



# Social Navigator Program

International Roundtable on  
Community Paramedicine,  
Saskatoon, SK - 2016

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Paramedic Service

<https://www.youtube.com/watch?v=x8Q1NJKDI3Q>

# Background



High  
Enforcement

Numerous Arrests

Identify  
Repeat  
Offenders

Introduce  
the Social  
Navigator  
Program



# SNP Goals



- Connect and support individuals through a referral process, by engaging all social and healthcare agencies in the City of Hamilton.
- Reduce reliance on the judicial and healthcare system by navigating our clients towards the appropriate agency while improving the health, safety, and quality of life for all citizens.

# Program Objectives

- To improve a client's ability to access and utilize health and community services
- To improve the quality of life of clients by addressing root causes of crime (social determinants of health)
- To decrease clients' negative police interactions
- To decrease vexatious callers for paramedic services
- To increase collaboration between police and community services
- To enhance collaboration and coordination between enforcement, judicial system, health services, and social service providers

# Social Navigator Program(SNP)

- Paramedic
- SNP Officer
- Program Coordinator



## Hours

Monday-Friday 8:00-4:00

# Advantages of a Paramedic as the Social Navigator

- Mobility
- Medical knowledge
- Positive public perception



# Criteria

- Mental Health concerns/ EDP
- Addiction
- Homeless or at-risk of becoming homeless
- Lacking primary care
- Repeat police interaction
- Someone who stops you and asks for help

# Critical Moments

- During a bail hearing
- During discharge from jail
- While having to address court matters
- Following discharge from hospital
- During a notice of eviction
- When a client feels they are in crisis
- When someone asks for help

# Unexpected Development

## Court Mandated Clients (October 2012)

- Actively participate in the Social Navigator Program and knowingly follow the direction of the Social Navigator Program for the City of Hamilton;
- Attend and complete all appointments and programs as set out and specified by the Social Navigator Program, participate, be on time, and follow the rules and procedures of those programs.
- Reside at \_\_\_\_\_ and follow the rules of that household/facility, or an address approved by the Social Navigator Program for the City of Hamilton;
- Addition: Report to the Social Navigator Program on a weekly basis either by phone or in person.

Best time for conditions= bail hearing (more leverage)



# Unexpected Development

## Professional Visits to Jails – January 2016

- Meet with program clients
- Maintain safety net to client upon release
- Time to create comprehensive plan with client



# Feedback Themes from Community

- Improves collaboration and coordination of services for hard to serve individuals
- Bridge gaps and are more flexible and adaptable than other services
- SNP offers prompt support to clients and service providers and follow up in a timely manner
- SNP helps reduce barriers by advocating for clients, locating clients, arranging and transporting to appointments

# Our Clients (2013-2015)



Other Illnesses:  
Schizophrenia, Bipolar,  
Depression, Anxiety,  
Borderline Personality

- 14-71 years of age
- Average age is 37
- 68% were male
- Source of income: ODSP & OW
- Majority of clients have a mental illness
- Attending appointments is not their priority
- Struggle with keeping track of appointments
- Hard to reach (inconsistent access to phones, change locations)

