

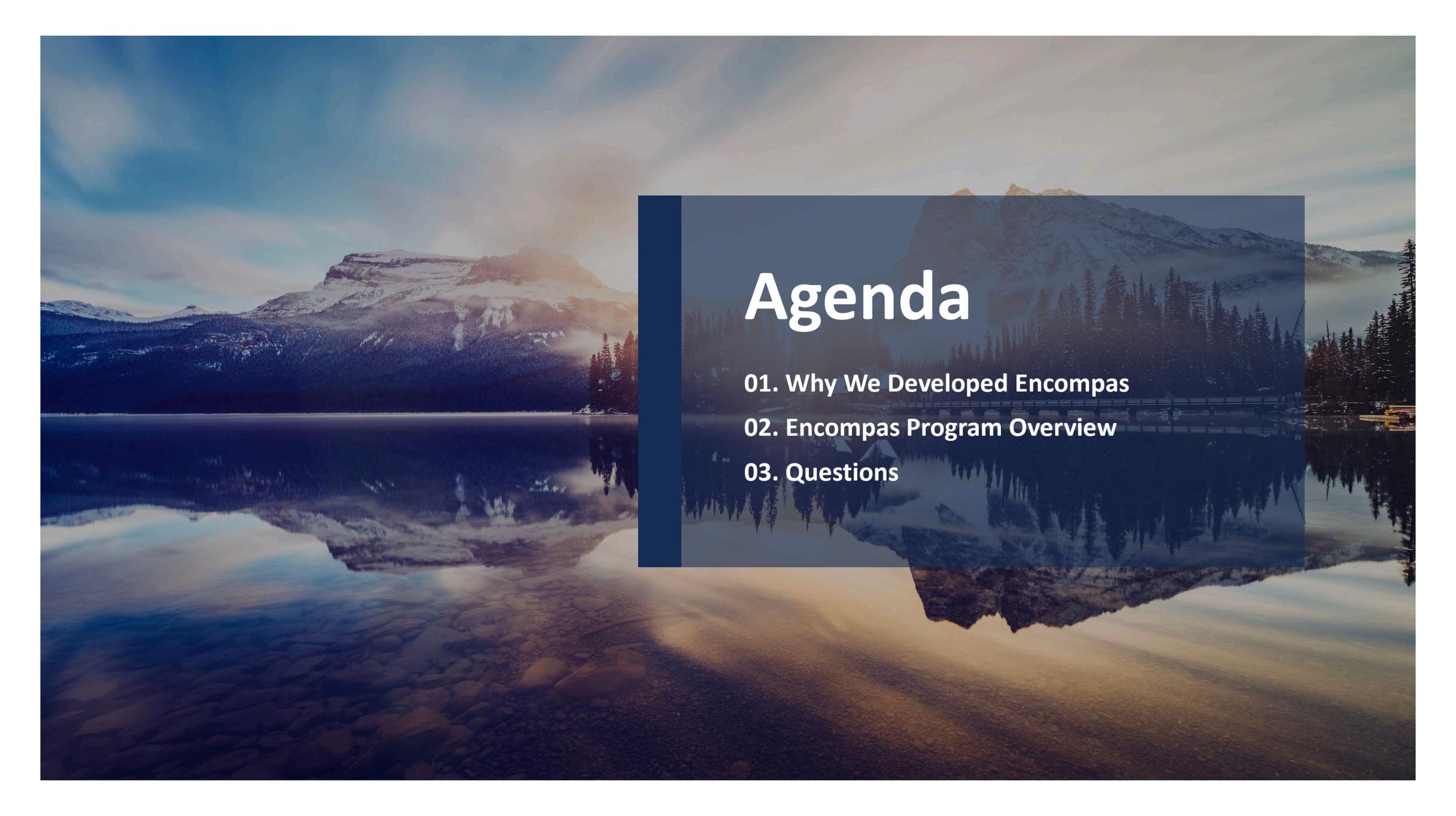
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ENCOMPAS

