



The Access Point

The Toronto Mental Health and
Addictions Access Point

The Access Point: Our History

February, 2015



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What is The Access Point?

- A single point of access to mental health and addictions supportive housing and individual support services like intensive case management and assertive community treatment (some alternative access routes remain).
- A place to call for information.
- There is one application form to apply for all types of services.
- You can apply online, via fax, or walk-in.
- Once an application is received, The Access Point will determine eligibility to the service and then manage the waitlist for the services.
- There is one waitlist for service.



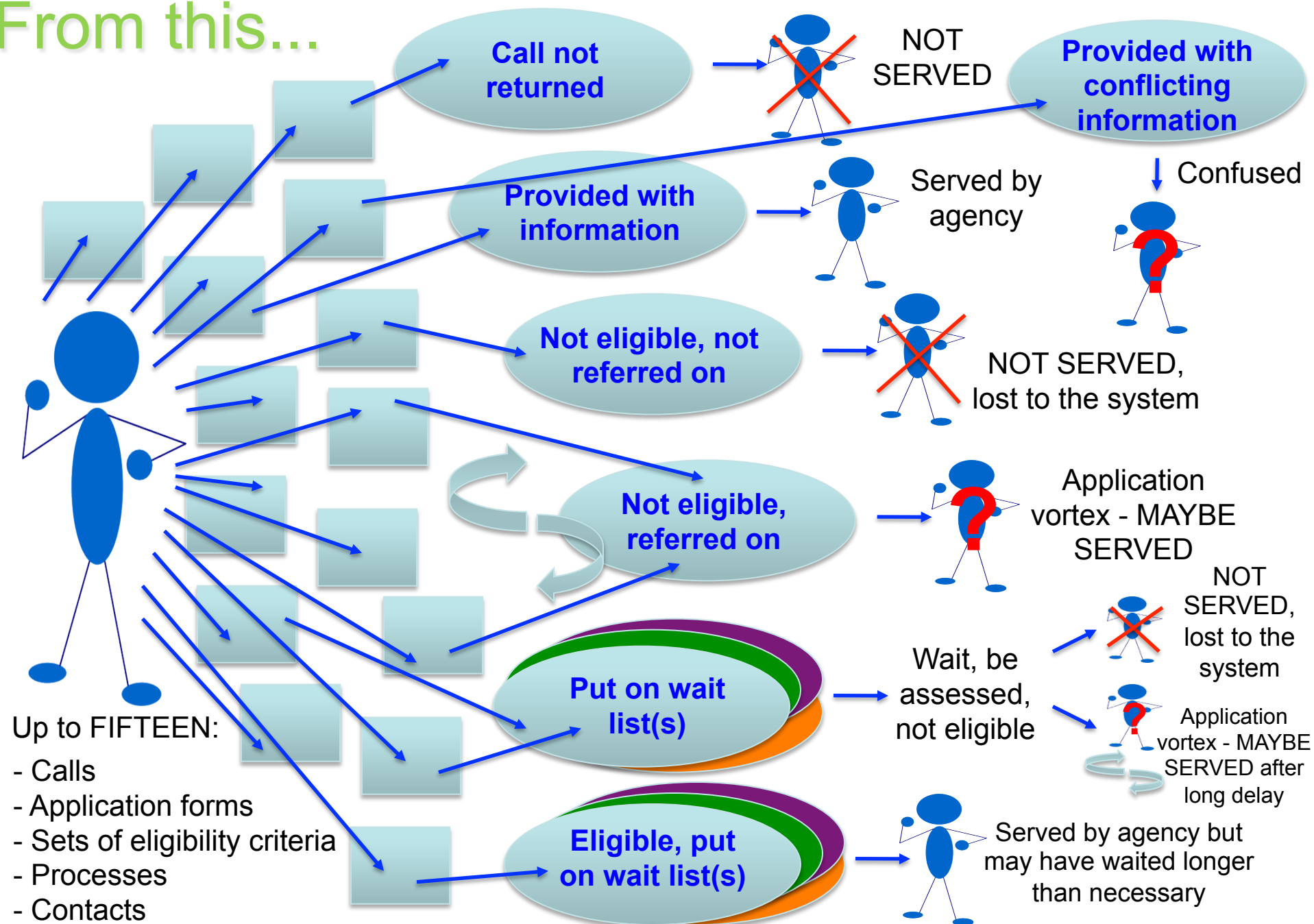
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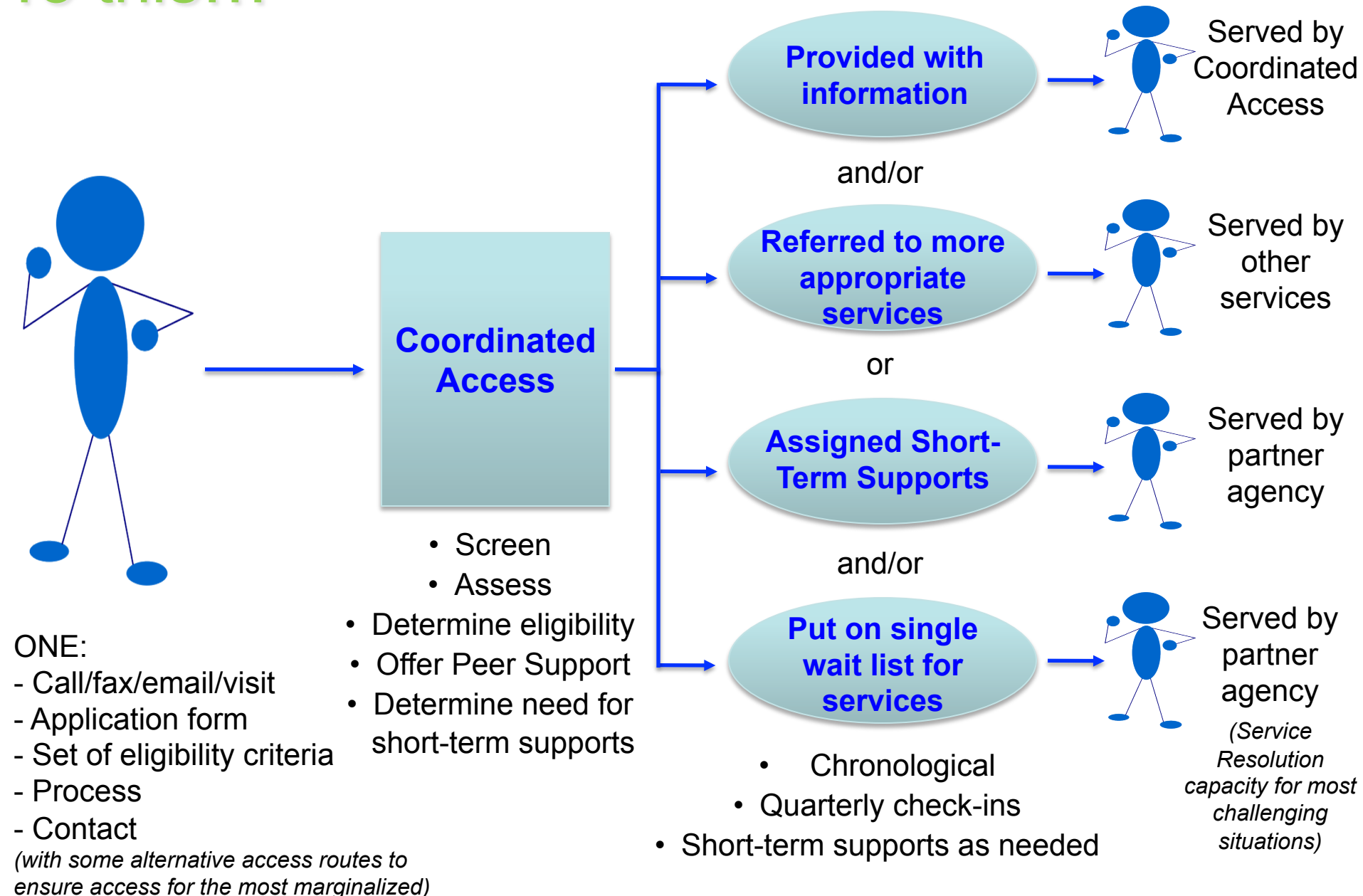
- Prior to having coordinated access, individuals had to apply to multiple agencies and get on multiple waitlists for service.
- The Access Point is an integration of two access points, **Access 1** and ***Coordinated Access to Supportive Housing*** (CASH) that began integration activities in May 2013.

