

Mental Health Matters Initiative

Community and Health Services



MENTAL HEALTH MATTERS INITIATIVE

mental health matters



Value, support and advocate for positive mental health

Presentation Overview

- Mental Health Matters Initiative
- Training and Resiliency Plan
- The Curriculum
- The Measurement
- Moving Forward



Mental Health Matters

Our Goals

To address mental health issues holistically, Community and Health Services and York Regional Police are partnering to help build our capacities in:

- Building resilience and preventing mental health issues within our communities
- Providing ongoing supports to those living with a mental illness
- Providing effective crisis intervention

Mental Health Matters

Our Vision

Residents are supported with their mental health to be more stable and resilient, able to manage crisis better, living healthier lives and feeling connected to their community.

Mental Health Matters Client Value Statement

“I value getting what I need when I need it, from people who care and believe that I matter and will help me advocate for myself”

Mental Health Matters Governance Framework

Resilience Building & Prevention Initiatives

Coordinates prevention, promotion and resiliency building initiatives across program areas supporting new parents, children and youth.

MHA Supports in Housing

Working with the LHIN to plan for mental health and addictions supports for housing.

Mental Health Outcomes & Data

Coordinates mental health data plan. Oversees the acquisition and management of mental health data. Defines desired YR outcomes using RBA.

Mental Health Collaborative

Provide a forum for staff who are involved in providing mental health supports, education, training, promotion, to share information and resources

Staff Training

Identifies and defines staff training needs (focusing on front line). Designs/procures training.

Support Services

Works collaboratively with CHMA to define support services for clients. Reviews YR roles and responsibilities in providing direct support including intake, support models, enhanced case coordination, referral pathways, case management and outreach.

Crisis intervention

Working with the LHIN, YRP to continue to monitor and evolve crisis response for people with mental health and addictions issues working toward more collaborative and preventative case management.

York Region continues to support residents with diverse and complex mental health needs



TRAINING AND RESILIENCY PLAN

Training and Resiliency Focus

- Assess the current state of mental health competence within the department to assist in the development of a sustainable strategy that builds professional and personal capacity through education and resilience building.
- Identify objectives and goals achieved through training and good mental health practices aimed at providing enhanced service delivery.

Training Needs Assessment

Training Inventory



Evidence Based Courses



Competencies



Skill Level and Role Identification

London Mental Health Models of Care



London Mental Health Models of Care Competency Framework

Competencies are organized into three parts:

Level One:

Setting out competencies relevant to everyone who may, as part of their day-to-day work, come into contact with people with poor mental health or illness.

London Mental Health Models of Care Competency Framework

Level Two:

Setting out further competencies for staff who are not mental health specialists, but who work with a wider client group including people who may have a mental health problem and or people who may be experiencing a mental health crisis.

London Mental Health Models of Care Competency Framework

Level Three:

Setting out additional competencies for staff working with people with mental health problems – either as a main client group, or as a significant part of a wider client group, for example mental health clinicians, social workers.

Matrix

Skill Level	Group Definition	Position Title
Base	Staff who work primarily with data/reports and have interactions with internal staff	Social Services Policy Analyst
One	Staff who may come into contact with people with poor mental health or illness	Service Representative
Two	Staff who are not mental health specialists , but who work with a wider client group including people who may have a mental health problem and or people who may be experiencing a mental health crisis	Supervisor, Social Services Caseworkers, Ontario Works Public Health Nurse Hostels Worker
Three	Staff who require additional competencies as they work with people with mental health problems either as a main client group or as a significant part of a wider client group (mental health clinicians, social workers)	Social Worker Advanced Care Paramedic Public Health Nurse-Clinics

THE CURRICULUM

Mental Health First Aid (Basic) and (Seniors)



Mental Health Commission
of Canada

Commission de
la santé mentale
du Canada

**Mental Health
First Aid Canada**



Mental Health First Aid



MHCC Workplace Webinar- Mental Health First Aid and the National Standard



**Mental Health
First Aid** CANADA



MHFA Action Plan: ALGEE

Assess risk of suicide and/or harm

Listen non-judgmentally

Give reassurance

Encourage professional help

Encourage other supports

safeTALK



safeTALK



ASIST



Nonviolent Crisis Intervention



nonviolent crisis intervention®

The Working Mind

The Working Mind for First Responders (R2MR)



