Mental Health Matters Initiative
Community and Health Services
MENTAL HEALTH MATTERS INITIATIVE

值, 支持和倡导积极的精神健康

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.

**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.

**MHA Supports in Housing**
Working with the LHIN to plan for mental health and addictions supports for housing.

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

**Mental Health Outcomes & Data**
Coordinates mental health data plan. Oversees the acquisition and management of mental health data. Defines desired YR outcomes using RBA.

**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.

**Staff Training**
Identifies and defines staff training needs (focusing on front line). Designs/procures training.
York Region continues to support residents with diverse and complex mental health needs
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.
## Role and Skill Matrix

| Skill Level Group Definition                                                                 | Social Service Analyst | Data Analysis Coordinator | Data Entry Coordinator | Social Work Coordinator | MHFA Training | Crisis Intervention | Mental Health First Aid | Mental Health Care Coordination | Mental Health Care Worker | Mental Health Care Advocate | Mental Health Care Assistant | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator | Mental Health Care Coordinator |
|-----------------------------------------------------------------------------------------------|------------------------|---------------------------|------------------------|-------------------------|---------------|---------------------|------------------------|--------------------------|------------------------|-----------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 1 Staff who work primarily with data/reports and have interactions with internal staff       | base                   | ✓                         | ✓                      | ✓                       |               | ✓                   | ✓                      | ✓                        | ✓                      | ✓                      | ✓                           |                           |                           |                           | ✓                           | ✓                           | ✓                           | ✓                           |
| 2 Staff who may come into contact with people with poor mental health or illness               | base                   | ✓                         | ✓                      | ✓                       |               | ✓                   | ✓                      | ✓                        | ✓                      | ✓                      | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           |
| 3 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) | base                   | ✓                         | ✓                      | ✓                       |               | ✓                   | ✓                      | ✓                        | ✓                      | ✓                      | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           | ✓                           |
## Matrix

<table>
<thead>
<tr>
<th>Skill Level</th>
<th>Group Definition</th>
<th>Position Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>Staff who work primarily with data/reports and have interactions with internal staff</td>
<td>Social Services Policy Analyst</td>
</tr>
<tr>
<td>One</td>
<td>Staff who may come into contact with people with poor mental health or illness</td>
<td>Service Representative</td>
</tr>
<tr>
<td>Two</td>
<td>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</td>
<td>Supervisor, Social Services Caseworkers, Ontario Works Public Health Nurse Hostels Worker</td>
</tr>
<tr>
<td>Three</td>
<td>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)</td>
<td>Social Worker Advanced Care Paramedic Public Health Nurse-Clinics</td>
</tr>
</tbody>
</table>
THE CURRICULUM
Mental Health First Aid (Basic) and (Seniors)
Mental Health First Aid

Preserve Life

Promote Recovery

Provide Help

Provide Comfort

Mental Health & Problems

Substance Related Disorders

Anxiety and Trauma Related Disorders

Mood Related Disorders

Psychotic Disorders

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

MHFA Action Plan: ALGEE

A - Assess risk of suicide and/or harm
L - Listen non-judgmentally
G - Give reassurance
E - Encourage professional help
E - Encourage other supports
safeTALK
Applied Suicide Intervention Skills Training (ASIST)
Nonviolent Crisis Intervention
The Working Mind
The Working Mind for First Responders (R2MR)
## Mental Health Continuum

### WHERE ARE YOU ON THE MENTAL HEALTH CONTINUUM?

<table>
<thead>
<tr>
<th>HEALTHY</th>
<th>REACTING</th>
<th>INJURED</th>
<th>ILL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal fluctuations in mood</td>
<td>Nervousness, irritability, sadness</td>
<td>Anxiety, anger, pervasive sadness, hopelessness</td>
<td>Excessive anxiety, easily enraged, depressed mood</td>
</tr>
<tr>
<td>Normal sleep patterns</td>
<td>Trouble sleeping</td>
<td>Restless or disturbed sleep</td>
<td>Unable to fall or stay asleep, exhaustion, physical illness</td>
</tr>
<tr>
<td>Physically well, full of energy</td>
<td>Tired/low energy, muscle tension, headaches</td>
<td>Fatigue, aches, and pains</td>
<td>Unable to perform, absence from work, isolation, avoiding social events</td>
</tr>
<tr>
<td>Consistent performance</td>
<td>Procrastination</td>
<td>Decreased performance, presenteeism</td>
<td></td>
</tr>
<tr>
<td>Socially active</td>
<td>Decreased social activity</td>
<td>Social avoidance or withdrawal</td>
<td></td>
</tr>
</tbody>
</table>

