



Addiction & Mental Health Services | Kingston Frontenac Lennox & Addington
WELLNESS ACCEPTANCE BELONGING

AMHS-KFLA Transformation Update & Housing Plans

Karen Berti, Supervisor

Delegation to Kingston City Council June 18, 2019

Overview

- The Transformation Agenda and Role of a Health Services Supervisor
- Client-Focused Future State Design Informed through Consultations
- Tertiary Care and Housing Transition Plans
- Next Steps

Mandated Transformation

The need for transformation began with an investigation, initiated by the South East LHIN and subsequent Investigator's Report which was made public in September (2018). The report indicated AMHS-KFLA was not delivering on its mandate.

As a result, the South East LHIN appointed a Health Service Provider Supervisor (December 2018) to take on the role and responsibilities of the Board and Chief Executive Officer to refocus and realign the financial, clinical, leadership and governance efforts of the Agency.

A Supervisor's role is time-limited - focused on creating a transformation in an agency to enable the sustainable delivery of excellent quality and accessible services into the future.

The AMHS-KFLA Supervisor is a term role and new leadership (Board and CEO) will be identified as part of the transition.

Future-State Design Informed through Consultations

AMHS-KFLA serves 8,000 clients with serious mental illness and addictions. The Agency is accountable for serving clients with these needs within its existing budget.

For some time, AMHS-KFLA has not kept pace with advancements in addictions and mental health care and offered a broad range of services more appropriately provided by other partners.

In addition to the Investigator's findings, broad and extensive consultations continue to occur as transformation plans are implemented over the next six months.

Over 100 partner meetings have been held to date and are ongoing to explore how some community services can be provided by partners or better structured to support clients with timely access to programs and services, and enable appropriate client diversion from interactions with police, court services, emergency departments visits and unnecessary hospitalizations.



Partnering with Kingston Police – Emergency Room Diversion Initiative

A new and exciting partnership with Kingston Police and partners is exploring the creation of a crisis outreach and support team-like model to the Kingston Area (projecting Fall, 2019).

A project team has been created and represents AMHS-KFLA, the Kingston Police Department, Home Base Housing, Family and Children Services, the Maltby Centre and Kingston Health Sciences Centre.

AMHS-KFLA staff will ride along with a police officer to provide in-time crisis mental health evaluations and connect individuals to community services.

This model offers the potential for our team to be involved in developing longer-term treatment plans, assemble community resources and enable the diversion of a hospitalization/emergency department visit. In benefit to police service partners, this initiative will provide officers support and education when responding to mental health and addictions crisis.

This is an exciting opportunity for our Crisis Team who has established strong relationships with local police services and works hard to support appropriate client diversion from hospital emergency departments.

What We are Working Towards

- Opening a specialized rehabilitation program within a unique housing model for clients needing wrap-around services 24 hours/day; 7 days a week.
- A centralized intake and booking process streamline appointments and referrals.
- The consolidation of all downtown Kingston services to 552 Princess Street.
- Extended hours of operation for some services to provide greater access and reduce wait lists.
- The hiring of regulated health care professionals, peer navigators and greater access to psychiatry.
- Increasing services tailored specifically to youth (i.e., addictions).
- Offering outreach services in the community and rapid re-entry to services when required with increased access to rural areas.
- Expanded counselling and therapy services.
- Launch of a Client and Family Advisory Committee.



Enhanced model of care with wrap around services



Enhanced access to psychiatry



Services targeted and tailored for youth



Rapid re-entry



Outreach to our services



Peer navigators to support seamless transitions



Clinical leadership across all four portfolios



Services available where you live



Increased capacity in clinical services

Tertiary Care – Housing Updates

As you may have heard, AMHS-KFLA is looking at getting out of the business of being a landlord and refocusing on direct client care. In no way do the changes being implemented leave any client or non-client tenant homeless.

Administrative Buildings: All Kingston area office-based services are provided at 552 Princess St. Two vacant administrative (non-client/tenant) buildings in Kingston will be sold. They are empty and were never used as a residence. Funds will support our new 35 Lyons St. building.

Phase 1

John Street, Albert Street and West Street buildings house clients we serve. They are houses that have been converted group homes and do not best support our client's recovery journey.

These clients will all be moving to 35 Lyons Street, and these 3 properties will be sold after all clients have moved and the buildings are vacant.

Phase 2 – Building Plan

AMHS-KFLA does have properties in the Kingston area where we operate as a landlord.

While we will start to explore opportunities to transition from being a landlord for some properties, there is no urgency or set timeline to this.

AMHS-KFLA is committed to supporting efforts by the City of Kingston and housing partners to maintain, and where possible, create affordable housing stock.

We will be undergoing thoughtful, direct conversations with partners interested in ensuring these buildings remain as affordable housing stock.

AMHS-KFLA will not proceed to sell them if we do not have a guarantee of housing continuity for existing tenants.

There is no net loss to supportive housing stock as a result of our building plans.

Next Steps

AMHS-KFLA has presented to the Housing and Homelessness Advisory Committee and is part of upcoming partner consultations on the 10-Year Municipal Housing and Homelessness Plan that are scheduled to occur later this year.

AMHS-KFLA specific consultations will continue to occur as transformation plans are implemented over the next six months.

Our overall aim is to increase the Agency's core program capacity, enhance clinical models of care and support access to care for those who have been waiting (sometimes for years) across our communities.



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Questions?

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31 Lyons Supportive Housing



35 Lyons Client Specialized
Rehabilitation

35 Lyons Street – Opening Soon



35 Lyons St.

We are adding housing stock for clients needing specialized rehabilitation.

This four-story building has 43 independent apartments and overall increases our capacity by 18 units for clients with severe mental illness.

The building has been designed to include all safety, security and accessibility supports and enables staff to be centralized in one location versus three.

It will be staffed with 2 interprofessional care teams (CI housing, and TRHP) that will provide wrap around service (24 hours a day/7 days a week).

As all clients (from John, Albert and West) and their families plan for the move to 35 Lyons, we are supporting their transition needs and have engaged them in personalizing their space through the selection of household items such as bedding and towels.