



Addiction & Mental Health Intake and Screening Process for Funded Mental Health Housing Providers

Principle

Addiction & Mental Health Calgary Zone is utilizing the existing Coordinated Access principles and policy set forth by the Continuing Care Health Services to ensure that clients have improved access to the continuum of services provided by the Regional Housing Program.

Program Changes

- Effective April 1, 2013; AHS is centralizing referral intake and screening for all AHS – Addiction and Mental Health, Calgary Zone funded housing programs. This includes CMHA housing, LAMDA, Approved Homes and the Satellite program. There are currently up to 400 supported housing spaces funded by AMH.
- AHS is also enhancing services by providing clinical consultation to staff in these programs for assistance with clients who may have an increased need for mental health supports. Consultation will be based on individual client needs, but it may include AHS resource recommendations or providing strategies for managing clients' care.

Stakeholder Impact

We've identified three main stakeholders who will be impacted by these changes. They include clients, service providers, and referral sources.

Clients

- Potential clients will experience improved access to AHS funded housing resources. Because the process will be centralized, the referrals are reviewed for the most appropriate level of care for each client. By matching clients with the most appropriate programs we (collectively) are responding to clients' needs so that they are able to achieve as much independence as possible.
- Potential clients will also be provided with timely feedback in terms of eligibility and waitlists. For individuals who are on the waitlist, regular check-ins and monitoring will be provided to them so that we can best determine if the level of care they're waiting for is still appropriate.
- Existing clients will receive increased care from service providers (due to the lessened administrative burden) and the enhanced clinical consultation to service providers will allow the providers to respond to clients' needs more effectively.

Service Providers

- Service Providers will have increased capacity to provide support to existing clients in their program. Due to the reduced administrative burden of screening referrals, responding to waitlist queries, and managing their waitlists; providers are able to redirect their efforts to direct client care.

- Providers will also have access to clinical consultation to improve responsiveness to clients where required.
- Service Providers still maintain their existing acceptance criteria and will have the final say in who is accepted into the program. AHS recognizes that there are nuances and 'best fit' requirements that may not be evident with the referral alone.

Referral Sources

- The Regional Housing Program will streamline the process so that referral sources do not have to prepare numerous referrals for multiple programs.
- Referral sources will receive timely responses and feedback and will have a single point of contact to determine where their clients are on the waitlist.

Evaluation

Ongoing evaluation regarding the implementation and effectiveness of these changes is being conducted by the Information Management, Evaluation and Research team with AMH.

Addiction & Mental Health is committed to being responsive and flexible to ensure that the process is implemented effectively. We recognize that fine tuning the referral form and overall process will be necessary during this implementation. Ongoing working groups with the service providers will help to facilitate this process.

<http://insite.albertahealthservices.ca/sh/tms-sh-ahw-ahs-ca-policy.pdf>