Mental Health Wellness Program

Program Overview

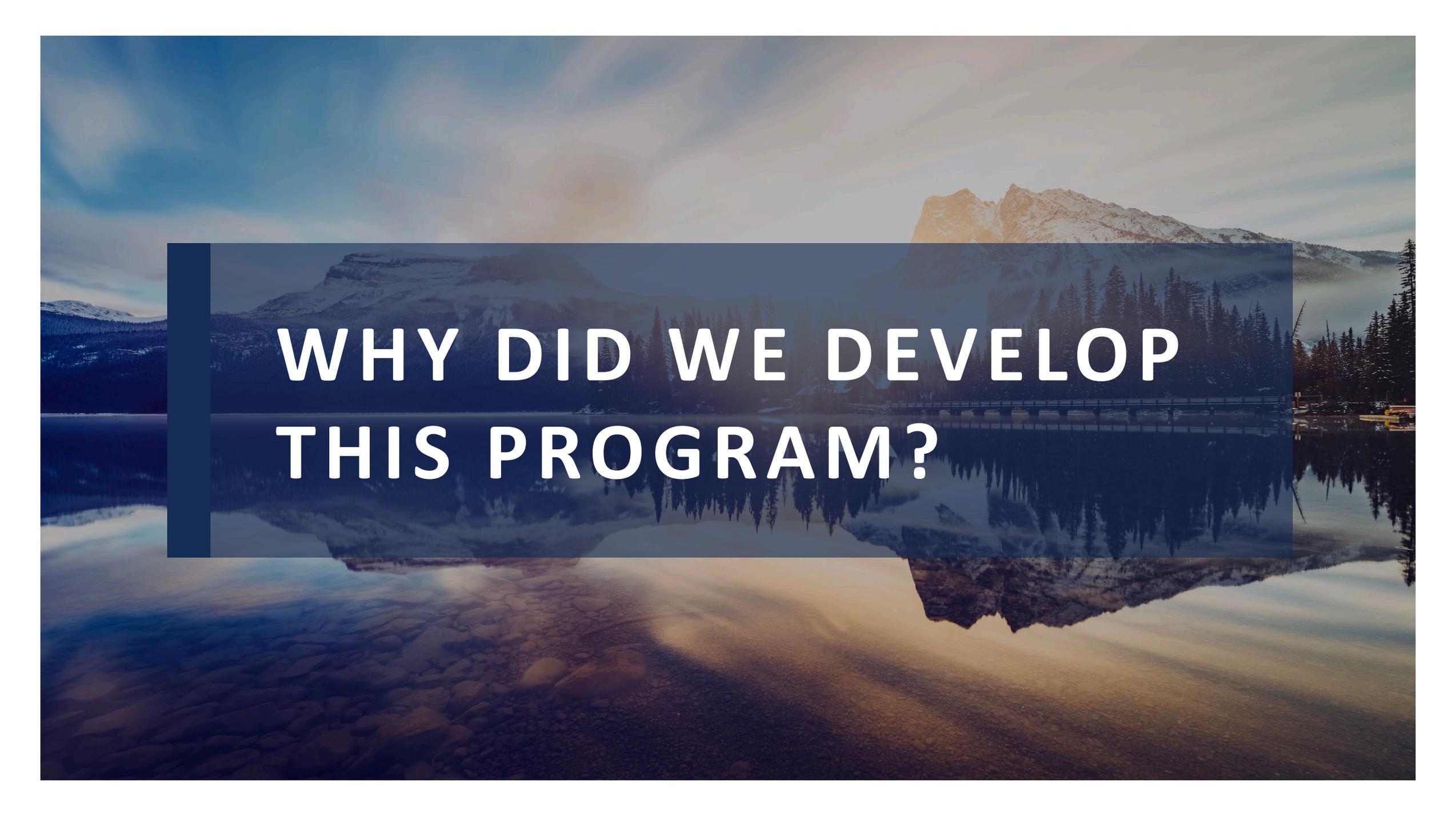


Agenda

01. Why We Developed Encompas

02. Encompas Program Overview

03. Questions



**WHY DID WE DEVELOP
THIS PROGRAM?**

Challenges to Accessing Effective Mental Health Support

Not culturally specific

