

ASN FAQ FOR SERVICE PROVIDERS



One Call, All Access for Child & Youth Mental Health

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 Programs and Services



ROCK's Danielle's Place



Caroline Families First Program



Community Youth Programs (CYP)



Halton Coordinated Service Planning (HCSP)



Nelson Youth Centre



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

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 click [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 under the **Access tab**

HOW DO I SUBMIT A REFERRAL?

Our new ASN 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 and 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 forward. Please contact michelledw@rockonline.ca to discuss the creation of an account.

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 under Access 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 under ACCESS tab**)
3. Once the form is complete, the service provider can fax to ASN through the dedicated fax number, **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 ASN. 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. Parents/caregivers and youth are not required to complete a referral form and can contact ASN directly by calling the Live Answer line, 289-266-0036.

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.**

HOW TO CONTACT THE ASN TEAM



When you are ready to contact us:

Phone: 1-289-266-0036

Email: navigation@rockonline.ca

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

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