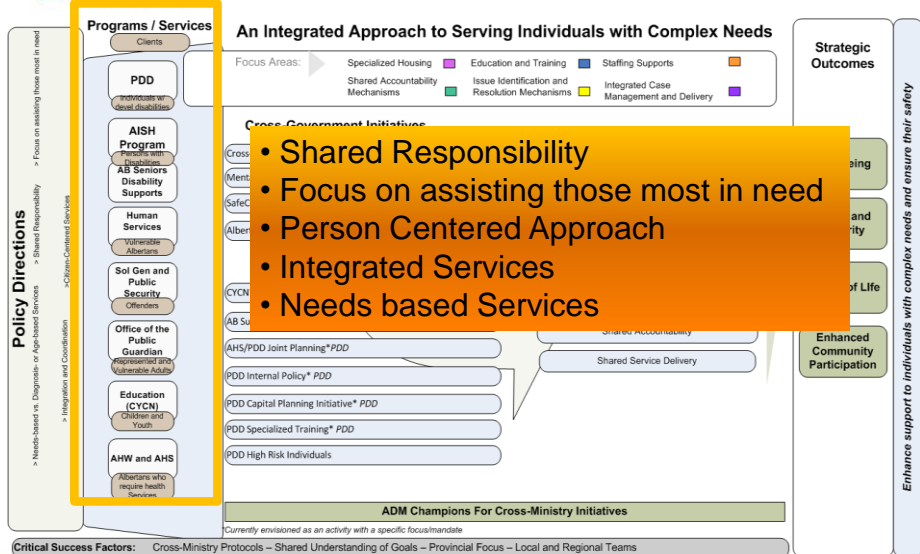
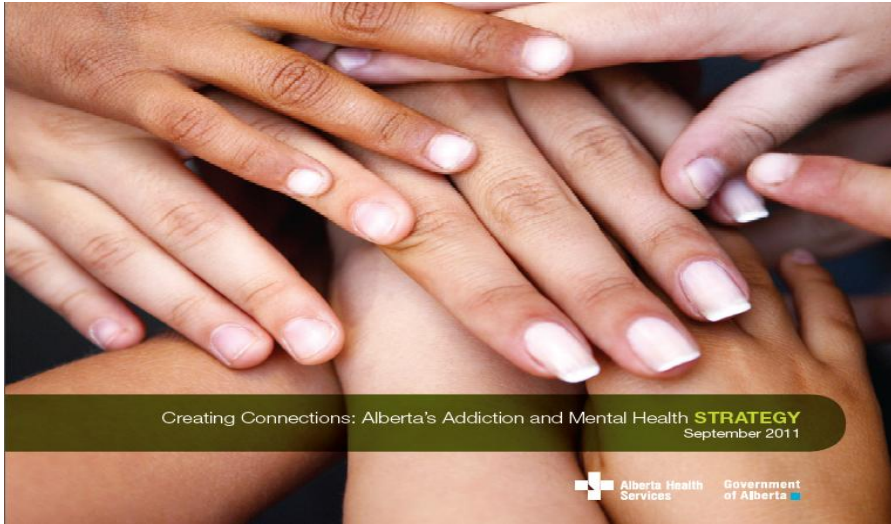


