Hamilton

Community Safety and Well-Being:
Toronto Community Crisis Centre &
Hamilton's Mental Health Crisis Response System

Emergency & Community Services Committee

November 21, 2024

HEALTHY & SAFE COMMUNITIES DEPARTMENT
CHILDREN'S & COMMUNITY SERVICES DIVISION

- Setting the Context

- Recommendations

- Toronto Community Crisis Service

- Hamilton's Mental Health Crisis Response Overview

- Feasibility in Hamilton

Setting the Context

- Community Safety and Well Being Plan aims to create the community conditions for everyone to thrive

- Currently, 1 of 6 priorities identified by the community is mental health and stigma reduction

- May 2024 staff presented Community Safety and Well-Being Annual Report and motion approved for staff to report back on the feasibility of implementing a service like the Toronto Community Crisis Service model

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(a) That City staff participate in and support the next phase of the work being led by the Greater Hamilton Health Network (GHHN) to identify opportunities for improved coordination and integration of mental health services and supports in Hamilton and that an update on this work and recommendations for next steps be included in the annual GHHN reporting to Council through Public Health.

(b) That City staff continue to work with community stakeholders and municipal partners to advocate to various levels of government for sustained funding to support expansion of mental health and addictions services and supports, and improved coordination and integration of provincially funded mental health services.

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Alternatives for Consideration

As an alternative to staff recommendations, Council direct staff to:

- Prepare a business case for the 2025 budget that would provide resources for dedicated senior level leadership to work with the Greater Hamilton Health Network and the Mental Health and Addictions Sector to develop a made-in-Hamilton integrated mental health crisis response, with single point of access and coordinated follow up service and supports.

- The implementation of a 211 response could be considered within this work, as well as a full costing and phased implementation plan for how the model could leverage existing resources and be developed uniquely for Hamilton.

Hamilton

Toronto Community Crisis Service

Toronto Community Crisis Service

Call 211 to access the Toronto Community Crisis Service

▶️ YouTube

https://www.youtube.com/watch?v=npHu8YPX3-o&t=4s

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Toronto Community Crisis Service (cont.)

- Non-police led, immediate support and intervention for individuals in crisis

- Access through 911 and 211

- In Q3 2024, citywide program implemented; ~$26.8 million annually through tax base

- City of Toronto acts as service system manager; under CSWB Division

Hamilton

Hamilton's Mental Health Crisis Response System

COAST
MCRRT
ACTT

IntĀc
GHHN

RIST
Social
Navigator

Barret
Centre
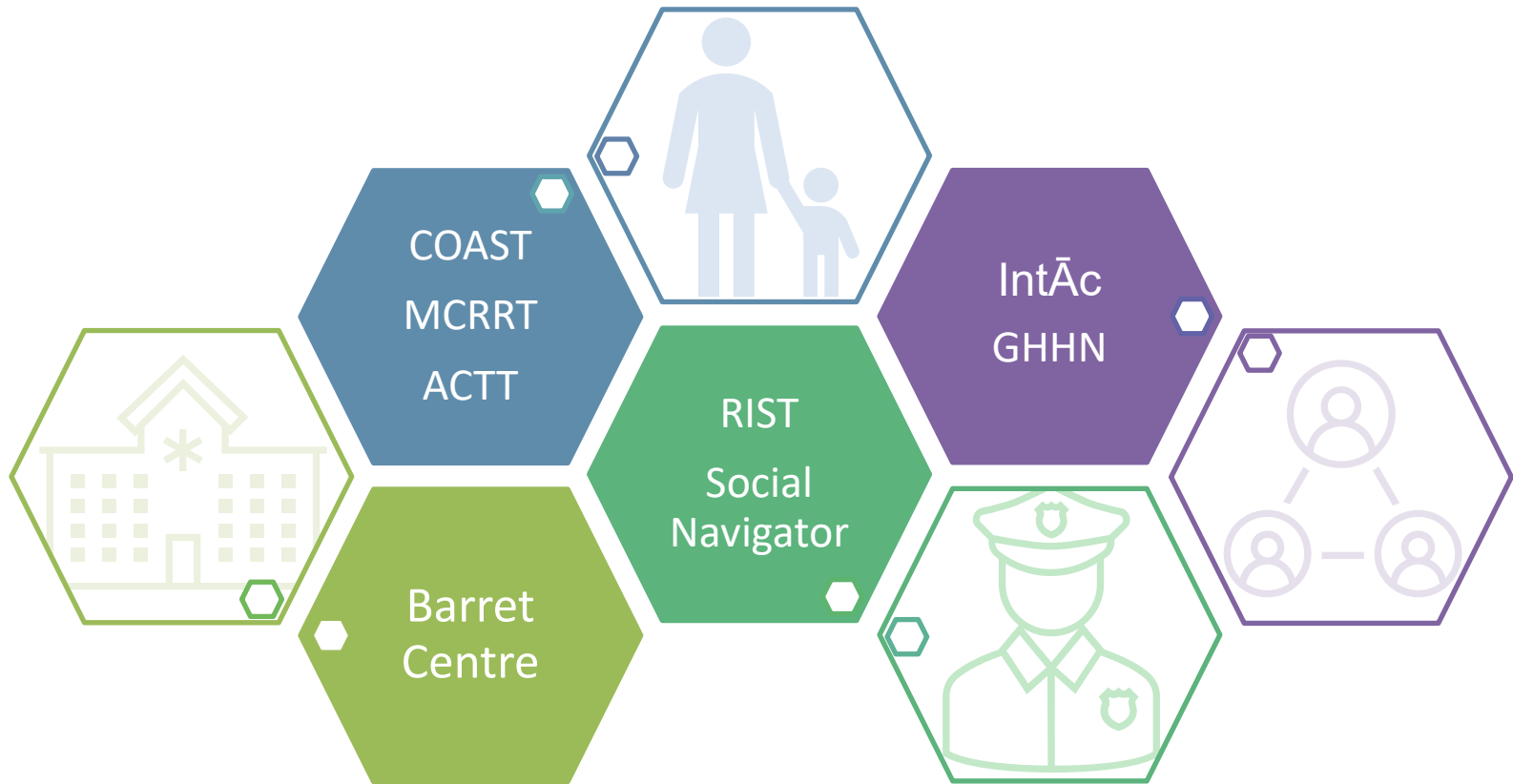
This slide provides a snapshot of Hamilton's crisis response system, acknowledging the many additional programs and supports available.

