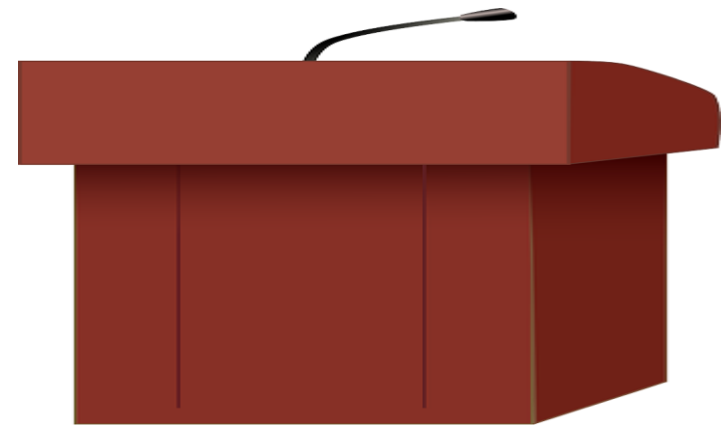# *Integrated System Navigation (ISN)*

Our Story

Introductions

- *Tanya Hall, Supervisor, Program Integrity Team, Halton Region*

- *Linda Lysko, Integrated System Navigator, Halton Region*

Overview

- *This presentation will include information about:*
  - Journey travelled to create the Integrated System Navigator position
  - The first 18 months
  - Process and program review results
  - Current state

The Beginning: January 2018

The Journey in Halton
Integrated System Navigation (ISN)

June 2016
— Provincial Announcement and Creation of Family Support Worker (FSW) Review Project Team

Aug 2016
— FSW Service Evaluation Framework created

Feb 2017
— Provincial changes came into effect

July 2017
— ISN Announcement

Sept 2017
— ISN Cross-Departmental Project Team Formed

Jan 2018
— ISN Launch

Mar 2018
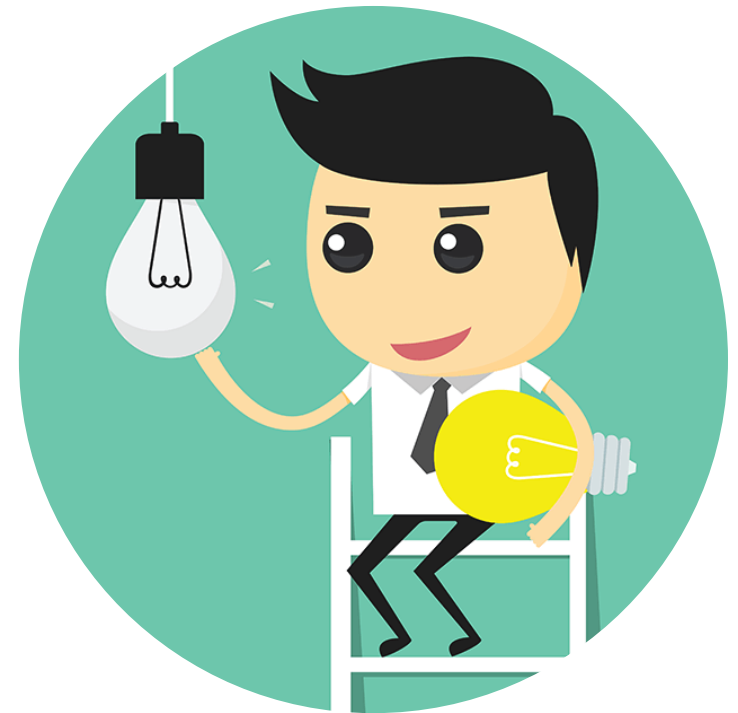— ISN's Accepting Service Requests

Why are we transitioning to the ISN service?