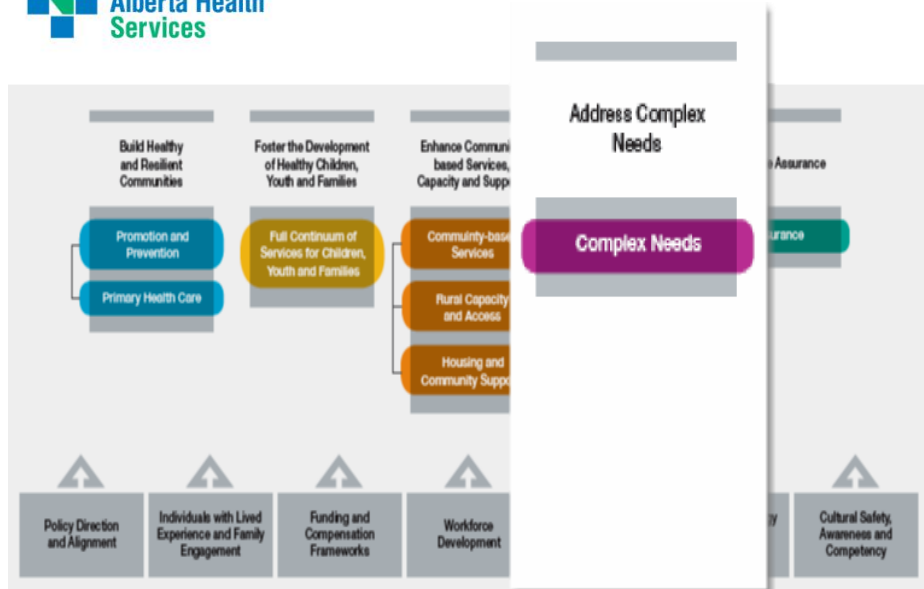
# Complex Service Needs Initiative

## Journey from Inception to Delivery





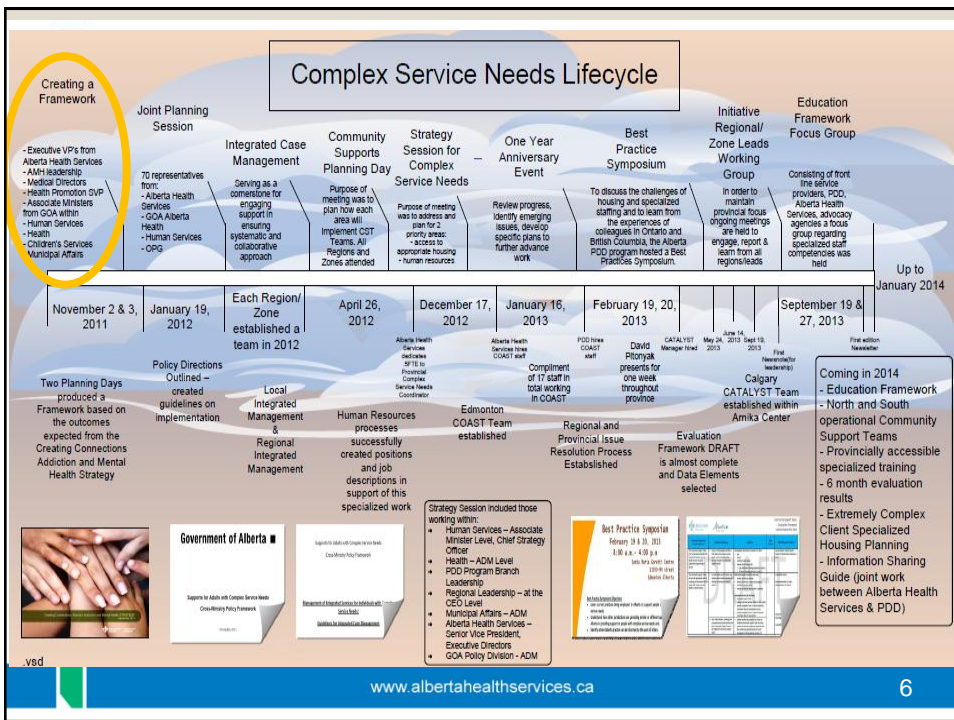
Creating Connections: Alberta's Addiction and Mental Health **STRATEGY**  
September 2011