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Crisis Outreach and Support Team (COAST)

- Established in 1997 through a partnership between St. Joseph's Healthcare and Hamilton Police Services
- 24/7 diversion serving all ages
- Mobile Response System
- High-Risk Response
- 2023 Stats:
    - 25,073 calls received by COAST
    - 805 mobile visits conducted without police intervention
    - 799 mobile visits involved non-uniformed police officers
- 3.2% of COAST crisis line calls resulted in a police response

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Mobile Crisis Response Team (MCRRT)

- Mental health workers and uniformed police officers responding to 911 calls for individuals in crisis
- Responded to 5,514 calls, assisting 3,585 individuals
- Demonstrated lower apprehension rates and shorter wait times at emergency departments.

Hamilton Assertive Community Treatment Team (ACCT)

- Individuals aged 18+ with severe mental illnesses (e.g., schizophrenia, bipolar disorder, major depression).
- Utilizes evidence-based therapeutic practices to improve mental health, housing stability, and life satisfaction.

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Social Navigator Program (SNP)

- Reduce reliance on judicial and healthcare systems by guiding at risk individuals toward appropriate agencies
- Team consists of paramedics, police officers, social navigator coordinator, and two youth navigators

Rapid Intervention Support Team (RIST)

- coordinated multisectoral team that integrates various community agencies and Hamilton Police Social Navigator Officers
- Team consists of addictions workers, mental health navigators, Indigenous women's navigators, court liaisons, seniors and youth navigators, and housing navigators
- Funding ends March 2025

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Barret Centre

- 16 bed program with 6 Safe Beds dedicated to justice referrals
- Beds divert individuals from justice or emergency systems
- 10 crisis bed program accepts referrals from all sources
- Part of larger organization that provides prevention and intervention supports daily

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Additional Services

Canadian Mental Health Association

- Intensive Case Management Access Coordination (IntĀc) streamlines access to intensive case management services for individuals experiencing serious mental health issues

Greater Hamilton Health Network (GHHN)

- Not a provider of service but rather a coalition comprised of health service providers to transform health care services
- Ministry of Health provides project-specific funding to the GHHN
- Convene and coordination through Mental Health and Addictions Secretariat

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Breadth of Resources in Hamilton

- Hamilton's system is multifaceted with strong partnerships

- 7 key programs highlighted though many more supports available

- 19 providers offering outreach, mobile or combined mental health services

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Feasibility of TCCS in Hamilton

- TCCS elements already exist or could enhance Hamilton's system

- 24/7 diversion response available through COAST and MCCRT, serving all ages

- Mobile teams are part of COAST and MCCRT

- System coordination in Hamilton is limited; programs and services lack funding to meet demand; 211 has not been explored

- Planning a coordinated, single point of access mental health crisis response would require significant time and resources, senior level leadership, community collaboration and funding for implementation

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THANK YOU