

ASN FAQ FOR SERVICE PROVIDERS



One Call, All Access for Child & Youth Mental Health
905-389-1361

WHO ARE WE?



Access and System Navigation (ASN) is a service that is housed at LCC offering one point of access for children/youth/families and professionals supporting a child or youth who requires information or services from a community based mental health agency in Hamilton. ASN will provide information & assist in completing assessments to determine the supports and services that meet the level of care for the child or youth.

WHAT IS CURRENTLY OPEN FOR REFERRAL THROUGH ASN?



Alternatives for Youth
(secondary school-on-site treatment, family education, skills development, youth outreach)

Centre de sante communautaire Hamilton/Niagara
(brief therapy, therapy, skill development, parenting support for francophone families)

Child & Adolescent Services
(walk-in, individual & family therapy, young offender assessment)

Crisis Outreach and Support Team
(crisis services, mobile rapid response)

Good Shepherd Youth Services
(crisis intervention, mental health assessments, therapy, residential,)

Lynwood Charlton Centre
(Intensive Out of Home, GPS, OASIS, Thrive, SAAT, Community Groups)

Child & Youth Mental Health Program
(outpatient, day treatment, assessment inpatient services)

Woodview Programs (Day Treatment Program)

WHICH PROGRAMS REQUIRE A COMPLETED REFERRAL PACKAGE?



We have moved to using one universal fillable electronic referral form for ALL programs. There are no longer individual referral forms for specific programs. Please visit lynwoodcharlton.ca to access the most current form.

HOW DO I SUBMIT A REFERRAL?



By fax to 905-389-8765 **"Attention ASN"**. The ASN team have virtual ability to still receive fax even when working remotely out of office.



By the new secure messaging portal from LCC. This method does require registration as a user and is a simple process that must be completed ahead of time. Once a service provider is registered, they receive a password and username which will allow them to upload electronic referrals moving forward. Please contact mhayes@lynwoodcharlton.ca to discuss the creation of an account.

HOW WILL ASN WORK FOR SERVICE PROVIDERS?

1. Service Providers will start by making a referral on behalf of a family/youth by completing the universal referral form and embedded consent, available at www.lynwoodcharlton.ca under "Make a Referral". The embedded consent allows for the disclosure and storage of information on a shared database and creates the acknowledgment for the student/ caregiver/family that they have given permission to the service provider representative to make the referral on their behalf.
2. If you know there is a family situation of separation or separating parents or guardians, separate consents are needed from each parent/caregiver in the event of joint decision making.
3. Once the form is complete, the service provider can fax to ASN through the dedicated fax number, 905-389-8765 "Attention ASN". Service providers can also register to have access to the secure messaging portal (see above information on how to do this).
4. Once the ASN Team receives the referral and consent, they will email/phone the service provider to acknowledge the receipt of referral and book a convenient time to complete an ASN screener. This screener allows us to capture the child/youth/families story.
5. System Navigators use a screener with questions in order to gather information to complete the Child and Adolescent Level of Care Utilization System (CALOCUS), Child and Adolescent Service Intensity Instrument (CASII) and Early Childhood Service Intensity Instrument (ECSII) assessment. This step can be done with the youth/parent/caregiver or professional.
6. Once the level of care has been determined, a System Navigator will review the services that meet the identified level of care with the individual and upon their approval, make the agreed upon referrals. All Program referrals will continue on as before and the program staff will be in contact with service provider and family with status of referral.

CAN A PARENT/CAREGIVER/YOUTH MAKE A REFERRAL FOR THEMSELVES?



Yes! Parents, caregivers and youth are able to make a self-referral to ASN. Please note each program/service has their own inclusion/exclusion criteria, ASN staff will help determine with families which program/service will best support their needs. Parents/caregivers and youth are not required to complete a referral form and can contact ASN directly by calling the Live Answer line, 905-389-1361.

HOW TO CONTACT THE ASN TEAM

When you are ready to contact us:

Phone: 905-389-1361

Email: navigation@lynwoodcharlton.ca

Fax: 905-389-8765 "Attention ASN"

Address: 526 Upper Paradise Road, Hamilton, Ontario, "Attention ASN"