

Vancouver Inner City Urgent Mental Health and Substance Use Service Enhancements

City of Vancouver
Mayor & Council Hearing
October 23, 2024

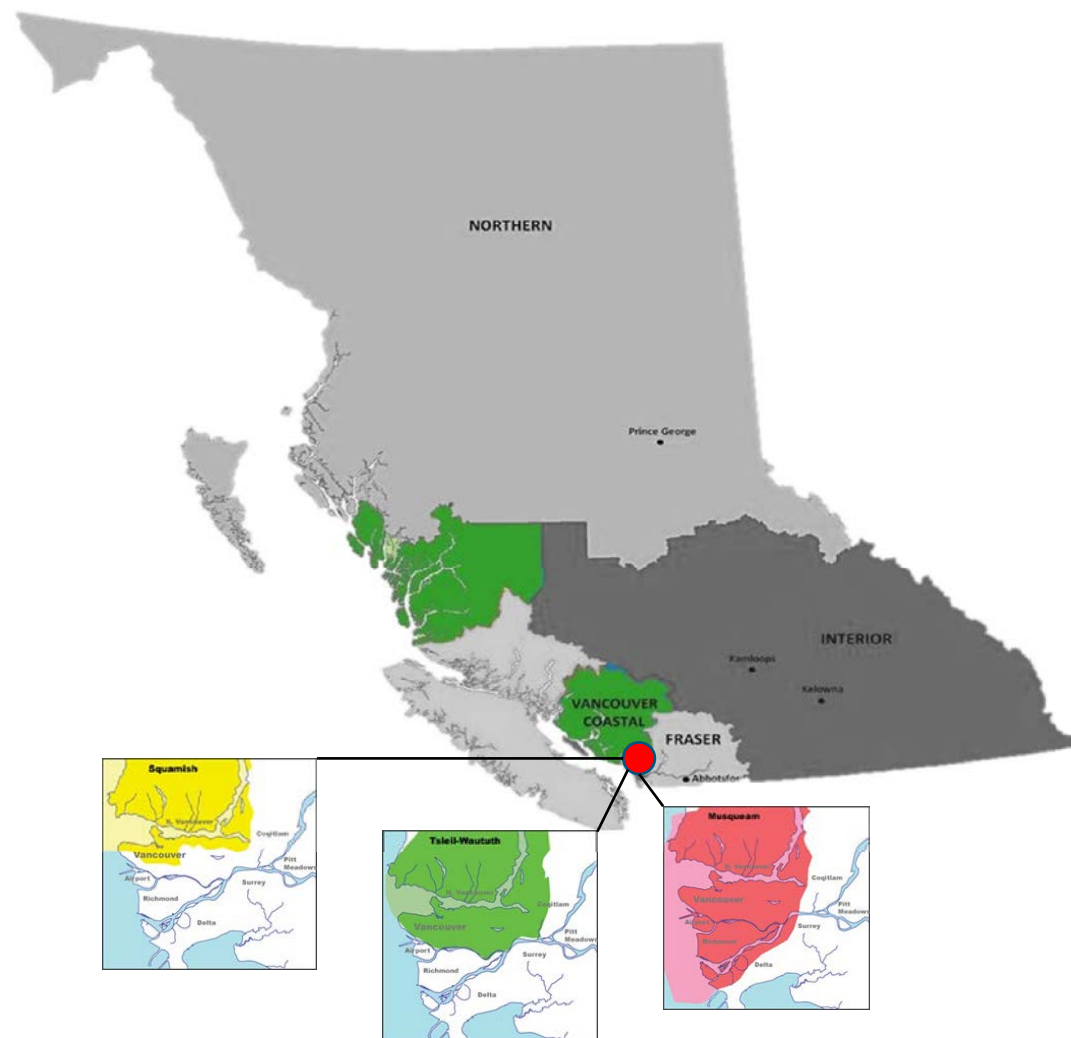
Agenda

1. Welcome and Land Acknowledgement
2. Framework Goals and Overview
3. Operational Updates
4. Evaluation and System Coordination
5. Year to Date Expense Report

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.



