

# Hard to Reach Services Update Victoria City Council

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Excellent care for everyone, everywhere, every time.

# Objectives

- Provide an update on Hard to Reach Service Model
  - Background
  - Model Development
  - Service Implementation
  - Future Developments

# What is Hard to Reach?

- Highly vulnerable, with multiple health challenges
- Not effectively served by traditional system
- Integrated “engagement oriented” team approach needed
- In need of harm reduction services



# What is Harm Reduction?

- A set of non-judgmental policies/programs to reduce the adverse health, social and economic consequences of mood altering substances to drug users, their families and communities
- A philosophy that allows access to services
- Accessing safe supplies ➡ Treatment ➡  
Recovery ➡ Abstinence

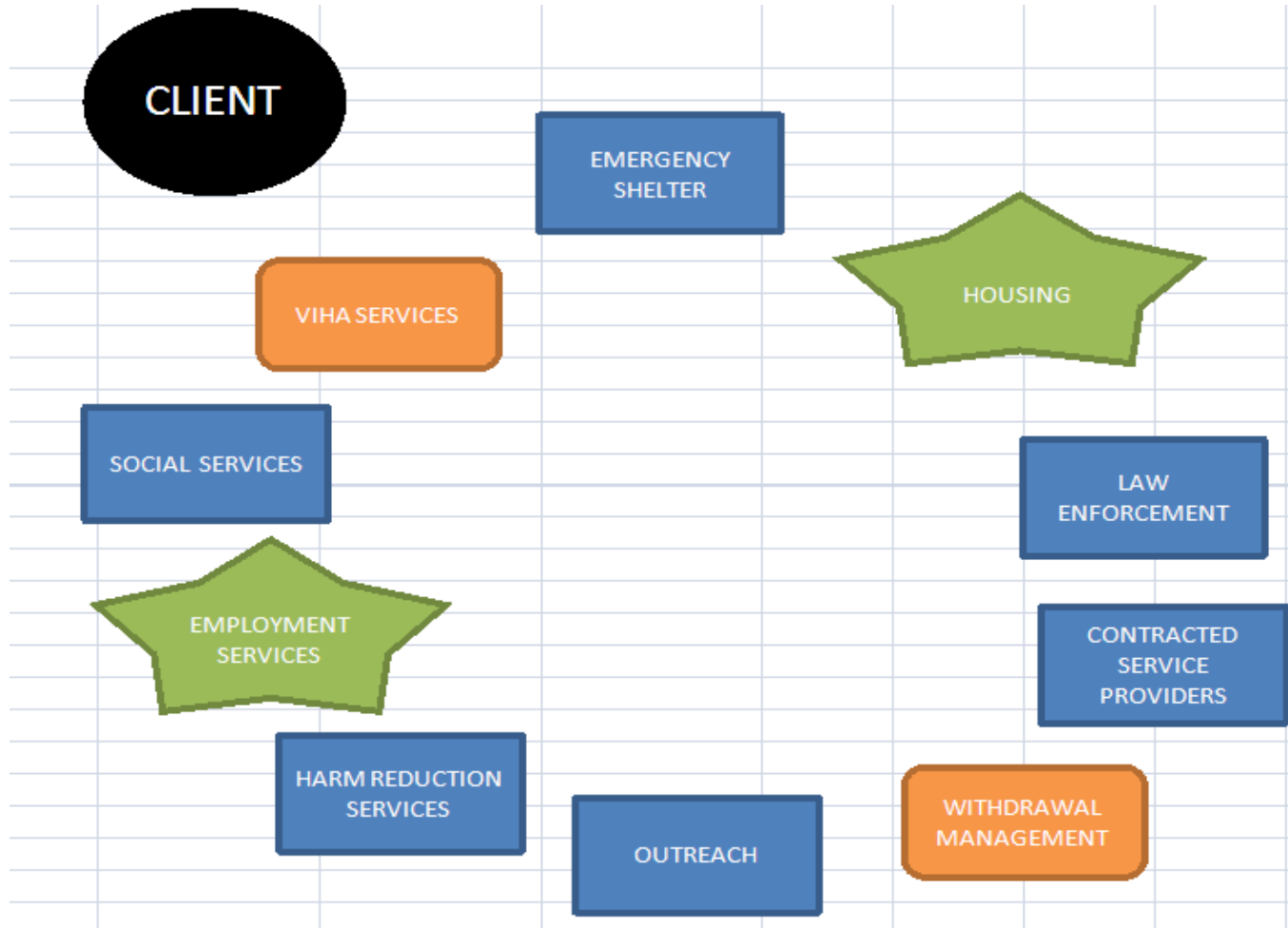
# Harm Reduction Benefits

- Prevents illness and saves lives
- Links marginalized people to the health care system
- Reduces risk to others in the community
- Lowers health costs
- Often first opportunity to engage with client

# Background

- 2005 – City of Victoria Harm Reduction Document
- 2007 – Mayor's Task Force Report
- 2010 – Review models of service integration
- 2011 – Working group formed to develop model
- 2012 – Model endorsed
- 2014 – Model implemented

# Hard to Reach Services - Traditional



# South Island Planning

- Convened SI stakeholders in August 2011
  - VIHA Departments
  - City of Victoria
  - Law Enforcement
  - Service Providers
  
