



**Canadian Mental  
Health Association**  
British Columbia  
*Mental health for all*

# City of Victoria: Community-Led Mobile Crisis Team

## **Presentation to Council**

Background and Process for UBCM Strengthening  
Communities Grant 2021-22

Presented by: Jonny Morris, CEO

Date: 7 October 2021

# Agenda

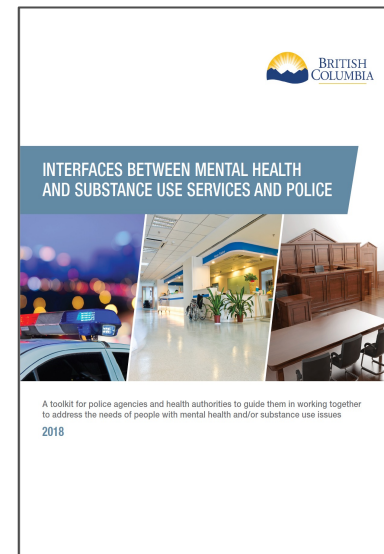
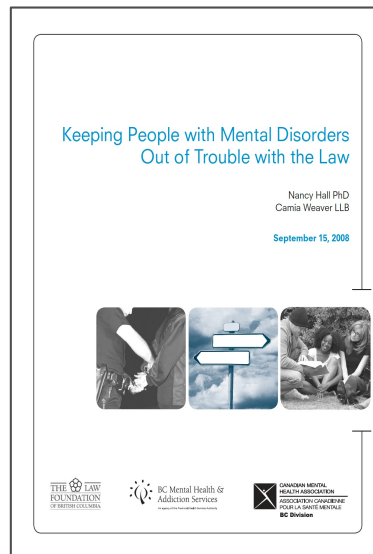
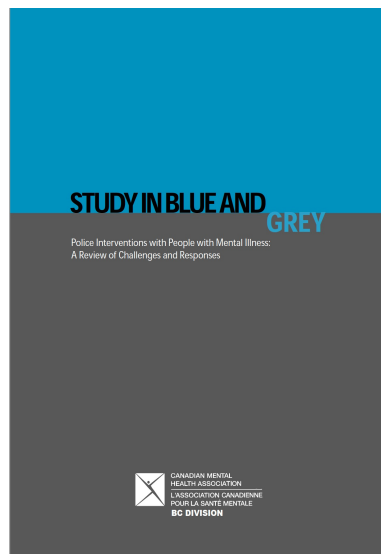
- Acknowledgment of Unceded and Ancestral Indigenous Territories
- Description of Concept and Partnerships
- Process for UBCM Strengthening Communities Grant
- Questions

# Canadian Mental Health Association

**CMHA** is an established national charitable organization that has been in BC since 1952.

In BC, CMHA has a Division office and 14 local branches that serve over 100 communities.

**BC Division** has a 20 year+ history of systems-level advocacy focused on mental health, policing and the broader justice system.





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# Defining Crisis

## Safety Risks:

- Criminal activity
- Threat of violence to self or others

## Health Risks:

- Suicide attempt
- Psychosis
- Overdose
- Major physical injuries or co-morbid conditions

## Crisis Drivers:

- Shelter / housing issues
- Food security
- Family conflict
- Alcohol / Substances
- Depression / Anxiety
- Loss
- Minor physical injuries

**Police**

**Health**

**Community**

# The Issue: Mental Health Crisis Response



In BC, police officers are the frontline responders to mental health crises.

Due to **legislation** and a **lack of voluntary health and social services**, people experiencing a crisis are transported by police to only one of two options. Neither is well-equipped to address the complex issues that lead to the crisis.

