

Vancouver Inner City Urgent Mental Health and Substance Use Service Enhancements Report Back to City Council

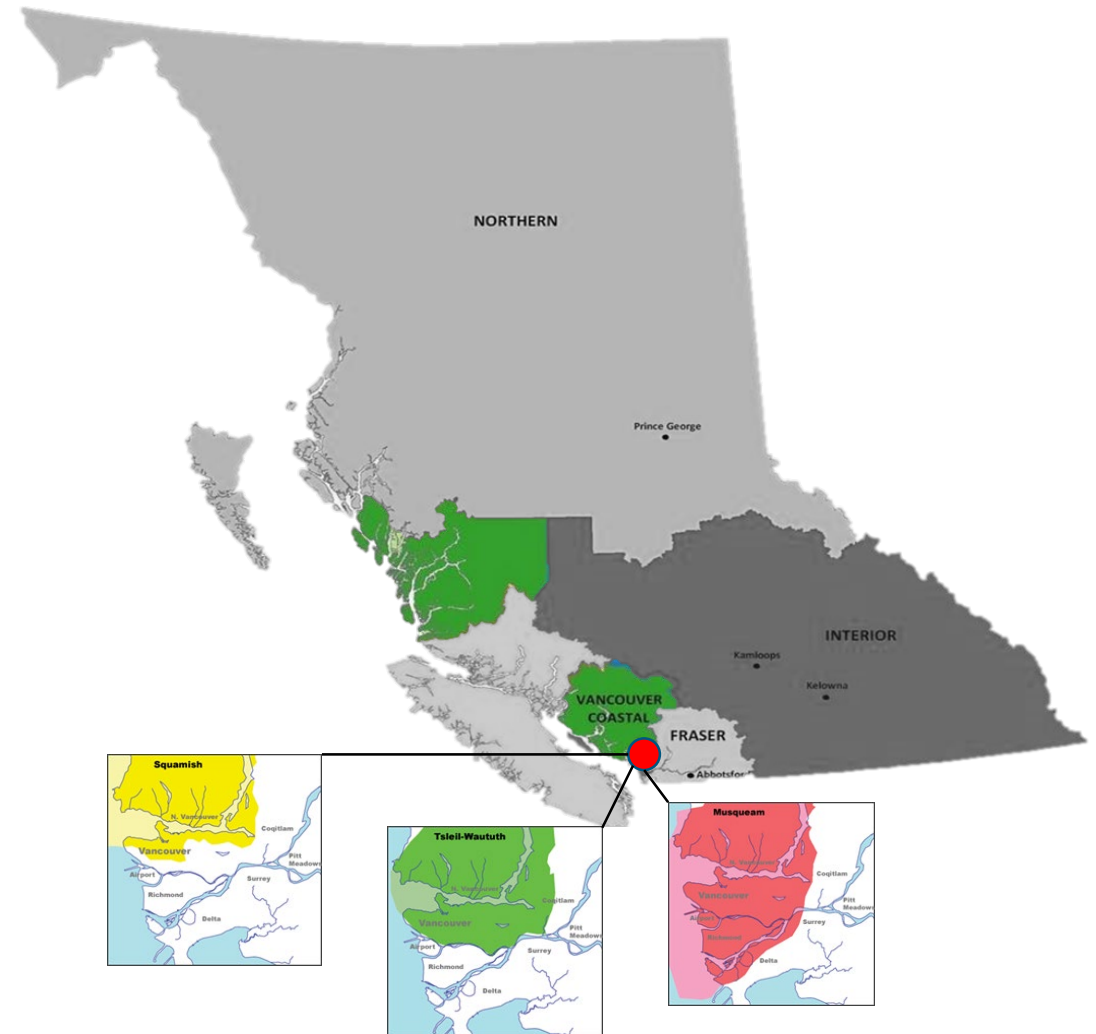
Bonnie Wilson, Executive Director, Community Services, VCH

February 6, 2024

Land Acknowledgement

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.



