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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**

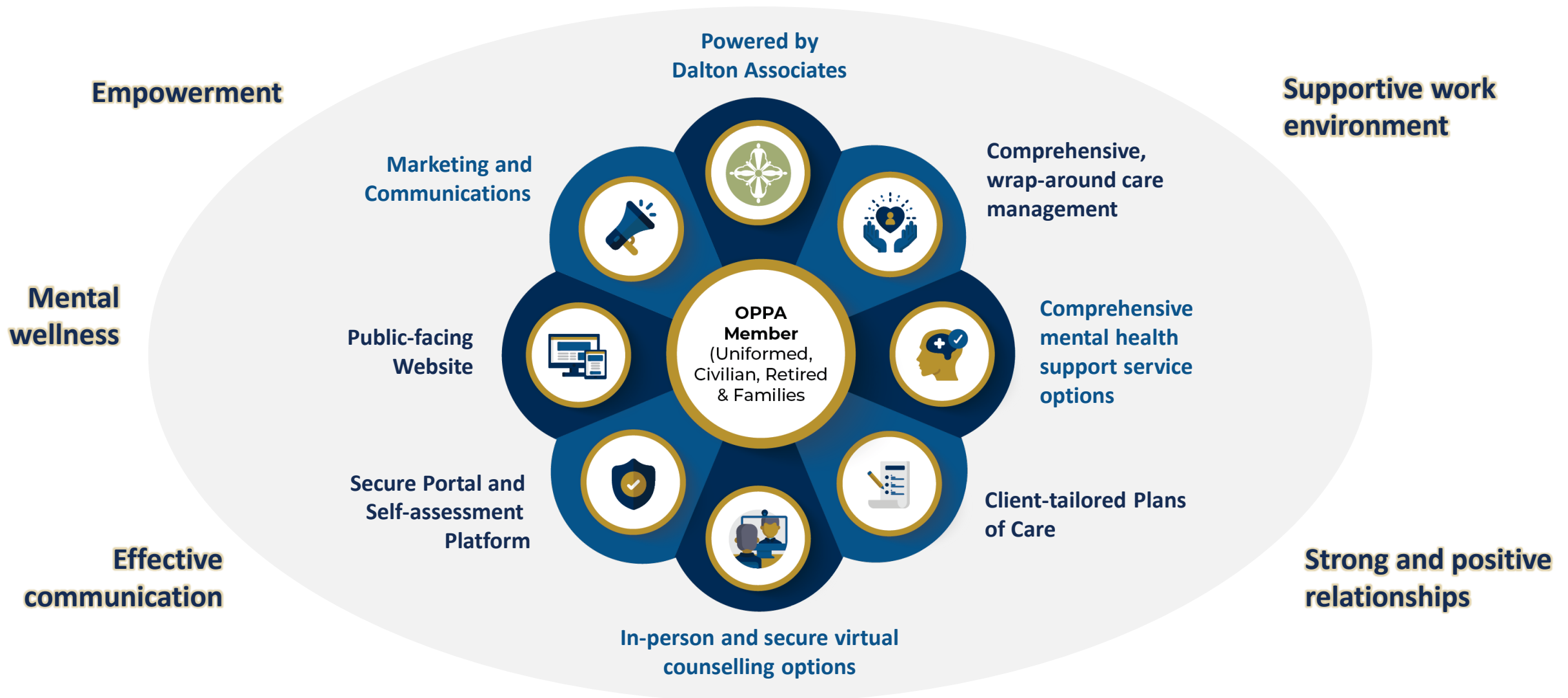
**Centralized
access point
with no
waitlist**

**Navigation
and case
management
support**

**Interdisciplinary
approaches**

**Various
support
options
provided by
experienced
clinicians**

Encompas: Program Overview





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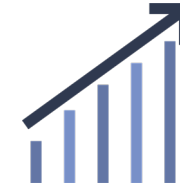