Alignment with the Provincial direction on human services integration

Regional strategic priority to deliver integrated client-centered human services

Regional commitment to best support the most complex individuals/families

Integrated System Navigation (ISNs) is…

a holistic approach to human services integration in the department and across systems within the community

ISN Service Principles

Create a client experience that is **simplified** and **integrated**

Actively **engage individuals and families in planning and decision-making**

Be a **trusted support** and **source of information** of services in the community

Provide a **coordinated and collaborative** approach to services in Social & Community Services

Provide a **non-judgmental** and **non-punitive** environment for individuals and families
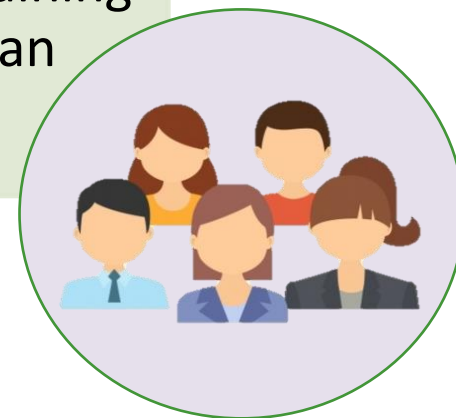
What Does the ISN Offer?
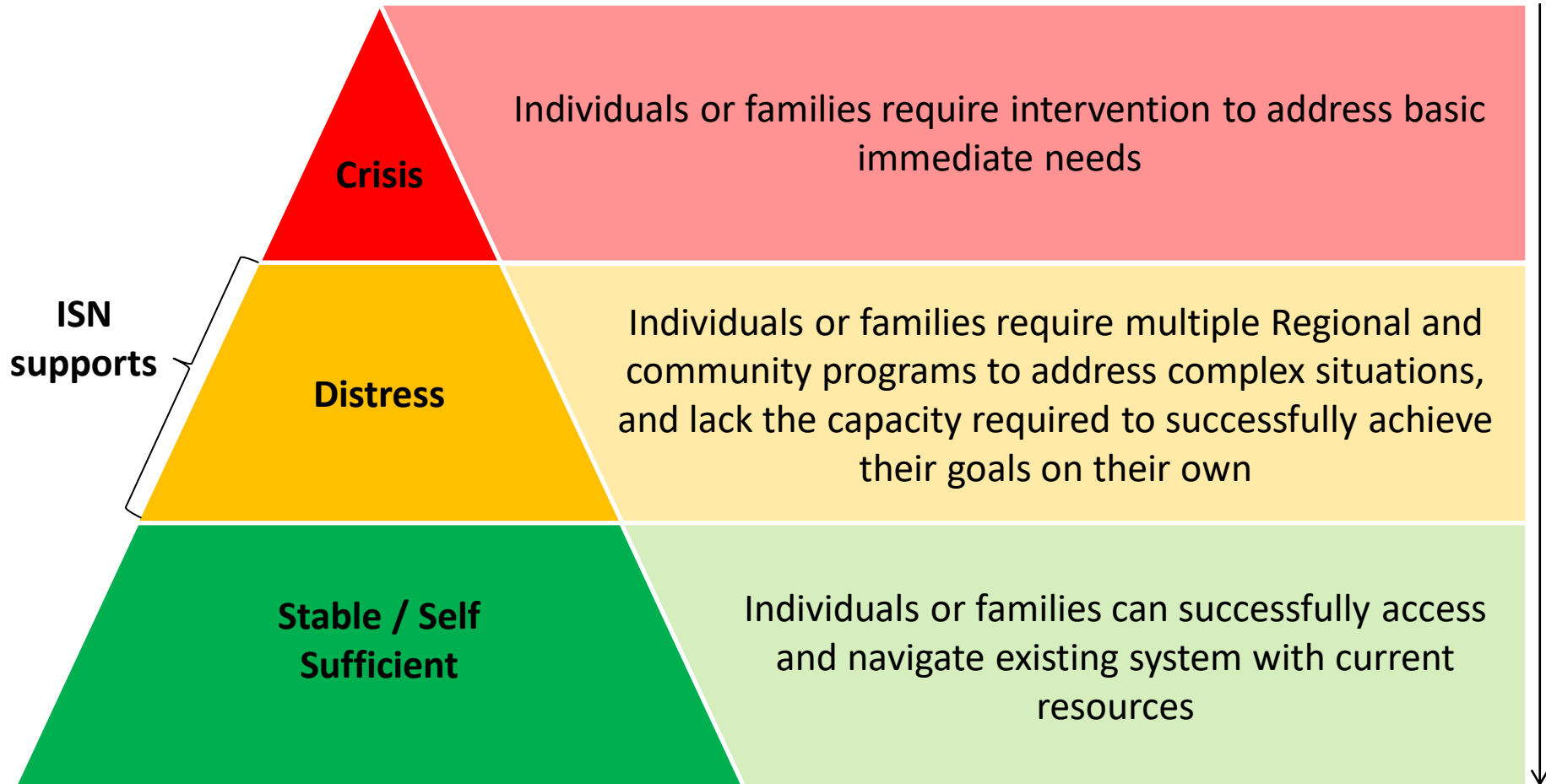
Support for Individuals & Families