## We have a specific population that has unmet needs...

### Complex Service Needs:

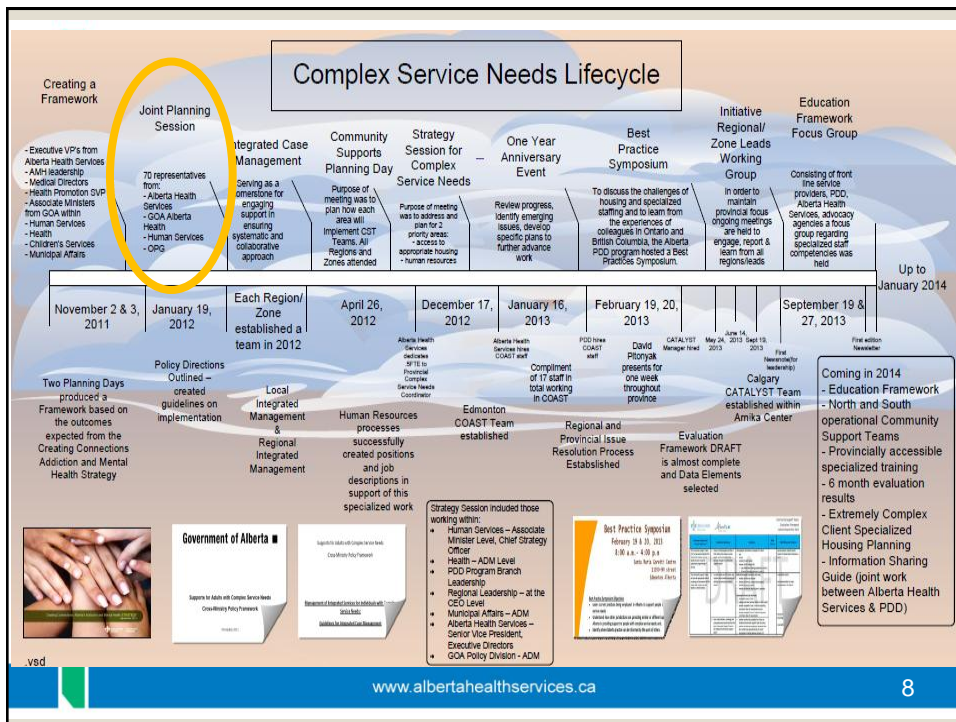
- Eligible for services from PDD, pose a significant risk and/or are destructive to themselves, others or property. These individuals require intensive services **and** have, or have had a history of one or more of the following diagnosis or life experiences:
  - A Mental health disorder
  - Termination from services
  - Specialized treatment for psychiatric and/or behavioral issues
  - Multi-system involvement
  - Incarceration(s) or criminal justice involvement;
  - Chronic substance abuse/dependency problems.



## Five Policy Elements/Directions

- Integrated Case Management
- Continuum of Services
- Training and Education
- Effective and Efficient Systems
- Shared Accountability across Ministries

## Supports for Adults with Complex Service Needs Cross-Ministry Policy Framework:



## Who was at the planning table

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- The System worked together with the contributions of:
  - Human Services
    - PDD program
    - Office of the Public Guardian
    - Children and Youth Services
    - Employment
    - Children and Youth with Complex Needs
  - Health
    - Alberta Health Services
  - Solicitor General and Public Security
  - Education
  - Enterprise and Advanced Education

## Most Importantly...what happened?

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Systems translated into Services

## COAST

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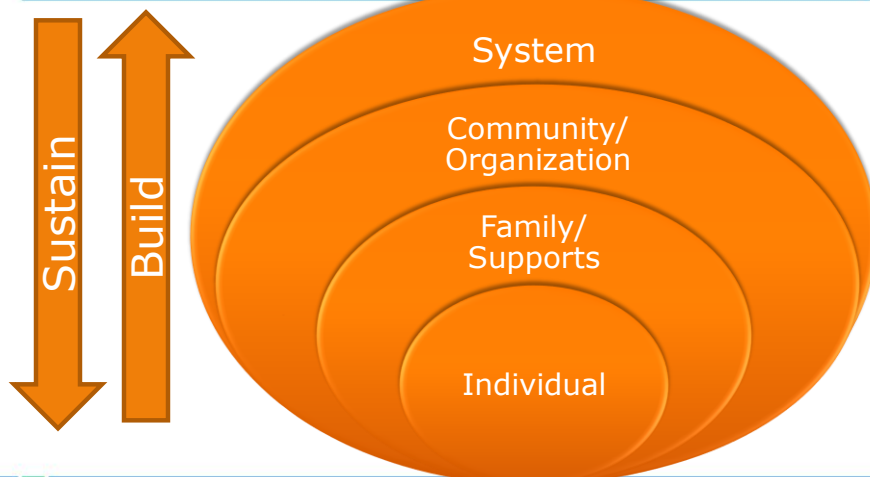
Mission:

