

mesa

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A collaborative approach
to compassionate care

*Concepts of
population
dynamics,
program design,
delivery and
integration
framework*

The Mesa Model – A Collaborative Approach





The Mesa Model – A Collaborative Approach



Mesa was designed as a coordinated and integrated approach to address the intersections of the mental health, substance use, housing, and homelessness crises



It is an innovative and evidence-informed collaborative model that focuses on compassionate, trauma-informed care and local needs



This collaborative approach aligns Emergency Services, Community Services and Development and Property resources with community partners' expertise and programs



The Mesa team works collaboratively to coordinate services and navigate a pathway for vulnerable community members to receive the right support and resources at the right time and in the right place

Wrap-Around Supports

Mesa Outreach Team

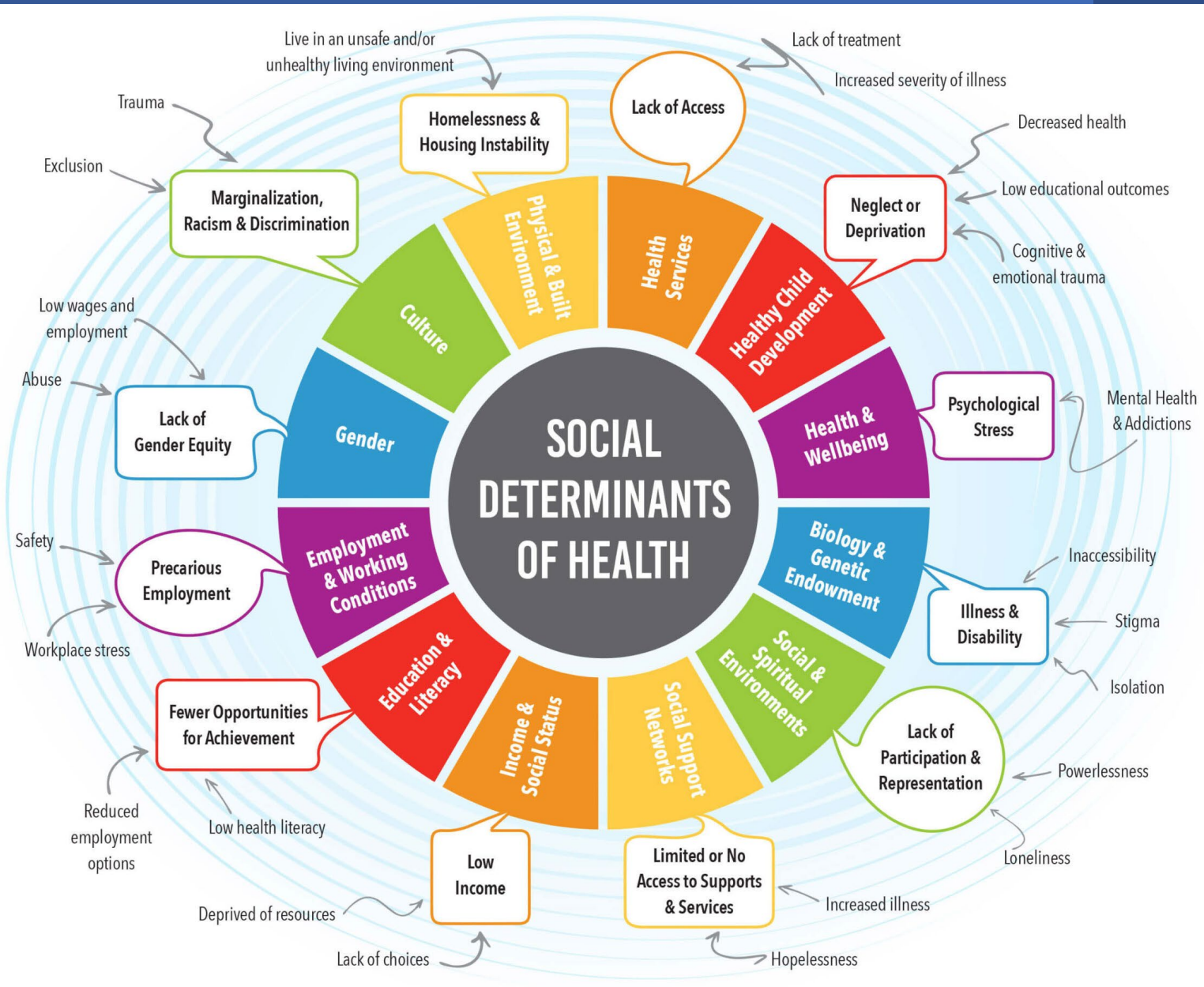
Mesa Crisis Workers, Paramedics, Addictions Outreach Workers, and Community Supports Workers collaboratively offer person-centered care.

