Complex Service Needs Initiative

Journey from Inception to Delivery

- Shared Responsibility
- Focus on assisting those most in need
- Person Centered Approach
- Integrated Services
- Needs based Services
We have a specific population that has unmet needs...

Complex Service Needs:
- Eligible for services from PDD, pose a significant risk and/or are destructive to themselves, others or property. These individuals require intensive services and have, or have had a history of one or more of the following diagnosis or life experiences:
  - A Mental health disorder
  - Termination from services
  - Specialized treatment for psychiatric and/or behavioral issues
  - Multi-system involvement
  - Incarceration(s) or criminal justice involvement;
  - Chronic substance abuse/dependency problems.
Five Policy Elements/Directions
- Integrated Case Management
- Continuum of Services
- Training and Education
- Effective and Efficient Systems
- Shared Accountability across Ministries

Supports for Adults with Complex Service Needs Cross-Ministry Policy Framework:

www.albertahealthservices.ca
Who was at the planning table

- The System worked together with the contributions of:
  - Human Services
    - PDD program
    - Office of the Public Guardian
    - Children and Youth Services
    - Employment
    - Children and Youth with Complex Needs
  - Health
    - Alberta Health Services
  - Solicitor General and Public Security
  - Education
  - Enterprise and Advanced Education

Most Importantly...what happened?

Systems translated into Services
COAST

Mission:
To enhance the community’s capacity to meet the needs of individuals with developmental disabilities

- Collaboration between Persons with Developmental Disabilities (PDD) and Alberta Health Services (AHS)
- Multi-disciplinary approach
- Accessible, responsive and impactful
- Community based and mobile
- Broad scope that encompasses multiple levels of support

COAST – what we do

System
Community/Organization
Family/Supports
Individual

Sustain
Build
Coming in 2014

- Education Framework
- North and South operational Community Support Teams
- Provincially accessible specialized training
- 6 month evaluation results
- Extremely Complex Client Specialized Housing Planning
- Information Sharing Guide (joint work between Alberta Health Services & PDD)

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