

A Movement for Mental Health Data Innovation

——— APRIL 5TH - 26TH 2025 ———

211 Canada Data Exploration

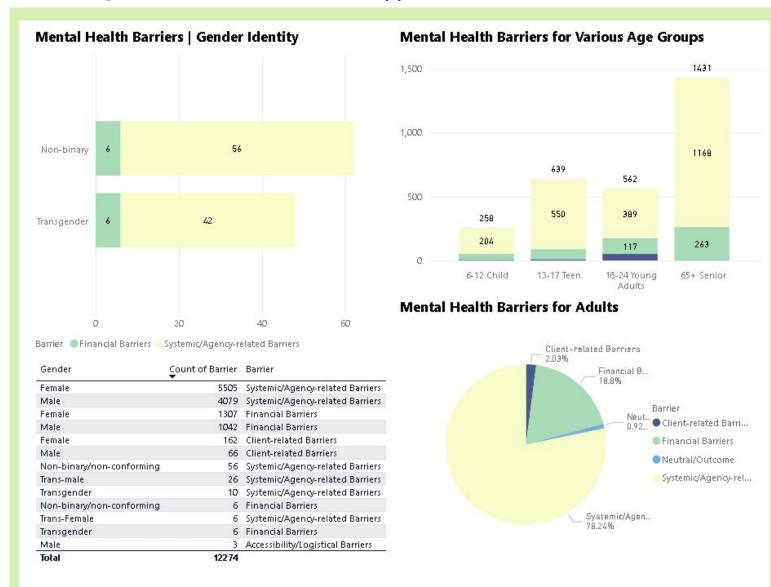
Dodeca Schema

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Canada Wide - Are certain demographics experiencing higher levels of unmet needs?

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Examining Barriers to Mental Health Support



Systemic Barriers are the biggest reason why mental health needs are not being addressed for Non-binary and Transgender peoples

Across various barrier categories, <u>Females have more unmet</u> mental health needs than Males

Agency Related Barriers are the most prevalent across all genders and age

Over 2000 accounts of unmet Mental Health needs categorized by Gender were due to Financial Barriers

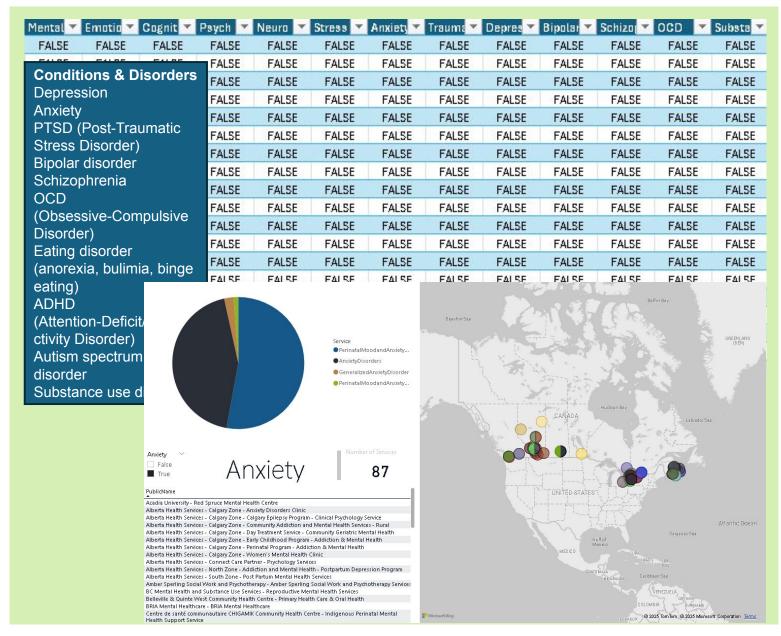
Over 10 000 records lacked demographic data to reflect our past findings. About 40% of the data had unspecified age

About 40% of age demographic data comprised of Adults & Over 75% when not taking into account unspecified records

Canada Wide - Exploring Service Availability

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Examining Barriers to Mental Health Support



Taxonomy under 211 Master Resources is an indicator of the services offered by each program / agency

There are over 3,500 unique services in the Resource 211 data set. There is a one-to-many relationship with programs

Isolating for key mental health terms, we can identity service availability based on different mental health needs

There are gaps in mental health resource offerings based on mental the health need

With the key word 'Mental' there are over 5000 counts from only 49 distinct counts. Which suggest that same services are offered cross provincially

With further analysis it is possible to determine cross province MH programs and MH local programs

Canada Wide - What are the most common reasons people report difficulty accessing mental health services?