**Criminal Justice System**

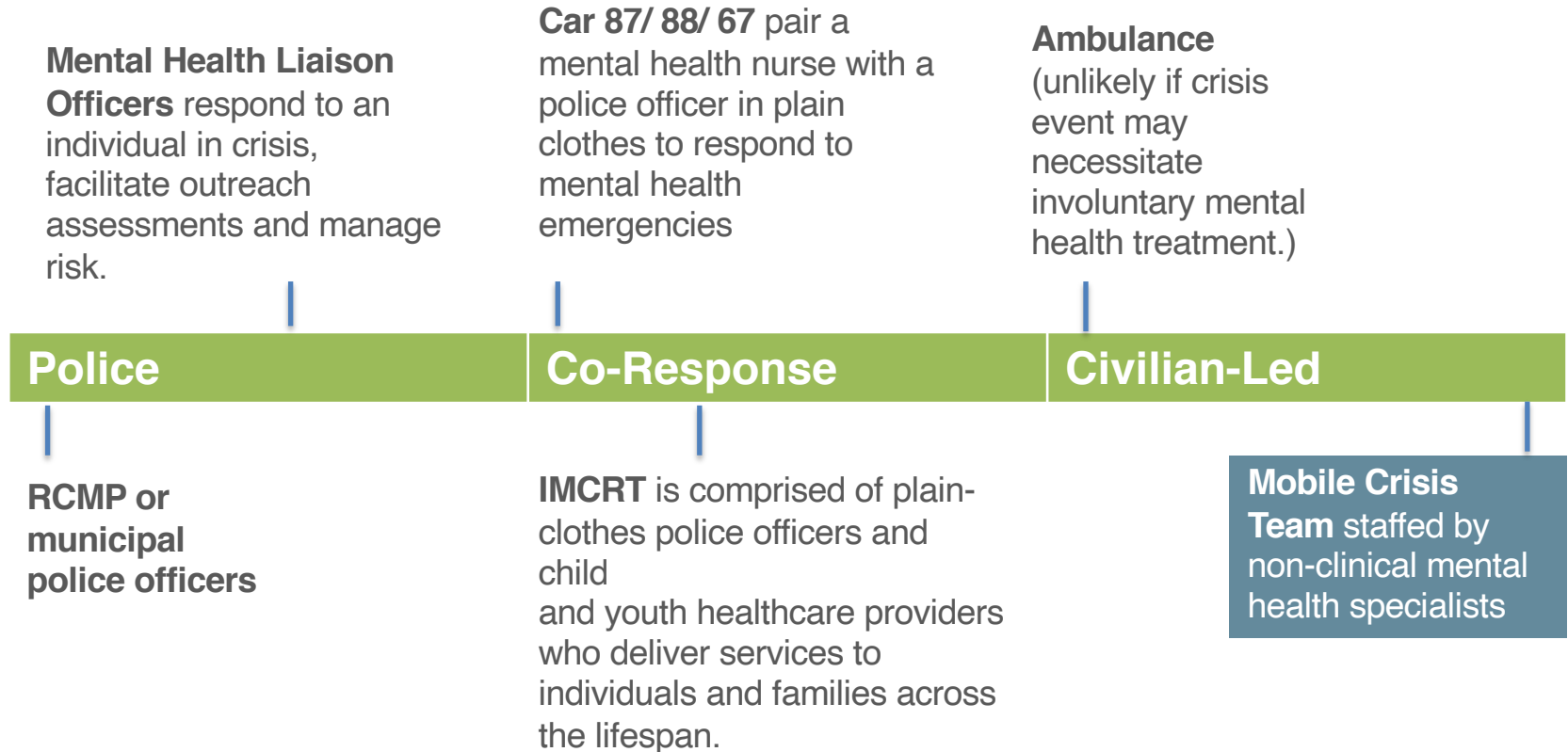


**Emergency Department**





# A Solution: BC crisis response continuum



# A Solution: BC post-crisis care options

Police	Co-Response		Civilian-Led	
<p><b>Mental Health Liaison Officers</b> monitor case managed individuals and support review panel and extended leave processes.</p>	<p><b>Assertive Outreach Team (AOT)</b> pairs a MHSU service provider with an officer in a police car to provide outreach services. Program focuses on short term stabilization and risk mitigation, compared to the long-term planning and intervention of ACT teams.</p>	<p><b>Assertive Community Treatment (ACT)</b> are mobile units that partner MHSU services in local health authorities with community partners, including police. Teams provide rehabilitation, healthcare assessment and treatment on an ongoing basis.</p>	<p><b>Community Outreach and Assertive Services Team (COAST)</b> combines social workers, nurses, psychiatrists, community support and peer support to assist people in moving towards recovery and facilitate independence.</p>	<p><b>Mobile Crisis Teams</b> staffed by non-clinical mental health specialists provide support and connection to a range of services such as housing, treatment, benefits, employment, etc</p>

# The Concept: Peer Assisted Care Team



The Peer Assisted Care Team (PACT) is an alternative or auxiliary service to police response to crisis calls related to mental health.

