

ConnexOntario

Health Services Information
Information sur les services de santé



Annual Report
2014 | 2015

From the *Executive Director*

“The strategy and the pillars offer ConnexOntario a good opportunity to take a look at our significant role and place in the province’s healthcare system.”

April 1, 2015 marked the beginning of the fourth year of the Ministry of Health and Long-Term Care’s 10-year Open Minds, Healthy Minds mental health and addictions strategy. The first three years of the strategy focused on child and youth, and ConnexOntario was successful in partnering in several initiatives targeted to at-risk and transitional-aged youth populations.

The next seven years of the strategy will be guided by five “pillars” that have been identified by the ministry as priority areas. Our budget submission format has been aligned with the five areas and future projects and activities will often be guided by these priorities. The strategy and the pillars offer ConnexOntario a good opportunity to take a look at our significant role and place in the province’s healthcare system.

The remaining years of the strategy will be a critical time for the addictions and mental health sector and for ConnexOntario. It seems only appropriate that we structure this Annual Report to show our alignment with the priority areas of the Ministry of Health and Long-Term Care’s strategy.



Brad Davey
Executive Director



Mission Statement

Through the use of leading-edge technology, ConnexOntario provides hope, early help and a human voice 24-hours per day to all individuals seeking information on, for example, mental health, drug, alcohol, and gambling problems. ConnexOntario also provides data to service planners seeking access to quality health and human services information.

“[...] Delivering on the next phase of the Mental Health and Addictions Strategy to support the delivery of coordinated, timely and quality services. You will lead this work – partnering with those across government and across systems – to support healthier, resilient, and inclusive communities.”

Kathleen Wynne, Premier of Ontario.

2014 Mandate letter: Health and Long-Term Care.

(Premier’s instructions to Minister of Health and Long-Term Care, Eric Hoskins, on priorities for the year 2014)



“...keeping with our stated principles of dynamic growth...”



From the *Board Chair*

As ConnexOntario presents its 2015 Annual Report, I write this Board Chair’s message with some sadness, owing to my two-year term as Chair drawing to a close. I do, however, move on with a great appreciation for the ongoing contributions of my fellow Board members — their shared wisdom and fellowship over my tenure was invaluable.

This year, in light of the Ministry of Health and Long-Term Care’s “Open Minds, Healthy Minds” mental health and addiction initiative, it is interesting to note that ConnexOntario has indeed shown great foresight with regard to the initiative’s five foundation principles, or “pillars”. As shown by the contents of this Report, ConnexOntario’s line of products and services indeed address many of the considerations highlighted in the Ministry pillars.

I hope you share in my sentiment that the work accomplished this year by both the Board and by ConnexOntario is in keeping with our stated principles of dynamic growth, excellence, respect, and accountability. Some measurables this year that speak to these principles include a growth in the number of contacts to the helplines, a growth in various partnerships, and the continued development of ConnexOntario’s product and service offerings.

In closing, I wish you all well as I end my term as Board Chair at ConnexOntario – it has been a pleasure fulfilling that role, and I leave with the strong belief that this organization is an essential part of the provincial healthcare system.

Marion Wright
Marion Wright
 Chair, Board of Directors



Financial Review

Revenue	DAH Fund	OPGH Fund	MHH Fund	Time-Limited Initiatives	Total 2015	Total 2014
Provincial Government Grants	\$936,049	\$1,212,368	\$1,615,393		\$3,763,810	\$3,763,810
Time Limited Initiatives/Projects				606,797	606,797	351,228
Less: Capital Purchases	(1,544)	(1,840)	(2,553)	(242,876)	(248,813)	(27,845)
Add: Amortized Provincial Grants	11,892	16,465	16,260	142,611	187,228	164,050
Investment and Other Income	29,360	35,006	48,561	1,858	114,785	115,551
Total Revenues	\$975,757	\$1,261,999	\$1,677,661	\$508,390	\$4,423,807	\$4,366,794
Expenses	944,391	1,222,259	1,627,980	508,390	4,303,020	4,177,689
Excess of Revenues Over Expenses	\$31,366	\$39,740	\$49,681	\$0	\$120,787	\$189,105