- Individualized navigation support
- Assessment
- Referrals
- Information

Supports for Staff

- Consultation
- Case conferencing
- Information/training related to human services

Levels of Intervention

ISN supports

Crisis

Individuals or families require intervention to address basic immediate needs

Distress

Individuals or families require multiple Regional and community programs to address complex situations, and lack the capacity required to successfully achieve their goals on their own

Stable / Self Sufficient

Individuals or families can successfully access and navigate existing system with current resources

Eligibility Guidelines

To be eligible for ISN supports an individual or family should:

1. **Be a Halton resident**

2. **Be a SCS client** (Children's Services, Employment & Social Services, Health or Housing Services)

3. **Require support to effectively navigate** the human services system
   - ✓ Challenges with self-navigation and has expressed need for support
   - ✓ Challenges in completing required tasks
   - ✓ Involvement in multiple services with requirements that appear outside of their capacity to successfully complete

4. **Consent to receiving ISN supports and sharing information** by signing the Electronic Communication Consent Form.

ISN Service Requests

The Service Request process is how individuals and families that need intensive navigation supports are referred to the ISNs.

Initial Assessment

The Action Planning process involves the ISN meeting with the client to complete an Initial Assessment Form, assess acuity, and develop an Action Plan informed by the client.

ISN Initial Assessment Form

Client File # ISN_0094

Client Profile

First Name:	Chris	Last Name:	Pine
Address:	1234 Unstoppable		
Postal Code:	1L2 B3C		
Phone #	(905) 999-1234		
Email Address:	Chris@pine.ca		
Client's Preferred Contact Method:	Prefers text message, but email is ok		

Client Demographics

The following questions support the collection of standardized identity-based data for the Integrated System Navigation (ISN) Service. The information is voluntary and confidential.

Gender:
☒ Male
☐ Female
☐ Non-Binary
☐ Intersex
☐ Transgender
☐ Prefer not to answer
☐ Other: Click here to enter text.

Marital Status:
☐ Single
☐ Married
☐ Common Law
☒ Divorced
☐ Separated
☐ Widowed

Status in Canada:
☒ Canadian Citizen
☐ Permanent Resident
☐ Refugee Claimant
☐ Sponsored Immigrant
☐ Work Permit
☐ International Student
☐ Other: Click here to enter text.

Education Level:
☐ No formal education
☐ Elementary School
☐ Some High School
☒ High School Graduate
☐ Some College or University
☐ College and University Graduate

Number of Dependents:
☐ 0 ☒ 1 ☐ 2 ☐ 3 ☐ 4+, please specify: Click here to enter text.

Notice of Collection

I am going to ask for personal information that is necessary for providing the ISN Service. The information you provide will also be used for future program planning and improvement. The ISN Service is provided according to the Municipal Act. Please let me know if you have questions about any of the information I will be asking you for.

