

# The Service Resolution Project

Presented by

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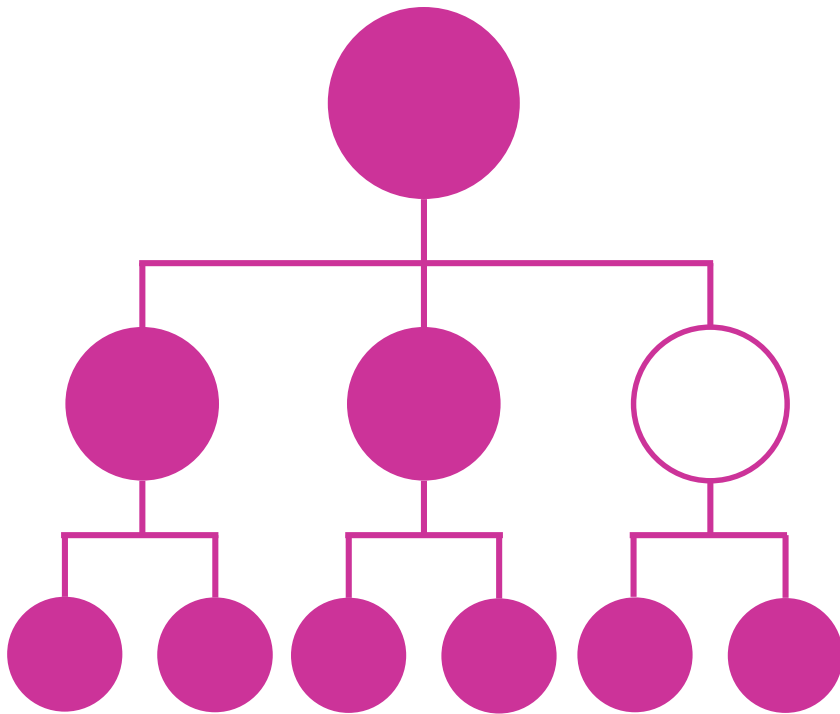


**camh**PSSP  
Provincial System  
Support Program

The Toronto Service Resolution Project seeks to expand connections between existing situation tables and justice-related resources and services across Toronto, with a long-term vision of improving how these systems support justice involved-individuals with complex service needs.

# TORONTO HSJCC

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Created to coordinate more effective services and planning for people with “common needs” who are involved with the justice system.

Voluntary collaborations between:

- health and social service organizations,
- community mental health and addictions organizations,
- Partners from the justice sector.



# PSSP'S VISION

Transforming Systems—  
Improving Lives

Working together with partners across sectors, the **Provincial System Support Program** moves evidence to action to transform mental health and addictions systems in Ontario.

# CAPACITY AND EXPERTISE

## OUR TEAMS

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We use a variety of skills and approaches to achieve our mandate.



Health equity and engagement



Knowledge exchange



Performance measurement and evaluation research



Implementation science



Information management

# THE JUSTICE COORDINATOR

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Support to organizations and staff to:

- **More effectively identify** existing and emerging justice or complex care needs
- **Develop case plans** that account for current and future justice needs
- **Build the capacity** of organizations and staff to support individuals and families with complex care needs through encounters with the justice system
- **Improve the ability** of organizations, networks, and collaborative tables to respond to the needs of people in contact with the justice system

# Project Plan





A black and white photograph of three women in a meeting. The woman on the left is seen from the side, wearing glasses and a purple top. The woman in the center is smiling and looking towards the right. The woman on the right is looking towards the center, with her hands clasped. In the foreground, there are two coffee cups and a hand holding a pen. A purple banner with the text "PRELIMINARY DATA" is overlaid on the image.