Promoting *Resiliency and Well-being*

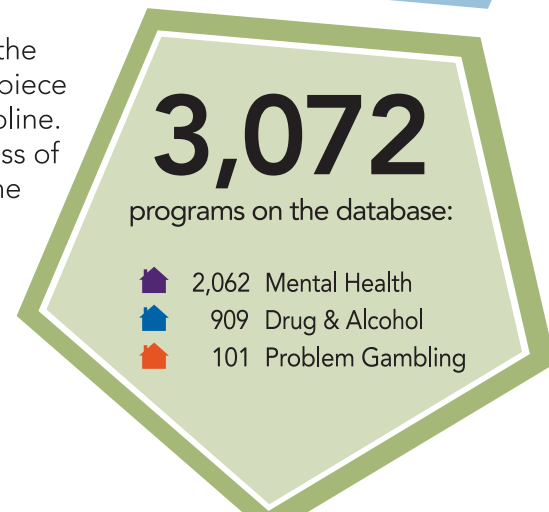
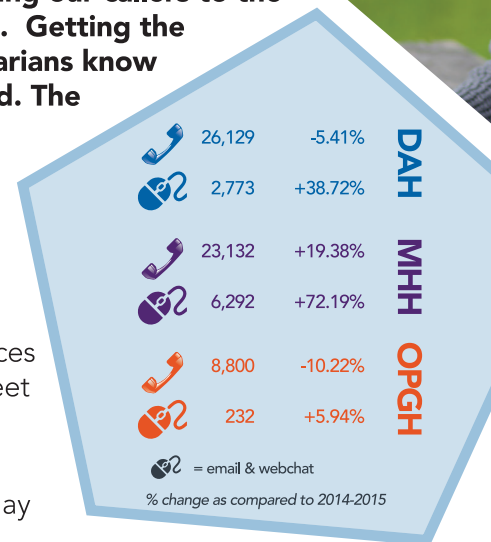
ConnexOntario supports resiliency and well-being in Ontarians by connecting our callers to the most suitable services and by providing system education and information. Getting the word out about ConnexOntario and the helplines is the key to letting Ontarians know that we are here for them and that we have the information that they need. The information available is highly specific and personalized – including the particular population(s) the program is designed for, and program availability – on the most appropriate services offered by government-funded mental health and addictions organizations.

The helplines operated by ConnexOntario offer a **professional, coordinated, centralized, and reliable point of access** to the mental health and addictions service system and subsequent resource matching to the most appropriate services and supports. Our focus is on helping Ontarians access the right resources to meet the demands and challenges of living with a mental health or addiction issue.

In addition to contacting the helplines by telephone, email, or webchat, three mobile applications were launched in both the Apple iTunes and the Google Play stores, supporting additional routes of access.

Television, digital, and print advertising campaigns were conducted across the province to **increase awareness of the helplines** and a recent CTV2 news piece on mental health and the justice system highlighted the Mental Health Helpline. As well, conferences, workshops, and health fair exhibits increased awareness of ConnexOntario's services to helping professionals and others throughout the province.

ConnexOntario participated in discussions with Metrolinx regarding Mental Health Helpline signage being posted at railway stations, crossings, platforms, and bridges along the GO Transit and TTC corridors.



Ensure Early *Identification and Intervention*

Our three helplines are often the initial access point for Ontarians looking for addictions and/or mental health help. We have created tools and formed partnerships that support an individual's path to the most appropriate treatment environment for them.



DirectConnex

DirectConnex, our new appointment booking and calendar system, lets our Information and Referral Specialists (IRS) and participating organizations directly book callers/clients into appointments – **connecting clients to the**

services they need and allowing organizations to optimize their client-service effort.

Shared calendaring and coordination between participating organizations is a feature of DirectConnex. Confirmation emails received after each appointment allows us to track the show/no show rate.

Since the launch of DirectConnex,

244

Connex-to-caller and organization-to-organization appointments have been booked.



The deployment of DirectConnex within the Oxford County Addiction Treatment Strategy – and the consequent sharing of service provider resources – has allowed clients to be paired with the complementary skill sets offered by the partners, and the ability to be booked into the next available appointment, **significantly minimizing the wait time.**

Since November 2012, the tele-triage nurses at Telehealth Ontario have provided our helpline numbers to **5,587** of their callers. Of those callers, **2,051** accepted a nurse's offer to transfer their call directly to one of the helplines.



