



**Lynwood  
Charlton**  
centre

# Access & System Navigation (ASN)



**Right Care, Right Time, Right Place**

# Access & System Navigation

## One Call, All Access for Child and Youth Mental Health

As of January 1, 2024, Access & System Navigation (ASN) is the one point of access for children/youth, families and professionals supporting a child or youth who require information or services from a community-based mental health agency in Hamilton. ASN will provide information and assist in completing assessments to determine the supports and services that meet the level of care for the child or youth.



One Call, All Access for Child & Youth Mental Health

# Key Components: Client Flow

## Live Answered Access Line

One number for youth/families and service providers to call



## Electronic Referral Form

With embedded consent – to be completed by the person submitting



## E-Referral

Between client information systems – EMHware



## Multiple Avenues

To submit referral – Live Answer calls, electronic referral portal for parents/caregivers/, youth & Service Providers



## CALOCUS-CASII/ECSII

Standard Assessment Tools



## Equitable Access to Service for Families

One point of entry



## Ability to Refer Into System

And gain access to a variety of services offered by the community



# Where to go:



[Home](#)

[About](#) ▾

[Services](#) ▾

[Make a Referral](#)

(905) 389-1361



English ▾

## Welcome to Lynwood Charlton Centre (LCC)

### How to Get Help

To access specialized services at LCC services please call Contact Hamilton at 905-570-8888 or [info@contacthamilton.ca](mailto:info@contacthamilton.ca)

\*Please Note: As of January 1, 2024, Contact Hamilton will no longer be the provider of child/youth mental health services.

Between now and December 31, 2023, please continue to call/connect with Contact Hamilton if you are looking for child/youth mental health services.

As of January 1, 2024, please contact Lynwood Charlton Centre if you are looking for child/youth mental health services. More information will be available closer to January 1<sup>st</sup>.

To connect directly with a counsellor through online video, and voice, go to [onestoptalk.ca](https://onestoptalk.ca), or call 1-855-416-8255. One Stop Talk operates Monday to Friday from 12 p.m. to 8 p.m., and Saturdays from 12 p.m. to 4 p.m.

**One Stop Talk**

Learn more at  
[OneStopTalk.ca](https://onestoptalk.ca)

One Stop Talk/Parlons maintenant is a new virtual, free, confidential counselling service rolling out across Ontario to provide children and youth (aged 0-17 years) with immediate access to free mental health support.