Examining Barriers to Mental Health Support

Client-related Barriers

Caller refused referral
Client ineligible for services
Client withdrew
Client has used all available services
Unable to contact client
Ineligible for service

Systemic/Agency-related Barriers

Agency full, waiting list

No agency open at this time

Agency resources depleted

No program found to meet need

No resource found to meet need

Inquirer unable to connect with agency/program

Full/waiting list

Hours of agency/program did not meet needs of

inquirer Agency/program resources depleted Agency/program not open at this time

Financial Barriers

Client cannot afford the service No financial assistance available Cannot afford the service

Accessibility/Logistical Barriers

No transportation Inquirer has no transportation

Communication/Cultural Barriers

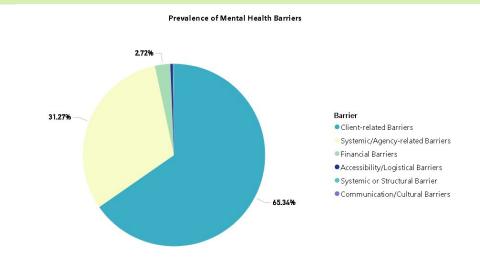
Language barrier

Neutral/Outcome

Need was met Other

Systemic or Structural Barrier

Inquirer has no transportation



Client-related Barriers -	874	1989	60	81	33	464	3	107	- 1750
Systemic/Agency-related Barriers -	588	273	33	30	103	672	12	50	- 1500 H
Neutral/Outcome -	400	371	5	22	20	0	1	52	- 1500 - 1250 - 1250 - 1000 - 1000 - 7500 - 5000
Financial Barriers -	41	19	1	1	2	31	1	1	- 1000 - eeds from
Accessibility/Logistical Barriers -	13	2	0	1	1	0	0	1	- 750 Per of Unique
Systemic or Structural Barrier -	0	0	0	0	0	14	0	0	- 500 🖁
Communication/Cultural Barriers -	0	0	0	0	0	10	0	0	- 250
	&	Calgary	Central	Monton No.	ascotia	Ontario	pt) Gaska	chewan	- 0
Region									

Heatmap of Unique Unmet Needs by Barrier and Region

Dataset 🔻	Caller ID	Unmet Need ▼
BC	102002307	21
CA	96838304	17
Central	116588580 122083527 122083527	3
EDM	122166409	4
NS	114267913 125378810 129364313 131361418	3
ON	109437898	9
PEI	121537977 124334853 129804021	2
SASK	98043609	8

Unmet need values should be properly calculated by unique CallerIDs, since one caller may have more than one unmet need

Nationally, Client-related Barriers and Systemic/Agency Related Barriers are the most prevalent reasons why mental health resource referrals fail

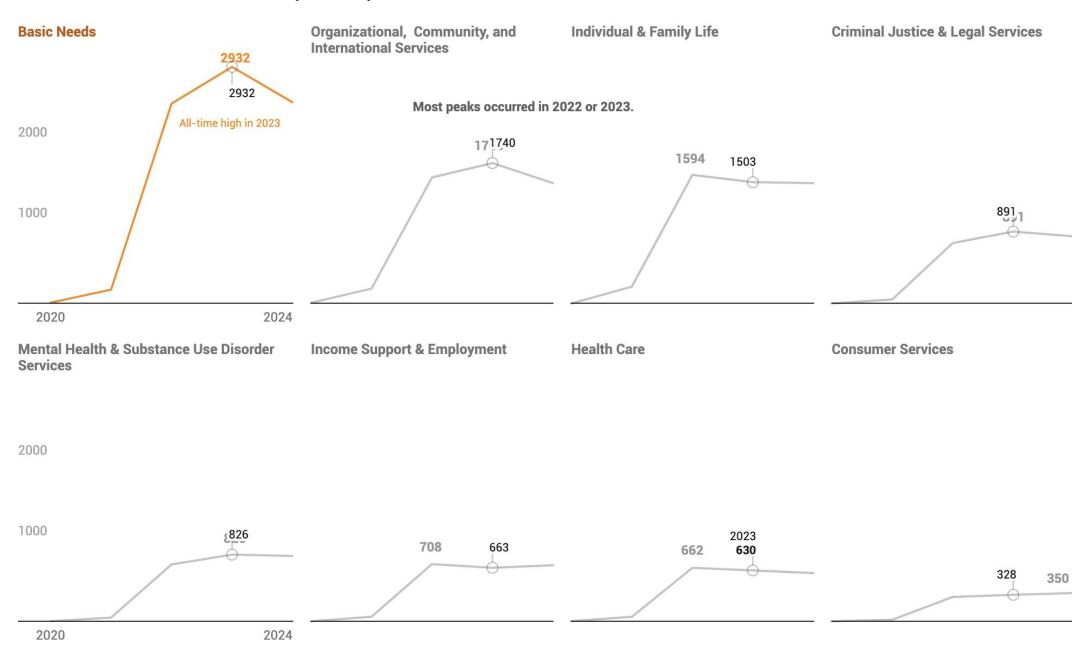
There's an outstanding number of Client Related Barrier Unmet Reason instances in Calgary. The biggest reason being: <u>callers</u> <u>are refusing referrals</u> WHY?