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

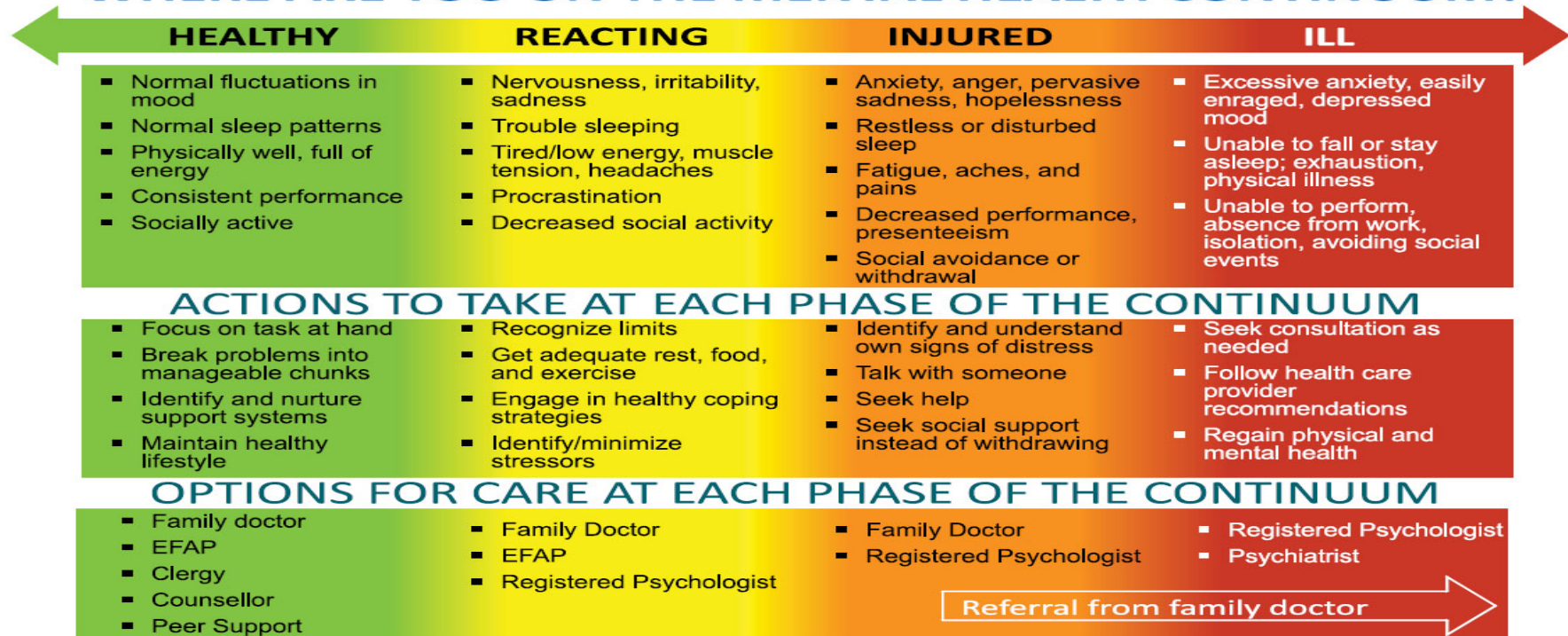


The Working Mind



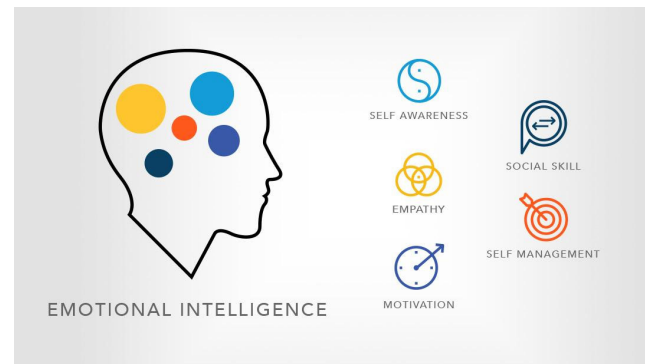
Mental Health Continuum

WHERE ARE YOU ON THE MENTAL HEALTH CONTINUUM?