☒ ISN staff have reviewed the notice of collection with the client

Client Strengths and Assets

Chris's parents help him with child care, meals, and other supports when needed (strong support system)

Has fantastic 2-bedroom apartment that is maintainable

Other Service Providers

Name	Program or Service	Contact Information
Simon Pegg	CAS	Simon.pegg@CAS.ca
Zachary Quinto	Healthy Baby Healthy Children	Zachary.Quinto@halton.ca
Karl Urban	AA Sponsor	(807) 654-9999
Zoe Saldana	Integrated Housing Worker	Zoe.Saldana@halton.ca

Well-Being Domains

The ISN Service scores clients on the following 6 well-being domains based on their highest level from the past 30 days. Scores range from 3 (client able to self-manage) to 0 (client has an intensive acute need).

Child, Family & Relationships

Employment

Personal Management & Development

Income & Finance

Physical & Mental Health

Housing Security & Stability

Action Plans

The Action Planning process involves the ISN meeting with the client to complete an Initial Assessment Form, assess acuity, and develop an Action Plan informed by the client.

Integrated System Navigation Action Plan

Client File #: ISN_0426

Date: 3/15/2018

Goal #1: Get and keep a job so I can provide for my family

☒ Child, Family, and Relationships   ☒ Employment
☐ Housing Security and Suitability   ☒ Income and Finance
☐ Personal Management and   ☐ Physical and Mental Health
Development
☐ Other, Click here to enter text.

Tasks	Review Date	What's next?
Jane to create a Job Seeker account on Halton.ca	3/16/2018	Not completed, moving task to April
Jane to contact Service Canada to get a new SIN card	3/16/2018	Jane contacted Service Canada, new SIN card being mailed
ISN to arrange an appointment with Jane and an Integrated Employment Specialist	3/30/2018	Appointment booked April 10th @10:00am
Jane to use the Child Care Subsidy Calculator	3/23/2018	Jane used the child care subsidy calculator to estimate her subsidy amount Jane would like to pursue subsidy
Click here to enter text.	Click here to enter a date.	Click here to enter text.

Notes

Coordination & Support

Coordination and support involves regular, pre-arranged check-ins to review progress, ensure supports are in place, and support implementation and updates of the action plan

When appropriate, this may involve the facilitation of a case-conference with relevant stakeholders

Transition & Follow-Up

Individuals and families will transition off ISN supports:

- Upon completion of activities outlined in the action plan, and

- When the client index scores indicate self-sufficiency.

Individuals and families will be contacted by the ISN 3 months post transition from the ISN service to assess self-sufficiency using the index scores.

Data Tracking

- ISN trackers built in house

- Information captured:
  - Client information, number of children, marital status, education, well being domain scores, services/supports client is receiving prior to ISN intervention, well being domain scores when the client exits supports, the reason the client exits service, three month follow up information including well being domain scores

- Light touch referrals are recorded by the ISN

Improved Client Well-Being

- ISN clients have demonstrated an increase in their well-being index after receiving service.
  - Well-Being Index of ISN clients before, after, and at 3 month follow up