Some services provided through the Outreach team include:

- Medical assessments, wound care, and patient education;
- Mental health support including service navigation, counselling, and housing assistance;
- Substance use outreach with harm reduction and individualized support; and
- Community supports staff provide case management to ensure that individuals have financial support, are supported in their goals, and are assisted with navigating supports within the community, including but not limited to housing.
- Addictions Treatment Service Counsellors offer free in-person or virtual confidential assistance to individuals 12 years of age or older residing in Renfrew County who are personally experiencing problems with alcohol, drugs, or gambling. Family and friends are also encouraged to contact ATS for support if they are concerned about somebody who is struggling with substance use/addictions.

Goals include:

- Meeting the community members where they are, encouraging Harm Reduction and Prevention models.
- Providing Education, Coaching, and Treatment options for medical concerns, building individualized care plans.
- Finding new ways to work collaboratively to better support individuals who are experiencing homelessness in our community.





Housing Supports

Mesa East - Rocky Mountain House Pilot (July 2024 to April 2025)

- Goal oriented short term transition housing model
- Candidates were presented in a Care Conference model and collaboratively discussed
- Mental Health Assessments and Addictions Assessments were completed, and results discussed at the care conference
- Care plans were discussed to provide candidate with wrap-around supports to ensure the highest rate of success
- If client is not a candidate for Rocky due to high needs, care plans are put in place for alternative options that would help the individual meet goals of care

Supportive Motel Stays

- Goal oriented short-term transition housing model currently in development.
- Eligibility for a Supportive Hotel Stay is determined by designated mesa team staff and ongoing eligibility is monitored by the Community Outreach Worker (County of Renfrew Community Services).
- To maintain eligibility for a supportive housing hotel stay, applicants must agree to comply with all terms of the social contract. This includes actively searching for rental housing, maintaining the cleanliness of their unit, demonstrating good behaviour, following the expectations outlined in the agreement, and paying rent.