Pathways to services are complicated and drawn out

Pathways to funding are complicated

Limited or no service navigation

Few service providers in the north

**Attuned to
the different
cultures**

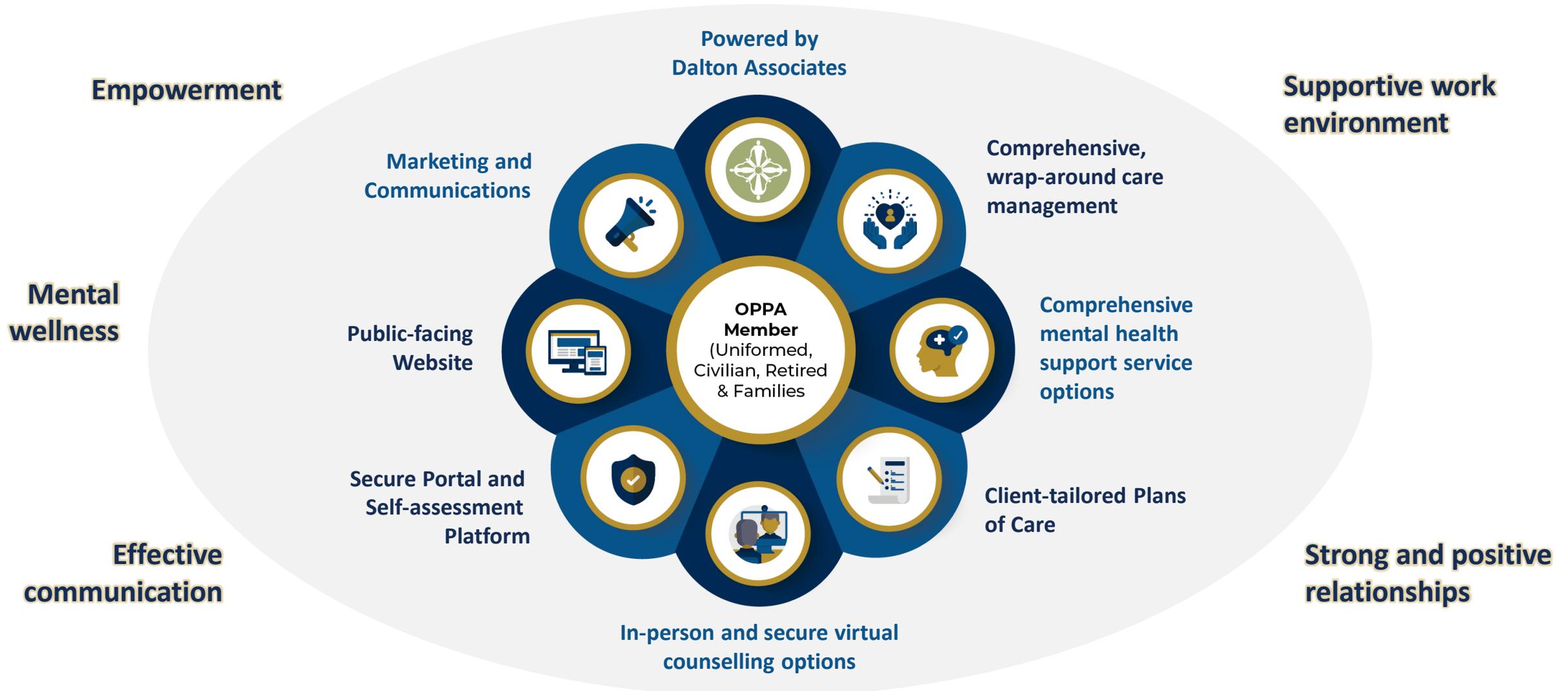
**Centralized
access point
with no
waitlist**

