

Grant to VCH for Expanded Mental Health Response

Staff presenter:

Sandra Singh
General Manager
Arts, Culture, and Community Services
City of Vancouver

Partner presenters:

Dr. Patricia Daly
Chief Medical Health Officer
Vancouver Coastal Health

Bob Chapman
Vice-President, Vancouver Community
Vancouver Coastal Health



Enabling the Requisitioning and Hiring of 100 New Police Officers and 100 Mental Health Nurses

- C. THAT Council direct staff to allocate a full block of funding in the City's 2023 operating budget in the amount of up to \$8 million, inclusive of any provincial or federal government funding that may be available, to enable Vancouver Coastal Health (VCH) to requisition and hire new nurses. The funding will be made available to VCH on or after January 1, 2023 subject to agreement between the City and VCH *on a plan for use of the funds to hire additional nurses to enhance and expand mental health initiatives and partnerships between VCH and the Vancouver Police Department (VPD), such as the Car 87/88 program, Assertive Community Treatment (ACT) Teams and Assertive Outreach Team (AOT)*. The interim funding source for the \$8 million allocation will be the general revenue stabilization reserve, with the final funding source to be identified by Council in the 2023 Operating Budget.
- F. THAT, related to the City's expansion into funding health services, Council direct staff to work with VCH, VPD, CMHA-BC and other service provision partners to request a detailed set of evaluation criteria and an ongoing coordinated evaluation plan for these mental health crisis response efforts. And that implementation and evaluation updates be provided to Council annually.

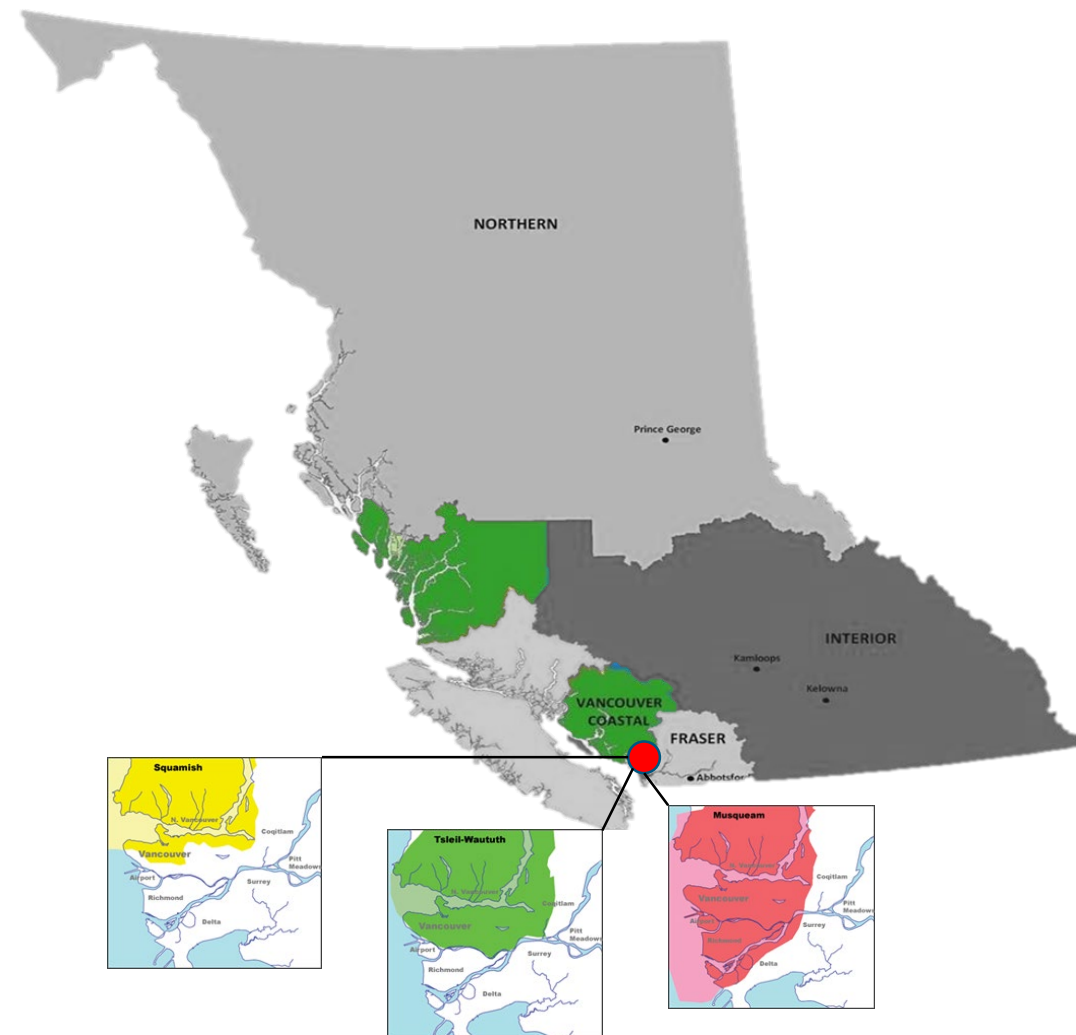
Proposed Framework:

**Vancouver Inner City
Urgent Mental Health and Substance Use
Service Enhancements**

February 14, 2023

We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.