Steering Committee

Leslie Bonshor – Vice President, Indigenous Health, VCH

Bob Chapman/Bonnie Wilson (alternate) – Vice President, Community Services, VCH

Dr. Patricia Daly – Chief Medical Health Officer & Vice President, Public Health, VCH

Sandra Singh – Deputy City Manager, City of Vancouver

Andrew MacFarlane – Regional Director, Mental Health and Substance Use, VCH

Fiona Wilson – Deputy Chief Constable, VPD

Agenda

1. Overview of Urgent Mental Health and Substance Use Service Enhancement Framework
2. Implementation Updates and Timeline

Overview of Urgent Mental Health and Substance Use Service Enhancement Framework

Framework Goals

1. **Increase capacity** of the system to respond in safe, **health-focused** and therapeutic ways to people who are in, or are approaching, a mental health crisis
2. Provide **additional, improved services** and **earlier de-escalation** support to both individuals in or near crisis, and the non-health partners who help them
3. **Strengthen Indigenous approaches** and improve Indigenous client experiences, outcomes, and access within all VCH urgent mental health services



Reduce incidents of police-only response to mental health crises

Problems/ Opportunities

Insufficient options for same-day, non-police mental health crisis response

With only one car per shift, demand for Car 87/88 outpaced its ability to respond

Urgent response services may not be as culturally safe and equity-informed as they could be

Poor system coordination was not ensuring the right crisis response service showed up at the right time

Solutions

New non-police crisis response teams

Doubling of Car 87/88 and increasing staff on other police partnership teams

New Indigenous Crisis Response Team

Additional Indigenous representation on some VCH teams

Indigenous Cultural Safety, Anti-Racism, and Equity approaches embedded in third-party evaluation

Nurses embedded within VPD to triage and divert mental health calls

Sector-wide coordination initiative

Police Involvement in Mental Health Crises

Legislation

In situations where someone appears to be suffering from a mental disorder and an assessment is done that indicates an imminent risk of harm to self or others, the following pieces of the Mental Health Act apply:

- Forms 4.1, 10 and 21 give the police authority to apprehend and transport a person to a designated facility
- Section 28 requires the police to transport an individual to a physician for examination

Safety

Risk assessment done by person triaging call indicates an imminent risk to self or others that cannot be managed safely by a clinical response

Proposed Investments (58 VCH FTE total)

1. Non-police mental health crisis response service (Moderate De-Escalation Team or MoDe) - 32 FTE
2. Strengthening Indigenous approaches across urgent mental health services - 12 FTE (*6 FTE to Indigenous Health and 6 FTE to VCH teams that partner with either police or criminal justice programs*)
3. Increasing capacity of police partnership services - 14 FTE

Implementation Updates February 2024

Strengthening Indigenous Approaches

1. **New Team - Indigenous Crisis Response Team** – *estimated launch spring/summer 2024*

Co-development of this new service in partnership with urban Vancouver First Nations & Aboriginal Primary Care Network (FNAPCN) clinics and representation from Host Nations Health Departments (Squamish Nation and Musqueam)

2. **Increased Indigenous Representation**

New staff positions with Assertive Community Treatment (ACT), Downtown Community Court (DCC), and Vancouver Intensive Supervision Unit (VISU)

3. **Indigenous Cultural Safety (ICS) and Anti-Racism Training**

Will be provided to all new staff, and existing teams



Triaging Mental Health Crisis Calls

- Innovative approach that embeds nurses in VPD Operations Command Centre (OCC) to triage and divert mental health calls
- **1372** calls were triaged between June 2023 and January 2024 by VCH nurses (average of 9 per shift)

54% (743 calls) have been either diverted to a more appropriate non-police response or directly resolved by the OCC nurse



New Team

Non-Police Mental Health Crisis Response (Moderate Crisis De-escalation Team – MoDe)

