

Point in Time:

Calgary Council for Addiction and Mental Health Member Feedback





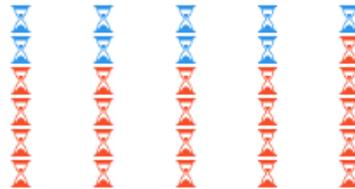
Calgary Council for Addiction and Mental Health

Top Concerns

17% of respondents
Expressed worries or frustrations
concerning client drug
use/overdose.



30% of respondents
Expressed worries or frustrations
concerning client waitlists.



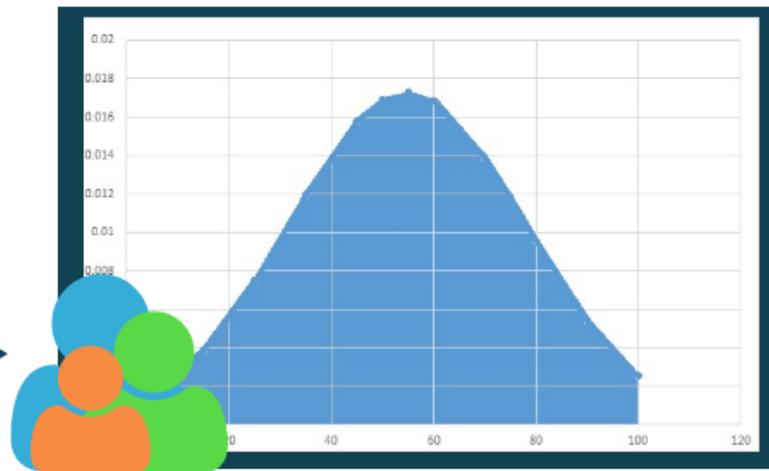
37% of respondents
Expressed worries or frustrations
concerning financial and funding
needs.



Belonging Meter

*Do you feel like an active
participant on the council of
just an observer?*

Participants report a **slightly more
than average** feeling of
involvement with the Council



Upcoming education and
training opportunities.



Emerging family supports.

Top Excitements

Collaboration and new
partnerships.



These concerns and excitements were shared between both NPO and Government/Funder participants.



BRIEFING NOTE: CALGARY COUNCIL FOR ADDICTION AND MENTAL HEALTH (CCAMH)

PURPOSE

The purpose of this note is to inform the members of the CCAMH of common concerns and issues facing organizations working in the field of mental health in the City of Calgary. Concerns among Government and Funding partners to these organizations will also be highlighted. These items were discussed in the most recent council meeting on February 17, 2017. Highlighting these common issues will be used as a starting point in CCAMH's strategic action plan of a collective approach to improve mental health and addiction services in the City of Calgary.

BACKGROUND

Recognizing that improving services and support for mental health and addiction requires bringing together leadership from different divisions, CCAMH collaborates with both the private and public sectors as well as the not-for-profit sector.

CURRENT SITUATION

17 Non-profit Organizations and 4 Government and Funding agencies were represented by 30 participants at the recent Council meeting. Participants collaborated in their respective committee groups of planned action: Collaboration and Training; Prevention; Advocacy and Funding; and Navigation. Participants were asked to describe, using words or images, items that are frustrating, worrying and/or exciting themselves, organization staff and clients. Participants were also asked to write a "To Do List" for themselves and their particular organizations and lastly, to fill in a Belonging Meter in relation to their involvement and feeling of engagement in the Council.

It was hoped that this exercise would highlight shared concerns or common themes of initiative among various Council members. By doing this, participants will be able to contribute in a collective effort to improve mental health and addiction services in the City of Calgary.

Top shared *frustrations* among Non-profit Organization staff and clients include:

- Client access to and navigation of services
- Lack of psychiatric support
- Length of waitlists
- Amount of paperwork

Shared *worries* among Non-profit Organization staff and clients include:

- Lack of funding and operating costs
- Client drug use and relapse and recent cases of fentanyl overdoses

- Staff burnout/turnover

Top shared *excitements* among Non-profit Organization staff and clients include:

- Training and education opportunities
- Collaboration and partnerships with other organizations
- Family supports
- Peer Support
- Outcomes and collective impact

Other notable concerns from both Non-profit Organizations and Government and Funding agency participants are:

- Housing
- Organization hierarchy
- Adapting to change

To note, it was not specified the type of change that is concerning. Change could refer to within the organization in the form of staff turnover; position change; or practices and services offered; or change within the greater field of mental health, in the form of practices or partnerships.

The data also highlighted the following topics:

- Aggressive clients
- Increasing awareness and support

In regards to the results of the Belonging Meter, please refer to the infographic on page 2. Data collected identified an above average feeling of involvement and engagement among Council members. Council members have a great base line and the Council will work to improve this number over time.

NEXT STEPS

Following the *Tamarack Institute Collective Impact Model* to influence change, the CCAMH is in phase 3 as shown below:

