

Support Coordination

What We Heard:

“Support coordination is needed for persons who require assistance/support to achieve their treatment goals but do not qualify for team-based care (ACTT/FACTT). We don’t have enough support coordination in our community to meet the need.”

“Some organizations offering Support Coordination Services have capacity to serve more patients”

What We Did: Summarized Support Coordination Services in Guelph Wellington – see slide 5 of webinar presentation – click [here](#).

Q&A:

Q: Does a referrer need to know the difference between the three support coordination services? Or can they refer to Here 24/7 for Support Coordination and then the

A: No they do not. Here 24/7 can sort that out once the referral is received.

Q: Is Support Coordination accessible via self-referral?

A: Self-referrals are not accepted. Referrals can be made by any professional working with the client being referred

Q: Is support coordination part of adult intensive services/is the referral form found under that heading?

A: Support coordination/counselling services through CMHA in rural wellington is accessed through the Adult Intensive Services referral

ACTT & FACTT (Adult Intensive Services)

What We Heard:

“I don’t always know if a patient is best served by the ACTT or FACTT program. And if I apply to the wrong one, the referral gets returned to me and I have to apply to the other program”.

What We Did: We created a single referral form and triage process (supported by an objective decision tree – See Appendix A) for referrals to Adult Intensive Services (which includes ACTT & FACTT and Support Coordination). See slides 6-13 of webinar presentation – click [here](#).

Q: Is it still true that if we refer to the wrong program we have to start all over, or has there been a screening step added so that the referral can be redirected sooner?

A: There is one referral form for all these programs that a doctor would complete, then here 24/7 and intake can sort out which program is the best fit for the individual behind the scenes

Q: Where does the client need to live in order to be eligible for ACTT or FACTT e.g. if their doctor is in Mount Forest but the client lives in Arthur, are they eligible for one of the two teams?

A: FACTT supports clients in Guelph. If they live in the county, you can do the AIS referral and our services in the county can look to see if a good fit of service as they do have support coordination
For ACTT, they need to live in Wellington or Dufferin County to be eligible. If the client lives in Arthur, they would reside in our ACTT catchment area. The location of their doctor's office is not a criteria that is considered

Q: Do pregnant and postpartum clients qualify for this service?

A: Yes - clients can be pregnant or postpartum if all the other pieces for eligibility are true