

Frequently Asked Questions

FAQ DOCUMENT

Coordinated Access for Live-in Treatment

These frequently asked questions can help staff, partners, referrers and families understand how the coordinated access system works.

What is Coordinated Access?

Coordinated access is a system approach that creates one clear entry point for families seeking mental health services. It helps match children and youth to the services that best meet their needs while improving coordination between service providers.

What is changing?

Beginning April 1, referrals for live-in treatment and CPRI intensive services will be coordinated through Tandem rather than through CSCN. This means there will now be one central intake pathway for live-in treatment referrals across London-Middlesex, Huron Perth and Oxford Elgin.

What is staying the same?

Local community mental health services continue to be delivered by trusted partner organizations across the region. Families can still access those providers directly for community-based supports. The coordinated access change only affects how referrals for live-in treatment and CPRI intensive services begin.

Why is this change happening?

Families and providers have identified several challenges in the current system, including:

- multiple pathways to care
- repeated documentation
- families telling their story multiple times
- limited coordination across services

Coordinated access aims to make it easy to access support and care when it's needed most, helping the system work more seamlessly for children, youth, and families across our region.

What does this mean for families?

Families will now begin the referral process for live-in treatment through Tandem. This means:

- One entry point
- One intake process
- One place to start when additional support is needed

Families will continue to receive care from community providers throughout their journey.

What does this mean for service providers?

Service providers will now submit referrals for live-in treatment and CPRI intensive services through Tandem's coordinated intake process. This shared pathway helps ensure:

- consistent screening
- enhanced coordination across agencies
- clearer understanding of available services

What happens after a referral is made?

Once a referral is submitted through Tandem:

1. The intake team reviews the referral information.
2. A coordinated assessment helps determine the most appropriate level of care.
3. Families are connected to the services that best match their needs.

This may include community supports, specialized services, or live-in treatment where appropriate.

Does this mean families will have to travel outside their community?

Not necessarily. Whenever possible, youth and families will be connected to supports in their own communities. Live-in treatment is only recommended when it is the most appropriate level of care.

What if a family contacts another agency first?

Families can still contact trusted community providers directly. Providers can help families connect with Tandem when live-in treatment or coordinated assessment is appropriate.

Is this change part of a larger system initiative?

Yes. Coordinated access reflects broader provincial efforts to make it easy to access support and care when it's needed most, helping the system work more seamlessly for children, youth, and families across our region.

Who helped develop this approach?

This model was developed collaboratively by leaders and service providers from across the region, including Vanier Children's Mental Wellness, Humana Community Services, Merrymount Family Support & Crisis Centre, LHSC, CSCN, CPRI, CMHA Thames Valley, the Ministry of Health, school boards and regional partners.

Where can I get more information?

For questions about coordinated access or the referral process, please contact:

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