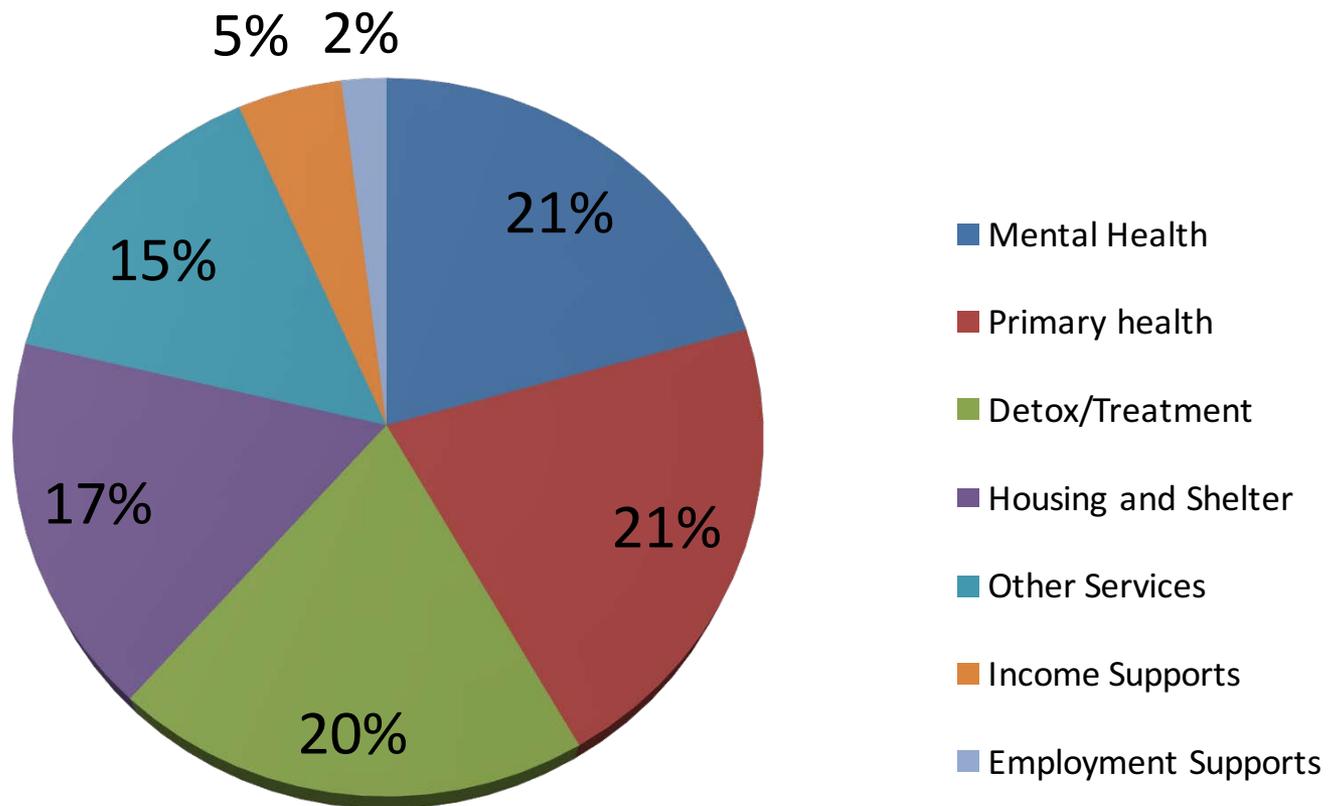
	Jan 2013- Dec 2013	Jan 2014- Dec 2014	Jan 2015- Dec 2015	Jan 2016- March 31, 2016
Number of referrals	91	108	<b>148</b>	64
Number of active clients	46	52	<b>81</b>	54
Number of new court mandated clients	5	9	12	8
Number of court mandated clients	8	13	<b>14</b>	16
Repeat clients	unknown	25%	<b>11%</b>	To come
Number of clients already connected (no intervention required)	28	26	10	10
Number of clients that declined service	11	14	13	13
Number of referrals made by SNP	142	111	<b>148</b>	65

In 2015:  
Only 17% of  
clients were  
court  
mandated

# Average SNP week

- Take on 1 new client a week
- Assist 23 client per week
- Attend court 2 day a week
- Attend 2 community meetings a week

