

# ACCESS AND 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 (ICS, Aberdeen)



ROCK's Danielle's Place



ROCK's Youth Aiding Youth



Woodview Programs (Acton Day Treatment, SBST, YODA, EIEIO, HIP, DANO/Mountaineer Day Treatment, Linking Youth and Families)  
HIP classroom



Community Youth Programs (CYP)



Coordinated Service Planning (CSP)



Caroline Families First Program

### WHICH PROGRAMS REQUIRED A COMPLETED REFERRAL PACKAGE?



We have moved to using one Universal fillable electronic referral form for ALL programs. There are no longer individual referral forms for specific programs.

To ensure you are using the most up to date form please go [here](#)

### HOW WILL WE KEEP UP WITH CHANGES OR KNOW WHEN OTHER PROGRAMS COME ONBOARD?



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

## HOW DO I SUBMIT A REFERRAL?

Our new Universal Electronic referral form can be submitted in two ways



By fax to **1-905-681-7477** “Attention ASN”. The ASN team have virtual ability to still receive fax even when working remotely out of office.



By the new secure messaging portal from ROCK. This method does require registration as a user which is a simple process that must be completed ahead of time. Once a service provider is registered they receive a password and username which will allow them to upload electronic referrals moving forwards to register as a system user please contact the ASN team and they can assist you with the process.

## 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 universal referral form and embedded consent, available at [www.rockonline.ca](http://www.rockonline.ca) under Access and System Navigation Tab. The embedded consent allows for the disclosure and storage of information on a shared database and creates the acknowledgment for the student/caregiver/family that they have given permission to the service provider representative to make the referral on their behalf.
- 2.** 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?**).
- 3.** Once the form is complete, the service provider can fax to ASN through the dedicated fax # **1-905-681-7477** “Attention ASN”. Service providers can also register to have access to the secure messaging portal (see above information on how to do this).
- 4.** 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.
- 5.** 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.
- 6.** 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.

## 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. support, ASN staff will ensure this occurs. However; it is the preference to have current service providers support families in making these referrals.

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 XXX (xxx), 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"**