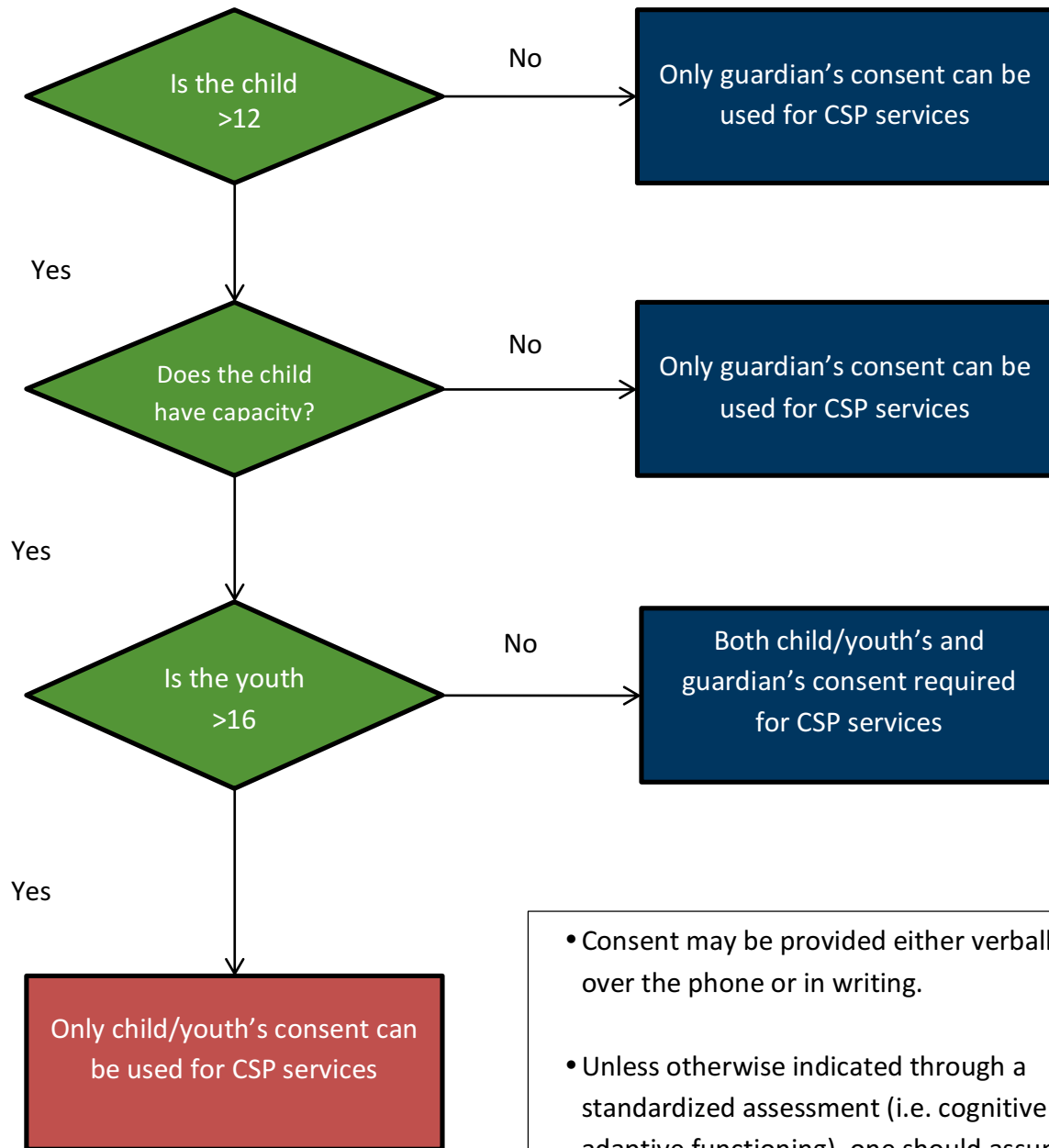


Instructions for Completing CSP Referral Package

- Referral packages can be completed by the family and/or by a service provider who knows the family/child well.
- All completed documents can be faxed to 1-888-445-1947 or mailed to:

Children’s Centre Thunder Bay
c/o Coordinated Service Planning
283 Lisgar Street
Thunder Bay, ON
P7B 6G6
- Referral packages are consider complete when all of the following, completed documents have been referred.
 - Referral Information
 - Service Involvement
 - Screening Tool
- If the family is completing the referral package, they should provide the screening tool to a trusted Service Provider (i.e. doctor, therapist, teacher, etc) to complete and fax or mail to the above numbers/address.
- If the score on the Screening Tool does not meet the CSP threshold (i.e. service planning is at a Tier 1 or 2), please refer to **Description of Tiers** (page 3&4 of this document) to determine appropriate recommendations to provide to the family.
- If the score on the Screening Tool does not meet the CSP threshold, but you feel there are mitigating factors that would make this family and child/youth appropriate for CSP services, please record this in the “additional information” section of the Screening Tool.
- Please note that families/youth are not required to sign the consent form, rather verbal consent can be collected by the Service Provider.
- When completing the Consent Form please refer to decision tree on page two of this document to determine who is required to provide consent. The decision tree below is based on the *Child and Family Service Act*.
- Should you have any questions about CSP services or the referral process please contact Scott McBean at 343-5019.

Consent Decision Tree



- Consent may be provided either verbally over the phone or in writing.
- Unless otherwise indicated through a standardized assessment (i.e. cognitive or adaptive functioning), one should assume that the child/youth has the capacity to consent to CSP services.

Description of Tiers

Child/Youth Needs	Family Needs	External Factors & Environmental Components
Tier 1	Tier 1	<p>Gaps in any one of the following increases need:</p> <ol style="list-style-type: none"> 1. Income and Social Status Health improves at each step up the income/social hierarchy. 2. Social Supports Network Support from families, friends and communities is associated with better health. Included in this is a single parent family. 3. Education and Literacy Skills Health improves with the Tier of education. 4. Employment and Work Conditions Stressful or unsafe work is associated with poorer health. 5. Social Environments Social stability, recognition of diversity, safety, good working relationships and a cohesive community reduces or avoids many potential risks to good health. 6. Physical Environments Exposure to contaminants can cause a variety of adverse health effects. 7. Personal Health Practices/ Coping Skills Individual choices and the influence of environmental factors impact health. 8. Healthy Child Development Effects of early experiences are a powerful determinant of health. 9. Biology and Genetic Endowment Basic biology and organic make-up of individuals are fundamental to health. 10. Health Services Services designed to maintain/promote health, prevent disease and restore health/function contribute to population health. 11. Gender Gendered norms influence the health system's practices and priorities; many health issues are a function of gender-based social status or roles. 12. Culture Dominant cultural values that perpetuate certain conditions increase health risks (i.e. marginalization, stigmatization, loss/devaluation of language/culture and lack of access to culturally appropriate care). 13. Location Rural areas may not be able to provide as many services as urban areas 14. Language Your first language is not English and you have a difficult time following conversations by professionals or others. 15. Mental Health/Addictions There is a history of mental health and/or addiction that makes it difficult for the family to access services. 16. Guardianship This could include single parent, kinship, crown ward, temporary custody, etc.
<p>Challenges exist related to at least one area of development (i.e. physical, communication, intellectual, emotional, social, behavioural).</p> <p>Some support is needed to succeed independently in school and/or community.</p> <p>Resources are provided through one or more services (i.e. physiotherapy, occupational therapy, speech-language, social work, mental health support, in-home nursing, behavioural support, resource support (in childcare or school), etc).</p>	<p>Family has asked for assistance in navigating services.</p> <p>Family has limited reliable family, social or community support.</p>	
Tier 2	Tier 2	
<p>Specialized services are required from at least two professionals and/or service sectors such as: rehabilitation, autism, mental health, developmental, respite etc.</p> <p>Ongoing service needs are likely due to physical or intellectual impairments.</p> <p>Resources are provided through shared or one-on-one support for part of the day in one or more areas (school, home, community).</p> <p>Further resources may be required based on eligibility for respite funding or Special Services at Home.</p>	<p>Family identifies one or more barriers to accessing services due to competing demands of caregiving, employment, financial instability and/or issues of under-served area, housing, transportation, language etc.</p> <p>Family would benefit from support in exploring the possibility of a diagnosis and/or services from one of the following professional areas: developmental, pediatrician, psychologist, geneticist, etc.</p>	
Tier 3	Tier 3	
<p>Multiple specialized services are required for rehabilitation, autism, developmental, mental health and/or respite due to the depth and breadth of needs and resources are provided through multiple specialists besides family physician (i.e. developmental, pediatrician, geneticist, respirologist, endocrinologist, cardiologist, neurologist).</p> <p>Ongoing services are likely due to severe physical and intellectual impairments requiring the use of technology.</p> <p>Resources occur through intensive supports such as: one-on-one, all day at school or 24/7 support; case resolution process is required.</p>	<p>Family has multiple challenges in the following areas: coping, adaptability, health and well-being of other family members, literacy and/or language barriers, other family/life events which may contribute to the family's Tier of distress</p> <p>Family has more than one child who receives special needs services</p> <p>Family is involved with Child Welfare</p>	

