

Supportive Outreach Services program update

October 17, 2023

Background

- The RCMP and Emergency Services have become the default response for non-criminal calls involving mental health and addictions.
- In July 2022, Council reviewed options to address emergent mental health needs.
- As part of budget 2023, Council approved the prevention and early intervention program Supportive Outreach Services (SOS).
- In February 2023, federal grant funding was received and approved to support youth services within the SOS program.
- Though this model will work with many community partners, RCMP, Alberta Health Services, Primary Care Network and local school boards were identified as key partners within this new initiative.

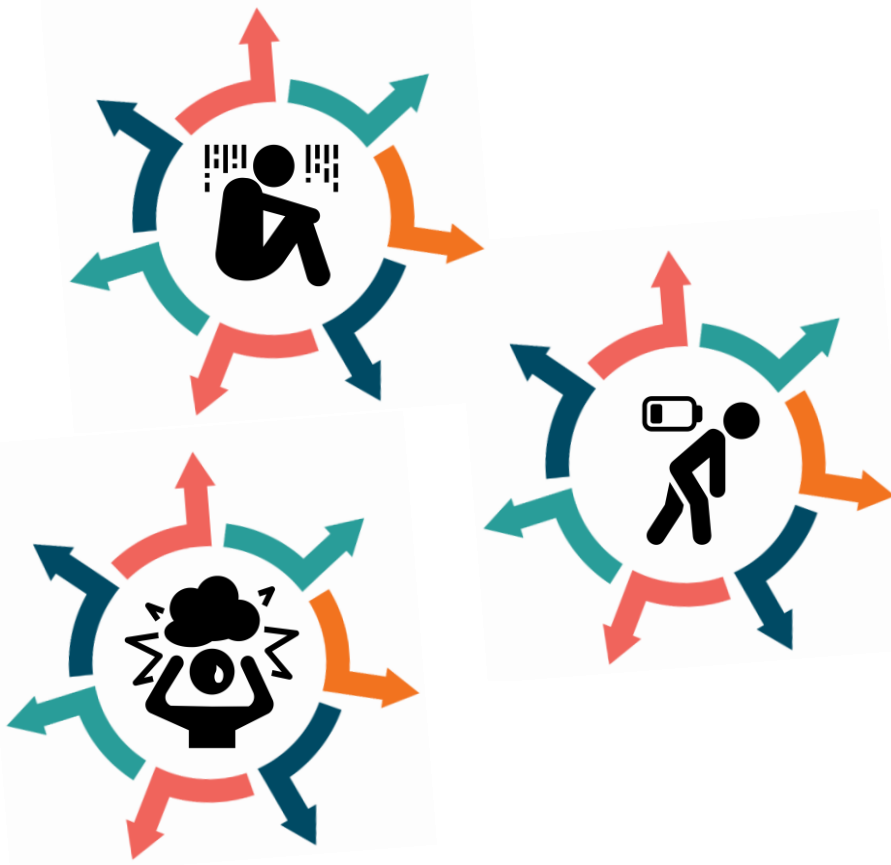
Service system pressures

- Throughout Strathcona County, social-sector service providers continue to report an increase in complex need and acuity of need, especially for those facing mental health challenges.
- The addition of SOS provides a needed option within the continuum of FCS services and supports a shift in service delivery to respond to the impacts of overburdened systems.

Service model

| SOS umbrella | Adult | Youth |
|------------------------------------------------------------|-------|-------|
| Community-based, prevention and early intervention program | ✓ | ✓ |
| Divert from police/emergency services | ✓ | ✓ |
| Violence, Trauma and Suicide Prevention Protocol | ✓ | ✓ |
| Community Collaborative Table | ✓ | ✓ |
| Wholistic, wrap-around supports | ✓ | ✓ |
| Ongoing case management | ✓ | ✓ |
| Outreach response | ✓ | ✓ |
| Voluntary participation | ✓ | ✓ |

Individuals with mental health challenges and complex needs



Existing supports, services & systems



SOS program provides early intervention measures

SOS program updates

- Fully staffed
- Collaborative work to establish referral pathway, create program criteria and outline service model for both youth and adult service streams
- Administrative and cross-department efforts
- Embedded evaluation from onset
- Presentations to RCMP, Enforcement and other community partners
- Initiation of SOS services September 2023

Next steps

- Full implementation of SOS in Fall 2023, including Collaborative Community Table
- Program update Q2 2024

Thank you!