

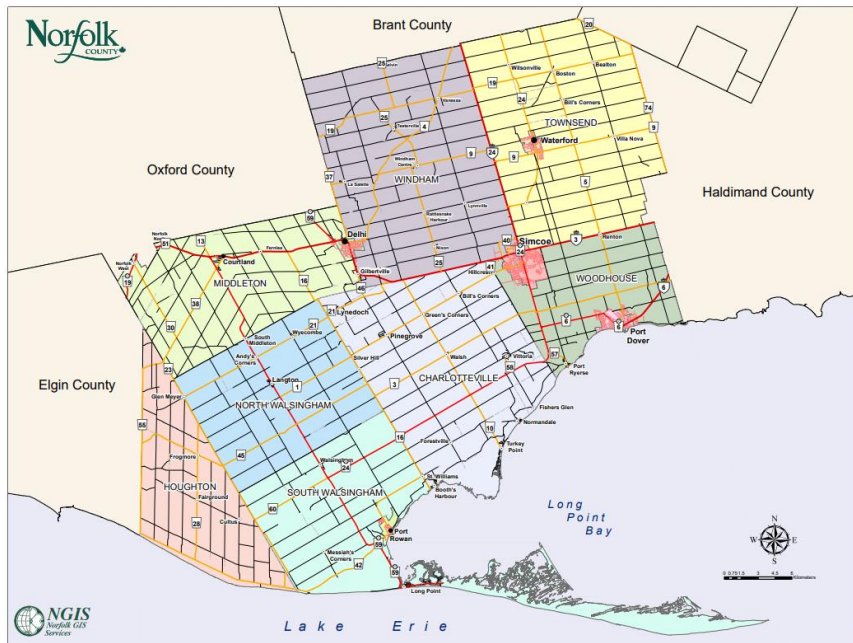
Serving individuals in Haldimand and Norfolk counties through one-to-one support by Community Support Workers

- ▶ Presentation by Chris Hass and Jaclyn Piper Norfolk CMSM

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Norfolk County Ontario Works

Servicing individuals in Haldimand and Norfolk Counties.



The Team



Katie Donovan, Chris Hass, Jaclyn Piper, Jillian Spencer

Norfolk CMSM Caseload

April 2024: **1452** cases for Norfolk County CMSM
(this includes both Haldimand and Norfolk Counties)

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Background

How did we get here and why?

- In 2015 the position was created in response to an identified gap in services and supports available for individuals connected to our program residing in the local geographical area.
- The intent was to provide a position that had the flexibility and fluidity to meet individuals where they were at in a more intensive way.
- Creating a position with focus outside of eligibility was important to allow smaller caseload sizes, increased focus on providing intensive support to the most vulnerable and a position that was community based.
- Since time of implementation, Community Support Workers have worked collaboratively with Case Managers.
- Norfolk CMSM is an Employment Service Transformation (EST) prototype site. This position has assisted in the overall change management of service delivery locally.
- From the beginning to present day, meaningful relationship with key community providers have developed assisting in the ability of providing wrap around services for individuals residing in Haldimand and Norfolk counties.

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What do we do and how do we do it?

- Community based. This means that the bulk of the work completed is done in the community.
 - Community Support Workers meet individuals in various places. This could be at their homes, local libraries or doctor's appointments.
- Many individuals are referred to Community Support Workers for assistance with ODSP applications. This may include support on gathering documents, attending doctors appointments and navigating the application process.
- Community Support Workers support and advocate on behalf of the individual they support to various community agencies, doctors, clinics etc.
- This position may act as a bridge for individual on accessing Housing information. This may include completing application forms, connections and liaison.
- Community Support Workers assist individuals on meeting action plan goals and work collaboratively with the Case Manager attached to the individual.
- Community Support Workers are also in attendance at our local community drop-in clinics across Haldimand and Norfolk County. They attend these clinics with other Ontario Works staff such as Case Managers and Senior Case Managers.

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Testimonials

“I think the support is awesome. You’ve been so helpful. I don’t know what I’d do without it. I wouldn’t be able to survive.”

-James, Haldimand County

“The Community Support Workers in Haldimand-Norfolk that work within the Ontario Works program service a critical function in maintaining the integrity of the program and its mandate to promote participant self-reliance. Through their hard work and dedication, they effectively support participants in making beneficial connections and overcoming barriers that would otherwise impede their independence. I cannot emphasize enough the value of their role.”

-Sheldon, Haldimand-Norfolk Housing Services

“I have no transportation. I like that my worker can meet me at my home, help me with paperwork and connect me to more supports. She’s been really helpful with trying to get me ODSP. She’s gone out of her way. Also, the information I’ve been given has helped me out a lot.”

-Edward, Haldimand County

Testimonials

“I feel that these lovely men and women are beneficial to the people whom are unable or to intimidated by people or ones that feel their voices are not heard. These lovely beings are here to be their voices so thank you for having them to help support us.”

-Kimberly, Norfolk County

“I want to say thank you so much for the work you do with our clients. They really appreciate having another supportive worker in their lives.

-Kelly, Residential Manager HNWS

“The Community Support Worker Program in Norfolk County has provided so much assistance to the members on Ontario Works to assist in navigating the system and providing the resources and knowledge needed so that the clients are supported in all aspects of life stabilization.”

- Mary, Clinic Manager, Water St. Clinic

“I have to say thank you for all you (Community Support Worker) and to the Rapid Access Addiction Medicine (RAAM) Clinic have done for my child over the last year.”

- Annette, parent of individual connected to CSW

Program Outcomes

- On average 257 individuals served each year
- On average 60 individuals working with a CSW transitioned to ODSP each year
- On average 175 individuals referred to external agencies each year

Contact Information

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