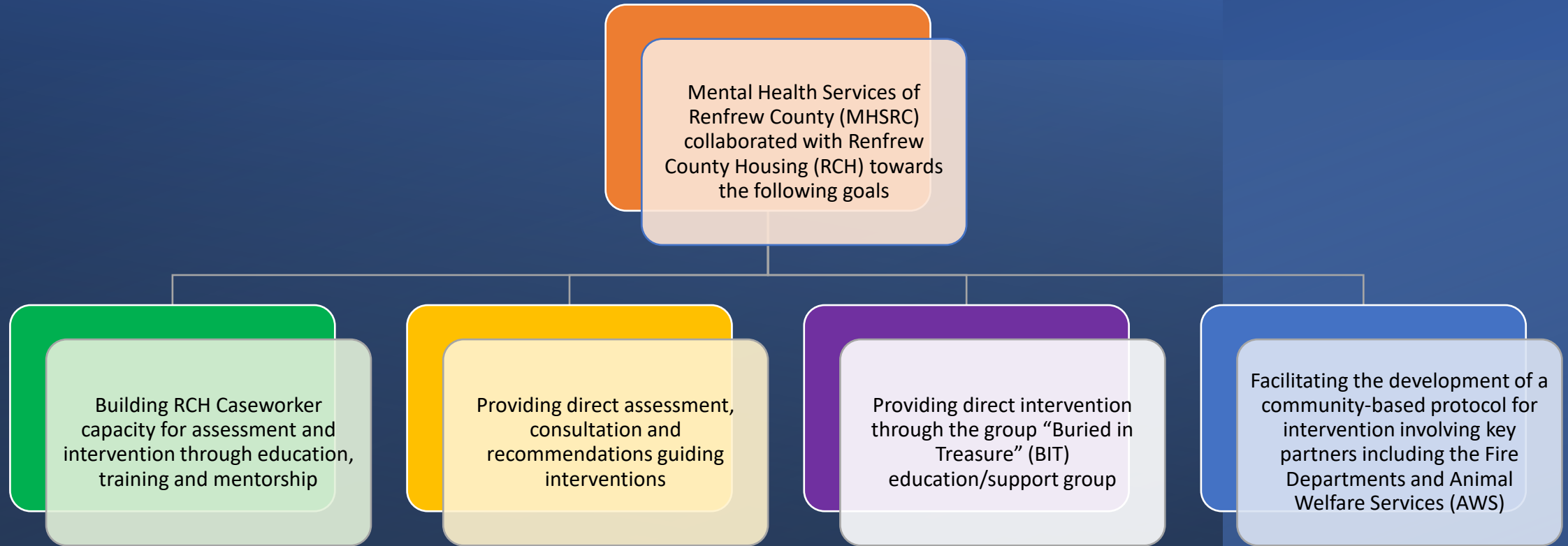
Supportive Bridge Housing

- Twelve supportive transitional housing units to be located within Carefor facility in Pembroke
- Will offer 24/7 wrap-around supports for individuals on the ByName List who are working with the Mesa team
- Construction complete

Renfrew County Housing Corporation (RCHC) – Mesa Community Housing Prioritization

- RCHC board approved a new local priority regarding the centralized housing waitlist. Mesa Community Housing Prioritization aims to reduce homelessness through a housing and recovery focused lens by providing an expedited offer of housing for those who are on a path to wellness and independent living
- Eligibility is determined by a team and prospective tenants must:
 - Be registered on the By-Name List
 - Actively participate in recovery efforts
 - Demonstrate the ability to live semi-independently through bridge housing or supportive hotel stays

High Content Supports



Since April 1, 2024, The County of Renfrew seconded the services of Mental Health Services of Renfrew County to address the high-content homes, a problem identified in several rental units.

Outcomes



Strengthening Tenant-Landlord Relationships Through Encouragement

Tenants referred to high content services were often aware their housing was at risk due to safety concerns related to high content. Initially, many felt overwhelmed by what they perceived as strict demands and viewed housing Case Workers in an adversarial light. Over the year, however, a noticeable shift occurred.

Tenants began reporting that inspections included encouragement and positive feedback. Although the work remained ongoing, the dynamic evolved into a more collaborative relationship. Tenants expressed feeling less anxious and increased motivation, often looking forward to showing the progress they had made in their homes.