*To enhance the community's capacity to meet the needs of individuals with developmental disabilities*

- Collaboration between Persons with Developmental Disabilities (PDD) and Alberta Health Services (AHS)
- Multi-disciplinary approach
- Accessible, responsive and impactful
- Community based and mobile
- Broad scope that encompasses multiple levels of support

## COAST – what we do

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## Coming in 2014

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- Education Framework
- North and South operational Community Support Teams
- Provincially accessible specialized training
- 6 month evaluation results
- Extremely Complex Client Specialized Housing Planning
- Information Sharing Guide (joint work between Alberta Health Services & PDD)

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# Complex Service Needs Lifecycle

## Creating a Framework

### Joint Planning Session

- Executive VP's from Alberta Health Services
- AMH Leadership
- Medical Directors
- Health Promotion SVP
- Associate Ministers from GOA within
- Human Services
- Health
- Children's Services
- Municipal Affairs

70 representatives from:

- Alberta Health Services
- GOA Alberta Health
- Human Services
- OPG

### Integrated Case Management

Serving as a cornerstone for engaging support in ensuring systematic and collaborative approach

### Community Supports Planning Day

Purpose of meeting was to plan how each area will implement CST Teams. All Regions and Zones attended

### Strategy Session for Complex Service Needs

Purpose of meeting was to address and plan for 2 priority areas:

- access to appropriate housing
- human resources

### One Year Anniversary Event

Review progress, identify emerging issues, develop specific plans to further advance work

### Best Practice Symposium

To discuss the challenges of housing and specialized staffing and to learn from the experiences of colleagues in Ontario and British Columbia, the Alberta PDD program hosted a Best Practices Symposium.

### Initiative Regional/Zone Leads Working Group

In order to maintain provincial focus ongoing meetings are held to engage, report & learn from all regions/leads

### Education Framework Focus Group

Consisting of front line service providers, PDD, Alberta Health Services, advocacy agencies a focus group regarding specialized staff competencies was held

Up to January 2014

November 2 & 3, 2011

January 19, 2012

Each Region/Zone established a team in 2012

April 26, 2012

December 17, 2012

January 16, 2013

February 19, 20, 2013

June 14, 2013  
May 24, 2013  
Sept 19, 2013

September 19 & 27, 2013

First edition Newsletter

Two Planning Days produced a Framework based on the outcomes expected from the Creating Connections Addiction and Mental Health Strategy

Policy Directions Outlined – created guidelines on implementation

Local Integrated Management & Regional Integrated Management

Human Resources processes successfully created positions and job descriptions in support of this specialized work

Alberta Health Services dedicates SFTE to Provincial Complex Service Needs Coordinator

Edmonton COAST Team established

Alberta Health Services hires COAST staff

Compliment of 17 staff in total working in COAST

Regional and Provincial Issue Resolution Process Established

David Pitonyak presents for one week throughout province

Evaluation Framework DRAFT is almost complete and Data Elements selected

Calgary CATALYST Team established within Amika Center

Coming in 2014

- Education Framework
- North and South operational Community Support Teams
- Provincially accessible specialized training
- 6 month evaluation results
- Extremely Complex Client Specialized Housing Planning
- Information Sharing Guide (joint work between Alberta Health Services & PDD)



Strategy Session included those working within:

- Human Services – Associate Minister Level, Chief Strategy Officer
- Health – ADM Level
- PDD Program Branch Leadership
- Regional Leadership – at the CEO Level
- Municipal Affairs – ADM
- Alberta Health Services – Senior Vice President, Executive Directors
- GOA Policy Division - ADM