Framework Goals and Overview

Urgent MHSU Service Enhancements Framework - Implementation 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 MHSU services

Urgent MHSU Service Enhancements Framework - Overview

Mobile Crisis
De-Escalation
Team

Car
87/88

VPD Operations
Command Centre
Liaison Nurse

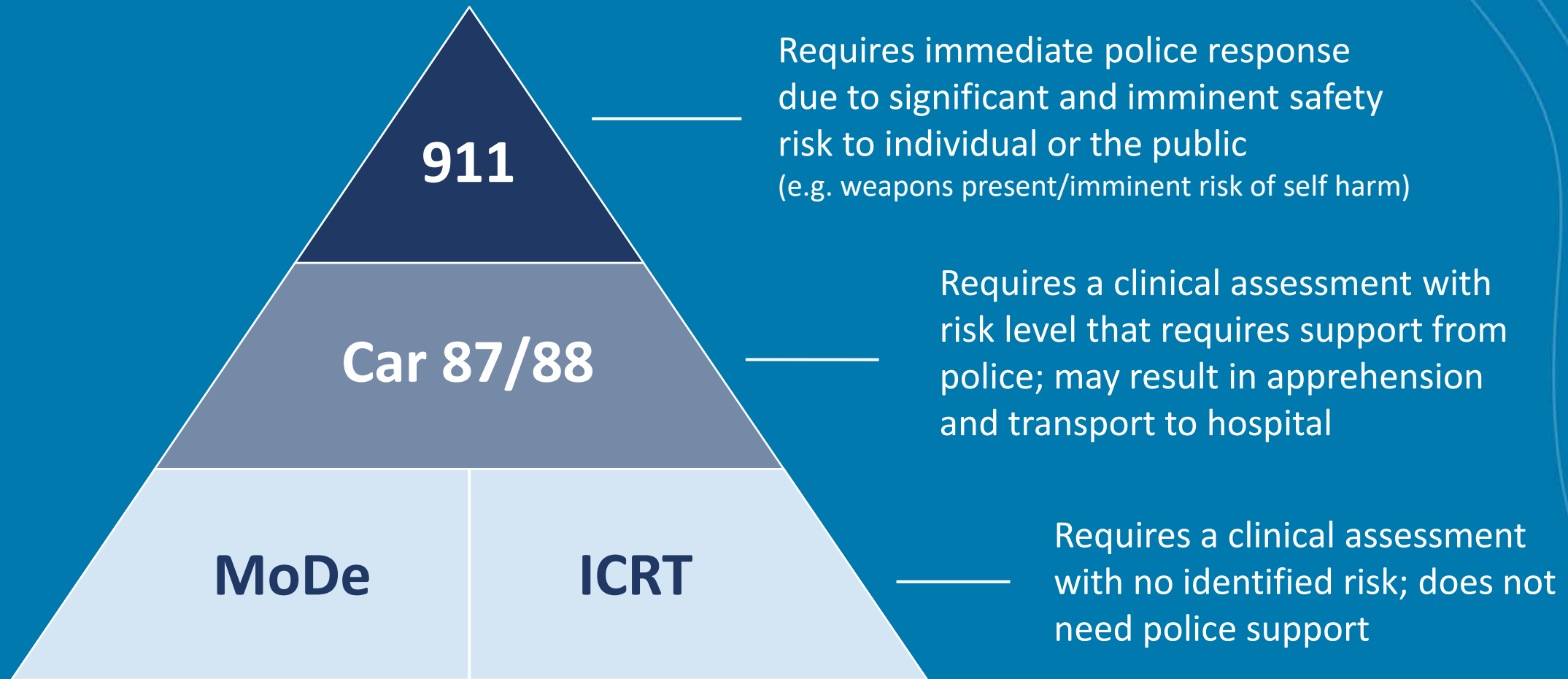
Indigenous Crisis
Response Team

External
Evaluation

Indigenous-Led
Evaluation

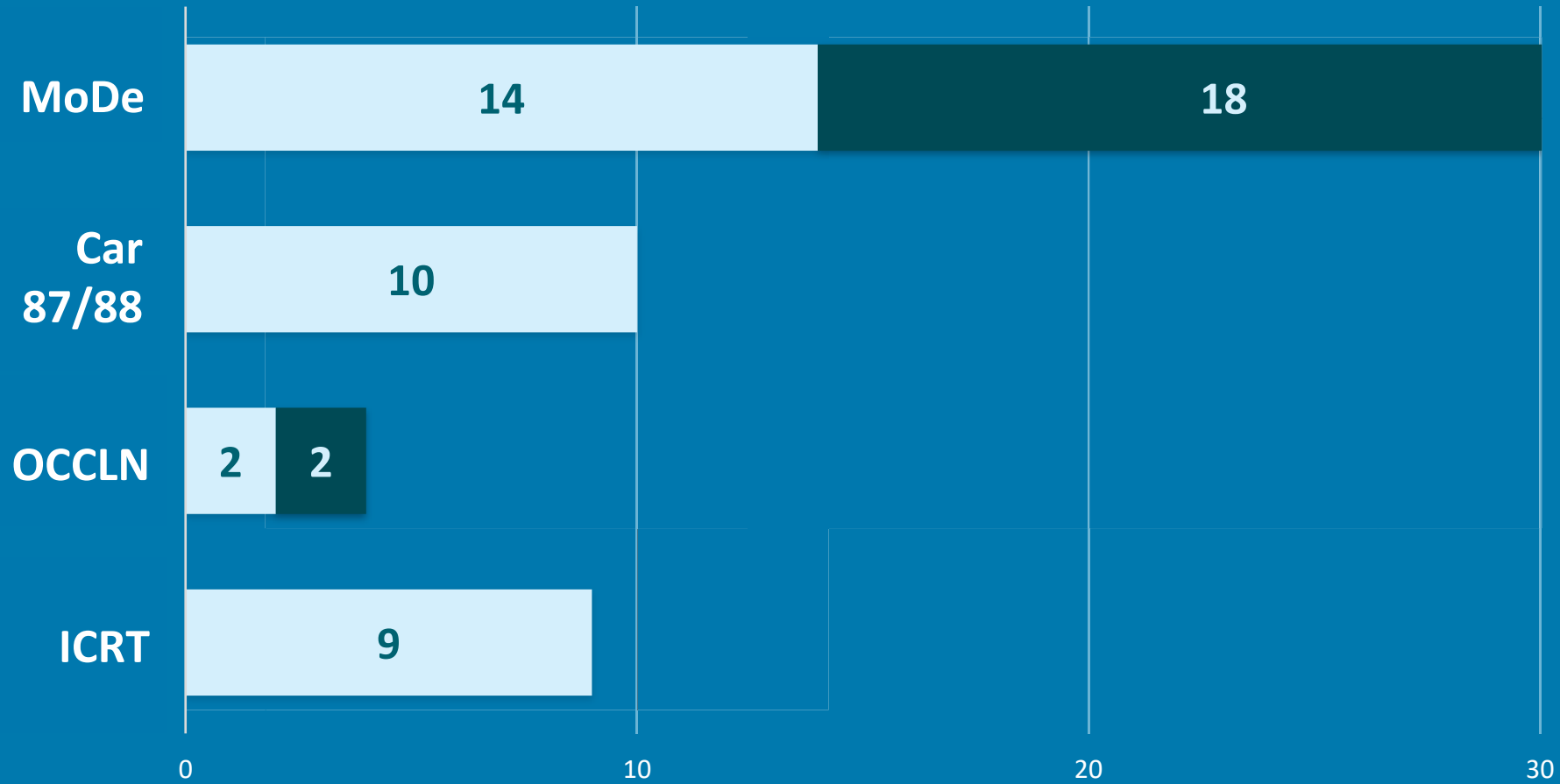
System Coordination

Crisis Response Options Based on Risk



Operational Updates

Recruitment Progress to Date



TOTAL:
35 out of 55
or 64% filled

Impacts of Investments to Date

	Current State (with 64% of FTE hired)		Projected Future State (summer 2025)	
	FTE	Health Interventions*	FTE	Health Interventions*
Car 87/88 Expansion	10	83 per day**	10	83 per day**
OCC Liaison Nurse	2	13 per day	4	26 per day
MoDe	14	20 per day	32	50 per day***
ICRT	9	Too early to report on	9	Too early to project
TOTAL	35	116 per day	55	159 per day + ICRT

* includes outreach visits, calls and consultations

** does not include review of police reports

*** planned service expansion from 5 to 7 days a week

Mobile Crisis De-escalation Team (MoDe)

Current Operations:

- Monday to Friday, 9am to 7pm
- 14 FTE hired to date
- Partnering city-wide with supportive housing and shelter providers, other community service providers, public libraries, Car 87/88, VPD Operations Command Centre, VCH Access and Assessment Centre, Ministry of Social Development and Poverty Reduction Offices

Expansion Plans:

