

# Mesa: What We Heard

In Spring 2025, we spoke to Mesa service providers, partners, collaborators, clients, and community members about Mesa. Here are the key takeaways.

## STRENGTHS

### Flexibility, Adaptability, Collaboration

The Mesa team is **responsive to a wide range of needs**. The collaboration among service providers (both internal and external) ensures a comprehensive approach to care.

### Dedicated & Knowledgeable Staff

Staff are known to be **kind, helpful, approachable, non-judgemental, and knowledgeable** of community resources. They are committed to supporting clients.



Mesa offers a safe place to access support. Staff adjust their approach based on the needs of the client, and meet clients where they are.

### Client Centered

## CHALLENGES

### Resource Constraints

Limited staff, office space, and community capacities and resources sometimes leads to delays and gaps in care.



### Lack of Clarity

There is a lack of clarity surrounding staff roles (resulting in duplication of services), referral processes, components of Mesa, and Mesa as a whole.

Inconsistent information sharing and documentation poses a challenge for staff.



### Communication Challenges

## NEXT STEPS

### Streamline Communication & Care Coordination

Mesa will establish/develop:

- Centralized/standardized communication and documentation system;
- Central Mesa Care Coordination Hub to manage care coordination;
- Process for referrals, intake, and triage;
- Comprehensive Policies and Procedures Manual.



### Capacity Building & Training

More staff will be hired, there will be shared foundational training for outreach staff, low-barrier peer support opportunities, and non-clinical engagement opportunities.

### Define Organizational Structure & Role Clarity

The new policy and procedures manual will **define roles and responsibilities** and outline the Mesa organizational structure.