



WECOSS Project Proposal – Treatment and Recovery

Project Name: Enhancing PATHWAYS

Background & Purpose

Provide context for what conditions exist that have created the need for this project. Why is the project being undertaken? Describe an opportunity or problem that the project will address.

The project will expand upon the Enhancing Pathways to Programs and Services project of the WECOSS' Treatment and Recovery working group. In 2023, WEC Connect, an online inventory of substance use, mental health, and addictions programs and services was created. The inventory seeks to address the gaps in the current navigation tools (i.e., Connex Ontario) by including both private and publicly funded services. It also includes services offered at the local, provincial, and national level. While work continues to be done provincially towards "coordinated access", the inventory can be readily implemented to enhance access until these coordinated models become available.

This intervention will engage with people who use substances and/or friends and families of people who use substances to conduct a pilot of WEC Connect before it is released. Alongside the pilot, a sustainment strategy will be developed to maintain the inventory year after year. The information contained in the inventory will also be used to update client resources and relevant webpages.

Goals & Objectives

What goal(s) does the project aim to accomplish? List the achievements/objectives that can be attained/met along the way to your goal.

- Improve system navigation for individuals of Windsor Essex County to readily access substance use, mental health, addiction, and social services available locally.
- Assist service providers in referring clients to the appropriate programs and services through the development of a comprehensive online inventory.

Strategic Alignment

Which Modernization Recommendation(s) does this work support?

- **Priority #3:** No Wrong Door: Enhancing Access to Services and Supports.
- **Priority #5:** Address the social determinants of health that impact substance use and community well-being.

Target Audience

Who will realize the benefits of the project (e.g., people who use drugs, service providers, etc.)? In other words, whose needs will be met from the project meeting its pre-defined goal(s)?

- **Primary Target Audiences:** People who use substances and their family and friends.
- **Secondary Target Audiences:** Service providers who support people who use substances.

Project Scope

What activities, issues, problems, or deliverables are within scope, and which will not be included or considered as part of this project?

- Piloting the online programs and service inventory with the WE-OHT’s Patient, Family, and Caregiver Partnership Council (PFAC) and local service providers to evaluate the usefulness of the inventory.
- Creating a marketing strategy to promote the launch of the inventory for public use.
- Developing a mechanism for sustainment of the inventory data to ensure real-time information is up to date.
- Investigate the integration of additional services such as transitional housing support.
- Utilizing inventory data to make directories and/or print resources with local programming information.

Out of Scope

- Creating separate inventories for social support services to avoid additional navigation tools.

Assumptions, Dependencies, Risks, and Constraints

Describe the conditions or situations that you are relying on to achieve the project goal(s) and/or the factors that may influence the project outcomes (positively or negatively).

- The target audiences find the inventory useful and effective for navigating and accessing services.
- The inventory can readily maintain real-time program information.
- Partner agencies are willing to use, promote, and link out to the inventory.
- The inventory addresses gaps of other navigation tools (i.e. Connex Ontario) and is the preferred tool for local programming.

Success Criteria

What metrics/key performance indicators will be used to determine how the project is performing and whether the project was successful at meeting the goal(s)/objective(s)?

OUTPUTS: *(What is produced through the project’s activities?)*

- WEC Connect Inventory
- Promotion/distribution plan
- Sustainment strategy

SHORT-TERM OUTCOMES *(The changes or benefits that result from the project)*

- ↑ in knowledge and awareness of local resources for substance use, harm reduction, and other relevant health programs/services.
- ↑ in referrals to local programs and services

Process indicators *(Measures activities of the project, project quality, and who the project is reaching):*

- # of agencies that link to WEC Connect webpage
- # of webpage visits

Outcome indicators *(Measures that are used to assess if the program goal(s) has been achieved):*

- % of participants who find WEC Connect useful for navigating the substance use system
- % of participants who used WEC Connect to access a service

<ul style="list-style-type: none"> # of additional resources generated from the inventory information 	
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Milestones & Timelines

Document the high-level project milestones, their associated tasks/activities, their expected completion time, and those involved in completing the deliverables associated with each milestone.

Milestone	Tasks/Activities	Lead Persons or Organizations Responsible	Estimated Timelines
Evaluation Tools Developed	Develop online survey to evaluate the usefulness of the inventory and assess how to improve it. Include questions on relevant programs to include/remove, ease of navigation, and formatting of the webpage.	WECHU	TBD
Pilot Completed	Ensure inventory is uploaded and functional. Pilot with the WEOHT-PFAC and service providers, engage in focus groups, and survey to evaluate its usefulness.	WECHU & HDGH	TBD
Inventory Evaluated	Analyze survey data and focus group transcripts. Develop a report on findings complete with recommendations for enhancement to the inventory.	WECHU	TBD
Inventory Updated	Based on the recommendations generated in the pilot summary report, update the inventory accordingly.	WECHU	TBD
Promotional Material Developed	Develop promotional materials for the public release of WEC Connect. Materials should include email marketing to the WECOSS and subscriber lists, social media posts, new release, and accompanying graphics.	WECHU & TRWG	TBD
Sustainment Plan Developed	Based on evaluation findings, develop a sustainment plan to maintain the inventory, year after year.	WECHU & TRWG	TBD
Inventory Launched	Following the pilot, updates, and promotion, launch the inventory publicly on WECOSS.ca	WECHU & TRWG	TBD



Project Budget

Apart from FTE and in-kind support, what is the total monetary cost related to initiating, planning, executing, and closing the project?

- N/A

Date: April 2024

