

CMHA Peel Dufferin: Overview of Opioid and Crisis Services

Presentation to Peel Police Services Board

January 24, 2020

Presented by:

David Smith (CEO)

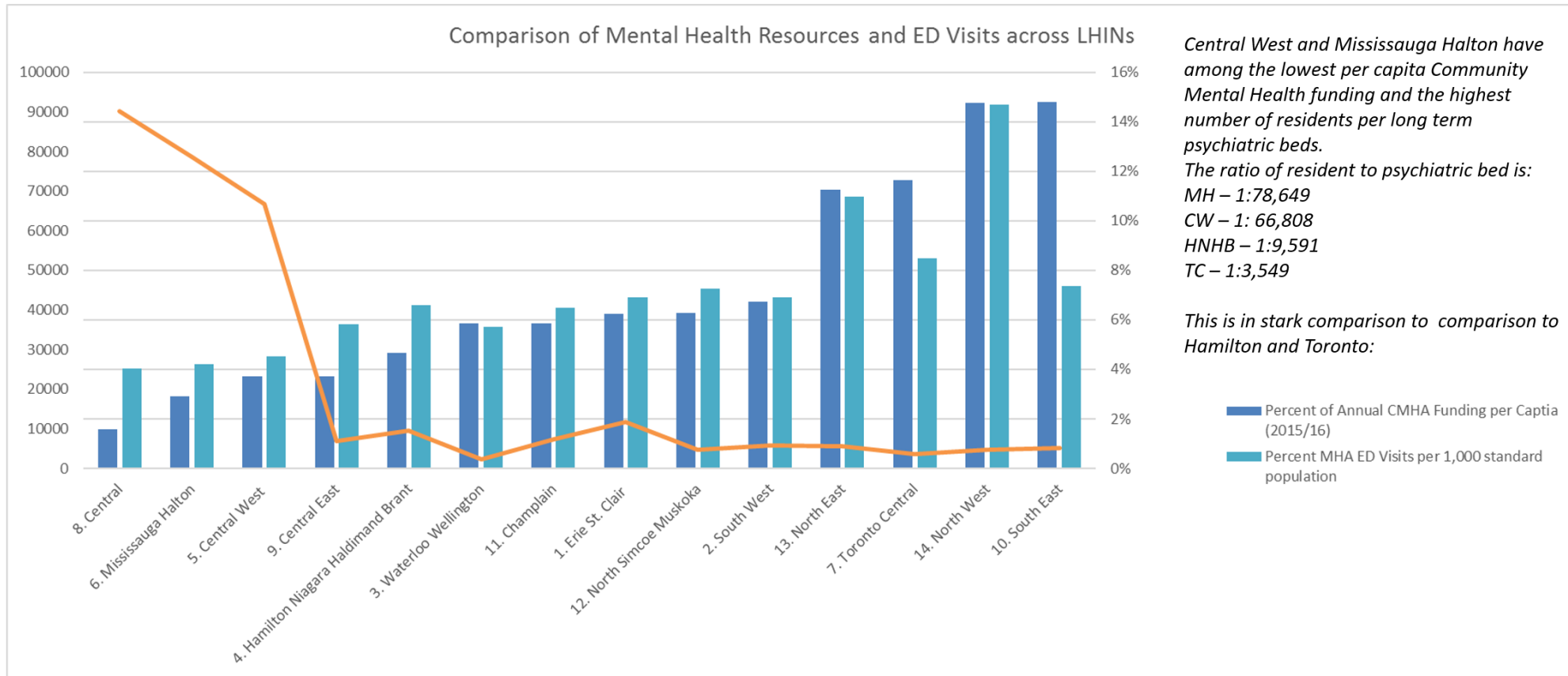
Lisa Ali (Senior Director, Clinical Services and Strategy)

Charlene Heyer (Director, Crisis)

Statistical Analysis

Setting the Context

Mental Health Services in Peel compared to Ontario



Rapid Access Addiction Medicine (RAAM) Clinic

What is the program?