Riley

Client Information

Business Messenger by Jivochat

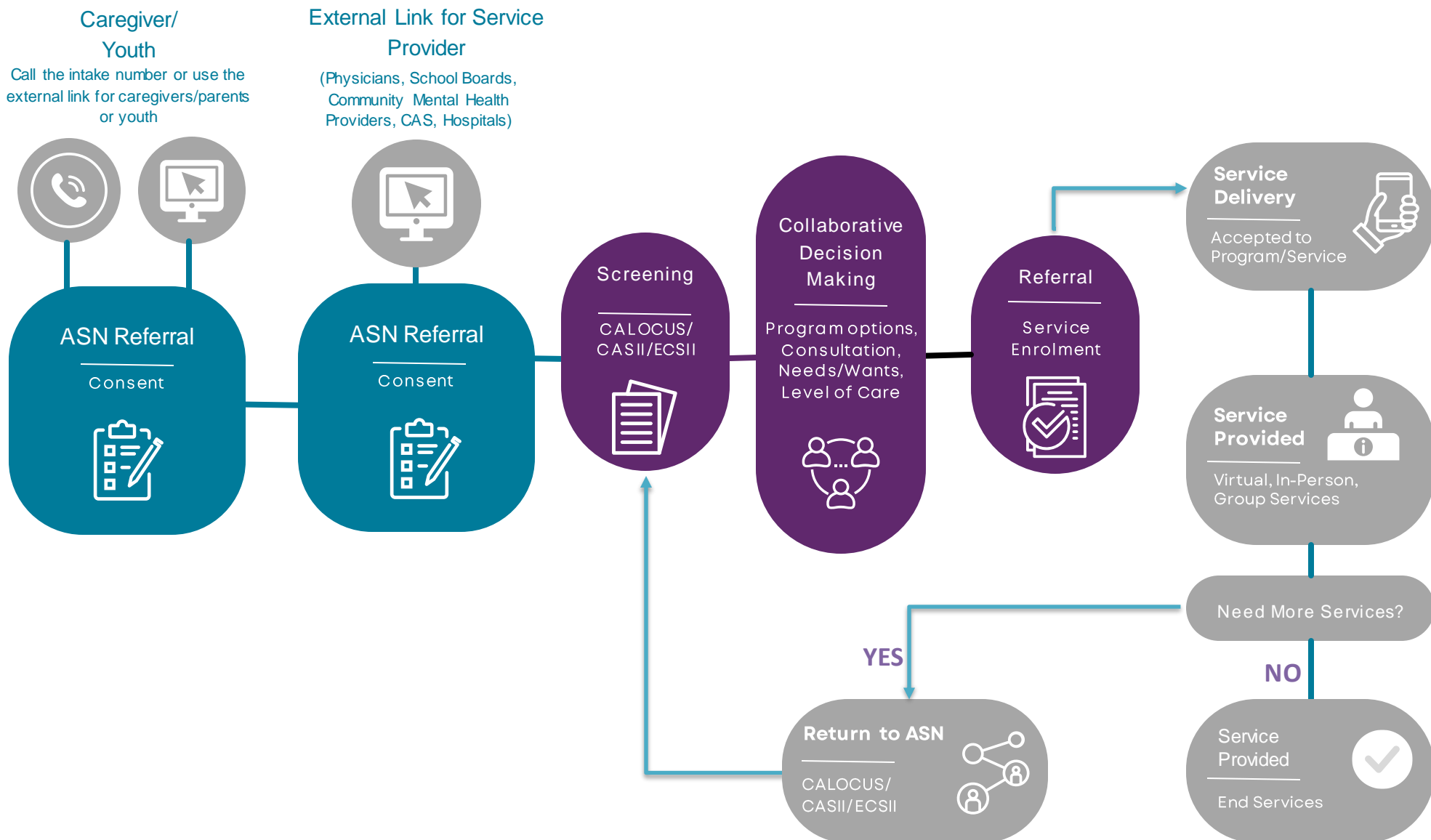