### ACTIONS TO TAKE AT EACH PHASE OF THE CONTINUUM

<table>
<thead>
<tr>
<th>HEALTHY</th>
<th>REACTING</th>
<th>INJURED</th>
<th>ILL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus on task at hand</td>
<td>Recognize limits</td>
<td>Identify and understand own signs of distress</td>
<td>Seek consultation as needed</td>
</tr>
<tr>
<td>Break problems into manageable chunks</td>
<td>Get adequate rest, food, and exercise</td>
<td>Talk with someone</td>
<td>Follow health care provider recommendations</td>
</tr>
<tr>
<td>Identify and nurture support systems</td>
<td>Engage in healthy coping strategies</td>
<td>Seek help</td>
<td></td>
</tr>
<tr>
<td>Maintain healthy lifestyle</td>
<td>Identify/Minimize stressors</td>
<td>Seek social support instead of withdrawing</td>
<td>Regain physical and mental health</td>
</tr>
</tbody>
</table>

### OPTIONS FOR CARE AT EACH PHASE OF THE CONTINUUM

<table>
<thead>
<tr>
<th>HEALTHY</th>
<th>REACTING</th>
<th>INJURED</th>
<th>ILL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Doctor</td>
<td>Family Doctor</td>
<td>Registered Psychologist</td>
<td></td>
</tr>
<tr>
<td>EFAP</td>
<td>EFAP</td>
<td>Registered Psychologist</td>
<td></td>
</tr>
<tr>
<td>Clergy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counsellor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peer Support</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

SOLUTION Focused conversation

Immigrant and Refugee Mental Health Project
Enhance your knowledge, develop your skills and build your network
Workplace Mental Health Leadership Certificate Program
Awareness and Anti-Stigma Campaign

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 children’s 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

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

<table>
<thead>
<tr>
<th>Certified Trainers</th>
<th>Number of Sessions Delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td>9  Mental Health First Aid (Basic)</td>
<td>43</td>
</tr>
<tr>
<td>2  Mental Health First Aid (Seniors)</td>
<td>7</td>
</tr>
<tr>
<td>2  safeTalk</td>
<td>22</td>
</tr>
<tr>
<td>4  The Working Mind</td>
<td>41</td>
</tr>
<tr>
<td>2  Master Trainers- Mental Health Commission of Canada</td>
<td></td>
</tr>
<tr>
<td>1  Non- Violent Crisis Intervention</td>
<td>25</td>
</tr>
<tr>
<td>2  Solution Focused Conversation</td>
<td>9</td>
</tr>
<tr>
<td>Course</td>
<td>Participants (Sessions)</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Mental Health First Aid Basic</td>
<td>895 Staff over 43 Sessions</td>
</tr>
<tr>
<td>Mental Health First Aid Seniors</td>
<td>58 Staff over 7 Sessions</td>
</tr>
<tr>
<td>safeTalk</td>
<td>281 Staff over 22 Sessions</td>
</tr>
<tr>
<td>Road to Mental Readiness</td>
<td>535 Staff over 42 Sessions</td>
</tr>
<tr>
<td>Solution Focused</td>
<td>181 Staff over 9 Sessions</td>
</tr>
<tr>
<td>The Working Mind</td>
<td>853 Staff over 41 Sessions</td>
</tr>
<tr>
<td>ASIST</td>
<td>77 Staff over 12 Sessions</td>
</tr>
<tr>
<td>Non Violent Crisis Intervention</td>
<td>312 Staff over 25 Sessions</td>
</tr>
<tr>
<td>Mental Health for Leaders</td>
<td>170 Staff over 8 Sessions</td>
</tr>
</tbody>
</table>

- **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?

- Not aware
- Somewhat aware
- Aware
- Very aware
- Extremely aware

Pre-Training

Post-Training
Performance Measures for Resiliency and Anti-Stigma Campaign

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

![Bar Chart]

- Not knowledgeable: 8 (Pre-Training), 2 (Post-Training)
- Somewhat knowledgeable: 56 (Pre-Training), 5 (Post-Training)
- Knowledgeable: 37 (Pre-Training), 40 (Post-Training)
- Very knowledgeable: 21 (Pre-Training), 63 (Post-Training)
- Extremely knowledgeable: 4 (Pre-Training), 15 (Post-Training)
What is your current knowledge of how to maintain good mental health and improve resilience?

- Not knowledgeable: Pre-Training = 6, Post-Training = 2
- Somewhat knowledgeable: Pre-Training = 42, Post-Training = 3
- Knowledgeable: Pre-Training = 46, Post-Training = 44
- Very knowledgeable: Pre-Training = 26, Post-Training = 57
- Extremely knowledgeable: Pre-Training = 6, Post-Training = 19

Performance Measures for Resiliency and Anti-Stigma Campaign
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