



# ConnexOntario

Health Services Information  
Information sur les services de santé

2013 | 2014  
ANNUAL REPORT

# Confidence and Support

Each year, as ConnexOntario presents its annual report, we reflect upon the contributions we make to the provincial healthcare system. Our values of dynamic growth, excellence, respect, and accountability – together with our mission and vision – provide the foundation for all that we do and ensure that our contributions to the people of Ontario remain focused and forward-looking.

For several years, our organizational focus has been supporting changes to the mental health and addictions system. Key initiatives highlighted in this Annual Report emphasize the support ConnexOntario has provided during those changes and present a common theme: new initiatives and preparing for changes still to come.

With a focus on the use of leading-edge technology, our information technology department has carried out an array of changes to ready the organization for the future. Expanded use of technology and social media are engaging more Ontarians and allowing them to access our



Helplines when and how they wish. New products are in development which will broaden the role of the organization.

Engagement with the courts, police services, and others in the correctional system has seen us promoting the Helplines across the justice sector, which is taking note of the potential of the services we provide. ConnexOntario has also made significant outreach to the postsecondary education sector, forming innovative partnerships with organizations such as the University of Toronto and Ryerson University. Endless opportunities exist for ConnexOntario to make significant contributions to Ontarians.

Exciting and interesting trends have emerged over the past year. In December 2013, the number of contacts to the Mental Health Helpline exceeded the number of contacts to the Drug and Alcohol Helpline for the first time. Data services and reports continue to be in high demand by a wide variety of requestors.

Our staff are to be commended for their essential contributions to another successful year for the organization. As well, the Board of Directors has been especially mindful of the need to have the right array of experience and talent available to ensure good governance for ConnexOntario now and in the future. The confidence of our funders and their support must also be acknowledged.

As we prepare for new challenges, initiatives, and healthcare sector changes, the strength of our staff and volunteer Board and the commitment of our community positions ConnexOntario for continued success.

**Marion Wright**  
Chair, Board of Directors

**Brad Davey**  
Executive Director

## **Mission Statement:**

Through the use of leading-edge technology, ConnexOntario provides hope, early help and a human voice 24-hours per day to all individuals seeking information on, for example, mental health, drug, alcohol, and gambling problems. ConnexOntario also provides data to service planners seeking access to quality health and human services information.

# Public Awareness

Each year, ConnexOntario focuses on increasing public awareness of the services we offer throughout Ontario. This means greater exposure of our brand to the general public, as well as professionals.

This This fiscal year, advertising was targeted at various audiences: Youth, through online advertising campaign; the elderly, via local and community newspapers and magazines; and the general population, through billboard and bus shelter advertising in various cities across Ontario.

Live answer 24/7  
Confidential and Anonymous

**FEELING OVERWHELMED?  
LET US HELP YOU FIND HELP**

1.866.531.2600  
Mental Health Helpline

Excessive drinking can take its toll on you and your family. Call us now to start to solve the problem.

**Drug & Alcohol Helpline**  
1.800.565.8603

Live answer 24/7  
Confidential Anonymous

Looking for the right help? Don't know where to start? Not sure what to expect?

Call 24/7 • Confidential • Anonymous

**1.866.531.2600**  
Mental Health Helpline  
The place to start for help

Are drugs and alcohol affecting your life?

Let us help you find the path to better health

**Drug & Alcohol Helpline**  
1.800.565.8603

Live answer 24/7  
Confidential Anonymous

Feel like you've crossed the line into problem gambling? Call us today.

**Ontario Problem Gambling Helpline**  
1.888.230.3505

# Financial Review

Revenue	DAH Fund	OPGH Fund	MHH Fund	Time-Limited Initiatives	Total 2014	Total 2013
Provincial Gov't Grants	\$936,049	\$1,212,368	\$1,615,393		\$3,763,810	\$3,763,810
One-time Operating Grants/ Flow-Through				351,228	351,228	323,380
Less: Capital Purchases	(5,400)	(14,817)	(333)	(7,295)	(27,845)	(129,784)
Plus: Amortized Provincial Grants	11,738	16,281	16,005	120,026	164,050	142,064
Interest/Other/ Misc. Income	29,573	35,305	49,434	1,239	115,551	57,429
Total Revenue	\$971,960	\$1,249,137	\$1,680,499	\$465,198	\$4,366,794	\$4,156,899
Expenses	921,694	1,188,640	1,602,157	465,198	4,177,689	3,931,345
Excess (Deficiency) of Revenues Over Expenses for the Year	\$50,266	\$60,497	\$78,342	\$0	\$189,105	\$225,554

“ I have a person before me who needs some help with a real cluster of problems. He had no prior involvement with the criminal justice system until a few years ago when he sustained a back injury which led to an **addiction to pain killers**. Now he suffers from **depression** and **anger management** issues. He would eventually like to get off **methadone**. Getting him some help is my priority. Without that, I fear we will see him in court again before too long— not a good place for someone with his issues. He needs help, not incarceration! ”

~Ontario Court Judge to a ConnexOntario IRS

## ConnexOntario Plays a Valuable Role

The example shown above effectively identifies the type of information Ontarians need – and ConnexOntario can provide. As a key agent in the collecting, validating, and distributing of accurate mental health and addiction information, ConnexOntario plays a valuable role in directing contactors effectively towards the help they require – via the power of both quality information and expertise – in navigating the often complex provincial mental health and addiction systems.