Fostering Internal Motivation Through personal Goals

Tenants who feel mandated into services are often difficult to engage

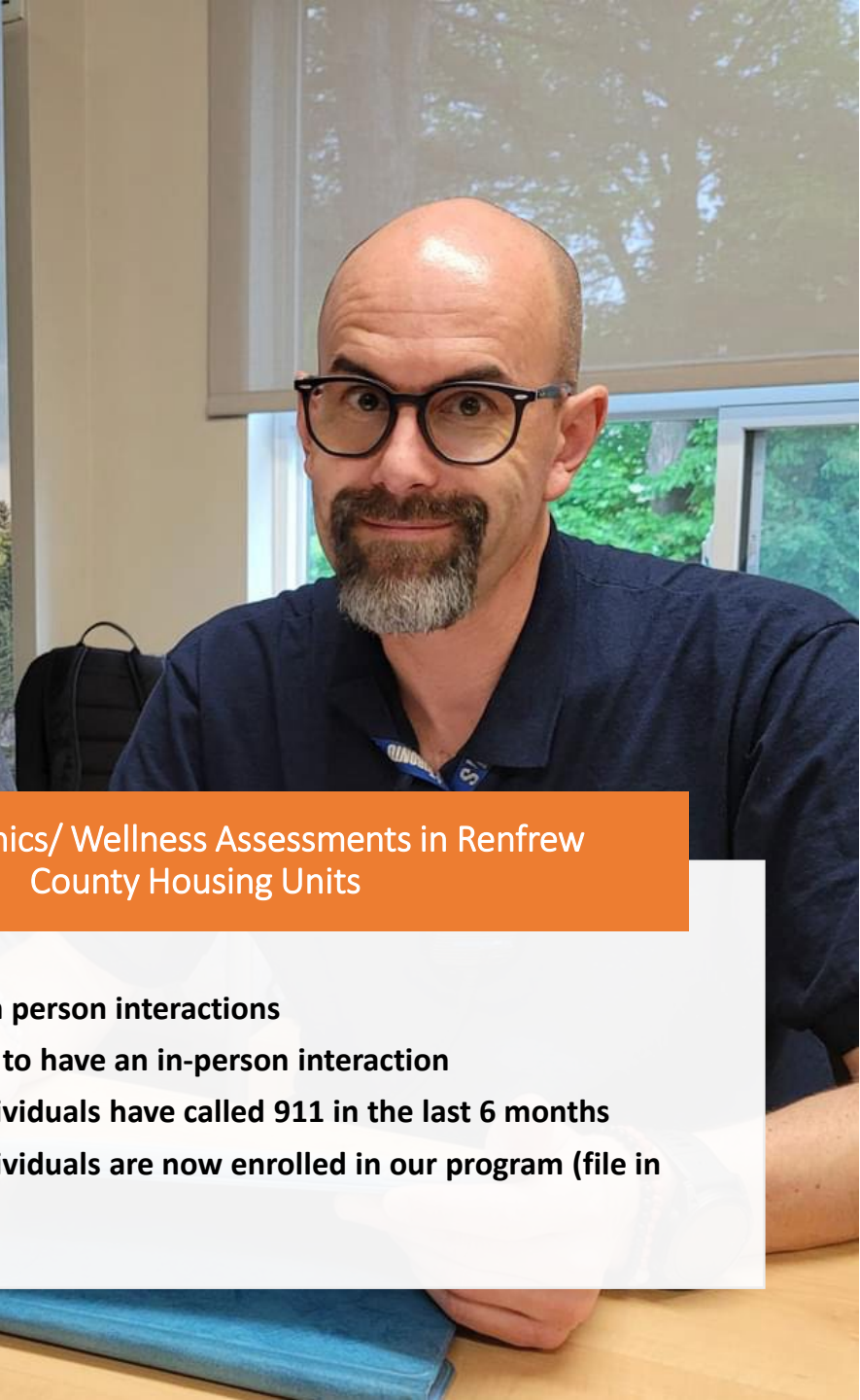