Source: Mental Health Commission of Canada, modified by Moreau Shepell.

Additional Courses



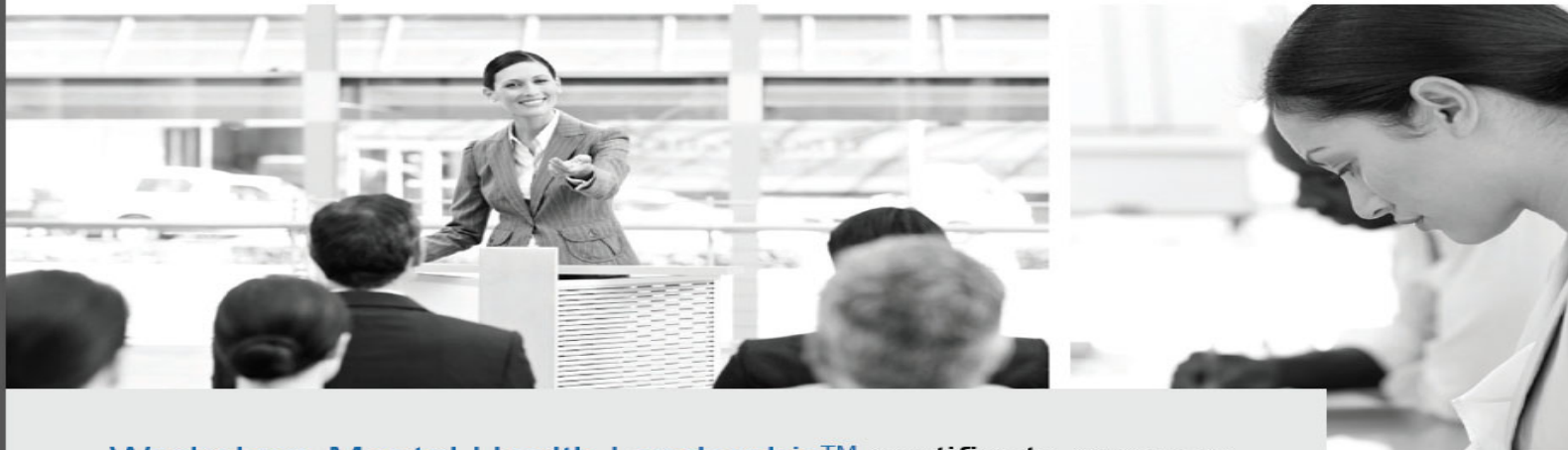
camh



Immigrant and Refugee Mental Health Project

Enhance your knowledge, develop your skills and build your network

Workplace Mental Health Leadership Certificate Program



Workplace Mental Health Leadership™ certificate program

Awareness and Anti-Stigma Campaign

A photograph of an elephant standing in a modern office environment, with its trunk raised. The elephant is the central focus of the campaign graphic.

**LUNCH
AND
LEARN**

**ELEPHANT
IN THE ROOM
MENTAL HEALTH AT WORK**

Help defeat the stigma of mental illness.

Did you know, two out of three people with mental illness suffer in silence? One way to help defeat the stigma is to talk about it.

Sign up now for this one-hour lunch n' learn featuring two York Region employees who will share their journey with mental illness.

Register in LMS using Course Code: WL0102

Build upon & align with Corporate Workplace Health, Safety and Wellness, Elephant in the Room campaign.

Shared Language

**PROMOTING MENTAL HEALTH:
FINDING A SHARED LANGUAGE**

Bounce Back and Thrive

- Evidence-based resiliency skills training program for parents of children under 8 developed by Reaching in Reaching Out
- Focus is on building parents' and childrens' resiliency skills
- Program Evaluation demonstrated statistically significant results: increasing resilience skills, improving the relationship with their children and positive parenting practices

13 Factors of Psychological Health and Safety

1 ORGANIZATIONAL CULTURE 	2 CLEAR LEADERSHIP AND EXPECTATIONS 	3 INVOLVEMENT AND INFLUENCE 	4 RECOGNITION AND REWARD 
5 CIVILITY AND RESPECT 	6 GROWTH AND DEVELOPMENT 	7 ENGAGEMENT 	8 BALANCE 
9 WORKLOAD MANAGEMENT 	10 PSYCHOLOGICAL PROTECTION 	11 PSYCHOLOGICAL DEMANDS & JOB FIT 	12 PSYCHOLOGICAL SUPPORT 
13 PROTECTION OF PHYSICAL SAFETY 	<p>York Region is committed to supporting the health and well-being of our employees. We view psychological health and safety in the workplace as not only a key component to an employee's overall health, but as a vital part of the health of our organization as a whole.</p>		