**Navigation
and case
management
support**

**Interdisciplinary
approaches**

**Various
support
options
provided by
experienced
clinicians**

Encompas: Program Overview





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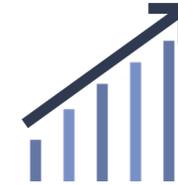


Introduction to Dalton Associates

Bilingual Intake & Care Managers



Established in 1995



Progress and outcome measurement

Live service in 75+ cities & towns served



Serve 5,500+ clients annually



200+ clinicians on roster



5 Service Divisions

Counselling
Assessments
Behavioural Health
Rehabilitation
Programs



Secure virtual clinic available



Services in 25+ languages



Long-term partnerships and programs

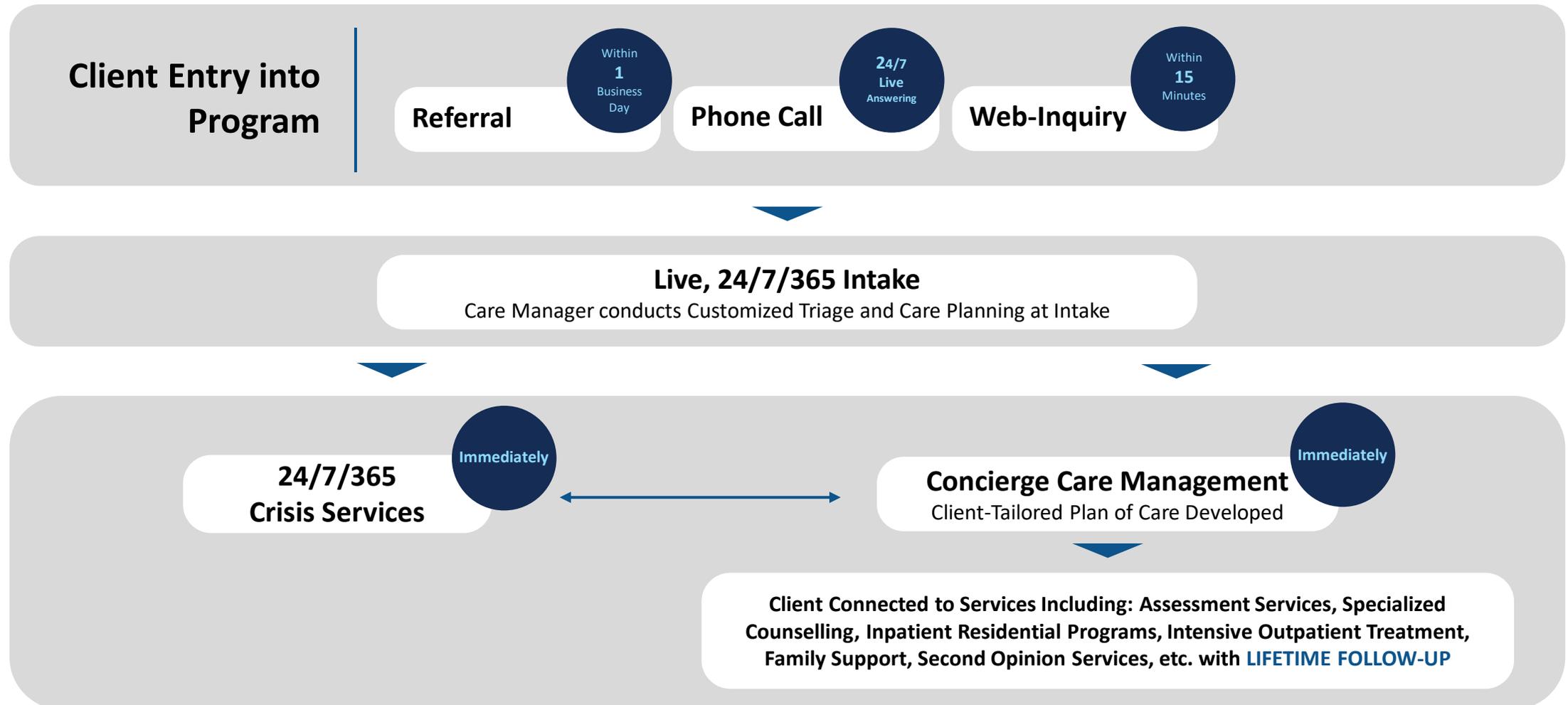


Comprehensive, Wrap-around Care Management





Encompas: Care Management





Comprehensive Mental Health Support Service Options





Encompas: Service Options

Crisis Services

- Availability 24/7 via telephone
- Specialized training in crisis management and de-escalation
- Specialized training in First Responder culture