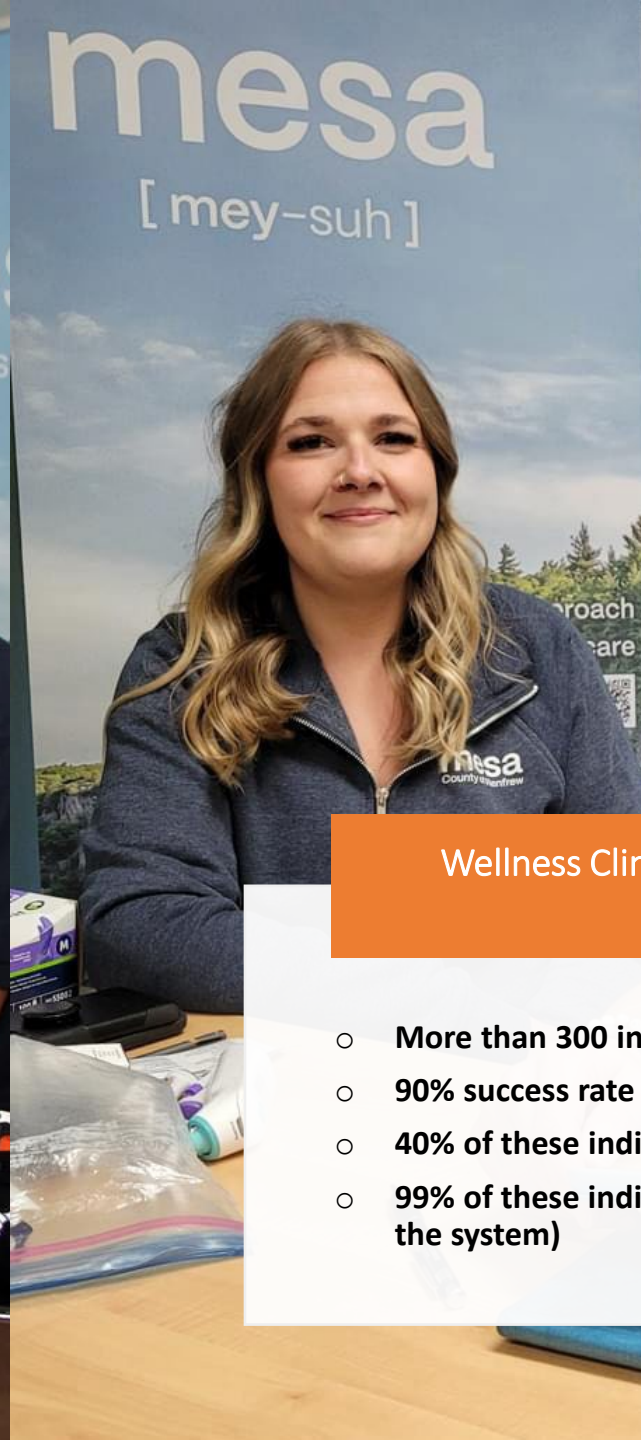
Within the high content program, significant effort is made to help tenants identify personal goals and internal motivations for maintaining a safe, healthy home

