Improving Access to Mental Health Services

Integrated Service Model
Regional Municipality of Durham

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Income & Employment Support Division

Income Support

Employment Support
How did we get here?

Mental Health Services

Employment Supports

Service Excellence for our Communities
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
Pre-employment

- Mental Health Services

Employment Supports
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
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!

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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