

## Criteria and Referral Process Coordinated Service Planning

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 the Access Tab. The embedded consent allows for the disclosure and storage of information on a shared database and creates the acknowledgment for the client/caregiver/family that they have given permission to the service provider representative to make the referral on their behalf.

Service Providers are able to make a referral using the [Electronic referral form](#) and send to ASN in the following ways:

- 1. Fax [905-681-7477](tel:905-681-7477), “Attention ASN.”
- 2. Partner Portal (electronic submission) requires a username and password. If you do not have one, please contact [cissupport@rockonline.ca](mailto:cissupport@rockonline.ca) to make a request.
- <https://rockonline.ca/for-service-providers/make-a-referral/>

Access and Navigation will connect to set up a telephone appointment to complete a referral screener with referral source. This takes approximately 30 minutes. Screener information is used to score an assessment tool to establish the level of need of the client. Access and Navigation will reconnect once eligibility is determined. Preference is to complete screeners with service providers if possible. Screener information is used to score an assessment tool to establish the level of need of the client. ASN will reconnect once eligibility is determined. Please be advised that there could be a waiting time for Coordinated Service Planning.

Once completed the referral will move forward to the CSP waitlist where the CSP expeditor will continue to review and touch base with referral source as needed.

To ensure that your client meets criteria for the program before making a referral, please consider calling Access and System Navigation (ASN) 289-266-0036 for more information

### **Requirements for the program include:**

- Child/Youth resides in Halton Region
- Child/Youth is between the ages of 0 and 18 -OR- 21 years old and younger and still enrolled in School
- Child/Youth is currently accessing 1 active Service or more (NOT including waiting lists, physicians, private psychologists/psychiatrists & Halton Support Services). Examples: ROCK, Woodview, HDSB/HCDSB, Erinoak Kids, Halton Children’s Aid Society and Halton Regional Police services.
- The family has provided informed consent to submit this application and all associated information on their behalf and to move forward in registering them for service in the ROCK shared client data base

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- The youth and caregiver have a clear understanding of Coordinated Service planning and their requirement of active participation in the coordination process
- The family is willing to communicate and share information and reports with all approved community supports/partners
- A Service Coordination meeting has occurred with the family and other providers and a clear identified goal of youth/caregiver is identified (action plan or notes from coordination meeting helpful but not required).
- Goal Examples: Support navigating system, community application support, team organization, sorting through duplication of service.

### **CSP is not**

- Long term Case management
- Funding source
- Clinical support (in or out of home)

More information about Community supported Level 1 Halton Service Coordination  
<https://rockonline.ca/halton-servicecoordination/>