In 2014, the Erie St. Clair Local Health Integration Network launched an initiative called Fast Access to Community Experts (FACE) using DirectConnex to **book callers directly into appointments** and enhance access to the mental health and addictions system for local residents. DirectConnex, with its capability for adaptation into a variety of appointment booking initiatives, shows great potential for use across the province.

ConnexOntario's eServices application is the access to a **vast database of mental health and addictions sector organization information.**

Dashboards available in eServices, for authorized users, include:

- Legal Sector Availability (Judges' Dashboard)
- Eating Disorder Services Availability
- Schedule One Bed Board/Maryvale
- Police Access Line

Our Data, Product and Services Management department **continually updates the database with validated information** provided by more than 400 organizations operating thousands of programs funded by federal, provincial, and/or municipal governments.

211 Ontario and Telehealth Ontario directly transfer callers looking for mental health and/or addictions services to our helplines, **resulting in diversion** from emergency departments to appropriate community resources.

Additionally, we provide callers with the location of programs offering services through the Ontario Telemedicine Network (OTN), **aiding those who have been unable to directly access services** because of resource gaps, remote locations, and/or transportation or personal issues.

Type of information and tools available through eServices:

- update availability online
- generate real-time reports
- review service inventories
- view standard and customized dashboards:
 - program availability
 - wait times
 - profile statistics
 - other sector overview information



Partnerships:

- Erie St. Clair LHIN
- 211 Ontario
- Association of Ontario Health Centres
- Centre for Addiction & Mental Health
- Child & Youth Centre of Excellence, Children's Hospital of Eastern Ontario
- COAST Hamilton
- Kids Help Phone
- Metrolinx
- Ontario Telemedicine Network
- Telehealth Ontario
- Toronto Central LHIN

Over **77,000** contacts in 14/15 fiscal

Increase of **12.4%**



Expanding *Housing, Employment Supports and Diversion and Transitions from the Justice System*



Avoiding the criminalization of those presenting with addiction and/or mental health issues, and ensuring that all have a safe and supportive home in which to resolve these issues, is one of the main challenges for the addictions and mental health service sector.

ConnexOntario supports the **diversion** of Ontarians with mental health and/or addictions issues away from hospitals and the justice system and **into more appropriate community programs.**

We gather mental health and addictions support-within-housing program information. This allows us to provide relevant referrals for callers requiring housing support, as well as ongoing assistance with an addiction or mental health issue.

HSJCC Website:
Page visits per year

183,000

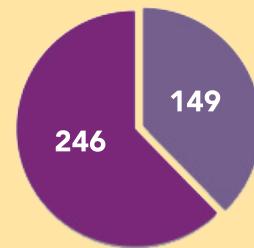


25,000

unique visitors

Police officers in the Greater Toronto Area can contact an Information and Referral Specialist by way of the Police Access Line to **locate services for individuals** who are suspected of having mental health and/or addictions issues, an acquired brain injury, or developmental disability and who are **in contact with police**. The officer is provided with the location of an available safe bed for the individual or a referral to the Mental Health and Justice Prevention Program. The individual is usually diverted from the emergency room and police officers are able to return sooner to their duties.

PAL Call Statistics:



2013-14
2014-15

The Human Services and Justice Coordinating Committee (HSJCC) website, which we host and maintain, supports provincial and local Human Services and Justice Coordinating Committees. It provides a central collection point for the coordination of **resources and services for those who work with people who are in conflict with the law** – especially those with a serious mental illness, developmental disability, acquired brain injury, drug/alcohol addiction and/or fetal alcohol spectrum disorder.

The Ontario Forensic Mental Health Bed Registry, also hosted and maintained by ConnexOntario, supports forensic mental health system stakeholders. These include Crown attorneys, provincial forensic program directors, Ministry of Health and Long-Term Care staff requiring **information about forensic-system bed use**, and those who require information on the availability of resources for Ontario Review Board use.



Providing the *Right Care, at the Right Time, in the Right Place*

Our organization plays a large part in facilitating the Ministry of Health and Long-Term Care's mental health and addiction strategy in supporting Ontarians' access to care when they need it. Available 24/7/365, we're always here for those seeking the right service, at the right time, and in the right place.

In 2014-2015,

762

referrals were made to services offering mental health and/or addictions support within housing programs.