# PRELIMINARY DATA



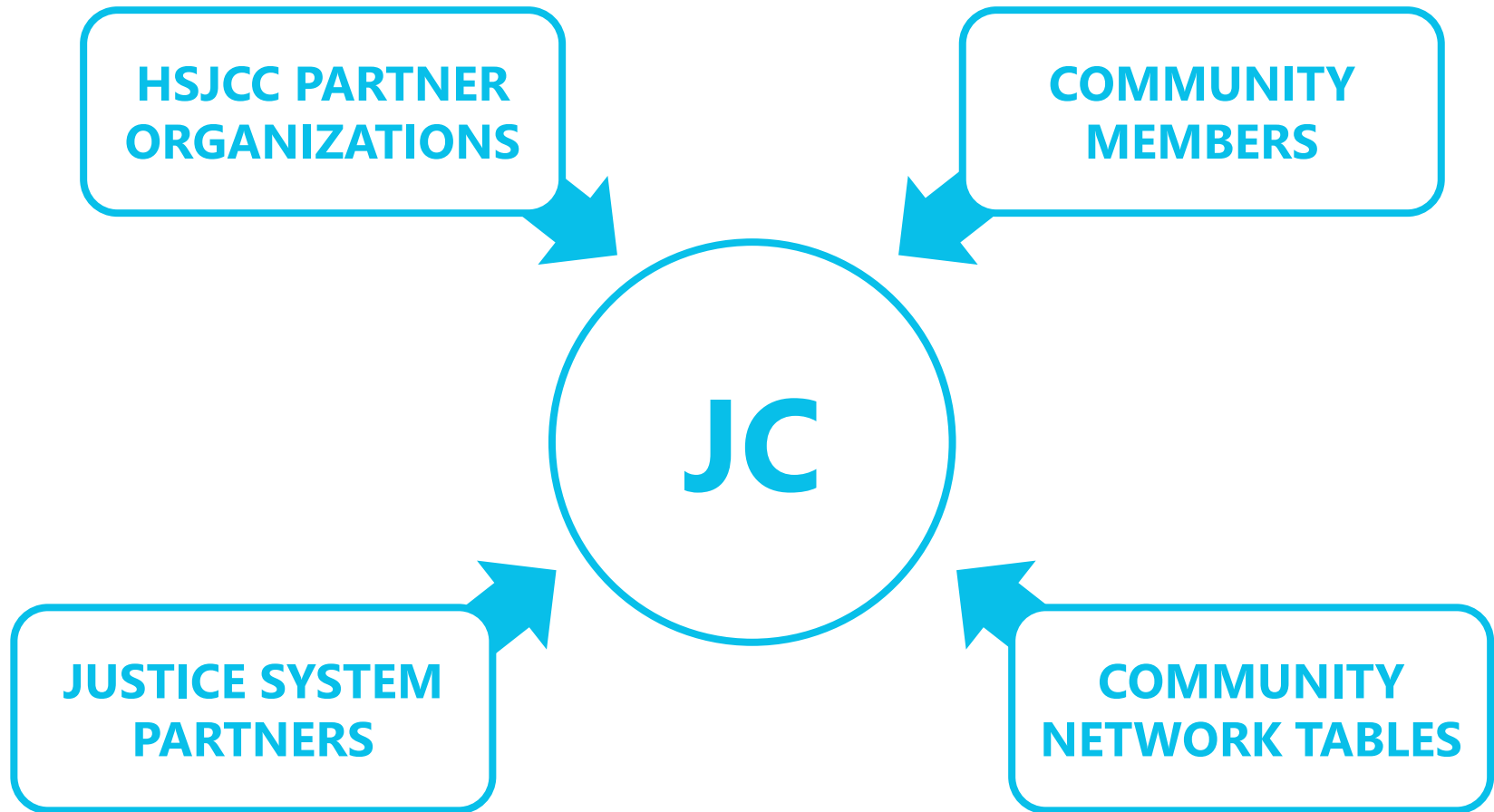
# Evaluation Plan

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Data Collection Tool	Target
Tracking Sheet and theme journal	Completed by JC on each consultation with service provider
Needs Assessment Survey for members of Situation Tables	Administered to service providers at situation tables
Education Satisfaction survey	Pre and post survey administered to education session attendees
Focus groups/interviews	Conducted with service providers and individuals who have a system level perspective

# Consultations: Preliminary Data

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# Consultations: Preliminary Data

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Support needs of service providers include:

- Pending charges
- Bail reviews
- Possible charges after multiple police contacts
- CAS involvement
- Planning post release
- Facing possible eviction
- Possible finding of NCR