Legend: Baseline — Service Exit — 3 Month Follow Up

	Social connectedness	Employment	Income and Finance	Housing Security and Stability	Personal Management and Development	Physical and Mental Health
Baseline	1.3	0.6	1.2	1.4	1.2	0.9
Service Exit	2.2	1.3	2.2	2.4	2.2	1.9
3 Month Follow Up	2.3	1.5	2.2	2.4	2.3	2.2
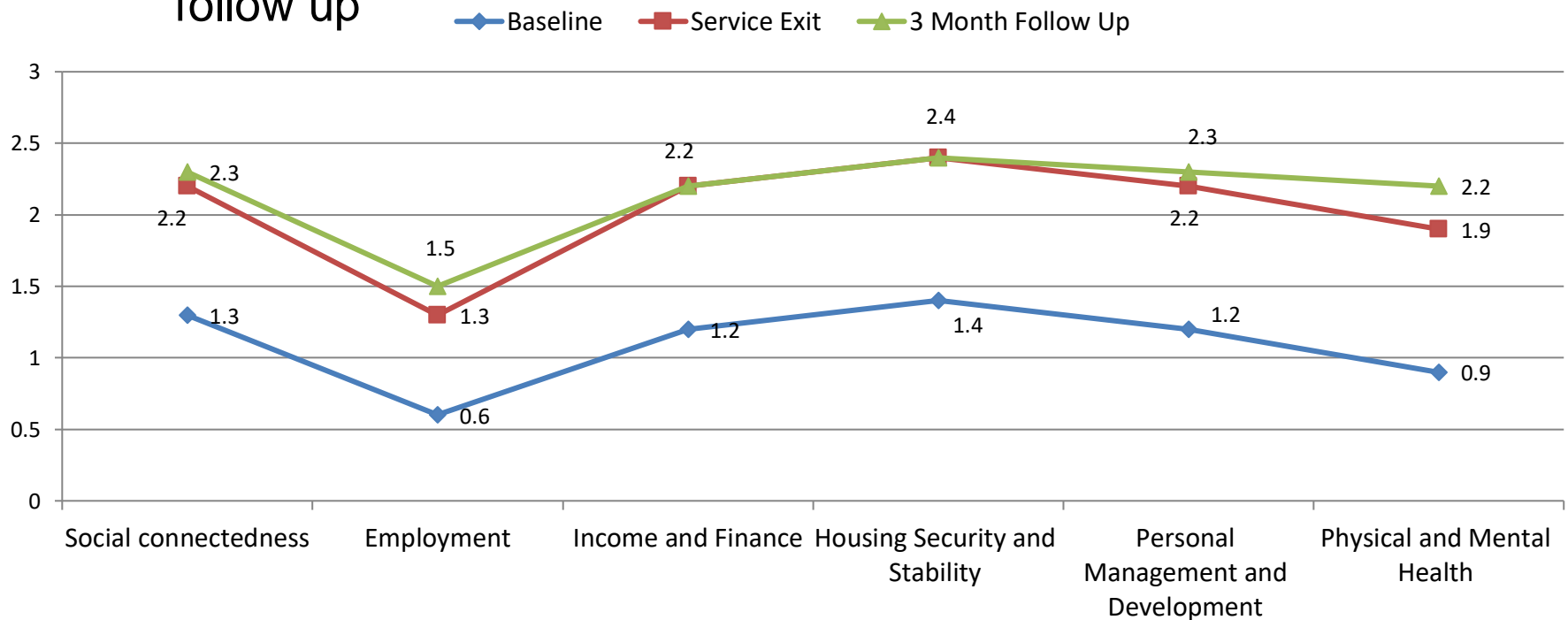
Connecting Clients to Service

Over 200 service requests received
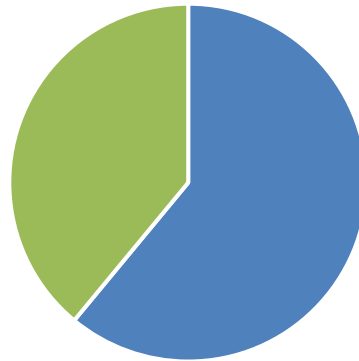
Before ISN Service:

60% of clients served were receiving two or more SCS programs
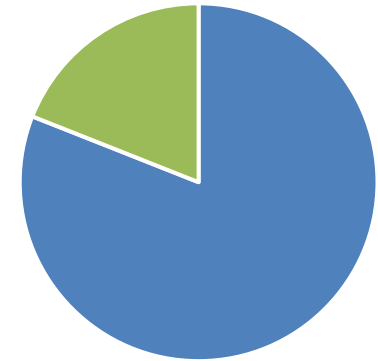
After ISN Service:

80% of clients are accessing two or more SCS programs

Clients receiving 2 or more SCS programs

Clients receiving 1 SCS program

Resources

- Presentations to all internal Social & Community Services divisions, the Health Department and external agencies (ongoing)

- Practice Guide was created – Information Guide

- Resource Library created in a central location

- Ongoing consultation with Supervisor or ISN team members

Program Changes: September 2019

18 Month Review

After being operational for 1.5 years, the ISN team reflected upon the service by analyzing feedback from divisional partners and external community stakeholders, and challenges faced by the ISNs. As a result, the following changes were made:

Developing guidance for staff involved in system navigation and service coordination

Revising the ISN Service Request Form

Creating an ISN Service Planning Table

Revising the ISN Service Model to create distinct client pathways

Why did we changing the ISN service model?

Demonstrated need for an integrated client pathway and action plan that has commitment across the department

Overlapping responsibilities

Siloed communication

ISN Service Request Form

Halton REGION

July 2019 – V10

Integrated System Navigator (ISN) Service Request

Staff referring an individual or family to the ISN service for consideration to receive intensive navigation supports must complete the ISN Service Request Form Part A through Part D and email completed ISN Service Request forms to the Program Integrity—ISN mailbox.

PART A: Participant Profile

Name — Click here to enter text. DOB (DD/MM/YYYY) — Click here to enter text.
City / Town — Choose an item. Phone — Click here to enter text.
Email — Click here to enter text.
Does the participant require interpretation services? ☐ Yes, language: Click here to enter text.

PART B: Eligibility Guidelines
To be eligible for the ISN service the participant must be in receipt of a Regional or external community program. Please select the Regional programs that the client is receiving:
☐ Children's Services ☐ Employment Services ☐ Health Department
☐ HCHC ☐ Housing Services ☐ Mental Health Program/E&SS
☐ Social Services

Please identify any external community programs or supports that the client is receiving (e.g. CAS, CMHA, Links2Care, Halton Women's Place, Health Department, etc.): Click here to enter text.

The ISN service is for individuals that require supports to effectively navigate the human services system. How does the individual meet the program criteria (select all that apply)?
☐ Has demonstrated challenges with self-navigation and has expressed need for support
☐ Has demonstrated challenges in completing required tasks
☐ Is involved in multiple services with requirements that appear outside of their capacity to successfully complete

Please provide any additional information that may support the service request
Click here to enter text.

Has the service request been reviewed and approved for ISN by your Program Supervisor?
☐ Yes ☐ No

Optional: Has the service request been discussed with an ISN?
☐ Yes ☐ No

PART C: Participant Agreement and Consent
Has the participant agreed to participate in the ISN service and share their personal information for service planning?

Recommended scripting "Based on your current circumstances I would like to refer you to our ISN service. This is a voluntary service offered within the SCS Department that will assess your current situation, needs and goals for the purpose of identifying other services that may be useful to you. You are not required to agree to the referral and your current services will not be affected if you do not consent. If you agree to the referral I will need to share some of your personal information (or if relevant personal health information) with the ISN service. The ISN service includes Regional employee from all SCS divisions so you may be contacted by someone that you have dealt with previously. Do you agree to the referral?"

1

Staff assessment component added to the ISN Service Request form:

- Completed by all staff that are currently and/or have recently supported a client.
- Circulated after an ISN Service Request has been received.
- Asks staff to provide a brief summary of supports and identify supports that can improve the clients wellbeing.
- Staff will be required to complete the staff assessment within 72 business hours.

This change will allow for a more coordinated approach to service planning across programs and provide the ISNs with a better understanding of the client's needs.

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ISN Service Planning Table

The ISN Service Planning Table is a cross-departmental group of staff that come together bi-weekly to coordinate supports at the time of the ISN Service Request, service planning, and case review.