## **Key Components:**

- Pairs a mental health professional with a trained peer crisis responder.
- Expands the range of mental health supports to City of Victoria residents, co-designed with populations at higher risk of experiencing distress that may lead to police contact.
- Intends to keeps people living with mental illness and substance use and their families connected to their communities and voluntary mental health services.



# The Community Planning Process

1

May 2021 - March 2022

**CONVENE** a Systems Planning Table comprised of Victoria Police Department, City of Victoria, Island Health, local Indigenous leaders, and other partners to address systems integration issues such as 911 dispatch, intake assessment, triage, information sharing and referral between services.

# The Community Planning Process

2

September - December 2021

**ENGAGE** key stakeholders to determine their requirements and considerations for a civilian-led mobile crisis team. The list of stakeholders will aim to include frontline responders, community service providers, urban Indigenous communities, and people with lived and living experience and their families.

# The Community Planning Process

3

January – March 2022

**CONVENE** a Community Design Table comprised of community agencies and people with lived and living experience of mental illness, substance use and interactions with police to determine operational requirements for the program.

# The Community Planning Process

4

April 2022

**CO-DEVELOP** a model for a civilian-led mobile crisis response team to the City of Victoria based on the input from the Systems / Community Planning Tables and the findings from the stakeholder engagement.

# The Community Planning Process

5

May - June 2022

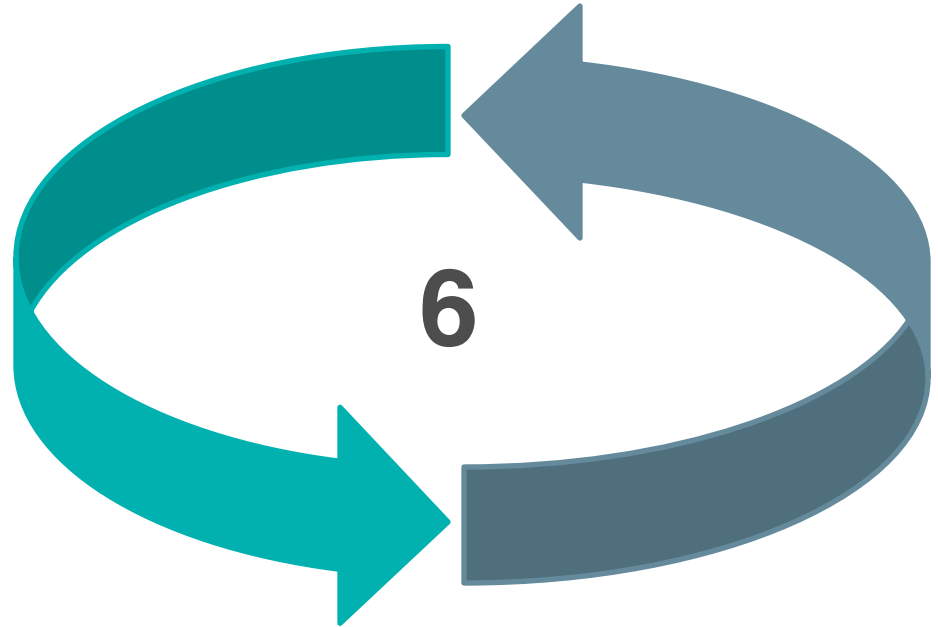
**PROCURE** community agency to operate the service through a Request for Proposal (RFP) process. The Community Planning Tables will nominate a sub-committee to review the proposals and make recommendations on the final decision.

# The Community Planning Process

**FINAL accountabilities** under  
the UBCM Strengthening  
Communities grant

July – October 2022

**Staff recruitment, training,  
launch, and operation of  
service**





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# Metrics for UBCM grant

**30**



Engagements  
with community  
members

**1**



Peer Assisted Crisis  
Team run by  
contracted agency

**10**



Community  
Planning Table  
(CPT) Meetings

**1**



Final report that  
includes what we  
heard and program  
model

Impact on and  
Influence of  
Communities Engaged

- ✓ CPT Members  
quantitative rating  
of process and  
goals attained
- ✓ Community  
Member qualitative  
feedback on  
outcomes of  
participation



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## Questions

Jonny Morris,  
Chief Executive Officer  
[ceobc@cmha.bc.ca](mailto:ceobc@cmha.bc.ca)

Amelia Moretti,  
Policy Director  
[amelia.moretti@cmha.bc.ca](mailto:amelia.moretti@cmha.bc.ca)