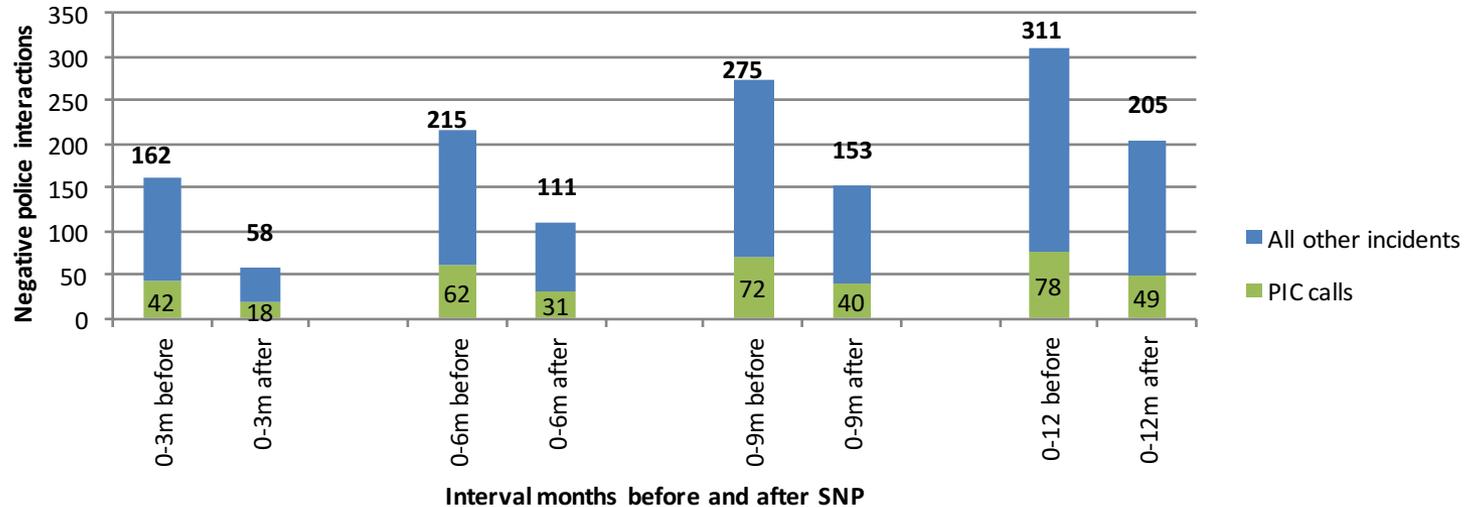
# Common Referral Categories 2013-2015



401 referrals

# Outcomes

Number of negative police interactions 0-3, 0-6, 0-9, and 0-12 months before and after SNP



From a sample of 37 clients from 2014 SNP found that there was a:

- 57% decrease in mental health calls & **64% decrease** in all call types 0-3 months after SNP
- 50% decrease in mental health calls & **48% decrease** in all call types 0-6 months after SNP
- 44% decrease in mental health calls & **44% decrease** in all call types 0-9 months after SNP
- 37% decrease in mental health calls & **34% decrease** in all call types 0-12 months after SNP

**The biggest impact on all call types is seen within the first 3 month after SNP intervention**

Of the 37 individuals, **56.7% had a decrease in negative police interactions 12 months after SNP involvement.**

# Transports by Paramedic Services in 2014

- Of the 40 clients used in the 2014 analysis
- 40% had at least 1 transport by ambulance
- These 16 clients account for 130 transports in 2014

**Note:** One vexatious caller was excluded in this analysis b/c SNP was still assisting her. She had 58 transports in 2014.

Frequency of transports	Number of clients
1	5
2	1
3	3
4	2
6	1
10	1
11	1
21	1
58	1

# Transports by Paramedic Services in 2015

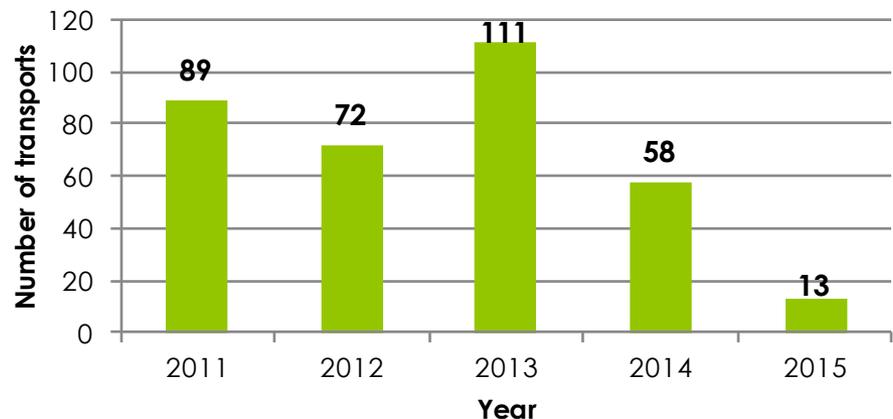
- Of the 81 clients
  - 56% had at least 1 transport by ambulance
  - These 45 clients account for 480 transports in 2015

Frequency of transports	Number of clients
1	9
2	9
3	3
4	2
5	1
7	3
8	1
9	2
12	1
14	3
16	1
18	2
19	1
21	1
29	1
30	1
31	1
66	1
82	1

# Vexatious Caller Client Example

- **Client:** Female, late 50's, long-term alcohol addiction and mental health concerns. She is well known to both EMS and Police because for over 10 years she has called 911 for non-emergencies. She is familiar with the Code 4 trigger words (chest pain & short of breath) because she knows paramedics will respond faster. She has also stated she calls because she is lonely.
  - SNP began to work with her in Dec 2013
  - A decrease in calls has been seen since SNP involvement
  - Due to complexity of the issue this client is still working with SNP to keep call volume low

Client A: number of transport by EMS from 2011-2015



# Next Steps

- Compile our annual reports to publish our findings
- Partnership with McMaster University to lead an indepth program evaluation
- Develop electronic reporting system
- Expansion to other regions

# Thank you!

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[Hamilton](#)