Introduction to Dalton Associates

**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**

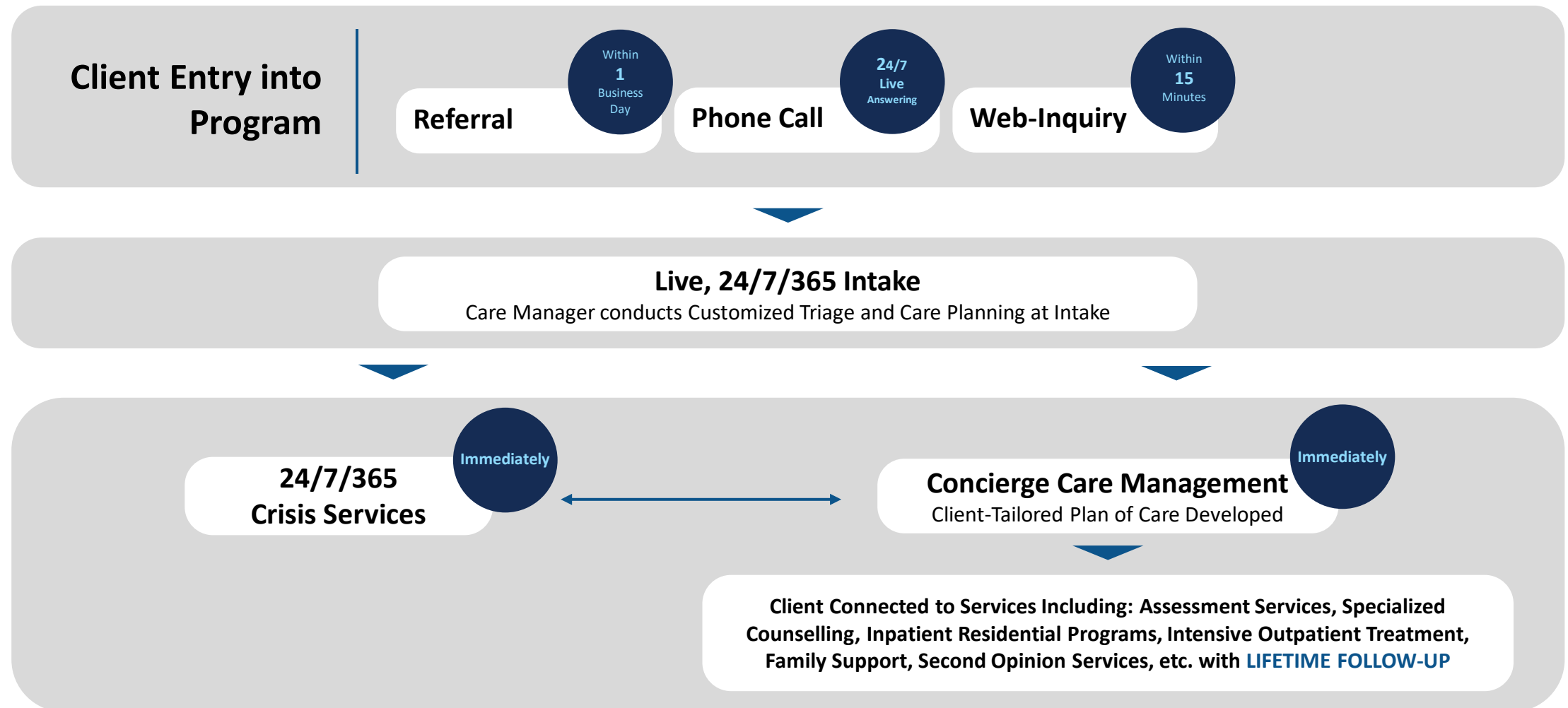


Comprehensive, Wrap-around Care Management





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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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

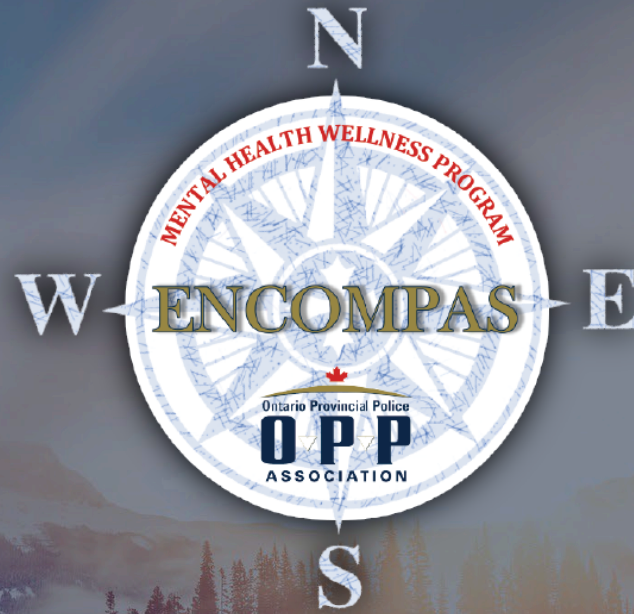


ENCOMPAS WEBSITE

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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