



## The Access Point

The Toronto Mental Health and  
Addictions Access Point

# Accessing Supportive Housing and Individual Support Services in Toronto





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# Agenda

- What is The Access Point?
- Integration of Coordinated Access to Supportive Housing (CASH) and Access 1
- What is Supportive Housing?
- What is Individual Support Services?
- Applying Through The Access Point
- Waitlist Management
- Peer Support
- Matching Applicants to Service
- Questions



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# What is The Access Point?

- Central access point to Individual Mental Health Support Services and Supportive Housing for people living with mental health and/or addictions challenges
- Network of 47 Mental Health and Addictions Service providers
- More streamlined access to multiple services through one application form and application process
- More consistent statistics on who is receiving services and identifying service gaps
- Removes barriers to access and reduces duplication of service
- “No wrong door” policy

# Integration of Supportive Housing and Individual Support Services activities so far....

- Previously we were two separate access hubs:
  - Coordinated Access to Supportive Housing (CASH)
  - Access 1
- April 2013 – CASH and Access 1 staff moved into a centrally located shared office space at 661 Yonge Street, 4<sup>th</sup> floor.
- October 2013 – New joint database 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 services in one easy step. Online submission of the application form will also be an option



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# What are Individual Support Services?

- ***Intensive Case Management*** - People with serious mental illness are provided one-on-one case management support to live in the community and be linked to appropriate services by their assigned worker
- ***Assertive Community Treatment Teams (ACTT)*** - Multi-disciplinary teams provide treatment, rehabilitation and support to people with severe mental illness in their recovery. 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 recommended



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# What is Supportive Housing?

- Subsidized housing units that have some type of support attached
  - Low support
  - Medium support
  - High support
- Specifically for people living with serious mental health or addiction challenges
- Located throughout 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
    - 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: dedicated and scattered units
- Supportive Housing for People with Problematic Substance Use (S.H.P.P.S.U.)
- Mental Health and Justice Initiative (M.H.J.I.)



# 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 application online, you 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, you may have a more thorough conversation with staff to assess the level of need to help match to the right service



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# Applications for Individual Supports

- Service Navigators complete an assessment interview with the applicant to determine if Case Management or ACTT are the most appropriate support.
- If appropriate, applicant is placed on the waitlist. Community resources may be offered for the interim
- When applicant is matched with a Service Provider, the applicant's file is sent electronically to the service provider who has a vacancy
- The Service Provider contacts the applicant within 7-10 business days to begin service

# Applications for Supportive Housing

- A Service Navigator reviews the application for completeness, eligibility, and housing selections.
- If eligible , applicant is placed on the waitlist for supportive housing.
- Applicant is called with client ID#. If there are any concerns regarding selections, Service Navigator may offer suggestions or information to improve matching opportunities.
- When applicant's name comes up for housing, applicant is contacted and offered to be sent to the service provider for consideration for the unit



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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



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**Peer Support  
is available**

- **Answering Questions**
- **Offering information on community resources**
- **Understanding client support needs**
- **Mental Health recovery programs and housing needs discussion**
- **Application update**



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# Matching Applicants to Housing

- Applicants are matched to housing based on selections such as support needs, geographic locations and housing types. Wait times vary for different housing types:
  - Shared bedroom in a boarding home – approximately 2 months
  - Private room in a shared house:
    - Low support: 1-2 years
    - Daily support: 1-3 years
    - 24 hour support: 3-5 years
  - Independent apartments
    - Homeless: 1-3 years
    - Currently housed: 3-7 years

# Matching Applicants to Individual Support

- Applicants are matched to Individual Support providers based on the geographical location they live in.
- Wait times vary based on geographical location, however are commonly as follows:
  - Case Management – approximately 6-9 months
  - ACTT – approximately 1 year



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