I have a question

I need some help

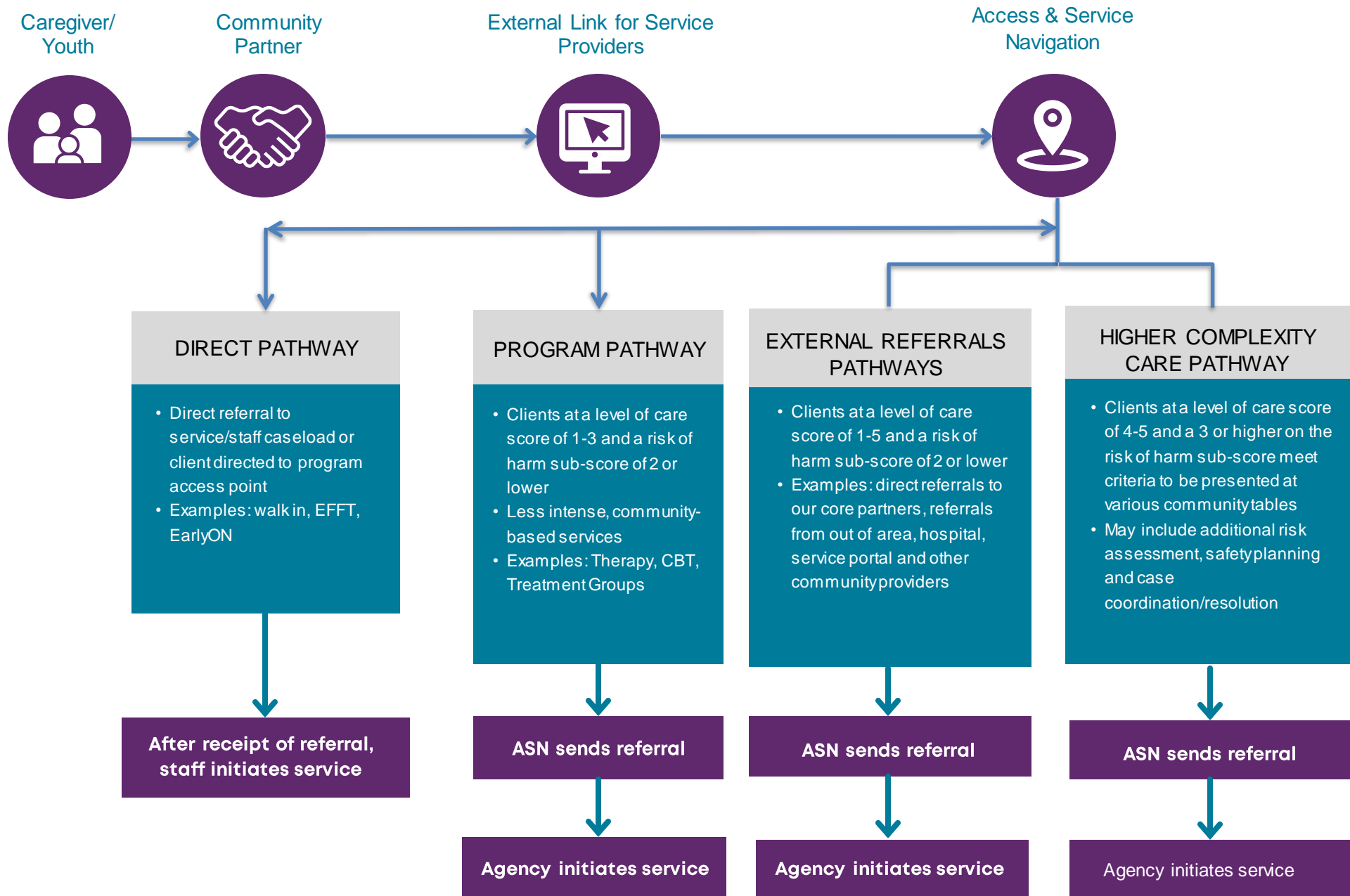
Type here



# Lynwood Charlton Centre