

Service Solutions - Integrated Response Committee Referral Process



lumenus
Community Services


Date: September 30th, 2022

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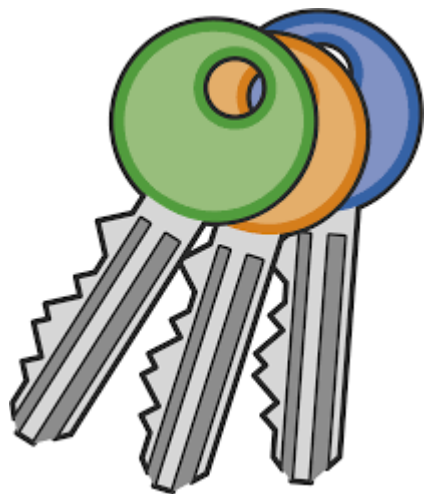
Agenda



- Service Solutions Key Components
 - Eligibility Criteria
 - Referral Process
 - Assessment and Review
 - Integrated Response Committee
 - Outcomes and Closing Referrals
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Service Solutions – Key Components

Service Solutions is an initiative led by the Ministry of Children, Community and Social Services to plan for improved provincial consistency with respect to existing structures and functions for DS community planning processes.



- Intended to mitigate the high level risks that individuals with developmental disabilities experience when their needs are complex and long term in nature.
- Build capacity for families, individuals and service providers regarding the Adult Developmental Sector by creating plans to promote stability.
- Develop a community of supports to meet the needs of complex clients,
- Increase system wide clinical expertise and strength of partnerships across the sector.
- Promote person-centered and inclusive approaches that build on existing relationships and generic supports available in the community, and leverage relevant cross-sector supports, as appropriate.

Urgent Response

- Short-term, time limited service
- Urgent Need, identified as requiring immediate supports
- Services are available within the community that are appropriate and without barriers to access supports

Service Solutions

- Collaborative community-based planning
- High risk situation reflects a long-term support need

- Long-term support planning process
- Existing resources are unable to provide service or are deemed inappropriate to mitigate risks
- Identified as part of a priority target group
- Barriers to accessing supports due to system gaps

Eligibility Criteria

- Individuals referred to Service Solutions- Integrated Response Committee (IRC) must:
- Be age 18+ and have been deemed eligible by the DSO for Adult Developmental Services.
- Have a Case Manager or designate that can take on this function prior to referral.
- Have DSO application package completed.



Service Solutions Referral Process

Individuals will be referred to the Service Solutions process where the service team is:

- Seeking Specialized Services - existing resources are unable to provide service or are deemed inappropriate to mitigate risks
- Identifying System Gaps
- Referring to a Treatment Bed
- Identifying barriers to accessing services to support treatment plan due to system gaps
- Other





Referral

FSW, APSW, Social Worker, Case Manager or Designate

- Service Coordinator discusses with service team a plan to refer to Service Solutions-IRC.
- Reason for referral is identified and confirmed with service team.
- Consent from individual or designated SDM/POA is obtained prior to calling DSO
- Service Coordinator or lead coordinator from service team initiates the referral process by calling DSO to activate the Service Solutions referral.


DSO

- DSO will screen the referral for eligibility
- DSO will fill out Section A of the Service Solutions referral form with lead coordinator from service team who initiated call to DSO
- DSO will submit the referral to the Service Solutions Facilitator



Assessment

Service Solutions Facilitator

- Consults with the referring source and service team to review the reason for referral, gain clarity on what is being requested and gather collateral information and documentation.
 - Service Facilitator will send section B to the lead coordinator to fill out, along with consent forms as needed.
 - Determines if other community resources including those offered by GCSN, Temporary Supports and/or if Urgent Response process is the most appropriate service option at this time
 - Confirms that the individual's needs are beyond the resources and capacities of what is available in the service sector and that all existing services and resources have been exhausted.
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Service Solutions Referral Form – Part B



Part B: to be completed by Referral Source

Current Service Team

Role	Name	Organization	Telephone	Email

Medical Details :

List of Current Medications:

Medication	Dosage	Frequency	Purpose	Prescribing Doctor	Last Review Date:
					Click or tap to enter a date.
					Click or tap to enter a date.
					Click or tap to enter a date.
					Click or tap to enter a date.
					Click or tap to enter a date.
					Click or tap to enter a date.

Medical team: List of Current Medical Service Providers (those not listed in current service team)

(i.e. Psychiatrist, Home and Community Care Coordinator, Physiotherapist, Neurologist, etc.)

Type of Support	Name	Organization	Telephone	Fax

Profile Review

Following the assessment of the individual's current situation, the Service Solutions Facilitator will :

- Discuss with service team the individual's needs within the Bio-Psycho-Social framework
- Review current crisis management plan
- Provide recommendations of resources to address highlighted risks or barriers to services that may not have been previously accessed ; set timeframe of plan to access any recommended resources
- Determine if the individual's profile meets criteria to be presented to the IRC
- Lead service team in presenting to the IRC when appropriate.



Bio-Psycho-Social Model

	Biological factors such as genetics, hormone changes, alcohol and other drug use, brain injury	Psychological factors such as trauma, loss, grief, coping skills, personality	Social factors such as discrimination, poverty, inadequate housing, lack of social support.
Predisposing (increasing one's vulnerability to develop mental disorders (e.g., experiencing trauma predisposes someone toward developing PTSD))			
Protective (reducing the likelihood of a person developing a mental illness or helping a person recover (e.g., community support))			
Precipitating (triggering the onset of mental disorders (e.g., discrimination at work based on race or gender can precipitate someone toward developing paranoid symptoms))			
Perpetuating (keeping a person sick, or preventing a person's recovery (e.g., poverty can perpetuate a mental illness by limiting access to treatment and support))			



IRC

Integrated Response Committee

The Integrated Response Committee (IRC) is a key component of the Service Solutions process for adults with developmental disabilities in Toronto Region.

- IRC will provide coordination, planning and recommend clinical resources to respond to the needs of the identified individuals.
- IRC will offer clinical expertise and input that supports the development and implementation of a cross-sector, integrated service/treatment plan that is responsive to the individual and family situation.
- Referrals and access to MCCSS funded Toronto DS specialized live-in treatment beds will go through IRC.
- Service need trend and gap analysis identified through Service Solutions committees will be shared with planning tables to inform their ongoing system planning considerations.



Outcomes

Following the presentation to IRC, the Service Solutions Facilitator will be available to offer limited consultation and support to the Case Manager/Designate and service team in following up on the implementation of IRC recommendations.

- Service Solutions Facilitator will update DSO with outcomes including any identified resources
- Case Manager will update the Service Solutions Facilitator within scheduled timeframes to inform of status of service offered by the IRC or change in the individual's situation



Service Solutions -Integrated Response Committee (IRC) Referral Process

Individuals with complex needs that require long term supports to mitigate high level risks will be referred to the Service Solutions process who:

- Have been identified as part of a priority target group for support planning based on direction from a Ministry-led initiative
- Experience barriers when accessing existing resources due services being unable to provide service or are deemed inappropriate to mitigate risks

Eligibility Criteria

- Be age 18+ and have been deemed eligible by the DSO for adult developmental services.
- Have a Case Manager or designate that can take on this function prior to referral.
- Have DSO application package completed.



Questions

