

# **Bayview Community Services Inc.**

## **Case Management Program - Admission Procedures**

### *Intake and Selection Process*

All applications for Case Management are processed through Access 1. Referrals to Bayview Community Services must be made by a **professional** and the selection of clients is based on the determined benefit of the program for the applicant to live successfully and satisfactorily in their community. Referral forms can be requested by calling our office, accessing the forms on our website, or by contacting Access 1 at 1-888-640-1934.

### **Access 1: The North York and Scarborough Individual Support Service Access Network**

Access 1 is a coordinated access system for community-based mental health individual support services (*i.e. intensive case management and assertive community treatment services*) in North York and Scarborough.

To coordinate access to intensive case management and ACTT services, partner agencies are using a **Common Application Form**. The form is an initial application for either case management or ACTT services. It is NOT a guarantee of service.

The Network partners participating in using the Common Application Form are: Across Boundaries, Bayview Community Services, Canadian Mental Health Association (Toronto), Community Resource Consultants of Toronto, COTA Health, Griffin Centre, North York General Hospital ACTT, Saint Elizabeth Health Care, Scarborough Hospital Case Management and ACTT, Sunnybrook Hospital ACTT, and Toronto North Support Services.

The application form asks basic information on applicants' needs and preferences. Once it is submitted to Access 1 they are able to screen for eligibility for individual support services and to identify appropriate support service options. The client can then choose from these service options in the event that the organization they are applying to cannot provide them with service.

Applicants will then be placed on a waitlist managed by Access1. Once a vacancy occurs at Bayview Community Services, Access1 passes on information about a potential candidate.

### **Referrals**

Referring workers may call the Intake Coordinator prior to filling in the application, to ensure that the program is suitable for the potential applicant.

*Bayview Community Services may request additional documentation.*

Applicants will be contacted by Bayview Community Services staff once an opening has occurred. An initial meeting will be set up and applicants and Access1 will be contacted regarding the outcome of this meeting. Accepted applicants will be assigned to a case manager who will follow up with the applicant.

**Admission Criteria:**

1. Adults (*16 yrs and older*) who have a serious psychiatric disability.
2. Established ongoing professional follow-up.
3. Identified need for intensive community support services.
4. Willing to accept support services from Bayview Community Services.

**Exclusion:**

Those with ongoing histories of uncontrollable violent behaviour.  
Those outside BCS catchment area (*i.e. northeast Toronto*).