Access & System Navigation (ASN Flowchart)

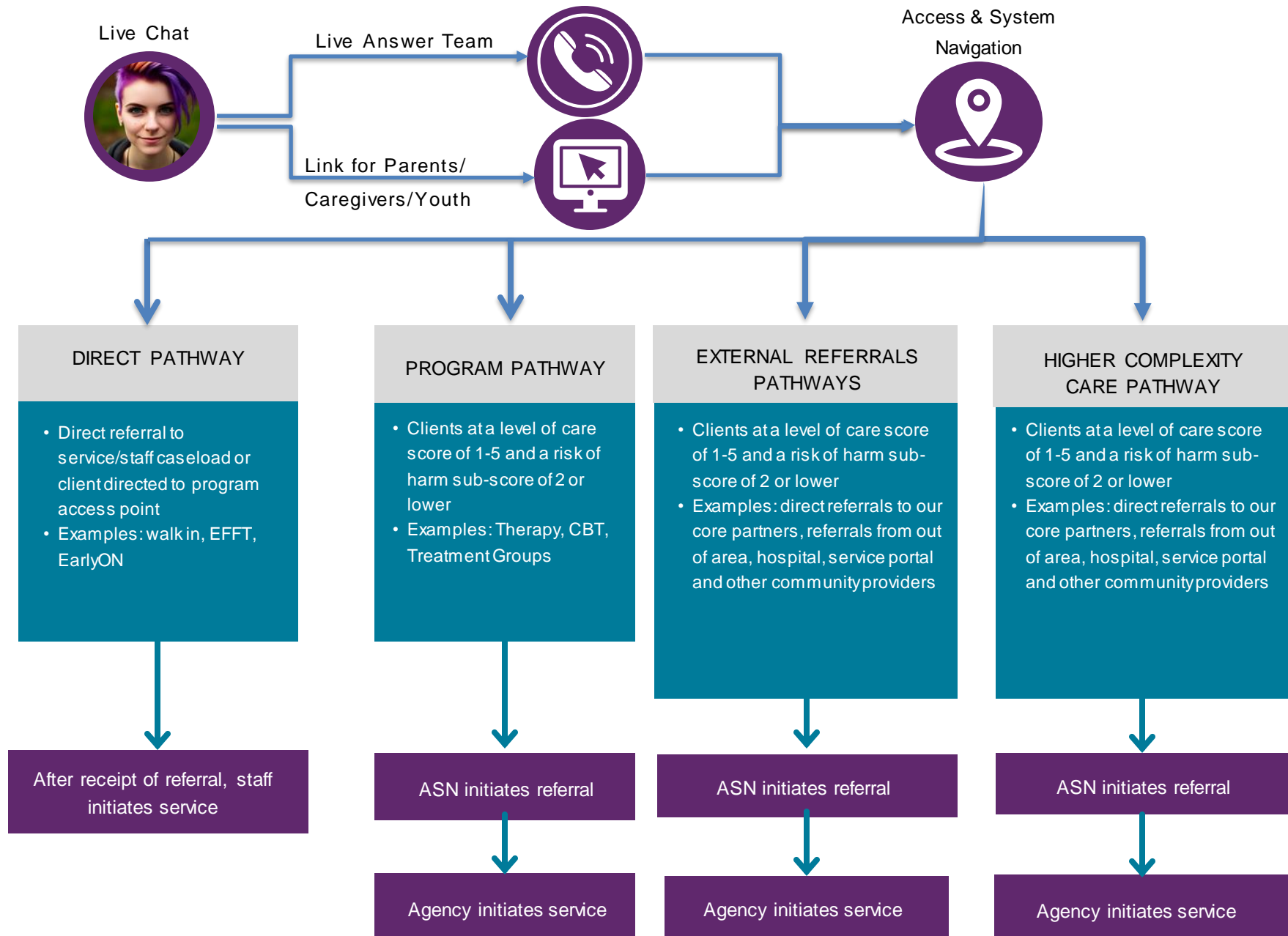


# LCC Client Flow: Community Partner Referral



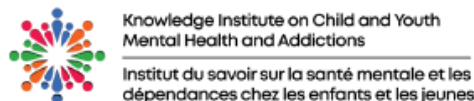
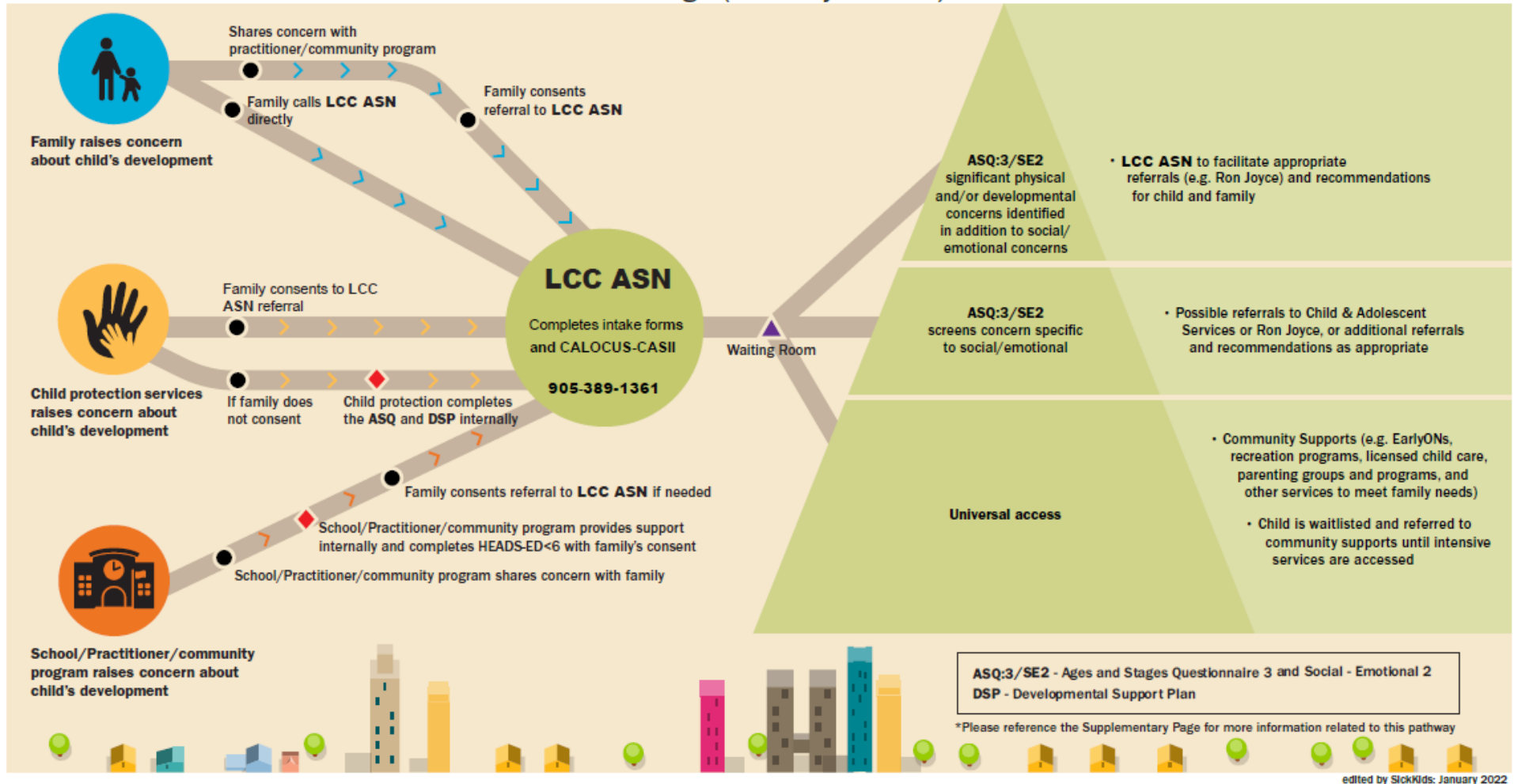