BC, Calgary, and Ontario have seen the highest levels of unmet mental health needs.

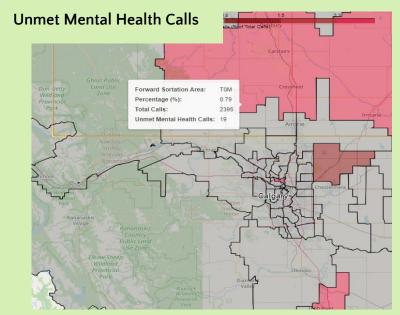
Systemic barriers are actionable. They are the biggest in BC and Ontario <u>Indicative of a need for resource</u> <u>allocation improvement</u>

Resources for basic needs have consistently been the highest source of unmet needs.

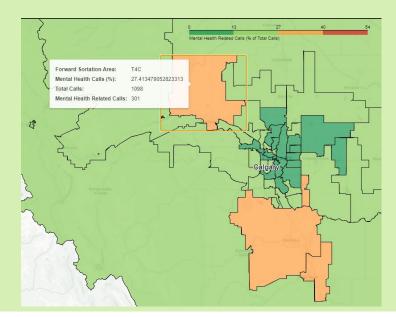
Unmet calls with referrals to a resource by taxonomy.



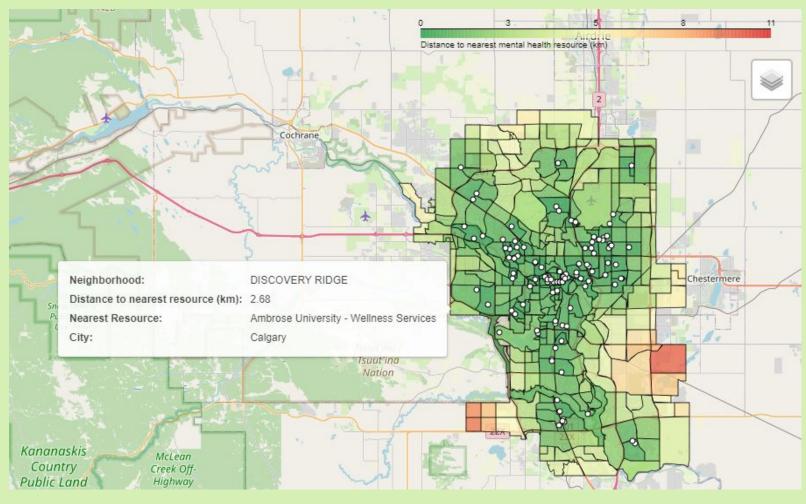
Calgary - Geographic Insights - Variations in Service Needs