From this...




To this...

Four possible outcomes



What it means for clients and referral sources

- Well-defined and advertised point of access.
- Comprehensive, timely information about service options.
- Only one application form to fill out.
- Support with system navigation (access worker and peer).
- Check-ins with people who are waiting.
- Opportunity for short-term support.
- Collaborative responses to complex service situations.
- Ability to monitor and respond to changing service needs over time.
- More level playing field, more equitable access.

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- An easier, less fragmented doorway
 - More equitable access for all
 - Up-to-date information and support to make informed choices



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History of Access 1

- 2009 Access 1 started in North York and Scarborough with 12 Individual Support Service Providers coming together to have coordinated access to those 12 agencies using one application form, intake process and waitlist.
- Access 1's lead agency is Toronto North Support Services.
- 2013 – Access 1 expanded to provide service to the whole city of Toronto, expanding the network to 24 Individual Support Service Providers that could be accessed through the Access 1 application form and process.
- Access 1 was originally funded through the Central Local Health Integration Network and when expansion into Toronto occurred, the Toronto Central Local Health Integration Network also began to provide funding to the program.



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History of CASH

- 2009 CASH started as a coordinated access point for Mental Health Supportive Housing in Toronto and included 29 Supportive Housing Providers in the network all using one application form, intake process and waitlist.
- Supportive Housing includes options such as boarding homes, shared accommodations, self-contained apartments.
- Over time, CASH also took over coordination of two other access points that provided access to supportive housing focused on individuals experiencing criminal justice involvement (Mental Health and Justice Initiative) and individuals experiencing substance abuse issues (Supportive Housing for Individuals with Problematic Substance Use).
- CASH's lead agency is LOFT Community Services.
- CASH was originally funded through the Toronto Central Local Health Integration Network.



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History of The Access Point: Integration Time Line

April 2013 – Access 1 and CASH staff moved into the same office.

October 2013 – New joint database launched for staff to use.

July 2014 – Rebranding: Access 1 and CASH become “The Access Point”.

July 2014 – a single website, application form, and phone number to access both supportive housing and individual support services in one easy step. Online submission of the application form is also available.

October 2014 – Access 1 and CASH staff trained to work with joint applications.



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What's Next for The Access Point?

- Integration of Addictions Services – including cross training staff.
- Integration of Early Psychosis Intervention services.
- Closer connection with Crisis Services?
- Short-term Support for every referral to ICM or ACT?
- Closer collaboration with other coordinated access points?
- More technology solutions to make our system more efficient?