# LCC Client Flow: Client/Caregiver Referral



# LCC Client Flow: 3.9 – 6.0 Year Pathway – Referral to Services

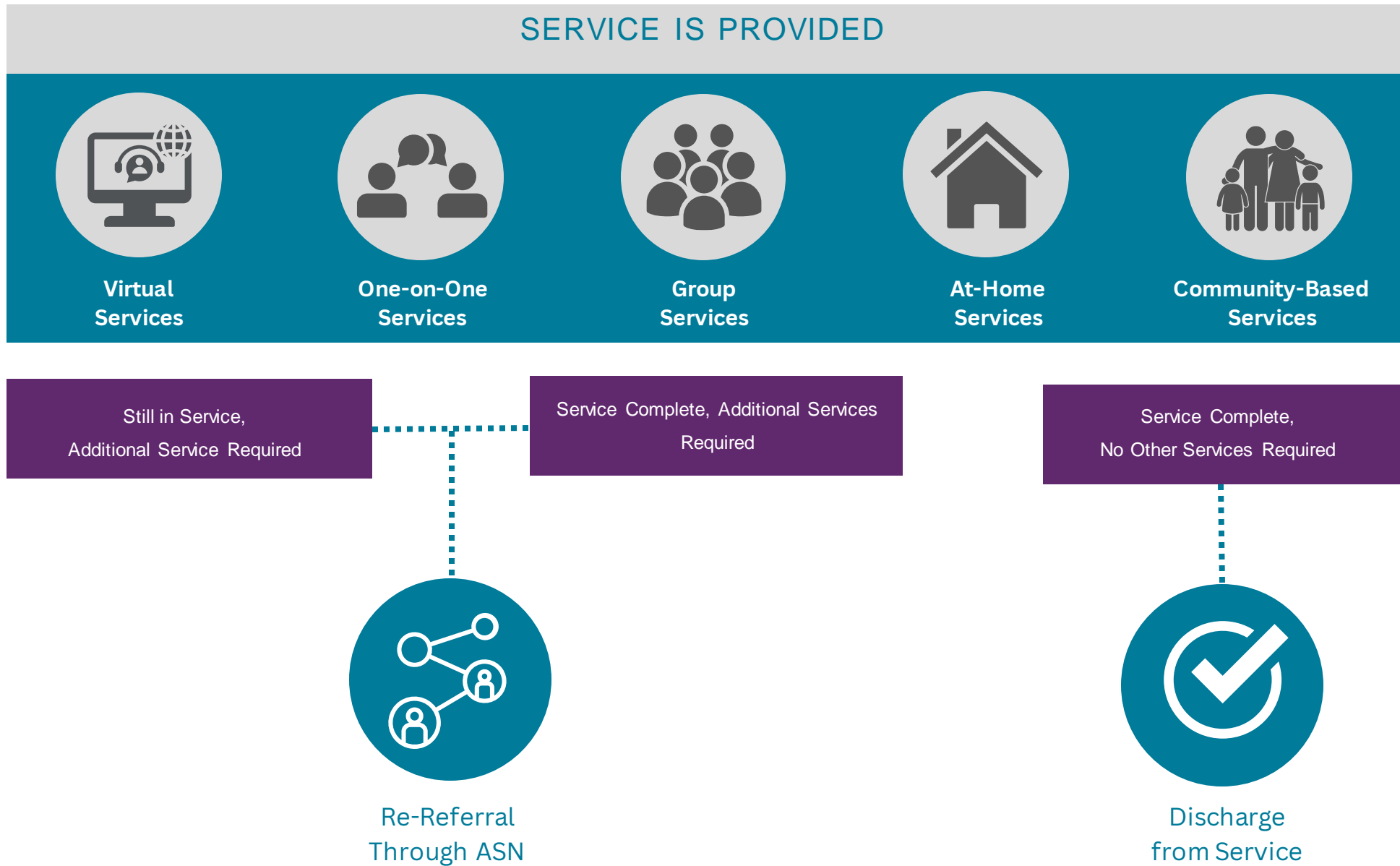
## CITY OF HAMILTON INFANT AND EARLY MENTAL HEALTH CARE PATHWAY School-Age (3.9 - 6 years old)



\*The Ages and Stages Questionnaires: Social-Emotional (ASQ:SE) was developed to screen social-emotional competencies and problems, and has shown adequate psychometric properties). Many studies support the instrument's easy administration, short completion time, simple interpretation, and capacity to enhance the clinician's ability to detect children at risk of developmental delays in social and emotional skills which would require further referral to ASN.