This year, our Information and Referral Specialists (IRS) responded to more than 77,000 telephone, email, and webchat contacts.

The IRS direct callers to the most appropriate services and supports by sourcing information from a database holding information on more than 3,000 government-funded addictions and mental health programs. By referring callers to community programs, they are diverted from more complex, and costly, hospital-based programs.

1135

Total number of contacts via Good2Talk Helpline

Increase of

143%

over last year.

DAH
29,002 contacts
OPGH
8,369 contacts
MHH
39,676 contacts

Webchats increase by

23%



Specialized helplines to support at-risk populations, particularly youth, help ensure access to care. As a partner in Good2Talk, Ontario's postsecondary student helpline, we are responsible for providing students with information about, and referral to, addiction and mental health services. Our database contains information on more than 680 **on-campus mental health and addictions programs and resources** at Ontario's publicly-funded postsecondary institutions. We responded to 1135 requests from students this year, which represents a 143% increase over the previous fiscal year.

Outside of Good2Talk, we continue to provide referrals to programs specific to transitional-aged youth.



“Every college and university student in Ontario should have access to the support they need to enjoy good mental and physical health throughout their learning journey. Through the Mental Health Innovation Fund, and other important initiatives, Ontario is working to ensure that every single student who needs help can turn to co-ordinated, high-quality mental health care.”

-Reza Moridi, Minister of Training, Colleges and Universities



Fund based on *Need and Quality*

Every day, we create data reports that inform decisions made by system planners in government, health units, the hospital community, and other stakeholders in the mental health and addictions sector.

ConnexOntario **tracks mental health and addictions sector trends** (e.g., demographic data, geographic data) and helps identify gaps in service.

ConnexOntario also **tracks sector referral patterns** where a caller is seeking, or is referred to, services outside of their home LHIN. As well, each Local Health Integration Network (LHIN) is sent a quarterly scorecard relating to the organizations for which it is responsible.

Data quality and accuracy is important to the effectiveness and use of the data collected and maintained by ConnexOntario. The **database holds regularly updated and validated information** on more than 3000 publicly funded mental health and addictions programs, services, and supplementary resources, such as self-help groups.

ConnexOntario maps all services by functional centre or service category. These maps are a strong visual aid for individuals working in system planning. This year, report developers prepared over 1800 reports and maps that aided system planners and stewards in **identifying key areas of need and future planning**. As well, thousands of standard reports are run using various self-serve mechanisms available via ConnexOntario product offerings.

Scorecards and data quality reports are provided to sector organizations and LHINs to aid in system planning. ConnexOntario also participates with other organizations in the mental health and addictions sector via **data-sharing** (for example, with the Toronto Central LHIN and Ontario 211) and **data warehousing** (for example, the Association of Ontario Health Centres). As well, we believe in the importance of **LHIN engagement**, and we are working more closely with the LHINs regarding strategic system planning.

This year, the database was enhanced by the addition of the following program data points:

- central intake/ coordinated access
- “process addictions” – gaming, internet, shopping, sex, and/or pornography
- interim supports for clients waiting to get into a specific service

97%

of Organizations
and Programs
Validated in
2014/15

ConnexOntario

Health Services Information
Information sur les services de santé

ConnexOntario Board of Directors 2014 | 2015 Membership

Marion Wright, Chair
Kingston

Alice Bellavance
Thunder Bay

Geoff Quirt
Peterborough

Terri Heggum-Allen, Vice Chair
Oakville

Sonja Grbevski
Windsor

Nancy Roxborough
Barrie

Don Barclay, Secretary-Treasurer
London

Wayne Blampied
Brampton

Elizabeth McCarthy
London

Donna Rogers, Member-at-Large
Peterborough

Valerie Johnston
Toronto

Ron Hoffman
London/North Bay

Contact Us:

ConnexOntario Health Services Information
200-685 Richmond Street
London ON N6A 5M1
Tel: 519.439.0174 Fax: 519.439.0455
administration@connexontario.ca

Websites:

www.Connexontario.ca
www.DrugAndAlcoholHelpline.ca
www.MentalHealthHelpline.ca
www.ProblemGamblingHelpline.ca

Drug & Alcohol
Helpline

Mental Health
Helpline

Ontario Problem
Gambling **Helpline**