



CITY OF HAMILTON
PUBLIC HEALTH SERVICES
Epidemiology and Wellness Division

| | |
|---------------------------|---|
| TO: | Mayor and Members Public Health Committee |
| COMMITTEE DATE: | March 18, 2024 |
| SUBJECT/REPORT NO: | One-Time Funding for Client Management System Migration Alcohol, Drug & Gambling Services, Mental Health and Street Outreach Program (BOH24004) (City Wide) |
| WARD(S) AFFECTED: | City Wide |
| PREPARED BY: | Susan Boyd (905) 546-2424 Ext 2888 |
| SUBMITTED BY: | Julie Prieto Director, Epidemiology and Wellness Division Public Health Services |
| SIGNATURE: | |

RECOMMENDATION

That the Public Health Committee authorize and direct the Medical Officer of Health, or delegate, to:

- (i) Accept, utilize, and report on the available one-time \$60,000.00 funding allocation from Ontario Health, for the migration of the Alcohol, Drug and Gambling Services and Mental Health and Street Outreach Programs client management systems; and,
- (ii) Enter into and execute, on behalf of the City all agreements, including funding agreements, and any ancillary agreements, contracts, extensions and documents associated with this approval and the related client management system., satisfactory in form to the City Solicitor.

EXECUTIVE SUMMARY

Alcohol, Drug & Gambling Services and the Mental Health and Street Outreach Program, within Public Health Services, provide addiction and mental health support to individuals in Hamilton. Ontario Health is providing one-time funding to Mental Health and Addictions Health Service Providers to support the transition of Client Management Systems that are not compatible with providing required data through the Mental Health and Addiction Provincial Data Set initiative.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: One-Time Funding for Client Management System Migration Alcohol, Drug & Gambling Services, Mental Health and Street Outreach Program (BOH24004) (City Wide) - Page 2 of 4

Ontario Health has identified that this provincial data set will allow for consistent collection and reporting of data and will support better performance measurement, quality improvement, improved service planning, funding allocation and accountability at provincial, regional and local levels.

Currently Alcohol, Drug and Gambling Services and the Mental Health and Street Outreach Program are using client management systems that are not compatible and need to transition to one new system. This transition would help with improved use of data for direct service, program planning and meeting mandatory reporting requirements. This report seeks authority to accept available one-time funding from Ontario Health to cover costs for successful system migration, bringing the programs in line with the Ontario Health Data and Digital Initiative requirements.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Ontario Health has approved a one-time funding allocation of \$60,000 for the migration of client management systems for the Alcohol, Drug and Gambling Services and Mental Health and Street Outreach Program. Cost recovery will be for the full cost of the new Client Management System implementation, not including any customizations or ongoing service fees. Ongoing service fees will be included in the April 1, 2024 - March 31, 2025 operating budget of Alcohol, Drug & Gambling Services, Mental Health and Street Outreach Programs.

Ontario Health has a limited list of vendors from which the system can be obtained. Staff will work with Procurement to procure the system in keeping with both City and Ontario Health policies.

Staffing: Not Applicable.

Legal: Contracts with Ontario Health and a new client management systems vendor will be signed, satisfactory in form to the City Solicitor. Privacy consultations and review will be requested as needed.

HISTORICAL BACKGROUND

In 2020, Ontario launched Roadmap to Wellness, the province's multi-year strategy focusing on the development of a connected and comprehensive mental health and addictions system. Within the Roadmap to Wellness digital and data initiatives are identified as a critical element that will contribute to service delivery quality and accountability.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: One-Time Funding for Client Management System Migration Alcohol, Drug & Gambling Services, Mental Health and Street Outreach Program (BOH24004) (City Wide) - Page 3 of 4

Ontario Health's, Mental Health and Addictions Centre of Excellence, introduced a Data and Digital Initiative for mental health and addictions across the province. Within this larger initiative the Mental Health and Addictions Centre of Excellence is implementing a standardized provincial data set, called the Mental Health and Addictions Provincial Data Set. Identified outcomes this initiative will support, include better performance measurement, quality improvement, improved service planning, funding allocation and accountability at provincial, regional and local levels.

The Alcohol, Drug and Gambling Services Program and the Mental Health and Street Outreach Program both collect data to provide direct service care, guide program level planning and to meet accountability requirements at the provincial level. Currently the programs use two client management systems that are not compatible with Ontario Health's program and will not be able to migrate data requested by the province.

Ontario Health has indicated submission of the Mental Health and Addictions – Provincial Data Set data will eventually become mandatory for provincially-funded mental health and addictions programs and will be added to the Multi- Service Accountability Agreement, which currently directs the two programs.

Ontario Health has approved a one-time funding allocation for the migration of the Alcohol, Drug and Gambling Services and Mental Health and Street Outreach Programs current client management systems, to a compatible system allowing for alignment with the requirements of the data initiative.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no current requirements, however, there has been indication from Ontario Health that data and digital requirements will be included in future Multi-Sector Accountability Agreements with Ontario Health.

RELEVANT CONSULTATION

Consultations have taken place with Ontario Health, and City of Hamilton Finance and Administration staff.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

With the implementation of the Mental Health and Addictions Centre for Excellence, Data and Digital Initiative in Mental Health and Addictions, there are new data requirements for addiction and mental health community programs. This directly impacts the Public Health Services Alcohol, Drug and Gambling Services, Mental Health and Street Outreach Services programs. The programs currently use two different client management systems and moving to one compatible client management

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: One-Time Funding for Client Management System Migration Alcohol, Drug & Gambling Services, Mental Health and Street Outreach Program (BOH24004) (City Wide) - Page 4 of 4

system would have benefits at the direct care level, program planning and for provincial accountability reporting.

Ontario Health has indicated that currently there is a commitment of one-time funding for the migration of the existing client management systems, however, there is no confirmation of future funding for system migration. Supporting the migration of existing client management systems from existing budget allotments would create a pressure on direct service. Mitigating this budget pressure, along with meeting mandatory requirements within the Mental Health and Addictions – Provincial Data Set initiative, supports the rationale to accept the current available allocation of one-time funds.

ALTERNATIVES FOR CONSIDERATION

Not Applicable.

APPENDICES AND SCHEDULES ATTACHED

Not Applicable.