# LCC Client Flow: Part 2 – Service is Provided



# CALOCUS-CASII

## Child and Adolescent Level of Care/Service Intensity Utilization System



AMERICAN ACADEMY OF  
CHILD & ADOLESCENT  
PSYCHIATRY

WWW.AACAP.ORG



American Association for Community Psychiatry



The Child and Adolescent Level of Care/Service Intensity Utilization System (CALOCUS-CASII) is a standardized tool used to determine the intensity of services needed for children and adolescents from ages 6-18 years. This instrument is developmentally informed and has been created on the foundation of a System of Care approach - embracing family-driven, youth-guided care that includes individualized strength-based and culturally sensitive service planning, supporting the use of intensive care coordination or wraparound planning teams when indicated, and providing a broad service array that includes natural supports as well as clinical services. The CALOCUS-CASII recognizes that the use of home and community-based services and natural supports can provide increased service intensity instead of relying just on “bricks and mortar” or other out of home placement to achieve higher levels of service intensity.

## What does the CALOCUS-CASII/ECSII measure?

The CALOCUS-CASII incorporates holistic information on the child within the context of their family and community by assessing service intensity needed across 6 Dimensions:

- Risk of Harm
- Functional Status
- Co-Occurrence of Conditions: Developmental, Medical, Substance Use, and Psychiatric
- Recovery Environment
- Resilience and Response to Services
- Engagement in Services

# How CALOCUS-CASII/ECSII Helps

It assists providers in creating comprehensive, strength-based, individualized, and coordinated service/treatment plans for children and adolescents 6-18 years of age.

- It can be used to assist in the evaluation of children and adolescents presenting with mental health challenges as well as those with medical, substance use, and developmental co-occurring disorders.
- It supports active participation by child and family.
- It can be used as a metric to measure and monitor progress.
- It can help assess the effectiveness of a program or intervention at a systems level.
- It provides a common language for persons served, providers and payers to use.

## Limitations:

- It does not provide a clinical diagnosis for a child or family.
- It does not prescribe a specific plan or setting.
- It does not replace a comprehensive clinical evaluation or judgement

\*ECSII (Early Childhood Screening Intensity Instrument) is the tool used to determine the appropriate level of service intensity for infants, toddlers, and children from ages 0-5.



# NAVIGATION PLAYBOOK

A high-level overview of the roles, expectations,  
standards and processes



# Access & System Navigation (ASN) Overview



Access and System Navigation (ASN) is a service that is housed at LCC and operates as the one point of access for children/youth/families who require support from a community based mental health agency in Hamilton .



ASN is the access mechanism and supports the facilitation of referrals to our identified core service providers and community partners.



The ASN team will work with young people, their families and their service providers to match clients with services that meet their required level of care.



#### Core Service Providers

- Alternatives for Youth
- Centre de sante Communautaire
- Child & Adolescent Services
- COAST
- Good Shepherd
- LCC
- McMaster CYMHP
- Woodview



#### ASN Referral Sources

- Hospitals
- School Boards
- Family Health Teams
- CAS
- Home & Community Services
- Physicians
- Psychologists
- Psychiatrists
- Social Workers



- ASN Referral Methods
- Phone - self-referral
- Live Chat -Riley
- External referral links for self-referral, parent referral and community partners.



# NAV I ROLE SUMMARY

Level I Navigators act as the first point of contact for clients, families and community and empower them with information and access to services by;

- Triaging referrals into appropriate referral queues
- Working closely with NAV IIs to ensure a smooth service pathway for clients and families
- Timely and accurate client data entry into LCC's client database
- Handling all incoming inquiries by telephone and on Riley (live chat) and triage as appropriate
- Redirecting less appropriate cases to other agencies and assist in finding alternative resources in the community



# NAVIGATOR I - DAILY ACTIONS & DELIVERABLES

```
graph TD; A[NAVIGATOR I - DAILY ACTIONS & DELIVERABLES] --> B[DAILY ACTIONS]; A --> C[DAILY PROCESSES]; A --> D[DAILY DELIVERABLES]; B --> B1[Answer Live Calls (access line)]; B --> B2[Monitor and answer]; B --> B3[Riley Live Chat]; B --> B4[Monitor EMHware Referrals]; B --> B5[Monitor and respond to Emails]; C --> C1[Triage incoming enquiries]; C --> C2[Provide Information]; C --> C3[Client Registration (Queue Record)]; C --> C4[Client Registration (No Queue Record)]; D --> D1[Providing information to clients, families & community]; D --> D2[Completing Records in EMHware]; D --> D3[Completing program registration]; D --> D4[Triaging clients to crisis];
```

