron.delvecchio@durham.ca](mailto:Shaaron.delvecchio@durham.ca)

(905) 432-2929 ext. 5491



# Take Aways

1. Benefits of a co-location and how service providers work together
2. Barriers can be removed and/or lessened in the best interest of the client
3. Relationships and trust can be developed amongst various stakeholders
4. Value of shared resources and inclusive support services
5. Inspiration of the impact of learning for clients and staff