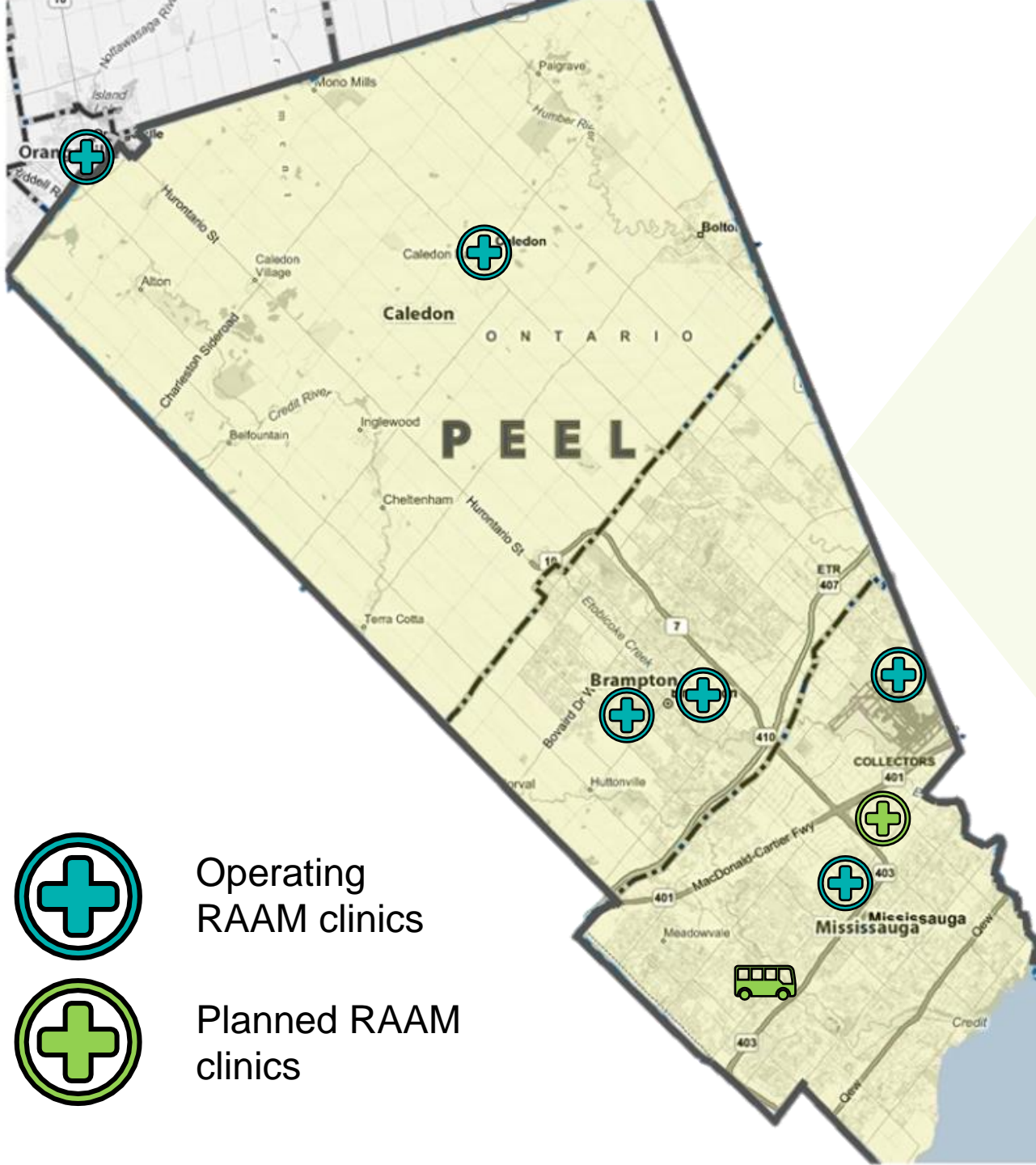
- Barrier free immediate access and care for opioid and addictions medical treatment; walk-ins encouraged
- Support for all possible substance use management strategies
- Each client has a voice in their own care, setting their own goals and co-developing a treatment plan with the clinician

What are the deliverables?

- Reduce addiction-related deaths
- Improve experiences and outcomes for individuals with addictions and their families
- Provide barrier-free immediate access and care

Why is this needed?

- 109 deaths opioid-related deaths in Peel in 2018
- 546 opioid-related ED visits and 137 hospitalizations in Peel in 2018



Operating RAAM clinics



Planned RAAM clinics

RAAM Clinic Expansions:

- Mississauga
- Expansion to the current multi-disciplinary team in Central West LHIN

RAAM services include:

- Walk-In appointments
- Assessment by Nurse Practitioner
- Consultation with Psychiatrist and Pharmacist
- Overdose prevention guidance
- Brief counselling
- Trauma-Informed care
- Links to community services and to primary care physicians

334 clients supported April to November 2019

Reported substances used:

- Alcohol (203)
- Cannabis (79)
- Tobacco (72)
- Cocaine (53)
- Prescribed Opioids (39)
- Heroin/Opium (22)
- Crack (20)
- Amphetamine (18)

24.7 Crisis Support

What is the program?

- Community crisis service, offered in partnership with Peel Regional Police and Caledon OPP, providing timely response to adults experiencing a mental health or addictions crisis; individuals having difficulties coping; and family, caregivers and friends needing support

What are the deliverables?

- Phone and follow up visits for people calling 24.7 Crisis line and/or those visited by police
- Reduced “false positive” ED visits
- Reduced self-harm and suicidal behavior
- Better experience for mental health clients and their families

Why is this needed?

