



1Call1Click.ca Presentation

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Funding Partner



An initiative of Kids Come First
Health Team - Mental Health
& Addiction Table.

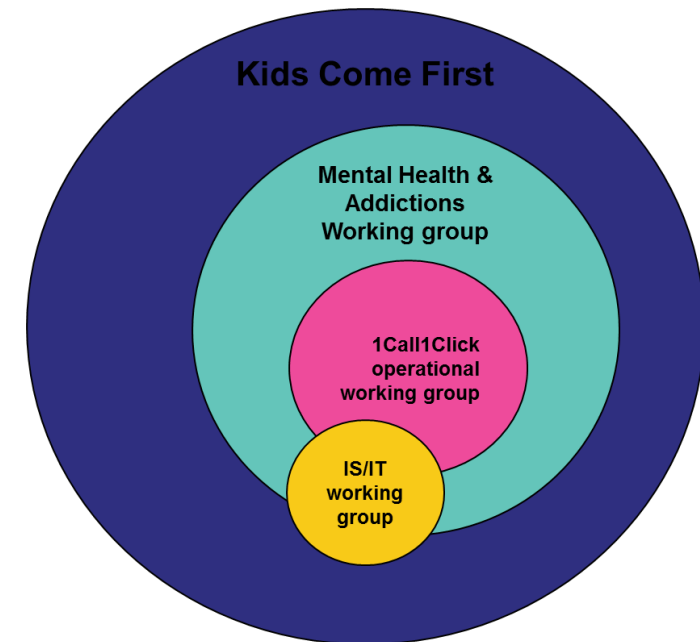
A transformational
coordinated access and
navigation service.



TEAM WORK



Our Kids Come First Health Team committed to producing tangible and meaningful improvement to quality access for our region's families and for all providers who care for them. Our Mental Health and Addiction (MHA) partners committed to establishing 1Call1Click.ca. An operational working group has been created inclusive of family and youth leads to co-design with experts/service providers 1Call1Click.ca.





What problem does 1Call1Click.ca address?

- While there are care pathways that are in place, many are ad hoc, not well understood and in many cases there are none.
- Child and Youth Mental health and addiction services are not well-integrated.
- It is challenging to understand our regional, system-wide issues and therefore, challenging to address them.
- There is no consistent regional data to inform decision-making.
- The service experience for families and youth is often fragmented, inconsistent, difficult to access, tough to navigate, is siloed and uncoordinated, full of gaps, limited pathways and unbalanced

OUR MACRO GOALS

- Better connect child and youth mental health and addiction services
- Faster, easier navigation and access to the right services
- Increased community capacity
- Parents/caregivers and youth will no longer need to be care coordinators trying to figure out a complex service system
- Provide the right service, at the right time, in the right place
- Improve and build on existing pathways for community physicians, child and youth mental health providers
- Address access barriers for youth, families and caregivers
- Use data to make service investment and alignment decisions
- Establish a regional platform for planning and decision-making





WHAT IS

The 1Call1Click.ca initiative will achieve these goals with a streamlined, regional, bilingual coordinated access and navigation service for children, youth and providers through:

- 1 ONE NUMBER TO CALL
- 2 ONE LINK TO CLICK (CLIENT AND PROVIDER)
- 3 ACCESS TO VIRTUAL SERVICES
- 4 SERVICE MATCHING AND NAVIGATION SUPPORT
- 5 HANDS ON CARE COORDINATION WHEN NEEDED
- 6 PEER AND FAMILY SUPPORTS

1Call1Click.ca will be using a hybrid “hub and spoke model”.

1Call1Click.ca Core Services

1. Information about system and resources
2. Navigation and Matching (Intake appointment)
3. Care Coordination for complex needs
4. Family Peer Support (PLEO)



WHO WE SERVE



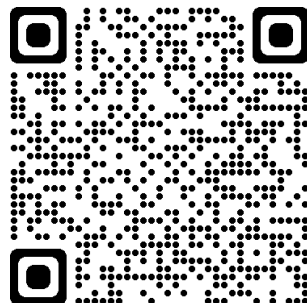
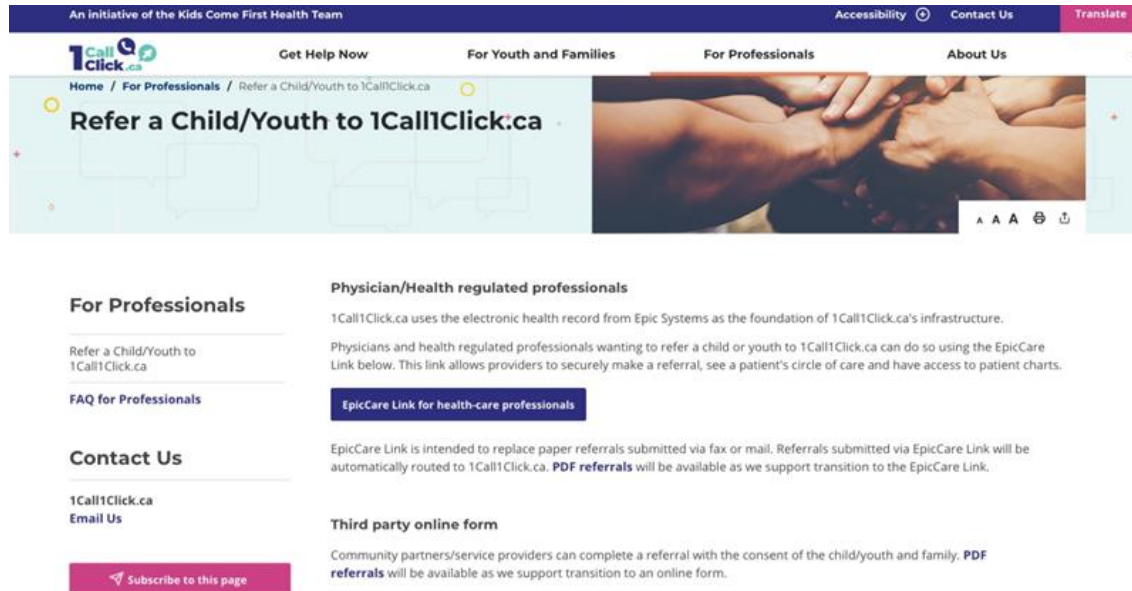
1Call1Click.ca is available to assist infants, children and youth from birth to 21 years of age.