Mental Health Matters- Champions



The background is a solid blue color with several overlapping, semi-transparent geometric shapes in various shades of blue, creating a layered, abstract effect. The shapes include triangles and trapezoids, some pointing upwards and some downwards, creating a sense of depth and movement.

THE MEASUREMENT: Results-Based Accountability

RBA Performance Measures (Training)

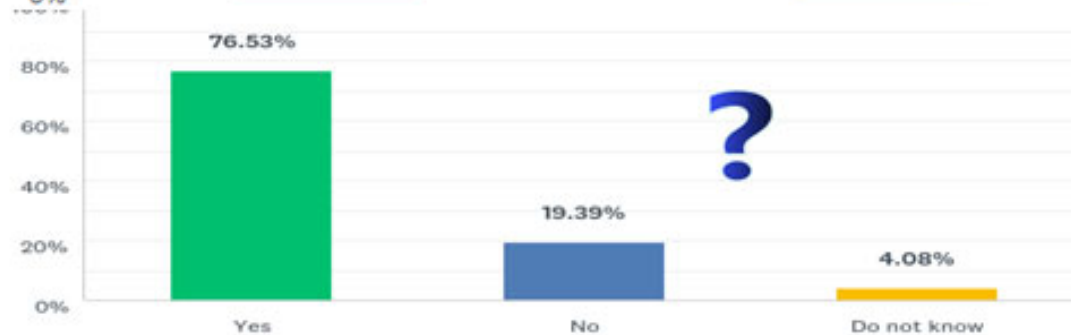
1. Number and percent of staff that feel they have all the skills to respond to a client with poor mental health or mental illness
2. Number and percent of staff who feel they have the resources to refer a person with poor mental health or a mental illness.
3. Percent of staff who have been in contact with a person with poor mental health or a mental illness (6 mos.)
4. Level of confidence in providing help to a person with poor mental health or a mental illness (6 mos.)
5. Percent of staff who became certified trainers and number of courses they delivered.

OUTCOMES: Have you been in contact with a client, customer or colleague at work with poor mental health or a Mental Illness in the previous six months?

