



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale  
Kingston Frontenac Lennox & Addington

## Memo

**Date** June 24, 2020  
**To** AMHS-KFLA Partners  
**From** Karen Berti, Supervisor  
**Subject** Transformation Closure and Note of Appreciation

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So much positive change has happened at AMHS-KFLA centered around the one core aim – to establish high quality, timely access to services and supports for clients. As my appointment as Supervisor for the Agency comes to a close on June 30th, I am pleased to share with partners that a healthy and sustainable financial position has been achieved.

Significant transformation has occurred to improve and expand all levels and accountabilities of the Agency. Through an intensive third-party investigative review (May 2018), and a subsequent operational review and redesign process across all programs and services, AMHS-KFLA is now providing timely access to care and is operating in full alignment to the objectives set out in the Government's *Roadmap to Wellness*. Through a focus on quality client care, outcomes have already been achieved across the 4 pillars: Improving Quality, Expanding Existing Services, Implementing Innovative Solutions, and Improving Access.

Long historical waitlists have been eliminated, clinical expertise has been enhanced, quality standards and innovative service delivery models have been implemented, and staff are supporting clients in their recovery journey through a clinical stepped model of care framework. This model is effectively facilitating connected care transitions and coordinated care plans and is maximizing workforce capacity and referral pathways with a broad range of partners.

I am proud of how the team has emerged from a tumultuous history and into establishing strong partner relationships. AMHS-KFLA is now represented at over 45 partner tables and fully deployed across our catchment area in thanks to the support of many partners that facilitated co-location opportunities.

I know the AMHS-KFLA care team will continue to be an incredible asset to cross-sector partner initiatives. They are a high performing team, unwavering in their focus on clients, and ready to champion Ontario Health transformation opportunities in the South East.

I want to thank you for your trust in our path forward, your input into the Agency's future state design and collaborating on innovative models of care to ensure some of our most vulnerable continue to be supporting in these more recent challenging times.

Overall, I want to express my sincere appreciation for your support and collaboration with the AMHS-KFLA care team of over 200 incredible staff, now positioned to effectively advance the vision of a comprehensive and connected mental health and addictions system. Soon, a Client and Family Advisory Council, supported by a dedicated Coordinator, will be established to help ensure the future direction of AMHS-KFLA continues to be shaped by clients and families, and can guide the future governance and leadership of the Agency in their mission.

It is my sincere hope that each of you will continue to support AMHS-KFLA into the future.

Thank you,  
Karen