## DAILY ACTIONS

- Answer Live Calls (access line)
- Monitor and answer
- Riley Live Chat
- Monitor EMHware Referrals
- Monitor and respond to Emails

## DAILY PROCESSES

- Triage incoming enquiries
- Provide Information
- Client Registration (Queue Record)
- Client Registration (No Queue Record)

## DAILY DELIVERABLES

- Providing information to clients, families & community
- Completing Records in EMHware
- Completing program registration
- Triaging clients to crisis

# NAV II ROLE SUMMARY

Level II Navigators are the second point of contact for clients and families and provide a coordinated and collaborative service pathway by:

- Working closely with NAV I's and ASN Manager to expedite bookings and complete screeners in a timely fashion
- Actively engaging clients and families in the planning and decision-making for services
- Clinically assess the appropriateness of client/family request using CALOCUS/CASII/ESCII criteria and in consultation with ASN Manager
- Keep a calendar of a minimum of 4 screeners per day
- Offer opportunities for staff & service provider consultation regarding program pathways/referrals



## NAVIGATOR II - DAILY ACTIONS & DELIVERABLES

```
graph TD; A[NAVIGATOR II - DAILY ACTIONS & DELIVERABLES] --> B[DAILY ACTIONS]; A --> C[DAILY PROCESSES]; A --> D[DAILY DELIVERABLES]; B --> B1[• Pick up clients from ASN Queue]; B --> B2[• Review EMHware referral sections for new clients]; C --> C1[• Booking Screening]; C --> C2[• Completing intakes and level of care assessment]; C --> C3[• Making Referrals]; C --> C4[• Contacting community partners to ascertain additional information]; D --> D1[• Booked screening in calendar]; D --> D2[• Completed 4 client screenings per day minimum]; D --> D3[• Referred client(s)/family(s) to programs];
```

### DAILY ACTIONS

- Pick up clients from ASN Queue
- Review EMHware referral sections for new clients

### DAILY PROCESSES

- Booking Screening
- Completing intakes and level of care assessment
- Making Referrals
- Contacting community partners to ascertain additional information

### DAILY DELIVERABLES

- Booked screening in calendar
- Completed 4 client screenings per day minimum
- Referred client(s)/family(s) to programs

# ASN MANAGER ROLE SUMMARY

The ASN Manager ensures that Navigators have equally distributed caseloads and maintains program standards by;

- Supporting triaging and risk assessments completed by NAV I
- Reviewing NAV II calendars and assign screeners based on availability, capacity and case complexity
- Monitoring queue counts to ensure that clients are assigned to a NAV II within 3 days
- Supporting NAV I's & II's to re-schedule appointments due to staff illness
- Reviewing incoming queue records to ensure accuracy and completion
- Marking and recording "Urgent" referrals
- Working with community partners on the operational aspects of ASN
- Ensuring high quality notes and other deliverables



# SUMMARY

We want to thank you, our community service providers and partners, for your commitment to children, youth and their families.

We recognize that it will take time for the ASN program to mature, and we are confident that your support will be a determinant of program's success.

Please don't hesitate to contact us if you have any questions or concerns:

**Michelle Hayes, MSW, RSW, DCPsych(s)**  
**Senior Director, Systems Planning**  
**Lynwood Charlton Centre**





**Access & Service Navigation**  
**526 Upper Paradise Road**  
**Hamilton, On L9C 5E3**  
**t. (905) 389-1361**

**[www.lynwoodcharlton.ca](http://www.lynwoodcharlton.ca)**