- Expand services to 7 days/week
- Potential to add new access pathways



Spring
2023

Community
engagement
supports
development
of MoDe

Fall
2023

MoDe launch –
pilot phase with
select housing
and shelters

Winter
2024

Expansion city-
wide with
additional
referral partners

Spring
2025

Planned
expansion to 7
days/week

Summer
2025

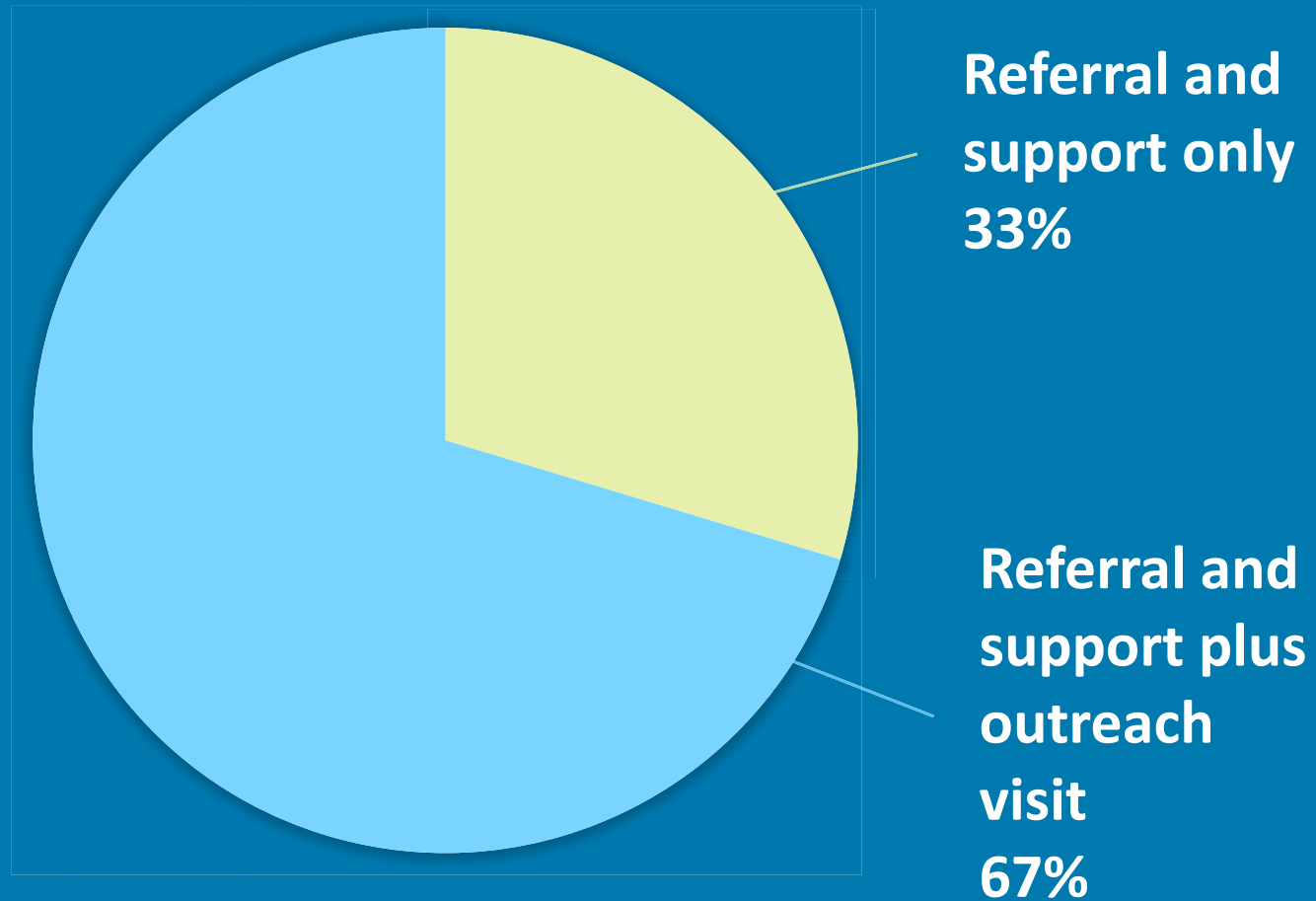
Full staffing
model
implemented

Mobile Crisis De-escalation Team (MoDe) Call and Referral Data

- Call volume consistently at ~8-10 calls/day to date this year
- Primary referral sources include:
 - Housing and shelter providers (72%)
 - Car 87/88 and OCCLN (11%)
 - Community service providers (9%)
 - Other (8%)
- Primary reasons for calls include:
 - Paranoia, suicidality, erratic/unusual behaviour, chronic delusions and psychosis
- 63% of referrals were not attached to VCH services at the time of the call