Who: Nurses, Social Workers, Care Coordinators, *Peers in 2024*

What: Same day outreach for people in a mental health or substance use related crisis - de-escalation, assessment, intervention

Where: Housing, shelter, community service providers in the Inner City

When: Monday – Friday, 8:30am – 7:00pm

How are we expanding:

1. Will extend operational days and hours to evenings (until 10:00pm) and weekends by spring 2024
2. Will assess service demand as team grows and may expand geography



Car 87/88 Expansion

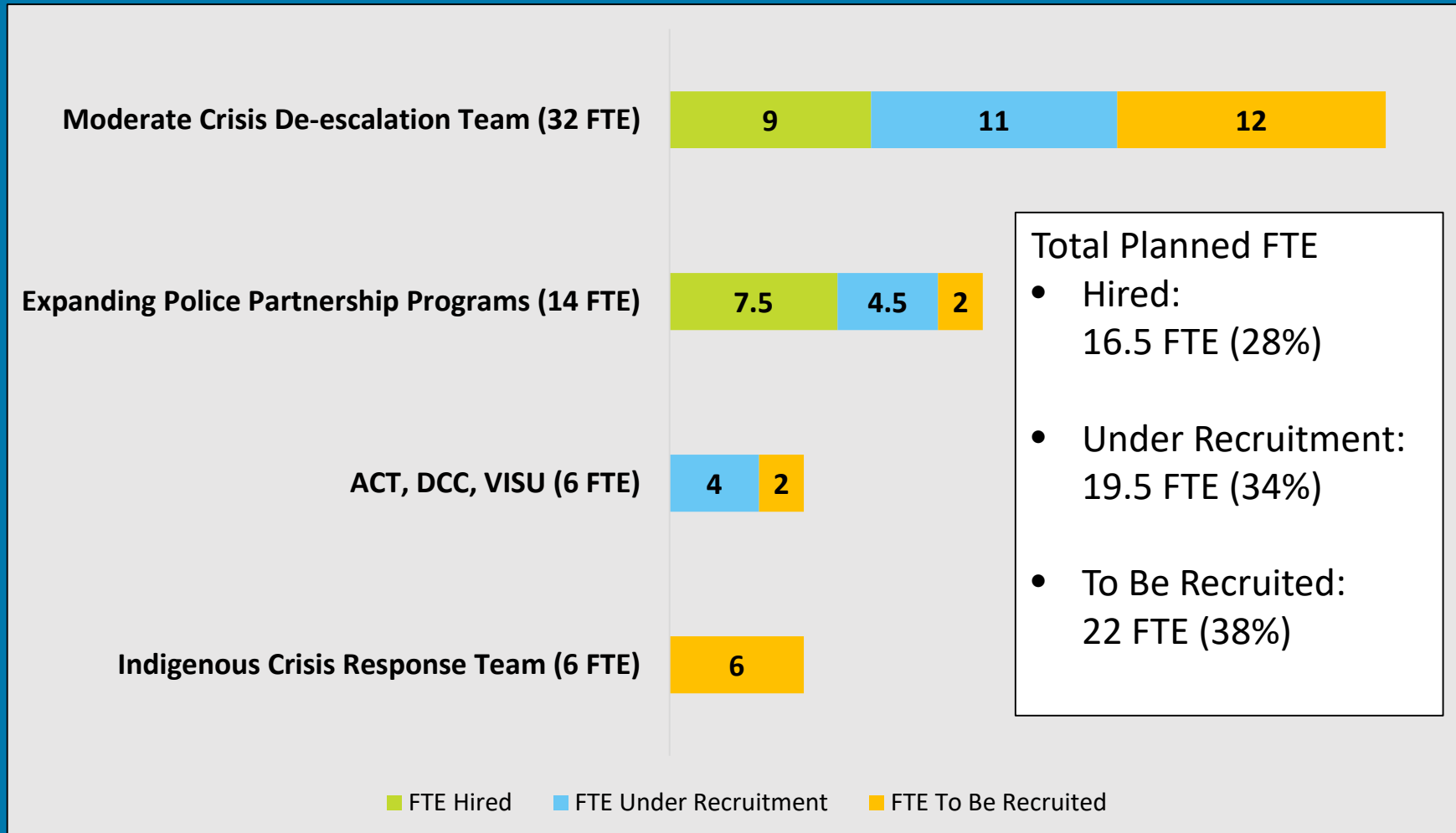
Doubled service from 2 to 4 cars on the road per day in December 2023