City of Vancouver: Healthy City Strategy

Vision: *Create and improve the conditions that enable the highest level of health and well-being*

Addresses the determinants of health
13 goals, each with targets and indicators
Ongoing reporting via public online dashboard



GOAL: A CULTURALLY SAFE, HEALTH FORWARD SYSTEM

1. Increase the capacity of the system to respond in a safe, health-focused and therapeutic way to people who are in, or are approaching, a mental health crisis.
2. Provide additional, improved services and earlier de-escalation support to individuals in or near crisis, and the non-Health partners who are helping them.
3. Strengthen Indigenous approaches and improve Indigenous client experiences, outcomes, and access within all VCH Urgent Mental Health and Substance Use (MHSU) services.

Urgent Mental Health and Substance Use Service Enhancement Framework

Responsive:

- Expanding police partnership programs
- Moderate (non-police) de-escalation
- Strengthening Indigenous approaches across all urgent MHSU services

Proactive:

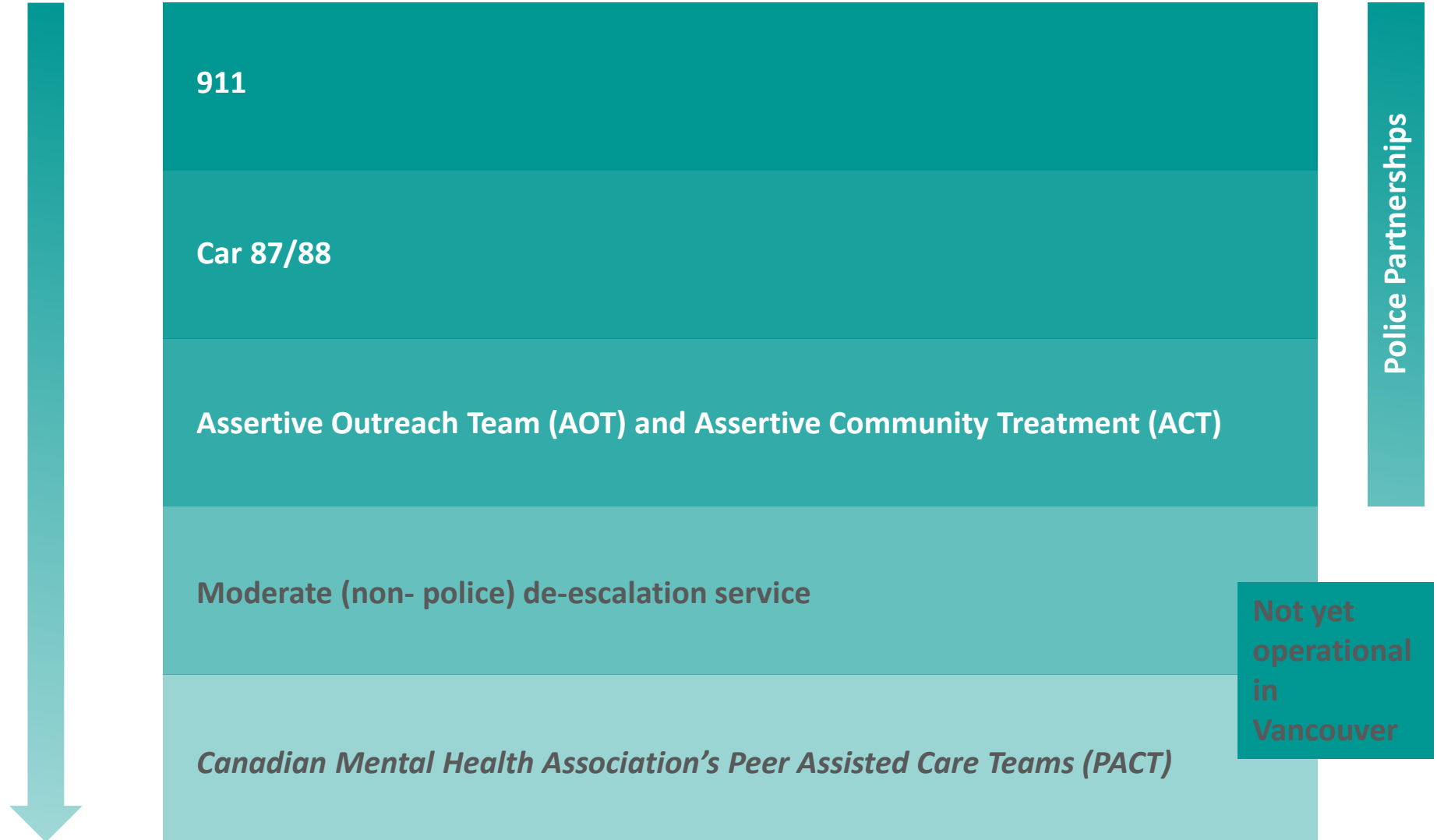
- High Priority Mental Health Outreach
- Intensive Case Management
- Transitions and Flow