Mobile Crisis De-escalation Team (MoDe) Interventions

TYPES OF CALLS



Mobile Crisis De-escalation Team (MoDe) Interventions

Referrals/support provided - *no outreach attempted* (n=202)

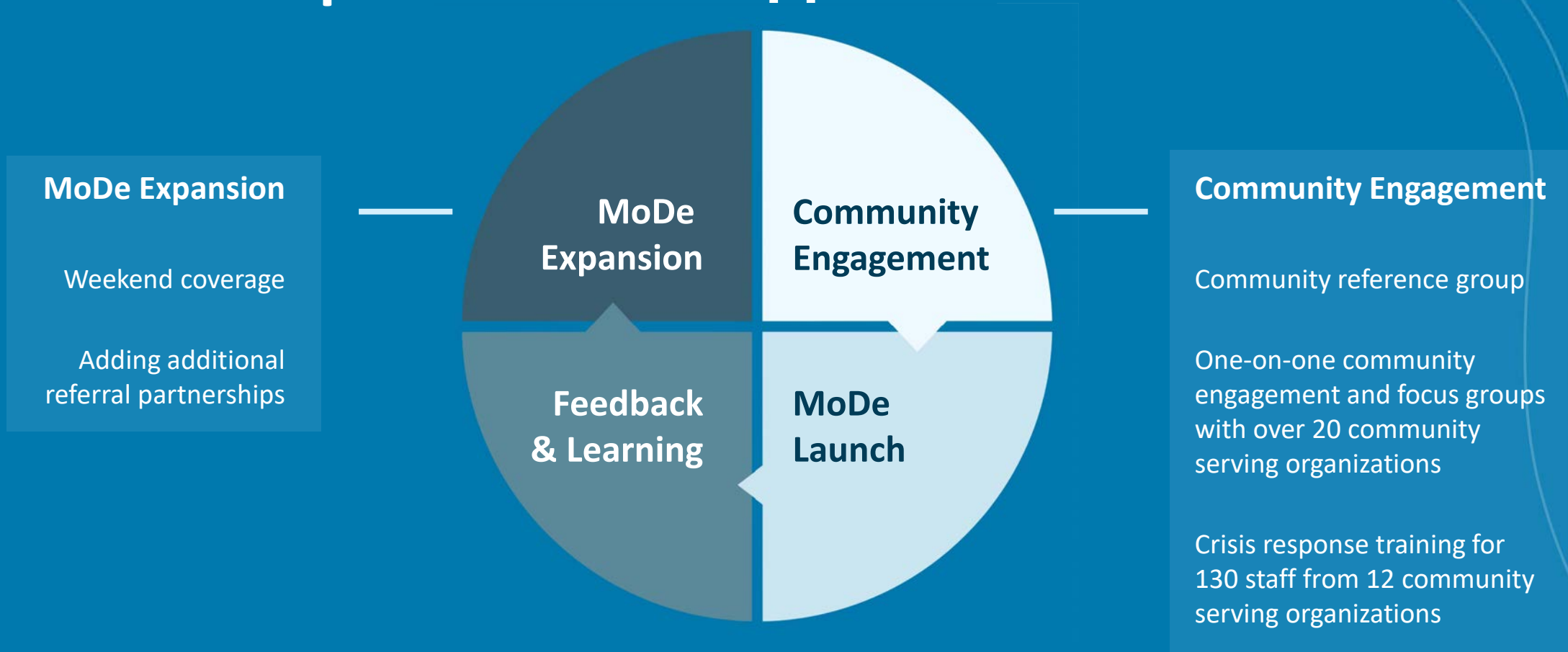
- Existing VCH client - *connected with VCH community team that was able to respond within 24 hours* (60%)
- Risk screening conducted – *referred to Car 87/88* (17%)
- Call received after hours – *next day follow up provided* (12%)
- Not an appropriate service call - *no crisis to respond to* (7%)
- Private callers who would be better supported by Access and Assessment Centre (3%)

Mobile Crisis De-escalation Team (MoDe) Interventions

Referrals/support provided *plus* outreach visit (n=409)