Some of the most resistant tenants have become the most engaged

Creating space for self-identified goals results in lasting change, rather than short-term clean-up that quickly regress

Wellness Clinics and Tenant Supports

- A collaborative and responsive approach involving community housing caseworkers, maintenance staff, and community paramedics to address tenant needs related to health, wellness, safety, and housing stability.
- Community paramedics conducting health and wellness checks with tenants and connecting individuals to a family physician through RCVTAC when required.
- Bi-weekly wellness clinics held in community housing common rooms, with follow-ups conducted between sessions.
- Personalized wellness checks conducted in tenants' homes by caseworkers and community paramedics.



Wellness Clinics/ Wellness Assessments in Renfrew County Housing Units

- More than 300 in person interactions
- 90% success rate to have an in-person interaction
- 40% of these individuals have called 911 in the last 6 months
- 99% of these individuals are now enrolled in our program (file in the system)



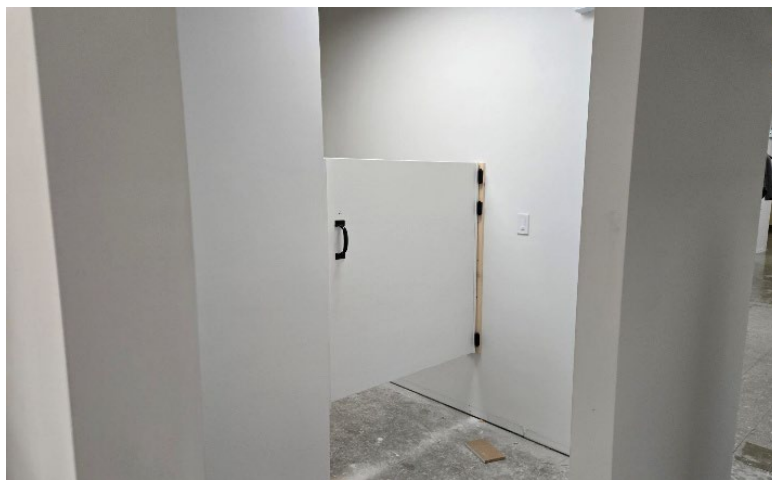
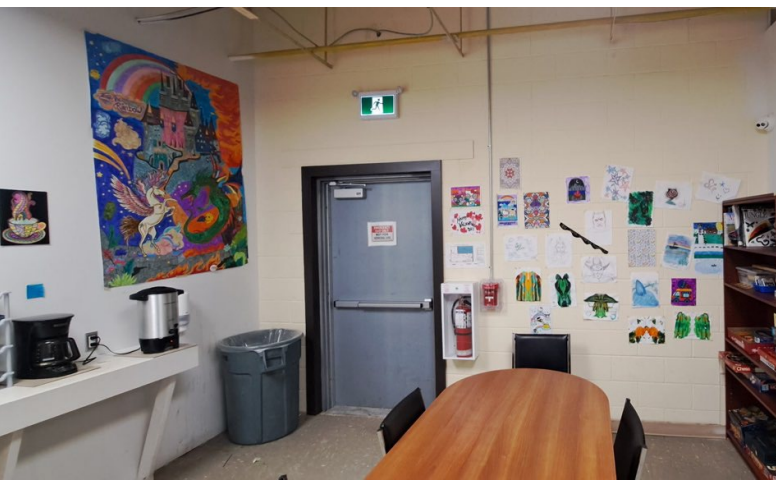
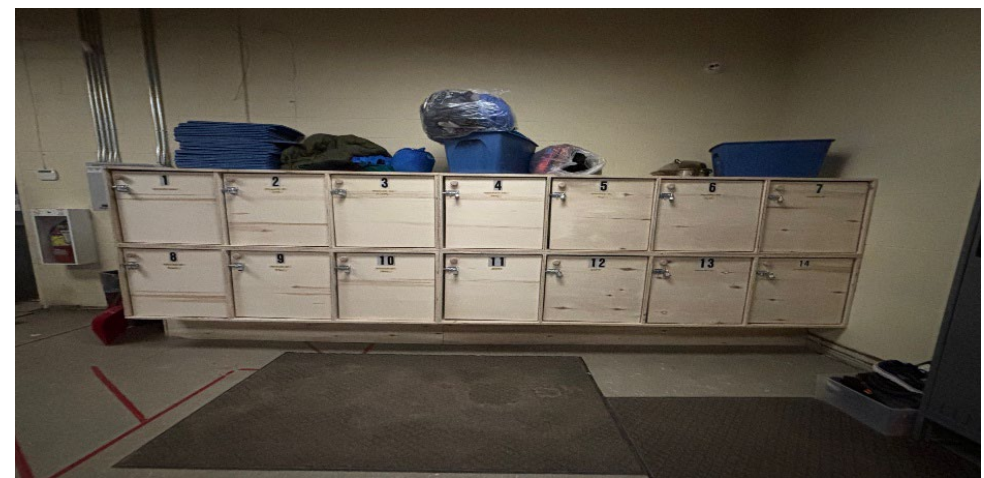
mesa **Warming** Centre