The conversion of the raw data we collect into useful, practical, and beneficial information forms the foundation of the expertise and value offered by “Connex”. Unique products, services, and initiatives are achieved through an integrated organizational structure that is designed to facilitate data flow and, ultimately, provide quality help to those contacting ConnexOntario, or utilizing ConnexOntario’s e-tools.

Through the operation of the Mental Health Helpline, the Drug and Alcohol Helpline, and the Ontario Problem Gambling Helpline, individuals, family, friends, and involved professionals can find the right resources in their community for the personal issues they are dealing with. The helplines are essentially a 24/7, live-answer voice that can help the caller understand how to get help, where to start, and the treatment options available.

All of the services and programs in the ConnexOntario database are Ministry of Health and Long-Term Care (MOHLTC) - funded programs, and program data is validated at least annually to ensure that ConnexOntario provides the most accurate picture of the province’s mental health and addictions services.

### ConnexOntario Supports Various Stakeholders in Ontario:

- The Public
- Personal Healthcare Providers
- Hospitals

- The Ministry of Health and Long-Term Care
- Other Government Ministries
- Local Health Integration Networks

- Provincial Justice Sector
- Health System Planners
- Researchers and Educators

“ As a provincial mental health and addictions agency working to build a more comprehensive and responsible system for all Ontarians, we consult regularly with ConnexOntario to **gain comprehensive data of programs and services from across Ontario**. ConnexOntario is essential; particularly with the undergoing transformation in the mental health and addictions system. The value-added of not only data for projects we are working on, but also **inclusion of the ConnexOntario team in supplementing our knowledge** at various working groups is vital in system transformation of mental health and addictions in Ontario. ”

~Stephanie Gardiner  
System Initiatives Planner,

Ontario Federation of Community Mental Health and Addiction Programs/Addictions Ontario

# ConnexOntario and the Justice Sector

The media has recently documented a significant number of the often difficult interactions between police officers and persons suffering from mental illness. Canadian Association of Chiefs of Police President, Jim Chu, stated in a recent Toronto Star article\* that police officers often are increasingly becoming "frontline" mental health workers and that more training is required for officers responding to these incidences. "We cannot solve this problem on our own. We need to discuss how we can better serve our community".

Over the past several years, ConnexOntario has diligently worked to build relationships with Ontario's police colleges, and with others in the justice sector, including the provincial Human Services and Justice Coordinating Committee, the Ontario Court of Justice, Legal Aid Ontario, probation/parole officers, and youth officers.

## Police Access Line

The Greater Toronto Area-based Police Access Line (PAL), which commenced operation in 2012-13, has seen a steady increase in usage as officers become familiar with this service offered by ConnexOntario. Officers use this dedicated, toll-free helpline to seek specific mental health services for the individuals they come into contact with during the course of their duties. Cost-savings to the healthcare system are possible, as officers can, when it is appropriate, divert individuals from an emergency room.

## eServices "Legal Sector Availability" Dashboard

An eServices "Legal Sector Availability" dashboard was created for Ontario's judiciary to facilitate access to program information, including availability of services, for eleven, justice-related service types.

Where appropriate, and in consultation with an accused's lawyer, a judge can use the dashboard to help construct a "best efforts" plan for the individual as they pass through the justice system.

## Resource-Hosting for Provincial Justice Sector

The ConnexOntario-hosted Human Services and Justice Coordinating Committee (HSJCC) website is the central collection point for a vast amount of content relevant to the membership of the HSJCC. It helps address the need to coordinate resources and services, and enables the committee members to plan more effectively for persons in conflict with the law. ConnexOntario was engaged by the HSJCC to upgrade the hosted website to a Microsoft SharePoint Server.

## Supporting Federal and Provincial Justice Institutes

As a means to help support the public and those involved in the justice system, ConnexOntario attended several public events in the past year. These included visits to:

- A health fair at the Grand Valley Institution for Women
- The Ministry of Community Safety and Correctional Services, for an orientation session entitled "Suicide Awareness for Officers"
- The Ontario Police College, to exhibit to the Ontario Police Video Alliance
- The Committee of Youth Officers for the Province of Ontario

The goal of attending these events is to increase awareness of the provincial programs and services that can support those with mental health and addiction issues when they are leaving a correctional institution and re-entering the community. As well, ConnexOntario seeks to help support provincial and community efforts to protect and support "at-risk youth".



\*The Toronto Star (online), January 24, 2014.  
[http://www.thestar.com/news/crime/2014/01/24/police\\_chiefs\\_conference\\_to\\_tackle\\_mental\\_health\\_and\\_training.html](http://www.thestar.com/news/crime/2014/01/24/police_chiefs_conference_to_tackle_mental_health_and_training.html)

# ConnexOntario and the Postsecondary Education Sector\*

## Good2Talk

Good2Talk is a partnership between ConnexOntario, Kids Help Phone, Ontario 211, and the Ontario Centre of Excellence for Child and Youth Mental Health.

Free, confidential, and anonymous, the Good2Talk bilingual telephone helpline was created specifically to provide telephone counselling and connections to on and off-campus mental health and addiction resources for students at Ontario's publicly-funded postsecondary institutions. To date, the ConnexOntario database holds information on more than 680 programs at these institutions.



## For Students, By Students

In partnership with the University of Toronto's Department of Community and Family Medicine, the Centre for Addiction and Mental Health, Ryerson University, and OCAD University, ConnexOntario is working on the development of a mobile app in support of the "For Students, By Students" project. Additionally, a ConnexOntario web portal is in development for on-campus service providers.

## Other ConnexOntario Initiatives

### ConnexOntario and Telehealth Ontario

Last year's Annual Report introduced the partnership between ConnexOntario and Telehealth Ontario. This partnership resulted in the development of a warm-transfer process that provides callers to Telehealth with the opportunity to be transferred directly to a ConnexOntario helpline information and referral specialist if they are seeking help with an addiction or mental health issue. This year saw a 50-percent increase in direct transfers, to 844 in total. Telehealth's nurses provided helpline contact information to an additional 1507 callers.



### Centre for Innovation in Campus Mental Health

ConnexOntario is pleased to have been invited to work with the Centre for Innovation in Campus Mental Health (CICMH), which is focused on the mental health of Ontario's college and university students. CICMH fosters collaboration between organizations that support mental health and addictions in Ontario, as well as looking at new approaches to address on-campus mental health.

Additionally, ConnexOntario collated an on-campus survey on behalf of CICMH, to identify which colleges and universities have psychiatric services on-campus to support students with mental health concerns. This information is important and timely as CICMH is examining different collaborative models between postsecondary schools and psychiatrists.

**As ConnexOntario tracks all government-funded mental health and addictions programs in Ontario, including programs in postsecondary institutions, it leverages ConnexOntario's expertise in the health-care system as a means to support future opportunities.**

### Data Warehousing

As part of its strategic direction to provide data warehousing services to the health sector, ConnexOntario and the Association of Ontario Health Centres are now entering the third phase of a project designed to provide Ontario Community Health Centres (CHCs) with a resource for tracking a range of data, including number of client visits, medical conditions presenting, and treatments prescribed. Collected from various digital systems, the integration of this data results in valuable information for use by the CHC's to support the work they do.



\*Initiatives funded by the Ministry of Training, Colleges and Universities

# ConnexOntario: A Snapshot

More than

# 3,288

additions and mental health programs and services, in 55 categories, hosted by 461 organizations over 1,345 sites held in the Connex database.



2,061  
Mental Health  
Programs/Services



1,054  
Drug & Alcohol  
Programs/Services



173  
Problem Gambling  
Programs/Services

## Helpline Contacts



26,129

-5.41%

DAH



23,132

+19.38%

MHH



8,800

-10.22%

OPGH



2,773

+38.72%



6,292

+72.19%



232

+5.94%



= email & webchat

% change as compared to 2013-2014



# 1127

requests for lists, statistics, data, reports, charts, maps, etc., resulting in the creation of nearly 1,740 ad hoc and standard reports created during the fiscal year.

## Top 3 Ways Callers Heard About Us



Internet



Telephone Book/  
Directory  
Assistance/  
Yellow Pages



Professional  
Referral

# 71%

increase to  
7,721 webchats  
this year



# Over 97%

of Organizations and  
Programs Validated

ConnexOntario Health Data Liaison staff regularly review organization and program data with the organizations themselves to ensure accuracy and currency of information, making any information updates as necessary.

## ConnexOntario Board of Directors 2013 | 2014 Membership

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**Marion Wright, Chair**  
Kingston

**Alice Bellavance**  
Thunder Bay

**Geoff Quirt**  
Peterborough

**Terri Heggum-Allen, Vice Chair**  
Oakville

**Sonja Grbevski**  
Windsor

**Nancy Roxborough**  
Barrie

**Don Barclay, Secretary-Treasurer**  
London

**Wayne Blampied**  
Brampton

**Elizabeth McCarthy**  
London

**Donna Rogers, Member-at-Large**  
Peterborough

**Valerie Johnston**  
Toronto

**Maureen McLelland, Past-Chair**  
Sudbury

### Contact Us

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### Websites

[www.connexontario.ca](http://www.connexontario.ca)  
[www.DrugAndAlcoholHelpline.ca](http://www.DrugAndAlcoholHelpline.ca)  
[www.MentalHealthHelpline.ca](http://www.MentalHealthHelpline.ca)  
[www.ProblemGamblingHelpline.ca](http://www.ProblemGamblingHelpline.ca)

Drug & Alcohol  
**Helpline**

Mental Health  
**Helpline**

Ontario Problem  
Gambling **Helpline**