Specialized Therapy

- Psychologists, Registered Social Workers (covered by EHB Plan)
- Registered Psychotherapists (when appropriate, covered through Encompas)

Assessment Services

- Consultation with psychologists or psychiatrists
- Abbreviated assessment for intensive treatment planning
- Comprehensive, diagnostic assessments
- Second-Opinion Services

Residential and Intensive Outpatient Treatment

- Growing network of First Responder specific programming
- EHB-covered options w/ custom, streamlined intake
- Privately-funded; possibility to have covered through Encompas

Aftercare Support

- Unlimited aftercare support services for individuals who attend residential treatment
- Customized to complement residential centre's internal aftercare programming (if applicable)

Family Support

- Access to a "Family Services Coordinator"
- Access to Crisis Services
- Counselling and assessment services (through benefits)

WSIB and LTIP Programs

- Streamlined access to WSIB-approved treatment providers and assessors
- Support with troubleshooting issues that may arise, with the OPPA

Support Services

- Assistance determining needs, and support navigating to services that can assist the member (e.g., OPP Care Navigators, Peer Support, etc.)



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Jetly**

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Lead Psychologist



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MSW, RSW
Manager, Corporate
Client Relations



Client-tailored Plans of Care





Secure Virtual Counselling Options



ENCOMPAS VIRTUAL CARE

Virtual Counselling and Assessment through OnCall Health



Video sessions (e.g., case management or counselling)

Fully PHIPA and PIPEDA compliant web-based platform

CM or Therapist will send the client an appointment invitation via email

Document sharing (e.g., Consent Forms, worksheets, etc.)

Instant Messaging/ Chat functionality

On•Call





Secure Portal and Self-assessment Platform



ENCOMPAS MEMBERS PORTAL



New Portal this Spring 2021

- Secure platform for members to track their Plan of Care
- Engage in clinically validated self-assessment / progress measurement, with results graphed over time
- Access to online courses, information, and other resources related to mental health and wellness