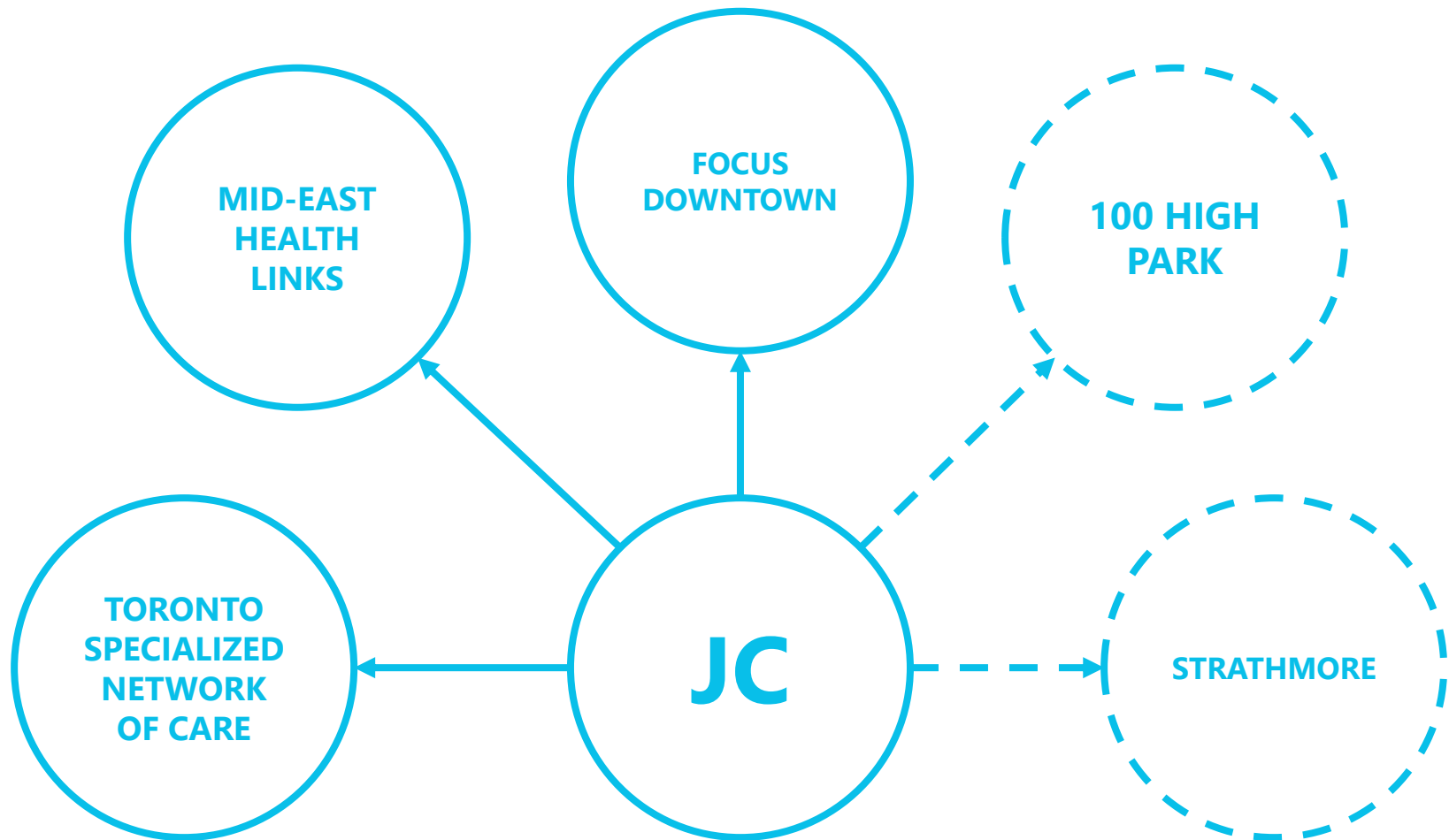
# Consultations: Preliminary Data

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- Current client justice supports include:
  - a private lawyer (4),
  - counsel (3),
  - defense counsel (3),
  - other organizations (2), and
  - no supports (9)

# Table Supports

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# Educational Workshops

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- Facilitated 5 educational workshops to service providers and managers on mental health courts
- Workshops topics include:
  - Understanding to the mental health court system
  - Navigating and supporting clients through the mental health court system

# Recently Added Questions

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1. What challenges are presenting? (i.e. client related, system related, case manager related...)
2. Does the client self-identify as a member of a marginalized group?
3. Which group does the client self identify with?





# EMERGING TRENDS

Basic knowledge of the justice system, including its terminology and processes, is inconsistent across organizations and situation tables.

Existing situation tables and human services networks have narrow views of justice supports; often limited to police, jail, and probation.

Existing situation tables and human services networks are not well connected, though the JC has fostered stronger connections.

Existing collaborative tables do not typically ask about a client's justice or legal issues beyond involvement with the police or jail.



QUESTIONS

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