ISN Service Planning Template

ISN Service Planning Template

Participant Profile

Surname: Click or tap here to enter text.   First Name: Click or tap here to enter text.

ISN File #: Click or tap here to enter text.

Select programs the client is receiving:

☐ Children's Services   ☐ Employment Services   ☐ Health Department   ☐ HCHC
☐ Housing Services   ☐ Mental Health Program/E&SS   ☐ Social Services
☐ Other: Click or tap here to enter text.

Referred by: Click or tap here to enter text.

Service Planning

Meeting Date: Click here to enter a date.

Service Planning Lead:

Updates:

Goals for Today's Meeting:

Presenting Issues

Priority	Action Required	Responsibility	Timeline	Status

Service Planning Next Steps

Recommended timeframe for follow-up discussion at the ISN Service Planning Table:

Service Planning and Electronic Communication Consent

➡️ Share relevant client Personal Information and/or Personal Health Information for the purposes of service planning and benefit to the client

➡️ Enable electronic communication with clients and external service providers
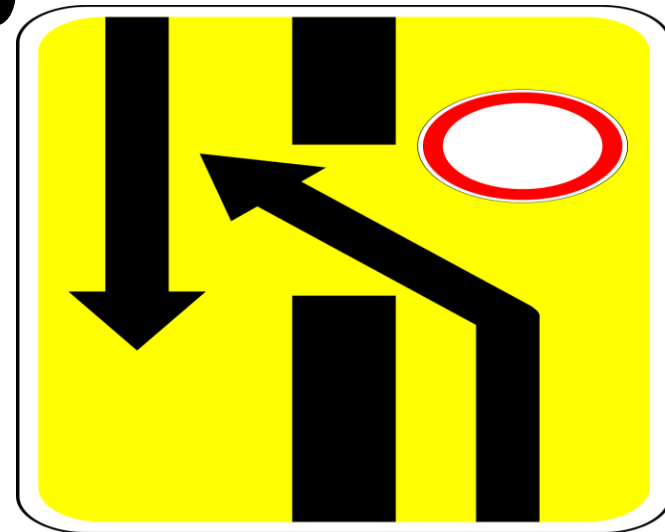
Client Story

COVID-19 Response and Redesign:

March 2020

Response – Navigation Team

- March 20, 2020 – paused in accepting ISN referrals

- Creation of the Navigation Team which included the 3 ISNs and 2 Tenant and Community Supports Specialist from Halton Community Housing

- Worked collaboratively with Access Halton (311) and the Public Health Call Centre to create a process to direct calls from Access Halton to Social and Community Services Navigators (TCSS&ISN)

Response – Navigation Team

- Effective March 30th, the types of calls that were referred to our SCS Navigators included inquiries from residents who present with multiple/complex needs and require additional supports accessing Social and Community Services

- Referrals from Access Halton and Public Health Call Centres were made through email to the ISN centralized mailbox used for referrals and then assigned on a rotational basis

- HCHC referrals are forwarded to TCSS staff

- In May 2020, we began to receive ISN referrals once again

COVID-19 Navigational Supports
March 23, 2020 – August 31, 2020

- Service Navigators in Social and Community Services connect residents with complex needs to Regional and community supports.