We cover parts of eastern Ontario including Ottawa, Pembroke, Cornwall, Hawkesbury, and surrounding areas including the counties of: Lanark, Leeds and Grenville; Stormont, Dundas and Glengarry; Prescott-Russell and Renfrew.

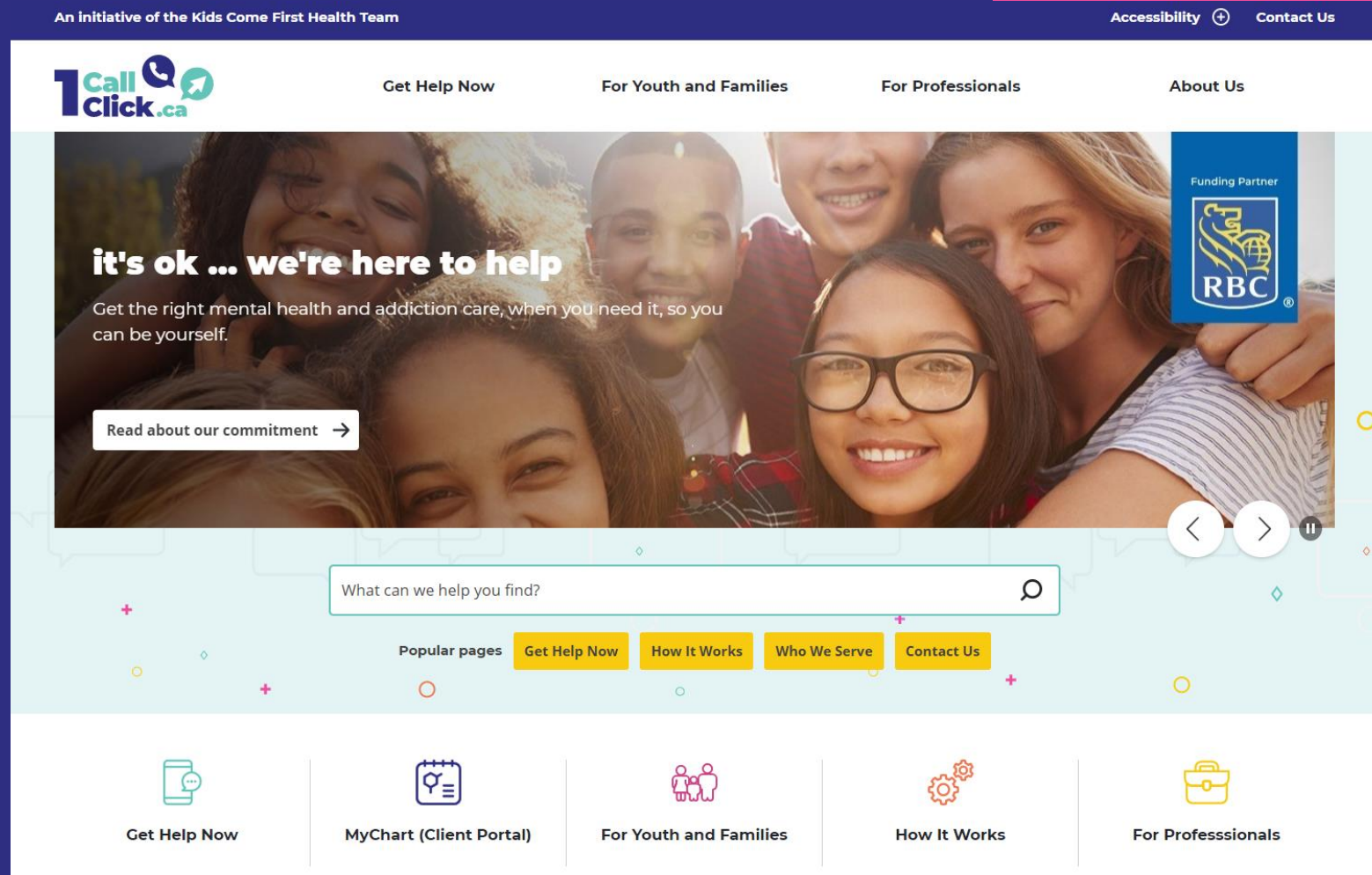
1Call1Click.ca is also here to help navigate the system for:

- primary care providers
- family doctors
- organizations
- school boards

HOW IT WORKS



- 1Call1Click.ca team member will contact the family to make an appointment using the preferred method of communication (email or phone) to meet with an Intake Worker.
- Intake appointment – Navigation & Matching:
 - Clinical Screening tools (HEADS-ED, ASQ, CRAFFT+N)
 - Stepped Care Approach
 - Flagged for care coordination if needed (complex needs)
 - Goals identified by child, youth and family
 - Review options for matching to services
- Intake worker will match and complete all referrals and connection to the agency for the child, youth and family.



Please visit us at www.1Call1Click.ca or www.1appel1clic.ca



it's ok ... we're here to help



1CallClick.ca