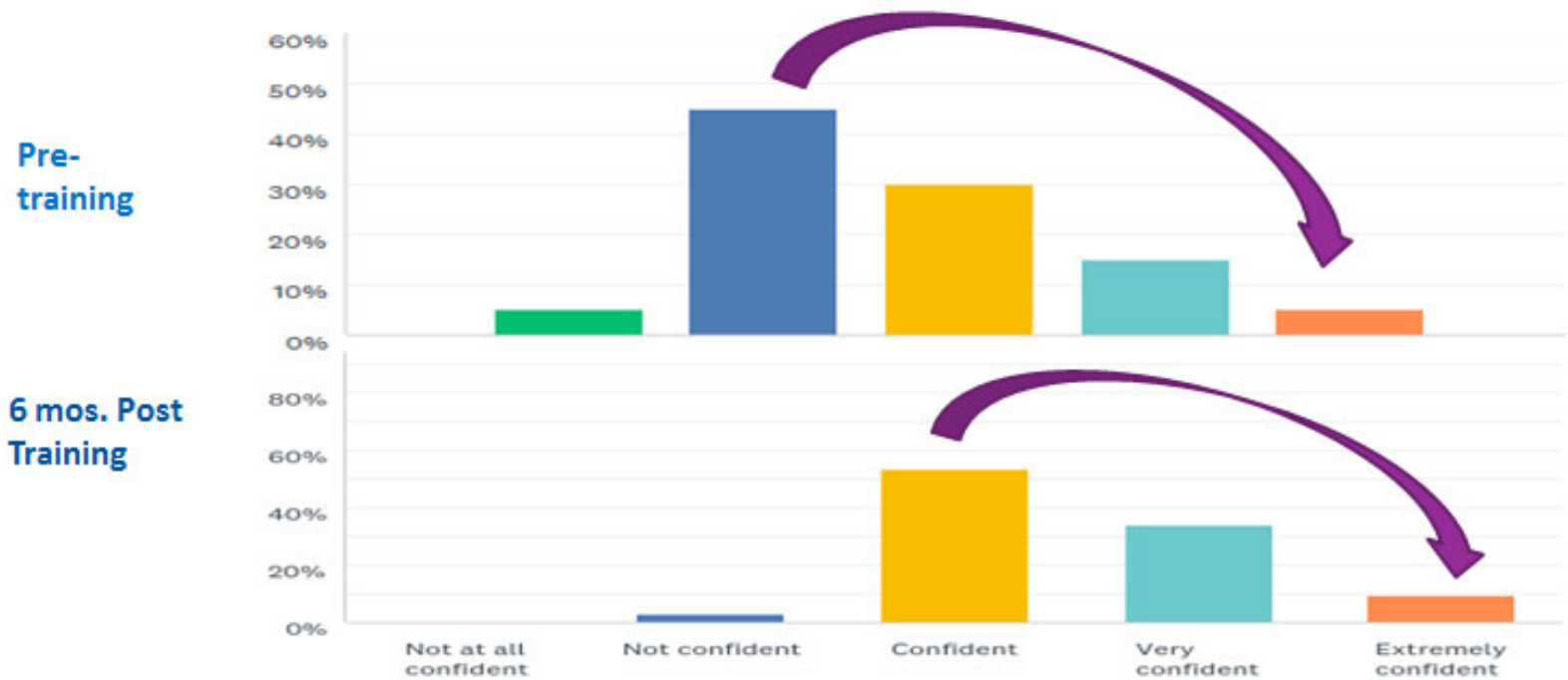
Pre-training



6 mos. Post Training

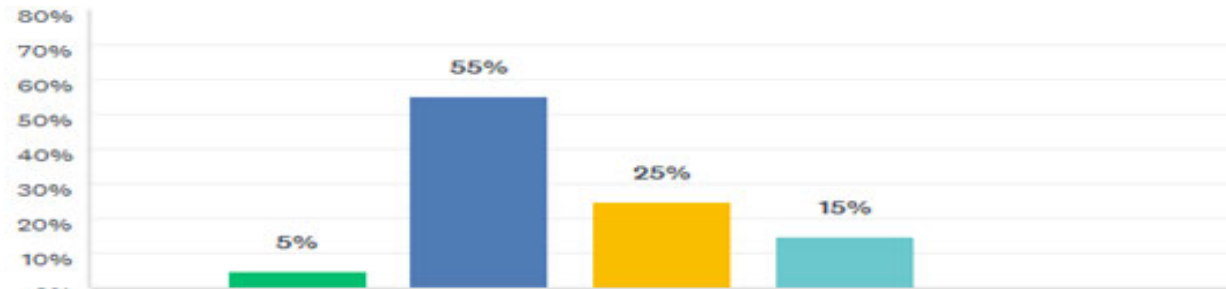


OUTCOMES: How confident are you in recognizing a client, customer or colleague with poor mental health or a Mental Illness?

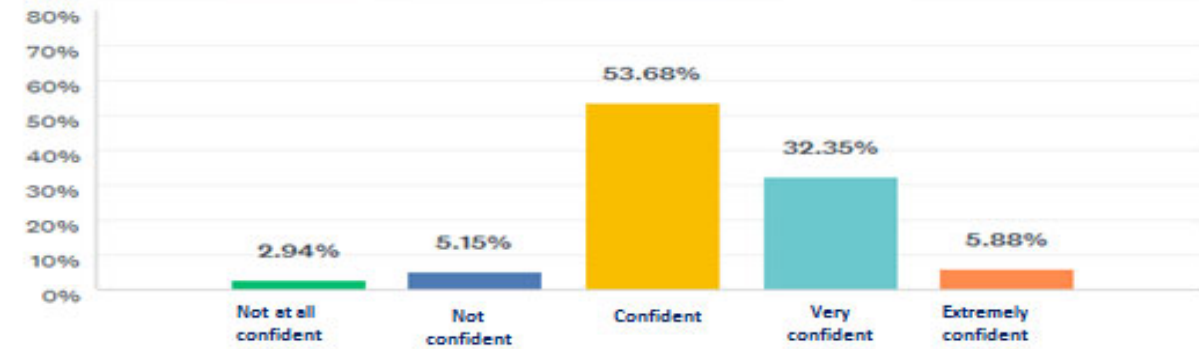


OUTCOMES: How confident are you in providing help to a client, customer or colleague with poor mental health or a Mental Illness?