Urgent Mental Health and Substance Use (MHSU) Service Enhancements Framework

	Response type	Situation	Proposed Response
Responsive 2023	Expanding Police Partnership Programs	High Risk Mental Health (MHSU) Crisis	Increase capacity to be able to respond more rapidly to more people in crisis
	Moderate De-Escalation	Client's MHSU related behaviours are escalating	New mandate for a non-police response to support people before they are in crisis
	Strengthening Indigenous Approaches Across all Urgent MHSU Services	Indigenous person in or approaching MHSU crisis	Embed Indigenous staff in all teams, increase clinicians on Indigenous specific teams, connection to Culture, training
Future Proactive 2024 & beyond	Priority Mental Health Outreach	Client needs urgent MHSU outreach	Dedicated clinicians to proactively find clients who are not receiving medication
	Intensive Case Management Teams	Client needs wrap-around care to address multiple, complex health needs	Increase capacity of ICMTs to support more people with this approach
	Community Integration	Client ready to transition off of VCH teams to community services	Create 'caseload management' positions to support smooth transitions to community programs

Future Tiered Approach to Urgent Mental Health and Substance Use Response

Decreasing Risk



Phase 1: 2023

- 1. Initial investments** in three **Responsive** priority areas from the Framework
- 2. Community Reference Group** guiding Moderate De-escalation implementation as a 'Proof of Concept' as service ramps up over the year.
- 3. Third party program evaluation** related to Car 87/88 and the Moderate De-escalation service.

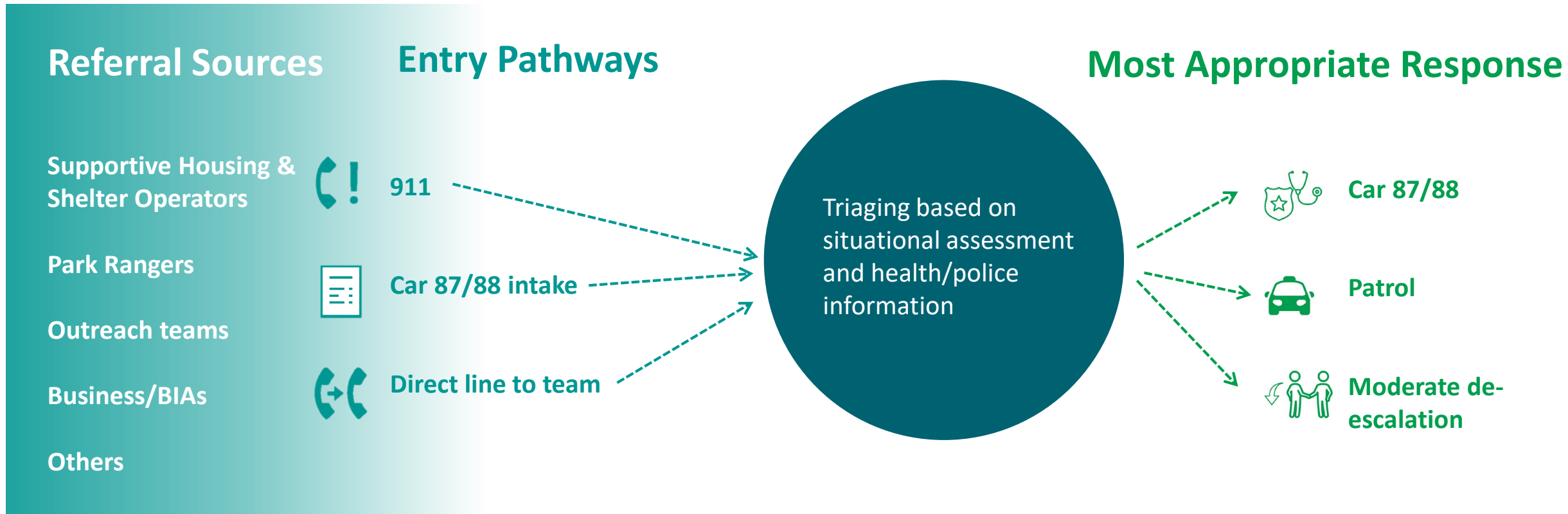
Phase 2:

1. Proactive areas of service from The Framework
2. Adjustments to Phase 1 based on Evaluation and Reference Group feedback

Impact of Phase 1 Responsive Service Enhancements

SERVICE	CURRENT		PHASE ONE: PROPOSED ADDITIONS		PROJECTED TOTAL INTERACTIONS
	FTE	INTERACTIONS	FTE	INTERACTIONS	
Car 87/88 expansion	12	8/day	10	8/day	16/day
AOT expansion	7	15/day	2	6/day	21/day
Triaging	N/A	N/A	2	N/A	N/A
Moderate (non-police) de-escalation	N/A	N/A	32	12/day	12/day
Strengthening Indigenous approaches	N/A	N/A	12	5/day	5/day
TOTAL	19	23/day	58	31/day	54/day

Initial thinking about how to access moderate de-escalation service



Phase 1 Timeline (2023)

Feb 13	Potential and hoped for confirmation of funding from City of Vancouver
Mar	Initiate a) Community Reference Group and b) search for Evaluator c) posting new positions
Mar - Dec	Hiring of Car 87/88 in coordination with VPD
May - Dec	Increasing Indigenous-specific positions on various VCH Urgent Mental Health teams and/or starting new Indigenous-specific teams
May	Leadership team hired for moderate de-escalation service
May - Aug	Program development and training for moderate de-escalation service
Sept	Launch of moderate (non-police) de-escalation service

Phase 1 Budget

Category	Fiscal 2023	Fiscal 2024	Annual ongoing
Staffing	\$2,469,728	\$7,264,773	\$7,316,103
Evaluation	\$100,000	\$100,000	\$100,000
Facility Costs			
Engagement/Honorarium	\$66,667	\$200,000	\$200,000
Other Non Labour	\$123,486	\$363,239	\$365,805
Total Costs	\$2,759,881	\$7,928,012	\$7,981,908

Enabling factors:

Office space



Safe and welcoming drop-in spaces



- Recommended grant of up to \$2.8M in 2023 to support VCH to implement Phase One as described in their proposal. Recommendations for 2024 subject to progress in 2023.
- Grant agreement:
 - Funding will be released on a quarterly basis after reporting.
 - Staff will identify quarterly and annual reporting requirements in the grant agreement with VCH. Considerations will include both financial reporting and performance analysis. Staff will work with VCH to provide Council with an annual report on the use of and effectiveness of the City's investment.
 - As per Council's direction, the grant agreement will require a formal outcomes-based evaluation of the City-supported services. VCH has confirmed that the methodology will include metrics, qualitative analysis, Indigenous methodology (i.e., capturing narrative and story-telling from the experiences of Indigenous clients), and clear outcome measures, with a particular focus on how well these services support Indigenous, Black and People of Colour, women, marginalized, differently abled, and LGBTQIA2S+ people.

- A. THAT Council approve a grant of up to \$2,800,000 to Vancouver Coastal Health Authority (“VCH”) to be disbursed in accordance with the terms and conditions of a grant agreement to the satisfaction of the City to implement Phase One of the VCH’s *Urgent Mental Health and Substance Use Service Enhancements Framework* as described in this report. Source of funding is to be considered and confirmed by Council as part of the 2023 Operating Budget.
- B. THAT the grant be made pursuant to Section 206(1)(a) of the Vancouver Charter since VCH is a charity registered with the Canada Revenue Agency.
- C. THAT Council authorize the General Manager, Arts, Culture and Community Services to negotiate an agreement to disperse the grant described in Recommendation A on the terms and conditions as are satisfactory to the General Manager, Arts, Culture and Community Services and the Director of Legal Services each of whom are authorized to execute such agreement.
- D. THAT no legal rights or obligations will arise or be created by Council’s adoption of Recommendations A through C unless and until all legal documentation has been executed and delivered by the respective parties.

Recommendation A – requires at least the 2/3 affirmative vote of all Council members as per section 206 (1) of the Vancouver Charter.