

December 4, 2019

Walk-in Report

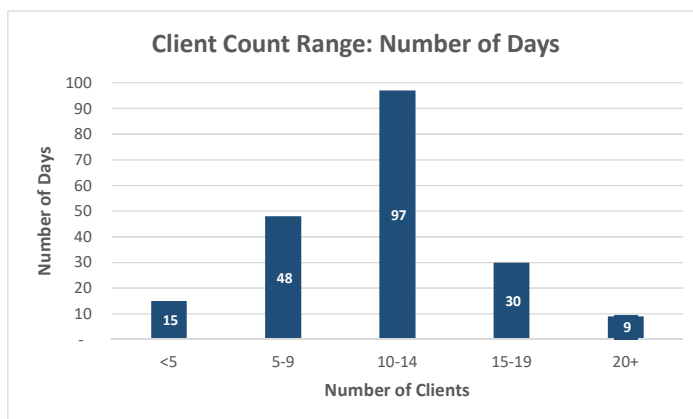
Prepared for: Hike for Happiness

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Introduced in January 2016, the FSTV Walk-In Clinic is coming up to four full years in operation. The clinic operates every Tuesday (excluding holidays) from 1 pm – 6 pm.

The clinic serves between 500 and 600 clients annually, *barrier free*. There is no charge, no judgement. The number of drop-ins by day range from less than 5 to over 20. The clinic is also impacted by the time of day that clients drop in thereby overwhelming capacity at times. Clients may leave rather than wait, or may be redirected with referral if appropriate. There is no discernable predictive pattern to “peak demand”.

Calendar Year	Total Clients	Left or turned away
2016	584	12
2017	580	4
2018	541	18
YTD Nov 2019	512	36
Total	2,217	70



Between 10 and 14 clients were served on half of the 200 days the clinic operated to the end of November 2019.

About 60% of the clients seen in 2019 were first time drop-ins; 40% are repeat users. Repeat users is up from 30% in 2018. We are working to understand this. It could be a positive indicator in that clients return (it helps), or indicate multi-session counselling is required.

FSTV is the lead agency in a London Community Foundation funded partnership¹ that includes Craigwood Youth Services, Vanier Children’s Services, WAYS Mental Health, Anova, and the Women’s Rural Research Centre. Two Walk-in Hubs are operating, one at the White Oaks Centre and another at Next Wave in Strathroy. 364 and 160 clients were served at these clinics respectively year-to-date November 2019.

¹ The partnership was recognized as a Collaboration Finalist at the Pillar Awards in November 2019.

Funding

We rely on donations to fund our Tuesday clinic. We receive no government funding. The service is free to clients. 23 hours of counselling was made available each week in the past at an annual cost in dollar terms of approximately \$75,000. We must manage this cost to sustain the clinic. Trimming the hours counsellors are on standby is one such action perhaps explaining the up-tick in the number of clients that left without service this year. It is a frustrating quandary.

Fiscal 2020 benefited from \$22,515 from the Hike for Happiness event with support from Canada Life in the fall, and \$23,618 (net) from the Mood Disorders of Canada Walk to Defeat Depression in the spring.

Client Story

Accessing the mental health system can be difficult. A woman accessed our walk-in after her husband attempted suicide. The husband was living in a different county. The clinician connected them with crisis services and secured an appointment in their home county. The woman shared that she was extremely happy with the assistance provided by clinician at FSTV.

Client Feedback

I'm happy I came here today. It's really opened my eyes on many things going on in my life. With the exercises I was provided I want to do my best on focusing on triggers/symptoms.

It was a very positive and helpful experience

Thankful that you have this clinic

I felt safe and comfortable

Counsellor was so helpful, I have had 5 sessions in the past with another service and today's session was more helpful than my other 5

Very satisfied and found it helpful

I am enlightened- the door of hope is open wide

I like how it was handled and it has set me up for next steps

It was lovely and unexpectedly helpful

This was awesome, I did not feel rushed which is important. The counsellor was a good listener and I felt heard and left with a good sense of a plan.

The counselling session was extremely helpful. I didn't know where to go and speaking with the counsellor truly helped me with services that I can use.

Counsellor was excellent and I left feeling more confident in my plan moving forward.

Walk-in Report

The amount of communication opened up in 1 session is astonishing. Our counsellor was incredibly in tune with both our needs. My husband opened up to her. Thank you all so much.

It felt better to talk about my problems with a professional.

Very good help offered- did not recommend any medication which I think is very good (I don't want to take medication)

I felt very supported and felt no judgement

This experience was beyond my best hopes for today. I feel today's conversation has moved me in a positive direction and will continue to do so. Thank you so very much for this service.

Friendly, professional staff

Positive experience promoting hopeful attitude.

Thank you for letting me add my mom to my session so close to the time they were ready for me.

The Future

Family Service Thames Valley has operated its clinic for 4 years. Two new sites were added through the London Community Foundation funded project, funding to expire soon. Craigwood and Vanier also offer “Talk-ins”. We are working with our partner agencies to harmonize these various walk-in services into a single shared (co-resourced) model for London & area. The shared model will see a walk-in service available in London every day Monday to Thursday, and in surrounding communities on a regular schedule according to demand.

Thanks

The weekly walk-in clinic meets our mission; “strengthening individuals, couples and families as they face life challenges”. The service is barrier free – at no client cost and simple to access.

The program relies 100% on donations to fund the program. Thankfully, we have received donor support like yours.

The Board and clinical team can't thank you enough. It is motivating knowing we have wonderful supporters. And, on behalf of all the clients that have been helped, another “thank you” for helping make lives better, and in some cases, saving them.



Frank Pyka
Executive Director

