



The Access Point

The Toronto Mental Health and  
Addictions Access Point

# The Access Point: Who we are, and what we do





## The Access Point

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## Agenda

- What is The Access Point?
- What is Individual Support Services (ICM & ACTT)?
- What is Supportive Housing?
- Applying Through The Access Point
- Waitlist Management
- Matching Applicants to Service
- Contact Information



## The Access Point

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# What is The Access Point?

- A central coordinated access point to Individual Mental Health Support Services and Supportive Housing for people living with mental health and/or addictions challenges throughout the City of Toronto.
- A network of 51 Mental Health and Addictions service providers
- Provides streamlined access to multiple services through one application form and application process
- Consistent information is collected on how many people are receiving services in order to identify service gaps and underserved populations
- Designed to remove barriers to access and reduce duplication of service
- “No Wrong Door” Policy – applicants have access to service regardless of where they start or who helps them get started
- Application is accessible by phone, fax, on-line application, email, or visiting in-person at our office



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# What are Individual Support Services?

- ***Intensive Case Management (ICM)***- People with serious and persistent mental health challenges are provided one-on-one, goal-oriented support about once per week to live in the community. Intensive Case Managers may also connect individuals to other support services in the community.
- ***Assertive Community Treatment Teams (ACTT)*** – People with severe mental health challenges are provided a multi-disciplinary team that provides treatment, rehabilitation and support in their recovery. ACT team members will often visit individuals several times per week. Specific eligibility criteria apply for this service.
  - **ACTT providers require the following information to be included in this application:**
    - Specific diagnosis
    - History of hospitalizations – supporting hospital records are required



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# What is Supportive Housing?

- Subsidized housing units that have varying levels of mental health and/or addictions support attached
  - Low support
  - Medium support
  - High support
- Specifically for people living with serious and persistent mental health and/or addiction challenges
- Located throughout the City of Toronto
- Permanent and Transitional housing options



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# Supportive Housing Initiatives

## ▪ **3 Supportive Housing Initiatives:**

### ▪ **Mental Health Supportive Housing**

- 16 years or older
- Living with a serious and persistent mental health concern
- Be eligible for housing subsidy

### ▪ **Mental Health and Justice Housing Initiative**

- 16 years or older
- Living with a serious and persistent mental health concern
- Have current involvement in the criminal justice system at the time of housing intake
- Be currently homeless or marginally housed
- Be referred by a MHJI Priority Referrer

### ▪ **Supportive Housing for People with Problematic Substance Use**

- 16 years or older
- Have a severe and active substance use challenge
- Be homeless or marginally housed
- Be a high intensity service user – ie: frequent ER visits, Hospital in-patient stays, WMS admissions, contacts with the criminal justice system



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# Types of Supportive Housing

- Boarding Homes
- Shared Accommodations
- Self-Contained Apartments in dedicated buildings and in scattered units throughout the city.
- Supportive Housing for People with Problematic Substance Use (S.H.P.P.S.U.)
- Mental Health and Justice Initiative (M.H.J.I.)



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# Applying to The Access Point

- Applicants and/or referrers can complete the new joint application form online at [www.theaccesspoint.ca](http://www.theaccesspoint.ca)
- Applicants can apply for supportive housing, individual support services, or both on the same application
- If submitting an application online, applicants will get a Temporary application ID# right away to confirm application was received by The Access Point office
- The Access Point office receives the application and reviews it for completeness. If there is any missing information, the applicant and/or referrer will be contacted. Depending on the service applied for, applicants may have a more thorough conversation with Access Point staff to assess the level of need to help match applicants to the right service





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# Applications for Individual Supports

- An Access Point staff, called a Service Navigator, will complete an assessment interview with the applicant to determine if Case Management (ICM) or Assertive Community Treatment (ACTT) are the most appropriate support.
- If appropriate, the applicant is placed on the waitlist. Community resources may be suggested to applicants as an option for support while they are waiting to be matched to an Intensive Case Manager.
- If ICM or ACTT do not appear to be an appropriate fit for the applicant's support needs, other community services may be suggested.
- When an applicant is matched with a Service Provider, the applicant's file is sent electronically to the service provider through the secure Access Point database.
- The Service Provider contacts the applicant within 7-10 business days to begin service.



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# Applications for Supportive Housing

- An Access Point staff, called a Service Navigator, reviews the application for completeness, eligibility, and housing selections.
- If eligible, the applicant is placed on the waitlist for supportive housing. If applicant does not appear eligible for supportive housing, the service navigator will suggest other housing options that the applicant may wish to explore.
- The applicant is called with their assigned client ID number. If there are any concerns regarding selections, the Service Navigator may offer suggestions or information to improve matching opportunities.
- When the applicant's name comes up for housing, the applicant is informed of the available housing unit. If they are interested in the unit, their application will be electronically sent to the housing provider through the secure Access Point database.



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# Waitlist Management

- Applicants are placed on the waitlist based on the date The Access Point receives the application
- Matching applicants to Individual Supports and/or Supportive Housing is done based on chronological order of the waitlist
- Service Navigators and/or Peer Support Facilitators may contact applicants while they are on the waitlist to ensure all information is accurate and up to date, however applicants are asked to keep their files up to date when changes happen by calling the Access Point office to update on changes.
- It is important that The Access Point always has current information on how to contact applicants.



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# Matching Applicants to Supportive Housing

- Applicants are matched to housing based on selections such as support needs, geographic locations and housing types (such as shared accommodations or private apartments). Wait times vary for different housing types and preferred locations.
  - Shared bedroom in a boarding home – approximately 2 months
  - Private room in a shared house:
    - Low support: 1-2 years
    - Daily support: 2-3 years
    - 24 hour support: 3-5 years
  - Independent apartments
    - Homeless: 2-5 years
    - Currently housed: 5-7 years
- If an applicant is willing to live in a shared accommodation, housing may be able to be accessed more quickly.



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# Matching Applicants to Individual Support

- Applicants are matched to Individual Support service providers based on the geographical location they live in.
- Wait times vary based on geographical location, however are commonly as follows:
  - Case Management – approximately 9-12 months
  - ACTT – approximately 1 year



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