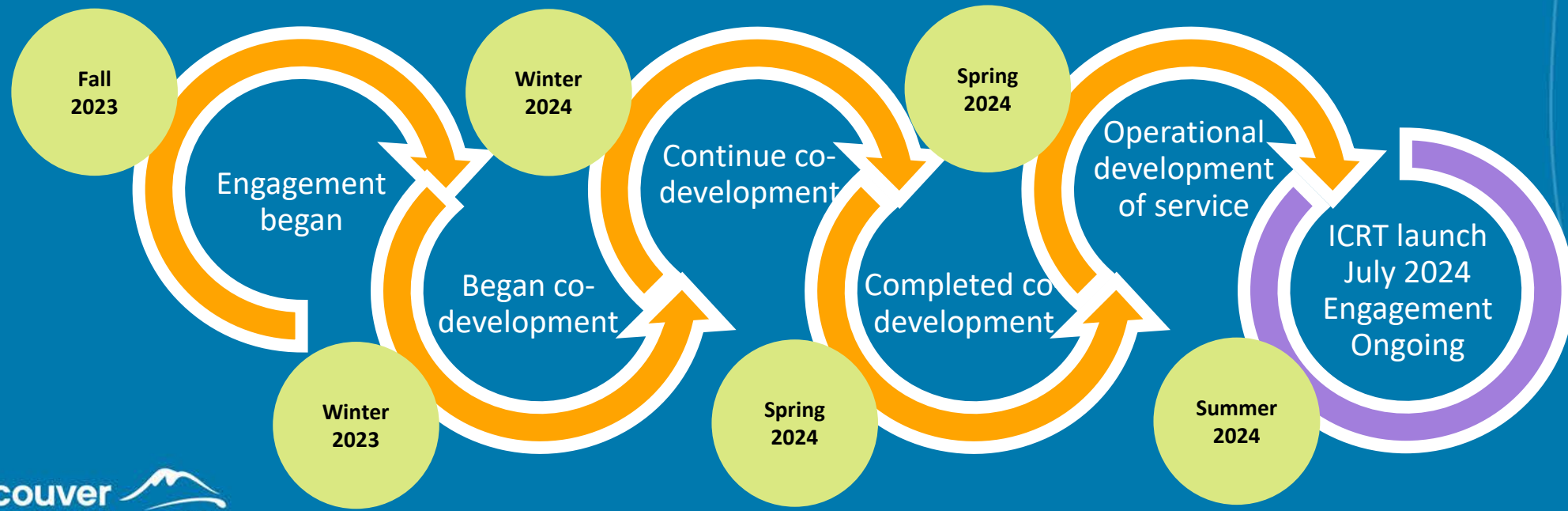
- Mental Health / Substance Use clinical assessment (100%)
 - De-escalation and care planning to client and caller (95%)
 - Physician consults (15%)
 - Primary care referral (6%)
 - MHSU referral (3%)
 - Certifications (3%)
 - Escalation to Car 87/88 (2%)
 - Escalation to VPD (1%)
-
- Refused service or not on site upon arrival (10%)

Mobile Crisis De-escalation Team (MoDe) Phased Implementation Approach



Indigenous Crisis Response Team (ICRT)

- The first Indigenous-specific wholistic non-police crisis response service developed within the Regional Health Authorities in British Columbia.
- Co-developed using Indigenous Health System Transformation and Distinction-based Approaches with urban FNAPCN clinics (e.g., UNYA, Kilala Lelum, Lu'ma, VAHS) and representation from Squamish Nation Yúustway Health & Wellness and Musqueam Health.



Indigenous Crisis Response Team (ICRT)

- The first Indigenous-specific crisis response service developed within the Regional Health Authorities in British Columbia.
- VCH Indigenous Crisis Response Team (ICRT) provides wholistic non-police crisis response. ICRT leads with cultural safety to provide mobile mental health and wellness crisis response services for people focused on the Downtown Eastside (DTES) community.
- ICRT (9 FTE): Launched August 26, 2024
 - 1 FTE Team Lead
 - 2 FTE Mental Health Outreach Nurse
 - 4 FTE Indigenous Cultural Practitioners
 - 2 FTE Indigenous Care Coordinators

Fall
2023

Co-development
of ICRT with
Working Group

Spring
2024

Operational
development of
new service

Summer
2024

ICRT launch

Indigenous Crisis Response Team (ICRT)

Current Operations:

- Monday to Friday, 8am to 6pm
- All 9 FTE hired to date
- ICRT is an outreach service and the team travels to the person's location to provide same day mobile mental health and wellness crisis response services.
- In addition, ICRT provides:
 - Critical incident and stress debriefing.
 - Wellness checks (in case of crisis, regular care team unable to respond, or not connected to a care team, disengaged from a care team).
 - Short-term follow-up (up to 30 days), connection to Indigenous cultural supports, and system navigation.