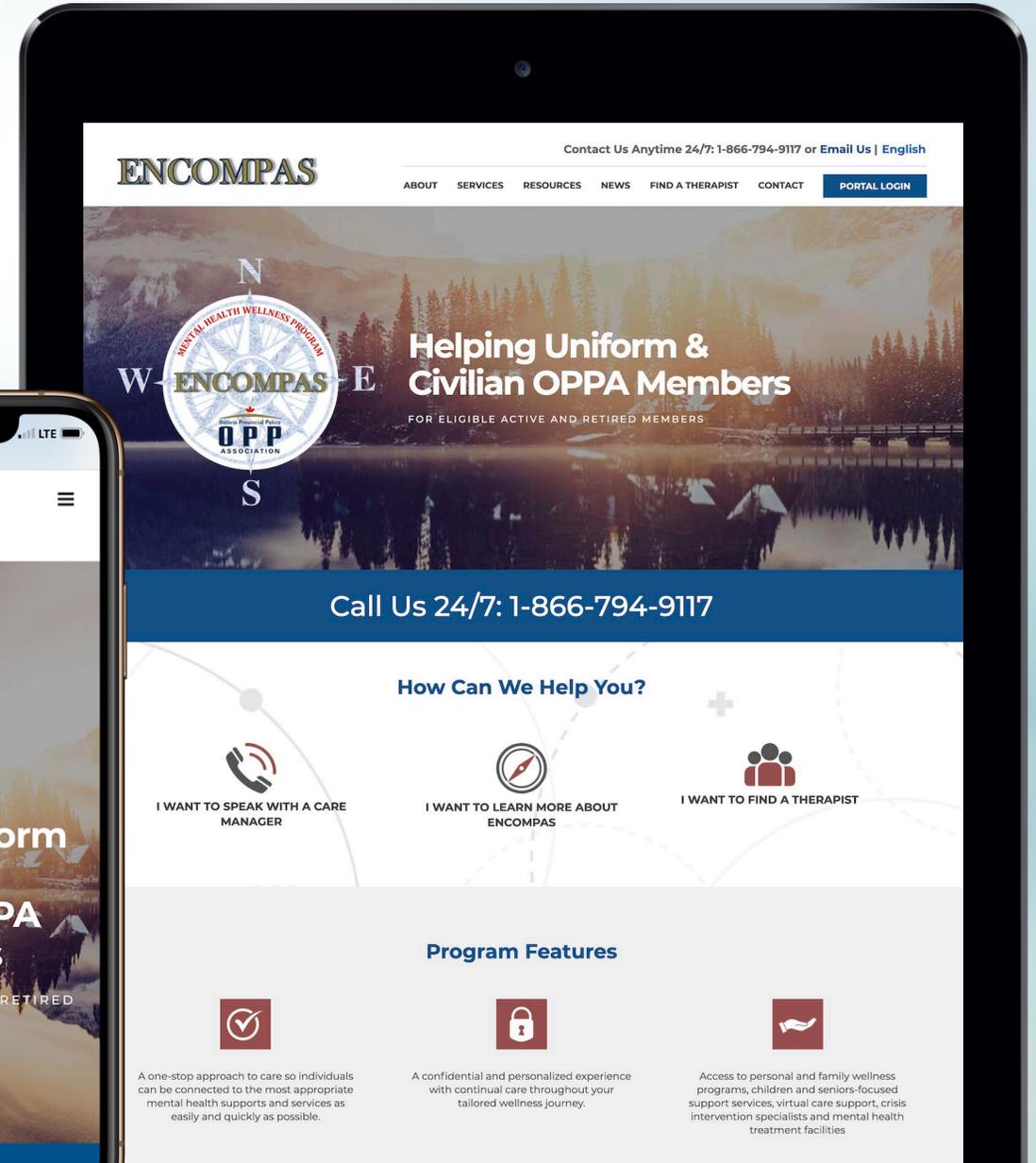
Public-facing Website

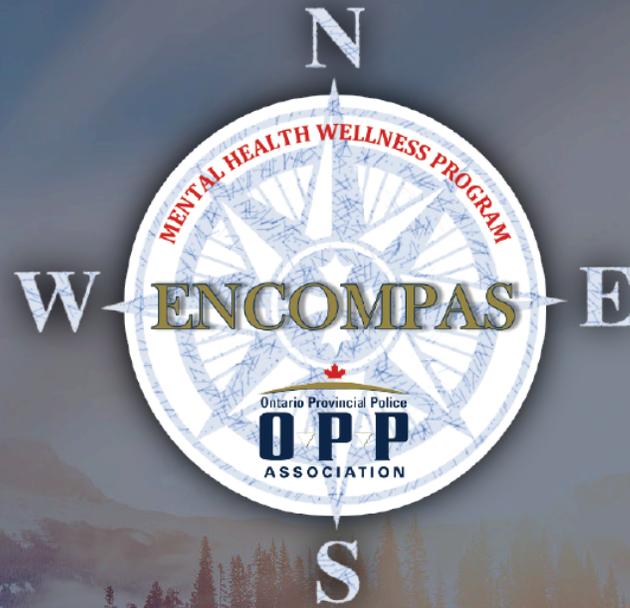


ENCOMPAS WEBSITE

WWW.ENCOMPASCARE.CA

- Public-facing website
- Basic information about Encompas and services
- Access to brief self-assessment tool
- Access to basic information and resources





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Q & A

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