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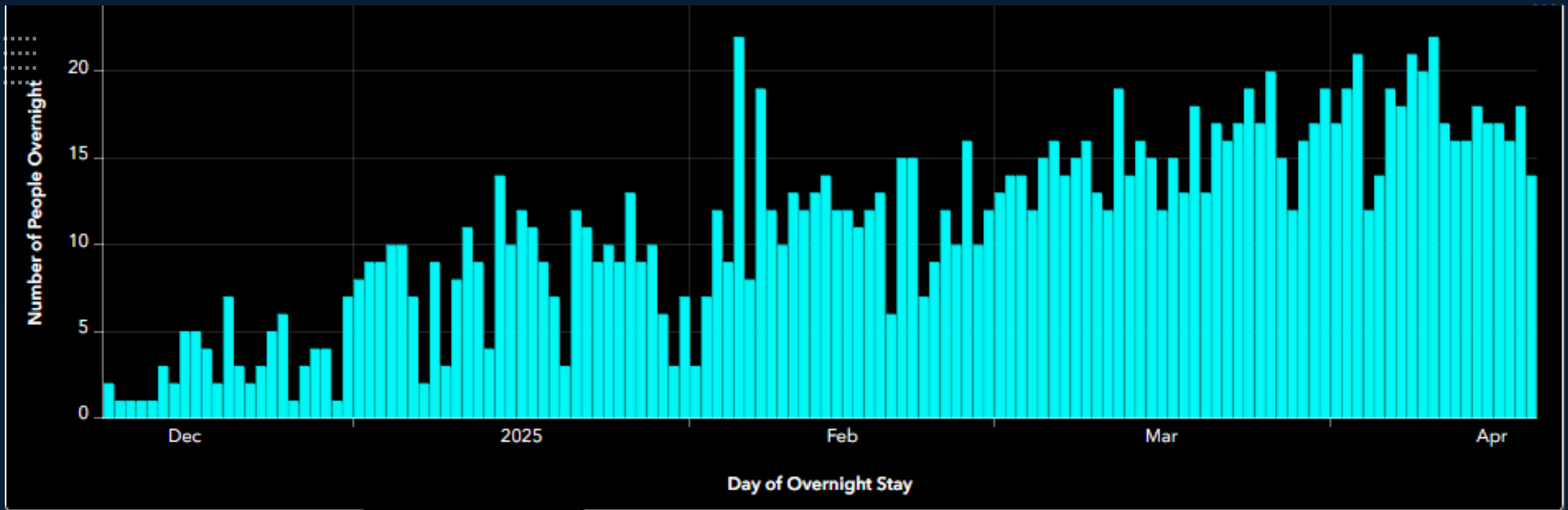


Mesa Warming Centre

The Centre was staffed with front-line staff from MacKay Manor trained in helping people access addictions and mental health support. The Mesa team supports this work during the day with the goal of providing low-barrier wrap-around support to these individuals. In addition to the support of the Mesa team, Public Health provides harm reduction programming each week at the Warming Centre, and Pembroke Regional Hospital provides linens, through a linen exchange program, on a weekly basis. The Warming Centre was funded through a municipal partnership involving the County of Renfrew, City of Pembroke, Town of Petawawa, and Township of Laurentian Valley.

Objectives

- Offer 24/7 low-barrier Warming Centre during cold-weather months
- Every guest participates in a social contract
- Connect individuals to Mesa team supports including health, mental health services, substance use supports, and support for basic needs
- Provide harm reduction education, and programming
- Create connection through a supportive environment