Indigenous Crisis Response Team (ICRT)

Partnering with Indigenous-serving community providers



Vancouver Aboriginal Health Society (VAHS) Mobile Program (left)



VCH Indigenous Health Outreach team (above)



Car 87/88

Implementation

- Successful recruitment efforts doubled capacity from two to four cars on the road per day starting in December 2023
- As of April 2024 the program was fully staffed

Call / Referral Data

- 46% increase in referrals from housing and shelters compared with the same period in 2023 (January to September)
- 96% increase in referrals to community services compared with the same period in 2023 (January to September)
- 43% increase in the number of outreach visits compared with the same period in 2023 (January to September)

VPD Operations Command Centre Liaison Nurse (OCCLN) Partnership

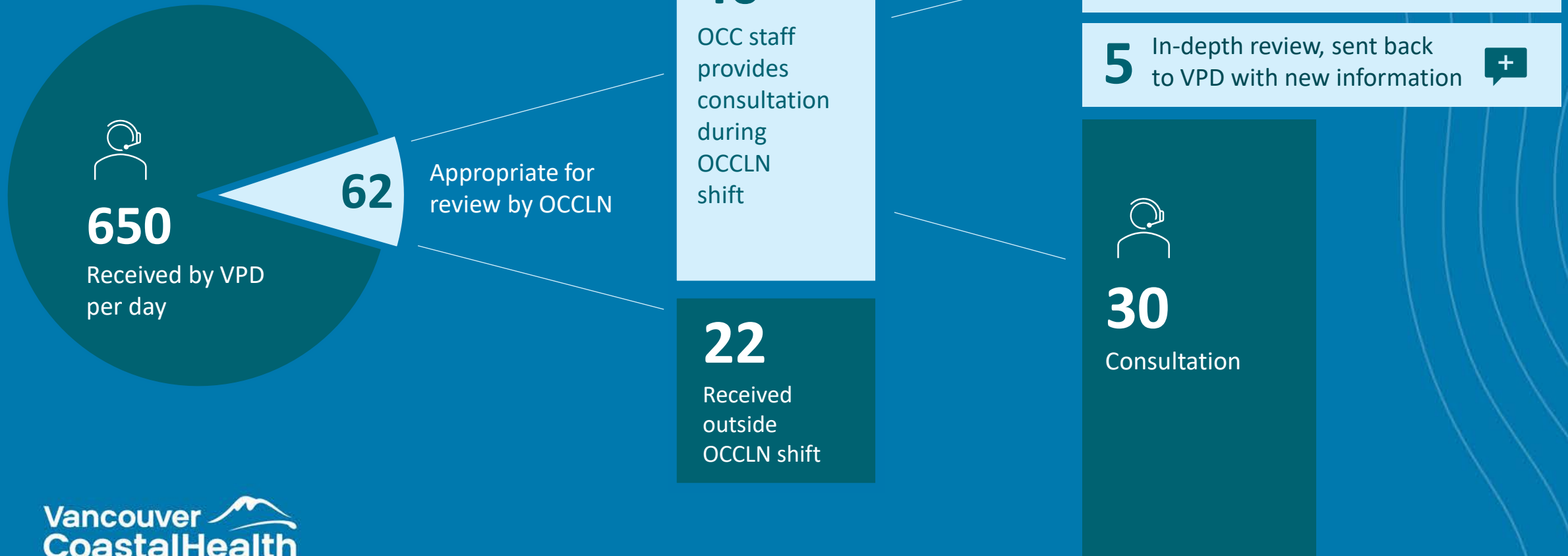
- Car 87/88 nurses are embedded in the VPD Operations Command Centre to provide a real time health care lens to the VPD call board
- Began as a pilot in June 2023
- As of February 2024 commitment from both partners to move from pilot to program and to expand services
- OCCLN is currently staffed one 11-hour shift per day, seven days week (2 FTE)
- Recruitment is underway for 2 additional FTE which will expand daily capacity by adding a second shift later in the day

VPD Operations Command Centre Liaison Nurse (OCCLN) Partnership

- VPD receives, on average, 650+ service calls in a 24-hour period
 - Specific call types have been identified as appropriate for review by the OCC Liaison Nurse
 - On average, VPD receives 62 of these call types in a 24-hour period
- On average, OCC staff consult on 40 calls during a shift (11 hours/day)
 - Of these, the OCC Liaison Nurse conducts an in-depth assessment and review of 10 calls, 5 of which are being diverted to a health care led response and 5 of which are sent back to VPD with new information
- In addition to diversion work, the OCC Liaison Nurse may be asked to provide a health care lens to active calls or occasionally to assess/support clients who walk into the VPD Headquarters at 2120 Cambie St and need support