Pre-training



Post training



OUTCOMES: How confident are you in providing help to a client, customer or colleague with poor mental health or a Mental Illness?

Post training



6 mos. Post Training

How Did We Measure Up?

99% of staff feel very confident in recognizing a client, customer or colleague with poor mental health or a mental illness

Recognize
a change in behavior

96% of staff feel very confident in providing help to support clients, customers or colleagues with poor mental health or mental illness

Respond
with a confident conversation

96% of staff feel very knowledgeable in providing community resources to a client, customer or colleague with poor mental health or mental illness

Guide
to appropriate resources and support

How did we measure up?

- ✓ staff that feel they have increased knowledge of mental illnesses
- ✓ percent of staff who have been in contact with a person with poor mental health or a mental illness (6 mos.)
- ✓ Staff have increased confidence in providing help to a person with poor mental health or a mental illness (6 mos.)

OUTCOMES: Percent of staff who became certified trainers and number of courses they delivered

Certified Trainers	Number of Sessions Delivered
9 Mental Health First Aid (Basic)	43
2 Mental Health First Aid (Seniors)	7
2 safeTalk	22
4 The Working Mind	41
2 Master Trainers- Mental Health Commission of Canada	
1 Non- Violent Crisis Intervention	25
2 Solution Focused Conversation	9

OUTCOMES:

Mental Health First Aid Basic

• 895 Staff over 43 Sessions

Mental Health First Aid Seniors

• 58 Staff over 7 Sessions

safeTalk

• 281 Staff over 22 Sessions

Road to Mental Readiness

• 535 Staff over 42 Sessions

Solution Focused

• 181 Staff over 9 Sessions

The Working Mind

• 853 Staff over 41 Sessions

ASIST

• 77 Staff over 12 Sessions

Non Violent Crisis Intervention

• 312 Staff over 25 Sessions

Mental Health for Leaders

• 170 Staff over 8 Sessions

3362

• Participants

209

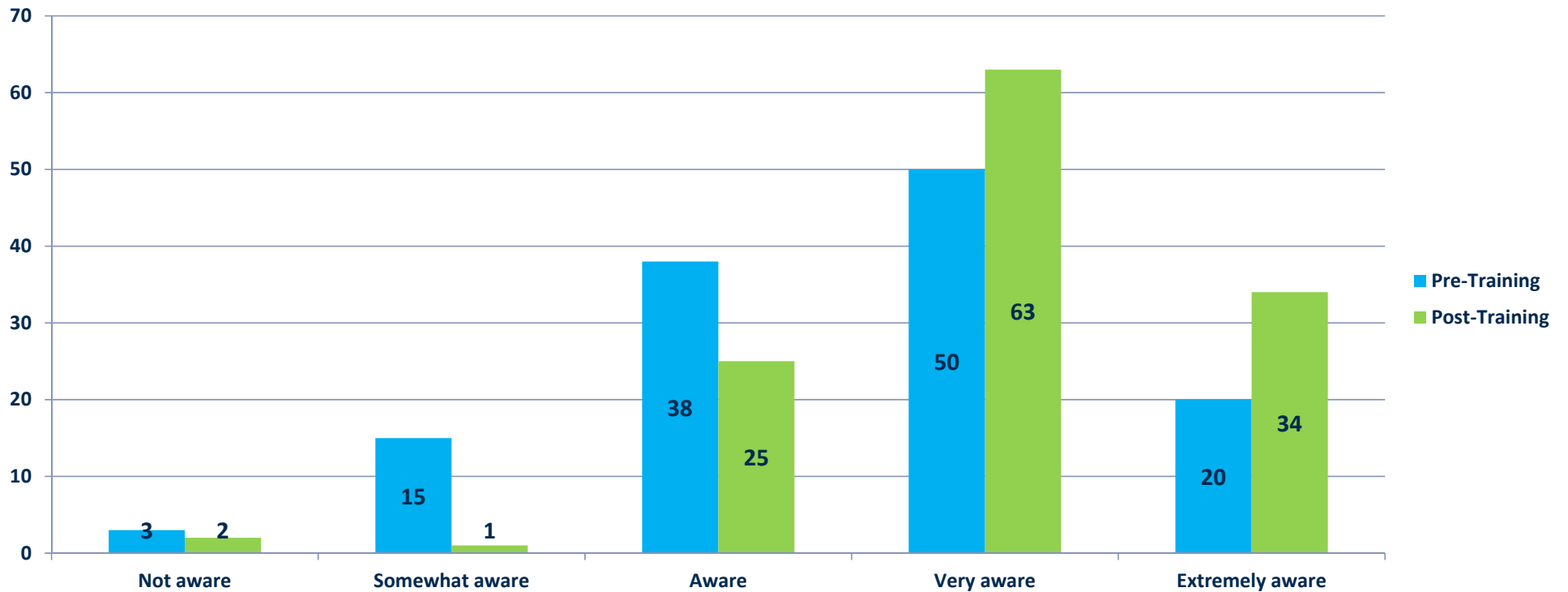
• Sessions
• range of 3.5-14 hour sessions