- Further consultation
  - Provincial Experts
  - Community Service Providers



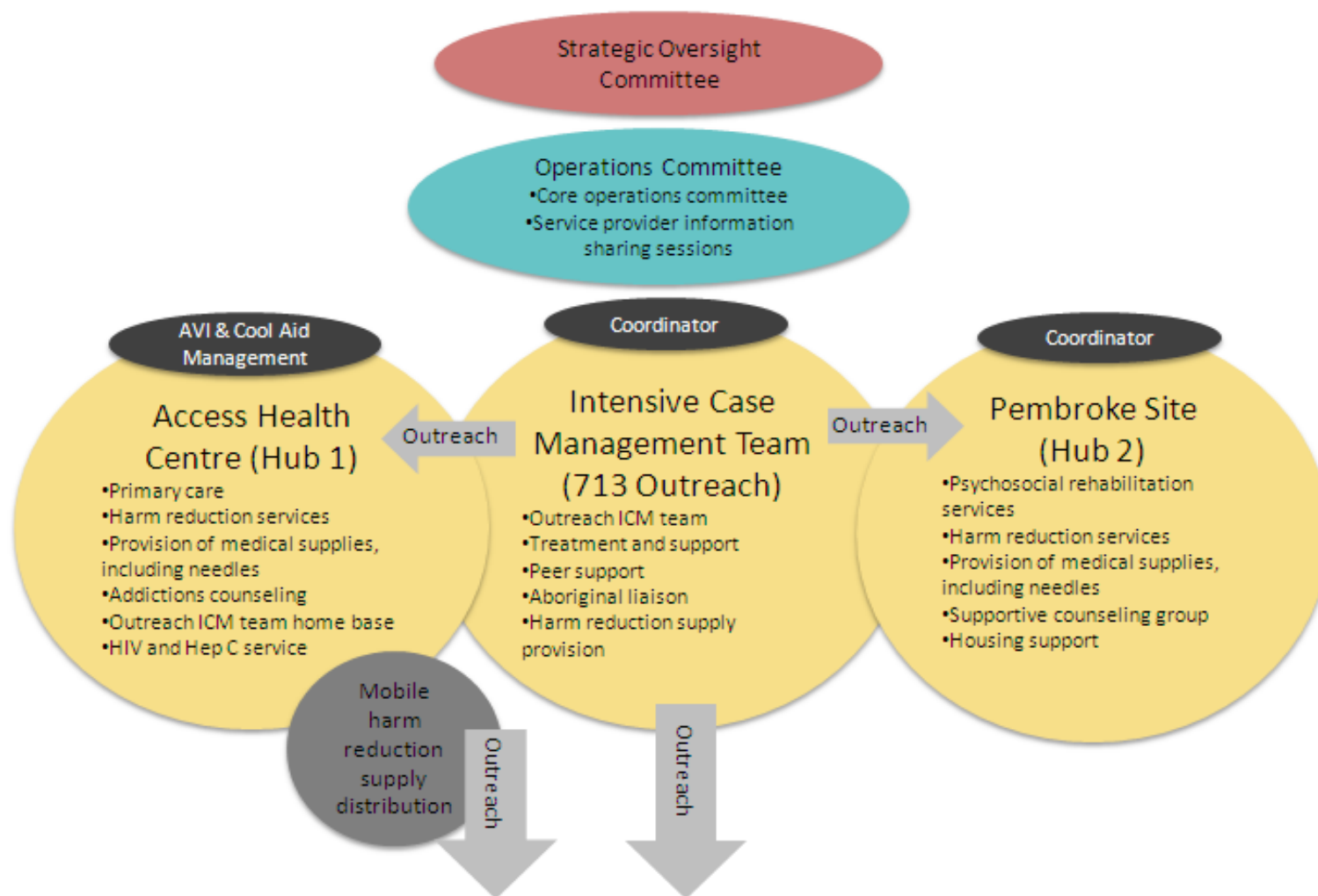
# Model Development Process

- Consultation with local and provincial experts
- Consolidated services and contracts
- RFP issued
- Contract signed with successful proponent
- Good Neighborhood Agreement signed
- Oversight structure and evaluation established

# Concept Model



# Hard to Reach Model



# Hard to Reach Model: Integrated Intensive Case Management Team

- Evidence based wrap around services
- Low barrier engagement and opportunity for recovery
- Integration and collaboration with the community
- Multiple programs in Island Health working together
  - Intensive Case Management Team – 713 Johnson
  - Access Health Center – 713 Johnson
  - Pembroke Services - 1125 Pembroke

# Health Hubs

- Access to Sobering Centre, housing, group therapy, education, public health and primary care
- Successful integration of new support programs
- Continued distribution of harm reduction supplies
- Mobile distribution and outreach services

# Evaluation Goals

- Patient
  - Decrease ER and Criminal Justice involvement
- Population
  - Improve health and social outcomes
- Community Impact
  - Positive community relationships
- Sustainability

# Community Engagement

- Downtown Service Providers
- Neighbourhood Associations
- Pembroke Good Neighbourhood Agreement

# Future Direction

- New way of providing care
  - Cross-sectoral approach
  - Integrated services
  - Community involvement
- Emphasis on reaching youth



“Far from what I once was,  
but not yet what I’m going to be”

