

# **One Point of Access & System Navigation (289-266-0036)**

## ***Who are we?***

Access and System Navigation (ASN) is a service that is housed at ROCK that is developing towards one point of access for children/youth/families and professionals supporting a child or youth who requires information or services from a community based mental health agency in Halton Region. ASN will provide information & assist in completing assessments to determine the supports and services that meet the level of care for the child or youth.

## ***What is currently open for referral through ASN?***

ROCK Intensive Programs (ROPS, ICS & Aberdeen)  
ROCK Danielle's Place and Youth Aiding Youth programs  
Woodview Programs (SBST, YODA, EIEIO, HIP, DANO/Mountaineer Day Treatment, Linking Youth and Families)  
Community Youth Programs (CYP)  
Coordinated Service Planning (CSP)

## ***Which programs required a completed referral package?***

To ensure you are using the most up to date form please go to [www.rockonline.ca](http://www.rockonline.ca)

ROCK- ICS- require completed referral form  
ROCK- ROPS (referral form must be completed by school Social Worker not a community service provider)  
ROCK- Danielle's Pace and Youth Aiding Youth Programs- require completed referral form  
Woodview- all Woodview programs require a completed referral package  
Woodview-SBST (referrals must be completed by School board staff)  
Woodview- Linking Youth and Families (referrals can only be made by Child Welfare)  
Coordinated Service Planning (CSP)- requires completed referrals package

## ***How will we know when other programs are coming onboard to ASN or how will we keep up with changes?***

Updated information regarding ASN including new pathways or processes will be posted on ROCK's website [www.rockonline.ca](http://www.rockonline.ca)

## ***How will ASN work for Service Providers?***

- 1) Service Providers, will start by making a referral on behalf of a family/youth by completing the consent to share/obtain/disclose is available at [www.rockonline.ca](http://www.rockonline.ca) under ABOUT → Access and Referral → (Please see the sample provided). This consent allows for the disclosure and storage of information on a shared database and creates the acknowledgement for the

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student/caregiver/family that they have given permission to the service provider representative to make the referral on their behalf.

- 2) Woodview Programs, ROCK ROPS (available in the north) & CSP currently require a completed referral package with the consent ().
- 3) Additionally, if you know there is a family situation of separation or separating parents or guardians, consent for separated or separating parents or guardians, aka: Attestation is required (Available at [www.rockonline.ca](http://www.rockonline.ca) under ABOUT → Consent → Are you going through a separation or divorce?).
- 4) Once the form is complete, the service provider would fax this back to ASN through the dedicated fax # 1-905-681-7477 "Attention ASN" with the referral form that coincides with the appropriate program.
- 5) Once the ASN Team receives the referral and consent, they will email/phone the service provider to acknowledge the receipt of referral and book a convenient time to complete an ASN screener. This screener allows us to capture the child/youth/families story.
- 6) System Navigators use a screener with questions, in order to gather information to complete the Child and Adolescent Level of Care Utilization System (CALOCUS) assessment. This step can be done with the youth/parent/caregiver or professional.
- 7) Once the level of care has been determined, a System Navigator will review the services that meet the identified level of care with the individual and upon their approval, make the agreed upon referrals. All Program referrals will continue on as before and the program staff will be in contact with service provider and family with status of referral.

### ***Can a parent/caregiver/youth make a referral for themselves?***

**Yes!** Parents, caregivers and youth are able to make a self-referral to the programs that are currently on boarded to ASN (noted above). Please note each program/service has their own inclusion/exclusion criteria, ASN staff will help determine with families which program/service will best support their needs. The ASN team is expecting that service providers will support families to complete referral forms required. Should parents contact ASN directly and require support, ASN staff will ensure this occurs. However; it is the preference to have current service providers support families in making these referrals.

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### ***Who is the most responsible provider (MRP) for high-risk clients?***

We need to ensure that our most at-risk clients remain safe in the Halton system. Specifically, for higher-risk clients, we ask that you continue to identify yourself as the most responsible provider (MRP) with the client until the next service provider is determined.

ASN is a process that guides clients to a final program but which doesn't have the ability to provide clinical interventions. If you require support with creating a stabilization plan for a client please consider ROCK's Crisis Service at 905-878-9785.

### ***Is this all that happens?***

**No**, we are just launching ASN and we will continually be adding new programs and services.

- 1) In our *mature state* we will be able to complete re-referrals.

What does this mean?

Suppose a child/youth has completed a round of services and it appears to the clinician they could benefit from additional services they would make a re-referral back to ASN. System Navigators would revisit the level of care by completing a shorter screener and rescoring the CALOCUS. If appropriate, they would review the services that would meet the child/youth's level of care and make a new program referral.

- 2) An *electronic partner portal* is under-development that will allow service providers to electronically refer clients and receive information regarding referrals made to ASN.

**STAY TUNED!**

### **Who is a part of the ASN Team?**

Michelle Whalen (Program Manager), Shivani Patel (Program Lead), Tania Celik-Sonne (System Navigator), Ivona Maros (System Navigator), and Kelsey Beson (System Navigator) make up the ASN Team and are excited and ready to connect!

When you are ready to contact us,

Phone: 1-289-266-0036

Fax: 1-905-681-7477 "Attention ASN"

Address: 471 Pearl Street, Burlington Ontario, "Attention ASN"