RBA Performance Measures (Resiliency and Anti-Stigma)

1. Number and percent of staff training who indicated a decrease in stigma
2. Number and percent of staff trained
3. Employee Family Assistance Program Utilization Rate
4. Psychological Health and Wellbeing Index Score- every 4 years

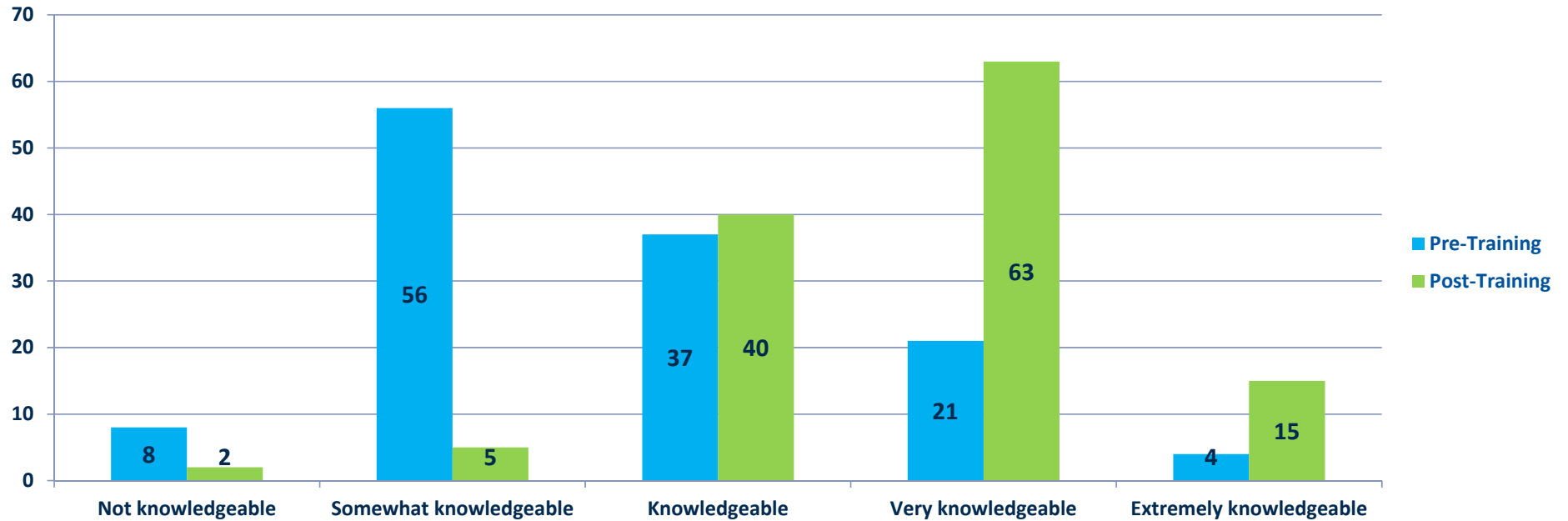
Performance Measures for Resiliency and Anti-Stigma Campaign

How aware are you of the stigma surrounding poor mental health and illness?