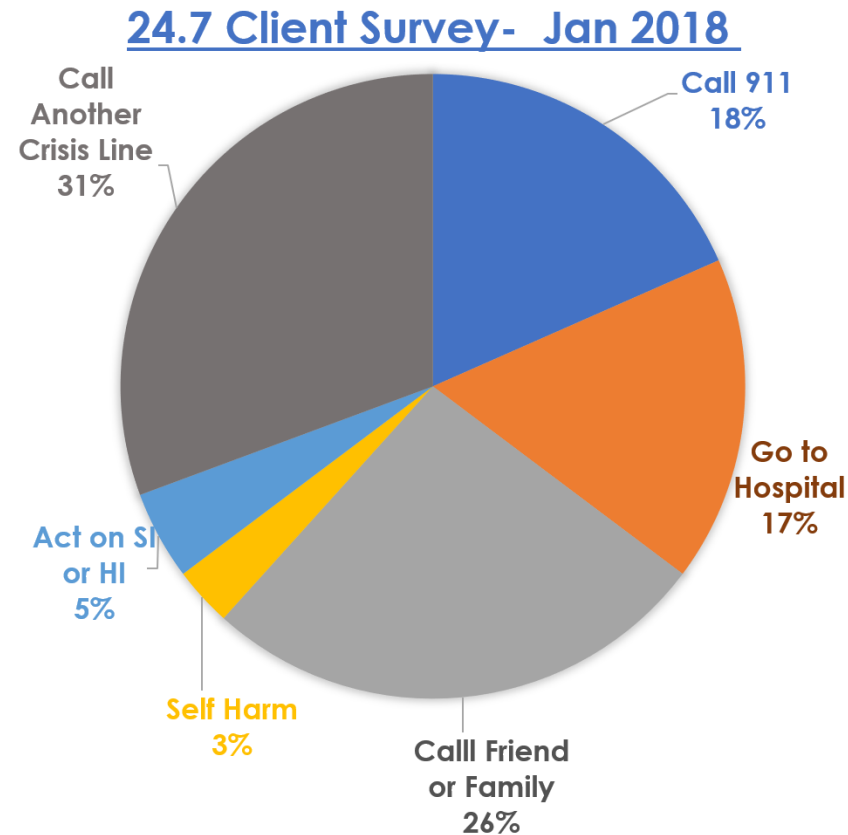
- Populations in crisis often end up in the ED, experiencing trauma, long waits, and 30% of those brought by police are released after initial assessment

24.7 Crisis Statistics

April 1, 2019 – November 30, 2019	No.
Service Provider Interactions	13,367
In Person Interventions	1,005
Non-face-to-face interactions (identified clients)	7,742
Non-face-to-face interactions (non-identified clients)	1,755
Individuals served	2,197

24/7 Crisis Services Feedback

24.7 CSPD – Hospital Diversion



Client Survey Questions

Extrapolated over 12 month period

2561 Annual estimated 911 Call Diversions for Persons in Crisis

2418 Annual estimated walk-in Emergency Department Visits

3507 Potential Emergency Department Visits Diverted *based on police apprehension rates

Mobile Crisis Rapid Response Team (MCRRT)

What is the program?

- Expanded crisis services, in partnership with Peel Regional Police, to introduce a MCRRT that will respond to live 9-1-1 mental health and addictions calls
- MCRRT start date: January 13, 2020

What are the deliverables?

- Capacity to respond to 9-1-1 crisis calls will fill unmet need
- Divert unnecessary MHA apprehensions from ED
- Enhance the continuum of crisis support by ensuring access to the right care, at the right time, in the right place
- Reduce criminal justice involvement

Why is this needed?

- In 2018, police apprehended over 6500 people under the Mental Health Act
- In 2018, 24.7 Crisis visited 1600 clients
- Peel Regional Police spent over \$1M waiting in EDs

Outreach Services

What is the program?

- Multi-agency partnership (SHIP, PAARC) to support individuals/families with addiction, mental health and other concerns related to homelessness
- Access to nursing care through wound and foot-care clinics
- Street-based Outreach assistance

What are the deliverables?





- 176 persons housed in 2019
- 73 homeless “hot spots” visited
- 141 evictions prevented

Why is this needed?

- Homeless population, especially those with mental health and/or addiction concerns have very poor access to primary care (40% with no access) and very high incidences of complex medical conditions
- 988 homeless individuals surveyed in April 2018 (32% chronic)



Flag Legend:

-  Red: High
-  Green: Medium
-  Yellow: Medium to Low
-  White: Low
-  Blue: Very Low

Mobile Health Bus – donated by TELUS Health



- For use with the Outreach program and RAAM clinics
- Launch date: Early 2020



CMHA Peel Dufferin Statistical Highlights

FY 2018-2019

18,315 Clients Served
(7,001 identified, 11,314 non-identified)

62,944 Client Visits

34,932 participants attended
1,354 program run group sessions

5,699 people attended **210** public
education and training workshops

3,449 people attended **47**
presentations and displays at schools
and community groups

245 families were served by family
programs and groups

April - November
2019

18,073 Clients Served
(5,755 identified, 12,318 non-identified)

44,908 Client Visits

28,451 participants attended
1,204 program run group sessions

6,737 people attended **190** public
education and training workshops

1,794 people attended **22**
presentations and displays at schools
and community groups

254 families were served by family
programs and groups