Day shift: 7:30am – 6:40pm

Evening shift: 11:50am – 11:00pm

7 days/week, 365 days/year

Recruitment to Date: Phased Implementation Approach



Financials – 2023 Expenses

Project Title: <i>Urgent Mental Health & Substance Use Service Enhancements</i> Report#: VCH - 2023 Grant February 14, 2023 - January 4, 2024		Moderate Crisis De-escalation	Expanding Police Partnerships	Strengthening Indigenous Approaches	
	2023 Approved Budget	2023 Expenses			
BUDGET EXPENDITURE CATEGORIES					Total
Staffing Salaries & Benefits	\$2,469,728	\$185,266	\$388,425	\$0	\$573,691
Performance Measurement/ Evaluation	\$100,000	\$0	\$0	\$0	\$0
Community Engagement	\$66,667	\$3,647	\$3,047	\$0	\$6,694
Other Expenses: Supplies, Training, Telephone, Equipment, Travel	\$123,486	\$19,541	\$17,910	\$0	\$37,451
Total	\$2,759,881	\$208,454	\$409,382	\$0	\$617,836

Financials – 2024 Forecast

2024 Budget Forecast	
Expenses Category	Total
Staffing Salaries & Benefits:	
Moderate Crisis De-Escalation	\$3,264,785
Expanding Police Partnerships	\$2,521,150
Strengthening Indigenous Approaches	\$398,502
Total Salaries & Benefits	\$6,184,437
Non-Labour Expenses:	
Performance Measurement/Evaluation	\$100,000
Community Engagement	\$200,000
Other Non-Labour Expenses	\$363,239
Total Non-Labour Expenses	\$663,239
Total	\$6,847,676
Funding	
2023 Grant Funding Remaining	\$2,180,000
2024 Grant Recommendation	\$4,670,000
Total Funding	\$6,850,000

Thank you and questions

Appendix 1: Community Engagement (MoDe)

Community Organizations and People With Lived/Living Experience (PWLLE):

1. AIDS Vancouver
2. Binner's Project
3. Coordinated Community Response Network
4. Downtown Community Court
5. Downtown Eastside Women's Centre
6. First United
7. Hogan's Alley
8. Mission Possible
9. RainCity
10. VANDU
11. Vancouver BIA Partnership Safety Committee
12. Union Gospel Mission
13. Watari
14. PWLLE (x40)

Indigenous-led and Serving Organizations:

1. Aboriginal Front Door Society
2. Lu'ma Native Housing
3. Vancouver Aboriginal Child and Family Services
4. Vancouver Aboriginal Friendship Centre
5. Vancouver Aboriginal Transformative Justice Services

Community Reference Group Members:

1. Brightside Community Homes
2. Community Builders Group
3. Crisis Centre of BC
4. Kettle Friendship Society
5. Kilala Lelum
6. Lookout Housing/Health Society
7. Portland Hotel Society
8. Vancouver Women's Health Collective
9. Youth Mental Health Association
10. PWLLE (x2)

Appendix 2: Peer Assisted Care Teams (PACT) in Vancouver?

- Canadian Mental Health Association of BC (CMHA BC) is leading the process of identifying priority communities for next phase of PACT
- CMHA BC and VCH are aligned - PACT and MoDe could complement one another
- VCH is supportive of City advocating for PACT in Vancouver
- CMHA BC is currently participating in VCH system coordination working group