

Delivering Impact on the Front Lines

ACCESS Open Minds



Chatham-Kent,
Ontario

“
The work ACCESS is doing now, will change the trajectory of mental illness for future decades. If youth learn to reach out for mental health care, and have a respectful, engaging and successful experience, it will change the way they think about mental healthcare their entire life.
”

— Paula Reaume-Zimmer
Site Lead, ACCESS Open Minds Chatham-Kent



Faster access, better care



Since 2016, **over 1,400** youth have received mental health services; **achieving 125%** of the target estimated youth with unmet mental health needs in the community.



98% of youth reported being satisfied with services overall

100% of youth would recommend our service to a friend.



Built with, and for, youth we are a one stop shop for quick and direct access to mental health and social services; helping youth and their families get the care they need quickly and, on their terms.

We are a trusted, safe space for youth.

36% of youth clients identify as gay, lesbian, queer, questioning or bisexual



6% identify as Indigenous

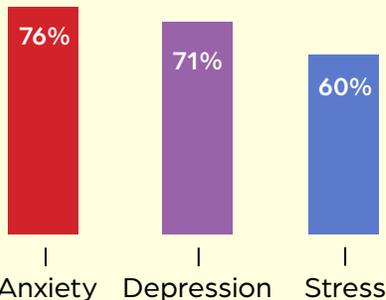
11% of youth having reported living in or having lived in in foster care



In 2020, **1,277** individual interventions have been provided, of which **95%** have been provided by phone or virtually as a result of COVID-19.



Top 3 reasons youth reported seeking services



The average wait time for an appointment is **under 1 week** from when youth connects with the service.



Over **90%** of youth who needed follow-up service received it **within 30 days**.

Note: ACCESS Open Minds is an ongoing research study. Figures provided are unaudited and are subject to change.

Delivering real benefits to youth: The ACCESS Open Minds Approach

Innovative and transformative solution

ACCESS Open Minds is helping Canadian youth get the care they need – when and where they need it. Our vision is pan-Canadian in scope but local in positive impact. The ACCESS Open Minds service framework is about flexibility, quality and results. Our evidence-based approach means more youth get help faster, **reducing wait times and improving access for more youth and families to get the help they need.**

From helping rural Canadians to partnering with Indigenous communities and making sure homeless youth in urban centres receive mental health support, ACCESS Open Minds is delivering real results on the front lines.

ACCESS Open Minds is changing the game

- AOM has been transforming services and collecting data on youth mental health needs and service impacts (wait times, outcomes) in partnership with 16 sites across Canada for over three years
- For over one-third of urban and rural non-Indigenous youth, as well as for over **70%** of Indigenous youth, AOM was their first experience of help-seeking, rather than an emergency room
- Youth who are at risk of marginalization – whether by racialization, sexual orientation, or poverty – connected with AOM in significant numbers **35%** identifying as LGBTQ+2S and **38%** identifying as being part of a visible minority and **39%** reporting having difficulty meeting basic needs
- AOM sites are supporting youth with high mental health needs; with **69%** of youth rating their mental health as poor or fair and **30%** reporting having suicidal thoughts at intake
- AOM helps, most youth show significant improvement in distress, functioning and symptom severity at follow-up, these improvements are **greater for those with serious mental health problem**
- **83%** of youth contacting AOM site were offered an appointment within **72 hours**
- Early economic evaluation results in one site indicate that the AOM model could save up to **\$4,500** per patient per year and provide an ROI of **over \$10** in health care savings for **\$1** invested
- Youth endorsed: **96%** of youth said they would recommend AOM to a friend

A modern model of care

- Partners seamlessly with existing service providers
- Cuts red tape and duplication
- Trusted, built for youth by youth
- Supports families and caregivers
- Cuts wait times improves access to care for more youth and families
- Strengths-based and culturally appropriate
- Evidence-based & high quality; integrating best practice & continuous evaluation into front-line care
- Nimble & adaptable to communities and changing needs (e.g. COVID-19)

For more information