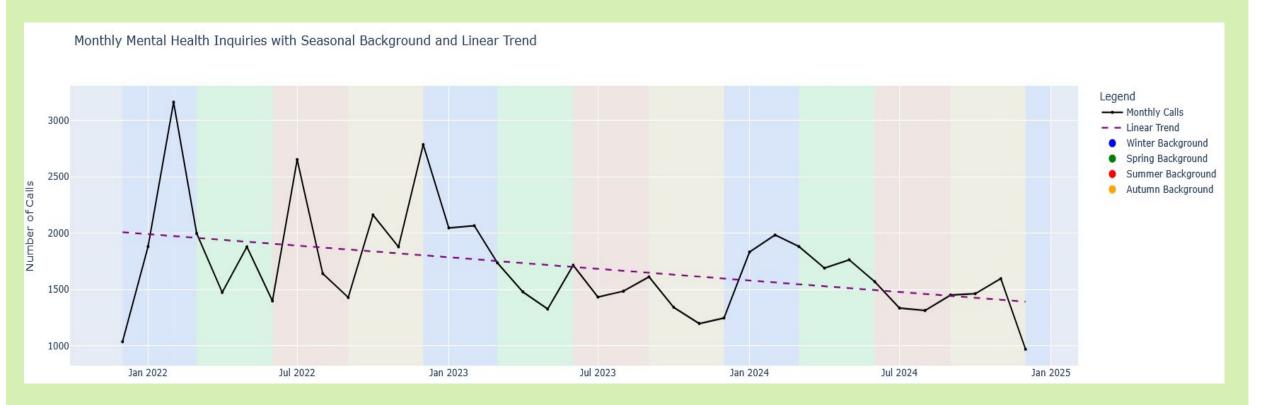
Mental Health Calls as % of Total Calls



Distance between Neighborhoods and Mental Health Resources



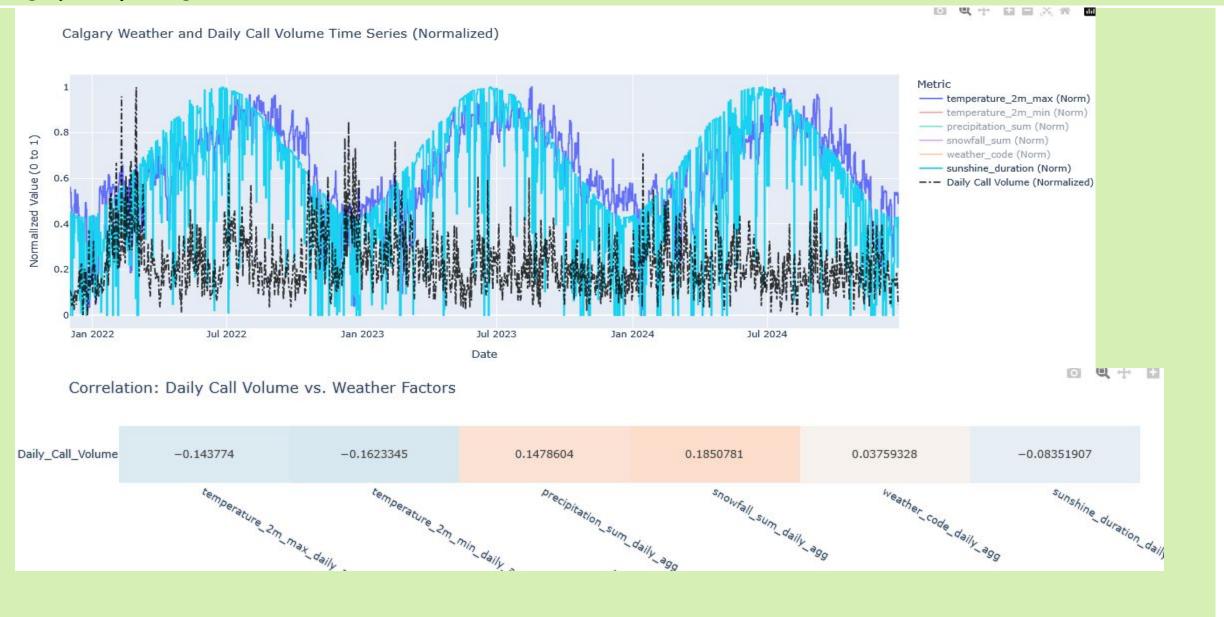
Calgary - Exploring Seasonal Trends



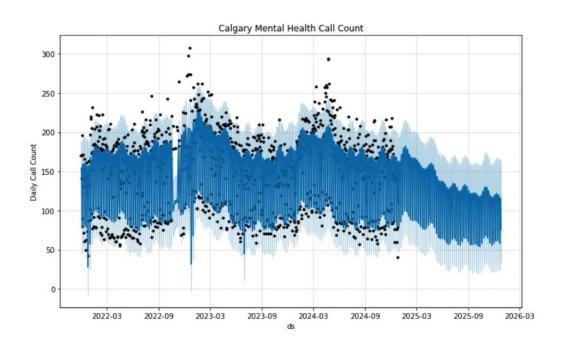
Volume of Mental Health Requests have gone down

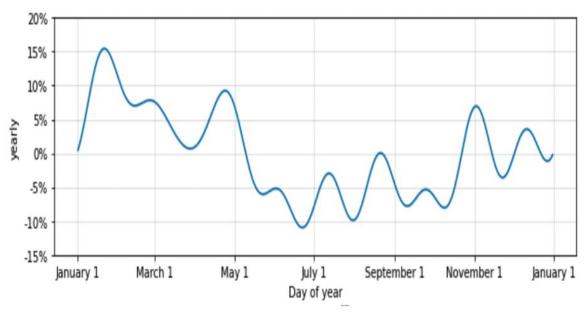
More historical data would allow for a more robust assessment of seasonal impacts on call volume

Calgary - Exploring Seasonal Trends



Calgary Daily/Monthly Mental Health Call Count Forecast





Dark blue line is the predicted value.

Light blue area is the Confidence Internal.

