FAMILIAR FACES PROGRAM
June 3rd, 2015

Canadian Mental Health Association – Ottawa Branch
The Familiar Faces program was developed to help individuals 16-64 years of age with severe mental illness who have experienced:

- repeat admission within 30 days of discharge from hospital

OR

- repeat unscheduled Emergency Department (ED) visits within 30 days for mental health and/or substance abuse conditions
Intended Program Outcomes

- Client is connected with appropriate community supports
- Decreased repeat admissions within 30 days of discharge from hospital
- Decreased ED visits within 30 days of last visit
- Increased satisfaction with care, housing and tx retention, reduction in substance use
- Recovery
Program Implementation Timeline

- Funded by the Ministry of Health and Long-Term Care April 1, 2014
- Program Development & Implementation April – October 2014
- Initial acceptance of referrals (TOH-Civic site) – November 2014
- Evaluation – 2015 (ongoing)
- Other ED repeat visit/hospital admission support services funded within the Champlain LHIN
Program Structure
System Navigation

- Central Access for all referrals
- Simple referral form
- A single number/Fax reach
- 3 to 5 day response/attempt to make contact with individual referred
- Preliminary assessment tools completed
- Needs assessment to identify intensity of service required (TCM, ICM, Addiction services, other community resources)
- Service is provided for up to 12 weeks
Transitional Case Management

Outreach Workers – ED Hospital Team

- 7 FTEs (mental health and addiction workers)
- Short-term service, 9 months maximum
- Capacity for 105 clients (close to 100% capacity with turnover)
- Crisis Planning and stabilization
- Addressing all life domain areas including: Housing, Financial, Legal and Medical
- Strengths Based Case Management Model of service
Integrated Treatment Approach at CMHA Ottawa

Clients have access to a range of multidisciplinary in-house support services including:

- Primary & Psychiatric care support (Nurse Practitioner, psychiatric nursing, psychiatric consultation)
- Treatment for individuals with co-occurring substance use disorders, access to DBT tx, tobacco dependence tx
- Rent supplements
- After hours/weekend support
Latest count: 338 Referrals

TOH-Civic site: 201
TOH-General site: 26
Montfort: 77
Mobile Crisis: 21
Queensway Carleton: 3
Other: 10  [Inner City Health(2), ROMHC(2), Self(2), Cornwall (1), Centre Medical St-Anne (1), Family (1), YSB (1)]
Referral Outcomes

- Referred to TCM – 104
- Existing CMHA client – 38
- Declined Service – 24
- Unable to reach – 24
- Information only – 4
- Moved from City/Province: 3
- Re-connected with existing adequate support - 19
- Referred to DD service: 1
- Not eligible for service: 1
- Referred to other CMHA program (3), MHCSS (1)
- Referred to Wabano (11), Arnprior (1), Lanark (1), Prescott-Russell (3)

Continuing Follow-up by System Navigation: ~100
Preliminary trends:
(Using Data As of February)

N=169

Males=63%
Females=37%

Primary Diagnosis
Mental Health=35%
Addictions=16%
Concurrent Disorder=49%
Preliminary trends

Presentations to the ED since being in FF (n=84)
- 48 have had 0 returns to ED
- 17 have had 1 return
- 11 have had 2 returns
- 5 have had 3 returns
- 3 have had 4 returns
Upcoming Research Initiative

CMHA has contracted with Centre for Research on Community Services (CRECS) at the University of Ottawa to undertake:

(1) Conduct a formative evaluation of the Familiar Faces Program (FFP) delivered by CMHA Ottawa in Ottawa hospitals
Upcoming Research Initiative

(2) create an internal monitoring system, summarize and report on the collected monitoring data on clients of FFP,
(3) design and conduct an outcome study examining health services use by clients of FFP.
(4) the development and submission of a proposal to CIHR for a more rigorous examination of the effectiveness of FFP through a Randomized Controlled Trial or Quasi-Experimental Design
Questions or Comments?

Thank you!