

Crisis Response Models for Strathcona County

July 5, 2022

Overview

- On March 22, 2022, Council put forward a motion *THAT by the end of July 2022, Administration prepare a report for Council's consideration with options and recommendations to develop a crisis response approach to mental health calls in Strathcona County.*

Context

- Mental health crisis response is a health mandate.
- Other municipalities across the province are stepping into this space to manage the challenges residents face in accessing mental health services.
- The RCMP and Emergency Services have become the default response for non-criminal calls involving mental health and addictions.

Response Options

- Proposing 3 different options
- Options are scalable
- Supplemental funding opportunities are being explored

Option 1: Crisis Intervention Team

- Response to urgent mental health and social/emotional distress in the community
- Three teams of three staff to provide coverage 7 days per week, including late hours
- Estimated annual cost \$1.1M - \$1.6M

Option 1: Anticipated Opportunities & Challenges

- Available to address and attend mental health related events following calls to 911
- Does not include follow up and ongoing support services
- Significant investment
- Oversight and accountability remain with Alberta Health Services and RCMP with funding provided by Strathcona County

Option 2: Supportive Outreach Services

- Outreach response to community situations, as well as follow up and ongoing wrap-around supports
- Multi-disciplinary coordination and direct service delivery
- Two teams of three staff provide service 5 days a week, including weekday evening hours
- Estimated annual cost \$595K - \$737K

Option 2: Anticipated Opportunities & Challenges

- Diversion from law enforcement and medical responders
- Outreach capacity to respond to emergent mental health needs in the community
- Provides daytime and evening service on weekdays
- Oversight and accountability primarily held by Strathcona County

Option 3: Mental Health Therapist

- Mental health consultation supporting Strathcona County operations
- Access to relevant patient data and information to coordinate service delivery
- Service aligns with office hours, requiring 1.6FTE
- Estimated annual cost \$170K - \$206K

Option 3: Anticipated Opportunities & Challenges

- Enhanced service delivery relies on access to relevant AHS patient information
- Liaison-type role provides consultative service to align service strategies
- Staff employed by Strathcona County
- Represents small, incremental enhancements to existing service delivery

Summary

Models*	Characteristics							
	911 calls	Community referrals	Access agreement with AHS	Outreach in community	Engage wraparound supports	Case management & follow up	Oversight & Accountability	Budget**
Crisis Intervention	✓	✓	✓	✓				\$1.1M - \$1.6M
Crisis Prevention Outreach		✓	✓	✓	✓	✓	✓	\$595K - \$737K
Mental Health Therapist		✓	✓				✓	\$170K-\$206K

*All models can be scaled up and show the minimum staff required.

**Budgets are current cost estimates and do not include additional first year start up costs.

Recommendation

Informed by the research and analysis conducted, Administration recommends Option 2: Supportive Outreach Services as the most efficient and effective response to crisis mental health in Strathcona County.

Thank you!