Weekly Navigation Requests

223
Cumulative requests

Case Consultations

COVID-19 Response
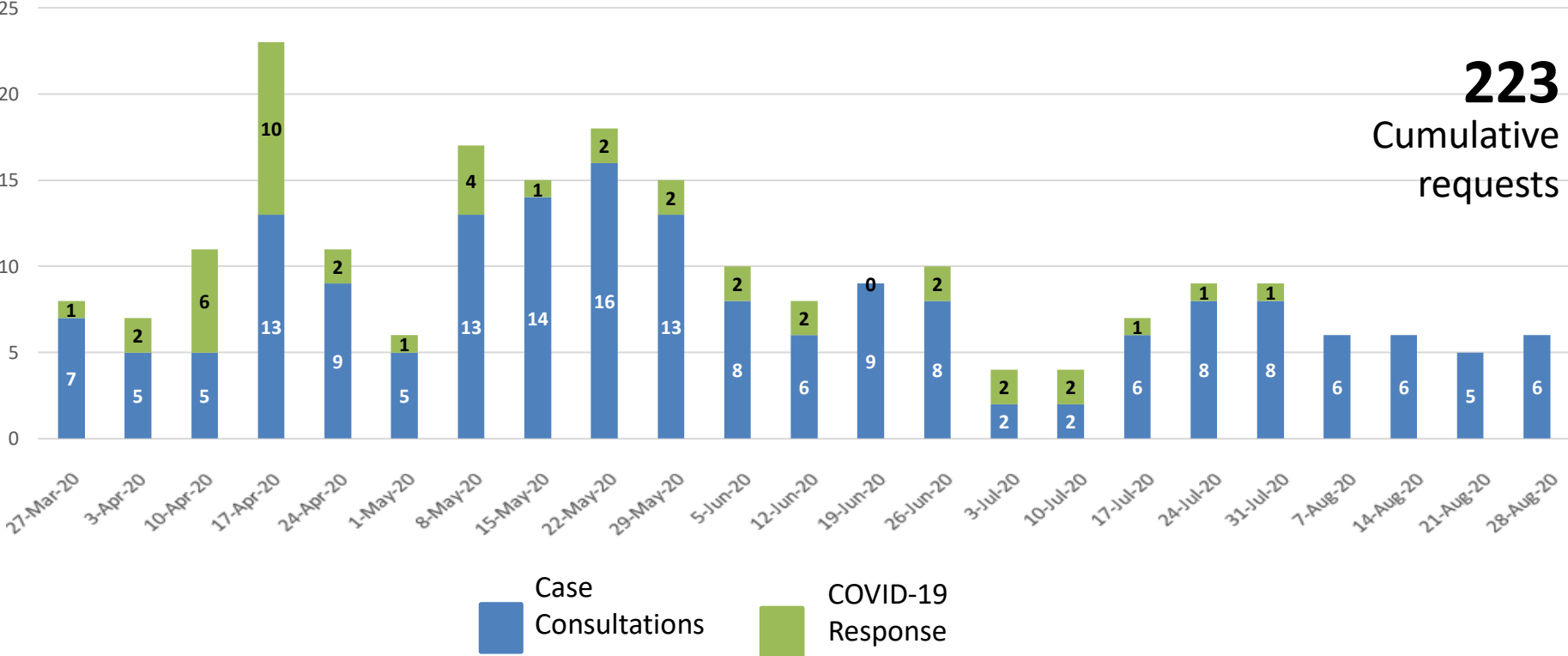
Service Improvements

- Removed the staff assessment portion of the referral form
- Streamlined the referral process as follows:
  – The ISN completes the initial assessment and determines if the referral is suitable
  – The ISN informs the Program Assistant if the referral should be assigned to the ISN
  – All other referrals that require light touch are captured in the ISN tracker by the ISN
  – The Service Planning Table is on pause

- Coordination with internal and external partners continues to and has strengthened
- Client meetings are done over ZOOM, telephone, text
- Utilizing Electronic Communication Consent Form
- Meet as a Navigation Team every two weeks

Client Feedback

"I appreciate all your help regarding this matter and I appreciate your kindness and generosity towards the kids and I… bless you ten fold for everything you have done for our family!"

"I am a work in progress. You are a wonderful person a rare find in this crazy world. I feel you were put in my path for a reason. Your concern for me shows that perhaps I'm not forgotten about."

"ISN has been very resourceful, and supportive, and professional, actually, I had never met someone with such dedication for her job. My trust is with her to manage my case, and I know very well that without her help I will not able to bring and manage my case by my own and I'm sure the other clients working with ISN would have same opinion as me."

QUESTIONS