



## Survey – Evaluation of the impact of PCSM’s services 2020-2021



## Introduction

Perspective Communautaire en Santé Mentale (PCSM) offers community support services to West Islanders living with chronic mental health conditions. PCSM's community workers assist individuals in overcoming their challenges and connect with their local community to have a better quality of life. Since each person PCSM offers services to is unique, our team works with the individual to create a personalized intervention plan according to their needs, their strengths, and their personal goals. Many elements of wellness and daily living can be targeted such as: budgeting, nutrition, housing, daily activities, recognition of symptoms, stress management and the development of interpersonal skills.

Before the COVID-19 pandemic, PCSM workers were mobile and met with individuals in their homes or community. This past year, PCSM has continued to provide services online to their clients online through support groups, 1-on-1 calls, and group activities. The goal of this year's survey is to get direct feedback from our stakeholders, measure our impact in the community, and target areas of improvement in our services. All of the people who responded to the survey are people who are residents of the West Island of Montreal, live with chronic mental health conditions, and receive the services of PCSM. Out of ~150 active service users, we had 23 responses.

## Results – Demographics

Age	30-40	4.5%
	41-50	14%
	51-60	37%
	61-70	33%
	70+	4.5%
	Average age	59

Primary diagnosis	Depressive type disorder	30%
	Psychotic type disorder	20%
	Bipolar type disorder	15%
	Anxiety type disorder	0%
	Personality type disorder	10%
	PTSD	5%
	Combination of depressive and anxiety type disorders	15%
	Other	5%

Referred by	CLSC	32%
	Community organization	18%
	CIUSS	27%
	Entourage	4.5%
	Self-Referral	9%
	Other	9%

Number of PCSM meetings per month	0-1	24%
	2-3	38%
	3-4	33%
	5+	4.8%

City/Borough	Pierrefonds-Roxboro	31%
	Ile-Bizard	19%
	Dollard-des-Ormeaux	31%
	Pointe-Claire	6.2%
	Beaconsfield	6.2%
	Dorval	6.2%

Income Source	Social assistance	27%
	Pension	14%
	Employment	9%
	Disability insurance	9%
	Combination of disability pension and social assistance	9%
	Other	9%

Date of first contact with PCSM	<2012	45%
	2013	5%
	2014	0%
	2015	0%
	2016	15%
	2017	10%
	2018	10%
	2019	15%

Have been hospitalized due to mental health reasons in the past	Yes	43%	Frequency of hospitalization over the past 5 years of respondents who answered 'Yes'	1 to 2 times	55%
	No	48%		3 to 4 times	9%
	N/A / Undisclosed	9%		5 to 6 times	9%
				Did not respond	27%

Respondents indicated they have found themselves in the following scenarios related to housing insecurity

Feeling at risk of being homeless	35%
Couch surfing for temporary housing	9%
Using a community resource for temporary or emergency housing	22%

Currently living in subsidized housing	4%
Currently on a waiting list for subsidized housing	22%

## Results – Written answers and comments

Impact of PCSM's services named by respondents	
Improvements to mental health	65%
Feeling heard and supported	88%
Feeling oriented towards goals	43%
Assisted in breaking isolation	43%

61 % of respondents reported being referred to other resources in their community including: CLSC, Abovas, West Island Mission, Centre Bienvenue, ANEB, Parrainage Civique, Leisure & sports services, financial aid, food banks, housing assistance, Omega, Crisis Center

Needs named by respondents	
To have emotional support & someone to listen	87%
To have support to manage symptoms of illness	65%
To be encouraged towards goals	61%
To have assistance in breaking isolation	53%
To have a regular follow-up to maintain well-being	74%
To have help in working on confidence or patience	66%
To have help in improving interpersonal relationships	48%

What are the main challenges you face?	
Mental health related	39%
Assertiveness & self confidence	22%
Activities of daily living	22%
Isolation	17%
Physical challenges	13%
Finances	13%
Family dynamic	9%
Other	26%

Comments: What could be improved at PCSM?	
Nothing for the moment	46%
Active listening	4.8%
More appointments with worker	4.8%

**Strengths identified by respondents that help them to overcome their challenges:**

Working with my supports	Pets	Medication works for me
Courage	Patience	Optimism
Religious practices	Celebrating the small things	Speaking to my worker
My mental head space	Coping with negative thoughts	Being a hard worker
My education	Painting	Music
Enjoying nature	My organization	My empathy
Working with PCSM	Resilience	Logic and intelligence
My wisdom	Yoga	Walking
Common sense	Pushing myself to get through everyday	Getting up everyday to shower, eat, take care of my pets and go to work
I try hard	Reaching out when I need it	Autonomous
Resourceful	Contacting others	

PCSM – Impact Assessment							
QUESTIONS:	Total agree and strongly agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
My worker has helped me with important paperwork.	70%	35%	35%	0%	4%	0%	26%
My worker has helped connect me to other resources.	91%	48%	43%	4%	4%	0%	0%
My PCSM worker has helped me to identify and work towards my goals.	87%	52%	35%	9%	0%	0%	4%
Having the services of PCSM has helped me manage my mental health.	87%	52%	35%	4%	0%	0%	9%
Having the services of PCSM has helped me develop coping skills.	100%	57%	43%	0%	0%	0%	0%
Having the services of PCSM has helped me manage crisis situations or difficult periods.	91%	52%	39%	4%	0%	0%	4%
Having the services of PCSM has reduced my need for hospitalization.	48%	39%	9%	9%	0%	0%	43%
Having the services of PCSM has helped break my isolation.	87%	52%	35%	9%	0%	0%	4%
Having a PCSM worker helps me feel supported.	100%	61%	39%	0%	0%	0%	0%
Having community support helps	83%	48%	35%	4%	0%	0%	13%

PCSM Services Evaluation							
QUESTIONS:	Totally agree and strongly agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
me to maintain my health.							
My worker is punctual to meetings and contacts me if they are going to be late or cancel.	100%	70%	30%	0%	0%	0%	0%
My worker is organized and prepared for our meetings.	100%	70%	30%	0%	0%	0%	0%
My worker communicates clearly with me.	96%	70%	26%	0%	0%	0%	4%
My worker treats me with respect during our meetings.	100%	83%	17%	0%	0%	0%	0%
My worker shares knowledge that is helpful to me.	91%	52%	39%	4%	0%	0%	4%
Overall, I am satisfied with the services provided by my worker.	100%	70%	30%	0%	0%	0%	0%
Overall, I am satisfied with the services offered by PCSM.	100%	61%	39%	0%	0%	0%	0%