Service Usage Snapshot

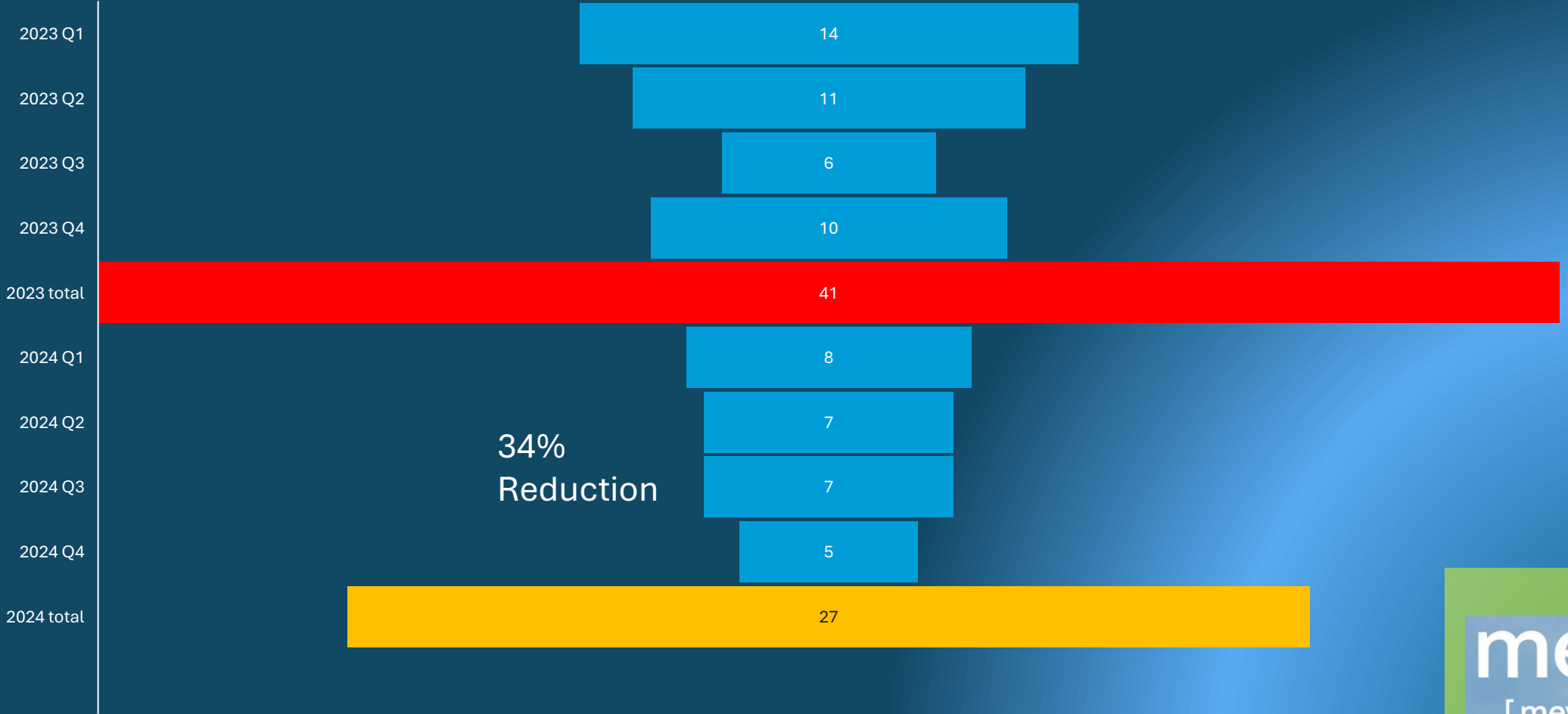
Total Visits:
2135

Overnight
Stays: 1469

Unique
Clients
Served: 132

Enhanced support services, prevention initiatives, and harm reduction strategies are effectively contributing to better health outcomes

Suspect drug toxicity deaths 2023-2024



Mesa Program Evaluation

May-December 2024

Mental Health Services

162 referrals from
Mesa to Crisis Mental
Health

Community Paramedicine

4292 Mesa client
interactions and/ or
treatment.

**>282 911 & Emergency
Department Diversions (6
months)**

482 referrals

Addictions Treatment

802 people interacted
with this program
through the Mesa Team
referrals.

**364 outpatient
treatment sessions
completed.**

26 referrals to residential
treatment.

Community withdrawal

130 high risk Mesa clients
are actively engaged in
community withdrawal
treatment.

Over 100 Mesa Clients
have accessed residential
treatment programs.

Community Service

308 people are now regularly
receiving community support
coaching.

50 high risk people with short-
term accommodations with
social contracts and care
plans.

Addictions Supportive Housing (ASH) program

46 formerly high-risk homeless
people are now living
independently with rent
supplement and ongoing Mesa
Team support.



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Paramedic Service,
Community Services,
Development and Property

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