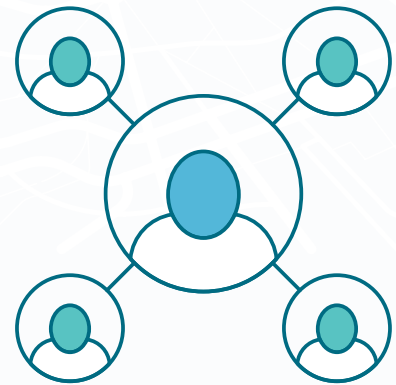# INTEGRATED COORDINATED ACCESS 101

WHAT IS INTEGRATED COORDINATED ACCESS?

INTEGRATED COORDINATED ACCESS: A PROCESS BY WHICH THOSE LOOKING FOR SUPPORT WITH SOCIAL, HEALTH, OR OTHER NEEDS ARE TRIAGED TO APPROPRIATE RESOURCES.

The purpose of Integrated Coordinated Access (ICA) is to develop a standardized process that individuals in need and service providers can follow to improve service delivery and coordination of resources for social supports.

This means that no matter where an individual looking for help goes, they are more likely to get the same answers or advice to get them to the right services and supports as quickly and easily as possible. Utilizing a phased approach, this model can expand over time to include diverse service providers within the community: government, nonprofit, voluntary, and private sectors.

KEY BENEFITS

Leverages resources by ensuring you are tapping into the full scope of resources available, rather than just what we 'happen' to know about
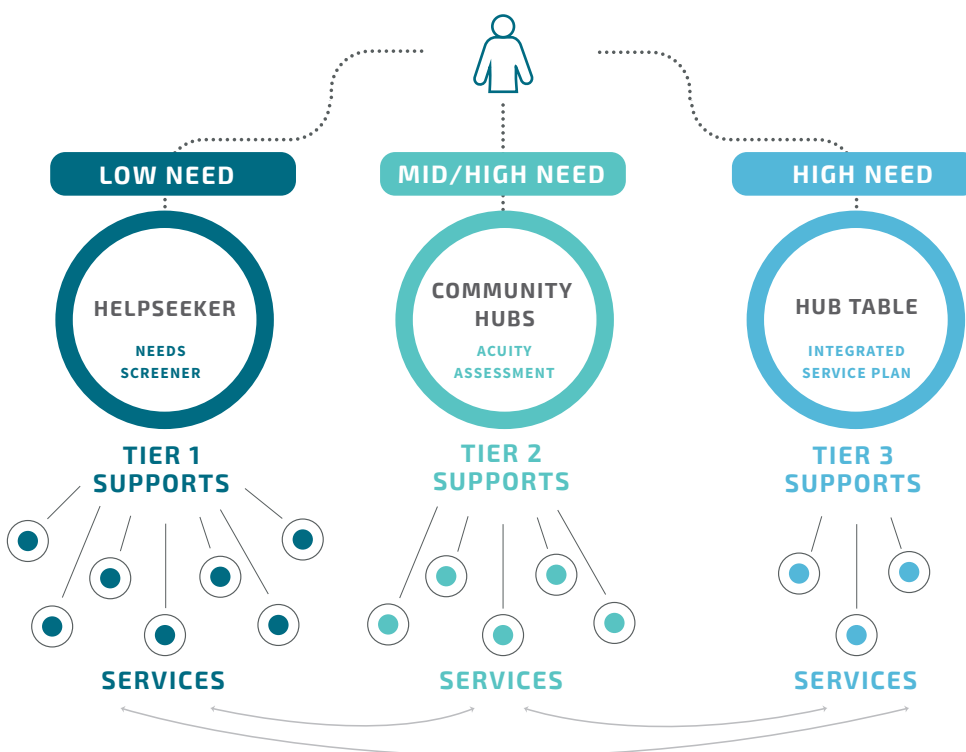
Ensures all providers work using *consistent* processes regardless of sector or issue focus (addictions, mental health, community safety, housing, etc.)

Gives us a better understanding of the current level of *integration* of the existing systems and how best to improve this

Enhances understanding of *local needs and strengths* to ensure everyone's needs are being met effectively.

Provides everyone looking for/providing help a *level playing field of information* about what's available and how to access it

Allows for more *accurate referrals and program placements,* that meets their needs and their unique situation

LOW NEED	MID/HIGH NEED	HIGH NEED
HELPSEEKER NEEDS SCREENER	**COMMUNITY HUBS** ACUITY ASSESSMENT	**HUB TABLE** INTEGRATED SERVICE PLAN
TIER 1 SUPPORTS	**TIER 2 SUPPORTS**	**TIER 3 SUPPORTS**
SERVICES	SERVICES	SERVICES

TIER 1 SERVICES

Early childhood parenting, Food centre, Recreation program, Mental health prevention

TIER 2 SERVICES

Social housing, Addiction outpatient services, Counselling supports. Housing & Supports programs

TIER 3 SERVICES

Intensive case management, Permanent supportive housing, Specialized addiction treatment
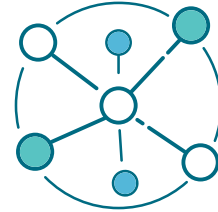
HOW IT WORKS

With the development of ICA with HelpSeeker, we offer:

Comprehensive

COMMUNITY ENGAGEMENT

to ensure the vision and roles of the ICA are clear with local stakeholders from the get-go, including end users, service providers, public systems, and funders;

SYSTEMS MAPPING

to *ensure the full service ecosystem is well-understood* before rollout is determined in manageable and strategic phases;

ICA Implementation Training

with your providers and decision-makers to ensure everyone understands their role, with ongoing technical assistance as needed. This includes support setting up Integrated Service Teams to tackle local challenges using best practice interventions.

Tailored

ICA MODEL & POLICIES

to layout the process in easy-to-understand workflows and procedures that make sense for your community;
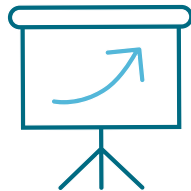
ICA integration into local

INFORMATION MANAGEMENT SYSTEMS

to track the right information and drive better decisions;

Support to meet any necessary

PRIVACY IMPACT ASSESSMENTS

to enable rollout in full legislative compliance

INTERESTED IN FINDING OUT MORE?

email us to set up a meet & greet to explore further

Jenny Cull, VP Community Engagement

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