Recommendations Based on Tiers

Tier 1

Tier 1 is for families who may require minor coordination. Often the family is accessing service from only one agency and may also be experiencing some barriers to service coordination. For families with a Tier 1 designation the following recommendations may be beneficial:

- Encourage the agency that is the primary service provider to have a team meeting with the family to identify family needs and goals.
- Encourage the agency that is the primary service provider to make any relevant internal or external referrals.
- If appropriate, encourage the agency that is the primary service provider to engage with the school or daycare.
- Encourage the family to share all relevant documentation with involved service providers.

Tier 2

Tier 2 is for families who may require moderate coordination, as their child/youth may be involved with multiple agencies and the family may be experiencing some barriers to service coordination. For families with a Tier 2 designation the following recommendations may be beneficial:

- Review the list of agencies that the family is already involved with. Many of the agencies within Thunder Bay already provide some sort of coordinated service planning. Encourage the family to speak with a member of their child's team to determine if their organization has a process or a dedicated staff member that focuses on coordinating services. Agencies within Thunder Bay that provide service coordination internally include, Child Community Resources, Dilico, Children's Centre Thunder Bay, Child Development Services, Norwest Health Unit (FASD program), North of Superior Programming, George Jeffrey Children's Centre and, Options northwest.
- If the child has an Individual Education Plan (IEP), encourage the family to ensure that relevant organizations are present at the IEP meeting.
- The coordinated service plan that is used within the Coordinated Services Planning System is readily available online at (WEBSITE). Encourage the family and/or the service providers to access these resources to assist with providing coordinated services.

Tier 3

Tier 3 is for families who access services from multiple agencies (3 or more), whose child/youth has various needs, whose capacity to coordinate the services themselves is limited and who may experience significant barriers to accessing services. The child/youth may require moderate or intensive level of support to be able to participate independently in school, home and / or community and their needs are likely to be long-lasting by nature of the disability or medical condition. Once identified and confirmed as a Tier 3 family, the family, and child/youth will enter into the CSP System for Coordinated Services. Coordinated Service Planning is designed to provide accountability, oversight and coordination of services within the District of Thunder Bay Service System.

It is important to note that there are times when a family may require Tier 3 services and be assigned a Service Planning Coordinator, but over time the need for this child/youth and their family for coordinated services may reduce as the system surrounding the family and child/youth strengthens. As a result the family may not require Tier 3 services any more, rather may only require Tier 2 services. When this occurs, an agency that is already providing services to the family, should be identified to provide moderate or minor service coordination for the family and child/youth.