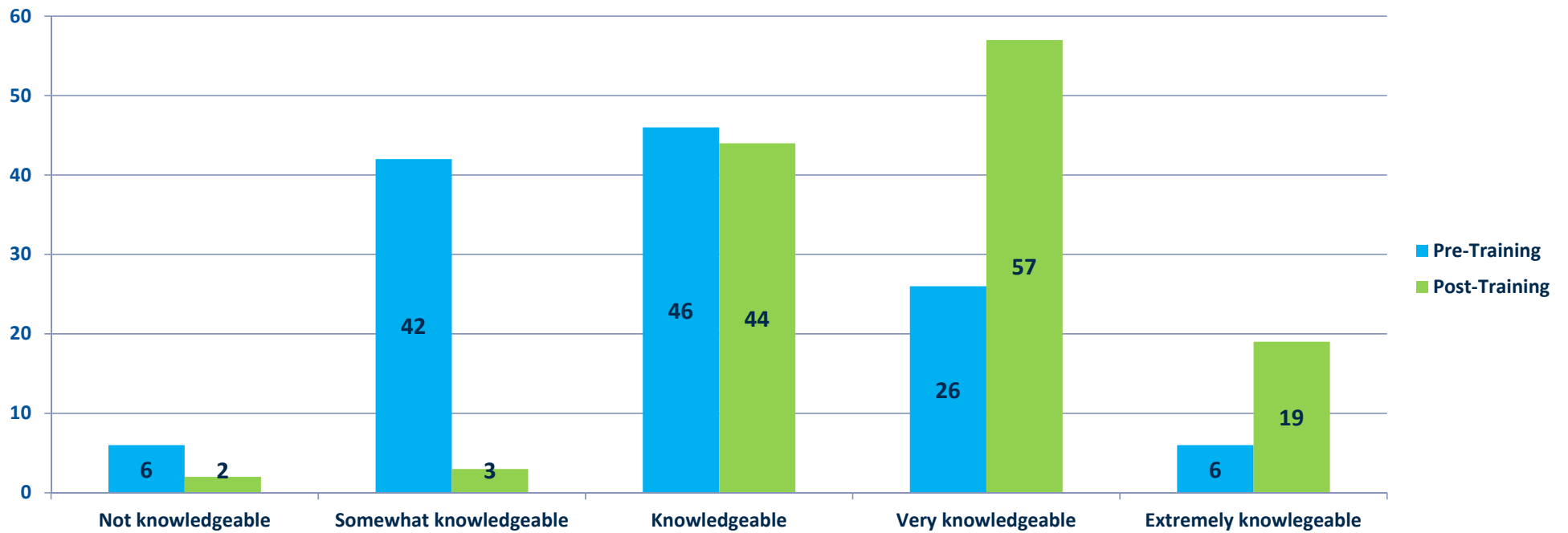
Performance Measures for Resiliency and Anti-Stigma Campaign

What is your current knowledge of how to reduce stigma and negative attitudes of mental illness?



Performance Measures for Resiliency and Anti-Stigma Campaign

What is your current knowledge of how to maintain good mental health and improve resilience?



Bounce Back and Thrive: Top Strength Areas Parents Developed

- **Handling their emotions**
- **Controlling impulses**
- **Solving problems - using thinking skills**
- **Believing in themselves & abilities**
- **Being a 'realistic' optimist**
- **Using empathy with others**
- **Building solutions**
- **Reaching out for support**
- **Reaching out to help others**
- **Trying new things**

BBT Evaluation - Results

- 99% stated that they used something from the parent group directly with their children
- 78% reported that their children benefited
- 58% reported seeing positive changes in their child(ren)
- 96% identified that the information in the parent group was helpful in parenting their child(ren)
- 95% of respondents found the information helpful to them personally

MOVING FORWARD

2019 and Beyond

- Reinforcing baseline skill level – Solution Focused Communication, Emotional Intelligence, Entrust to Empower (OW)
- Moving beyond the baseline- Trauma-Informed Practice and Approach, Brief Narrative Therapy, Mental Health for children and youth
- Revisiting the RBA- what did the data tell us?
- Look for integration opportunities across the Region, and with community and service delivery partners

THANK YOU

mental health matters




York Region