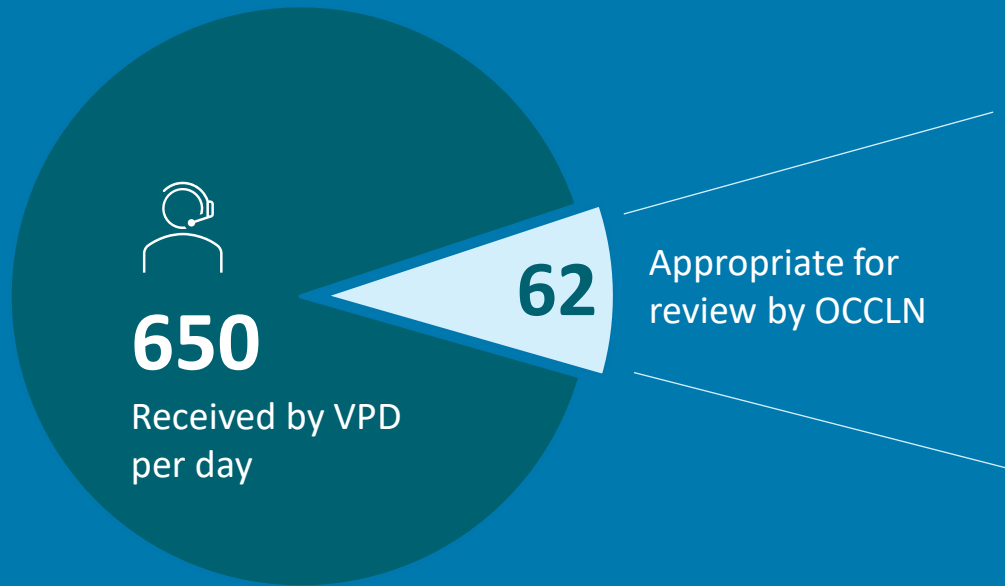
VPD OCCLN Partnership: Current Capacity

One nurse per day working one shift from 7:30 a.m. – 6:30 p.m. seven days a week




VPD OCCLN Partnership: Anticipated Capacity


Two nurses per day working overlapping shifts from 7:30 a.m. – 6:30 p.m. and 12:00 p.m. – 11:00 p.m. seven days a week



50
OCC staff provides consultation during OCCLN shifts

12 Outside shifts

10 Estimated # for in-depth review and diversion to a health-led response 

10 Estimated # for in-depth review and return to VPD with new information 


30
Consultation

Evaluation and System Coordination

Evaluation Updates

Timeline:

- Data collection begun in April and will continue through October
- Final report to be provided by the end of December

Shift in approach to focus on Indigenous client experience:

- VCH Indigenous Health will lead an independent outcome evaluation process for ICRT using Indigenous research and program evaluation methodologies
- Scope of Three Hive evaluation will include MoDe, Car 87/88 and OCCLN
- Three Hive has brought its Indigenous Engagement Advisor onto this evaluation team

System Coordination

Work to date:

- Referral pathways established between Mobile Crisis De-escalation (MoDe), Car 87/88, and Indigenous Crisis Response Team (ICRT)
- Information sharing agreement between VCH Access and Assessment Center (AAC) and Crisis Line(s) under development
- Impact analysis for a project supporting a diversion pathway for low acuity mental health clients to MoDe and Car 87/88 in progress

System Coordination - Goal



- Crisis Line
- AAC
- MoDe
- ICRT
- Car 87/88
- 911

Behind the scenes communication and referrals

Clients are connected to the most appropriate service

Year to Date Expense Report: January 5 to September 12, 2024

	MoDe	Car 87/88 and OCCLN	ICRT	TOTAL
Staffing Salaries and Benefits	\$ 825,080	\$ 930,520	\$ 230,466	\$ 1,986,066
Performance Measurement and Evaluation	\$ 49,560	\$ 0	\$ 0	\$ 49,560
Community Engagement	\$ 20,716	\$ 0	\$ 1,074	\$ 21,790
Other Expenses	\$ 40,565	\$ 60,019	\$ 11,455	\$ 112,039
TOTAL	\$ 935,921	\$ 990,539	\$ 242,995	\$ 2,169,455

Thank you and questions