

No Wrong Door Guide

Sarnia-Lambton



December 2015

Forward

In 2013, the No Wrong Door Project was funded by Ontario's Ministry of Children and Youth Services, through its Community Action Research INNOVATION FUND. The application was endorsed by the Lambton Children's Planning Network. In 2014, the child and youth sector expressed an interest to be included in the No Wrong Door initiative, so the LCPN undertook the process of gathering interest, information and changed the mandate to include all children birth to 21 years. The initiative is managed by the No Wrong Door working group and supported by the No Wrong Door reference group. The Best Start Parent and Professional Resource Centre-Lambton College is acting as the lead agency.

The intent of the project is to make it easier for families living in Lambton County to connect with services needed by their children/youth aged birth to 21 years, enhancing the transition between supports. This will be achieved by developing a system whereby service providers will use a common form and process at the point of initial contact by the family. In any instance where the organization first contacted was not the appropriate service provider, the referral will then be quickly forwarded for an equally quick response by the appropriate organization.

The project steps included:

Within the Lambton Children's Planning Network the following organizations, called the Project Partners, contributed to the development and testing of the No Wrong Door Process. Executive Directors from the agencies listed below signed a Memorandum of Understanding endorsing the project.

Sarnia-Lambton Supervisors Network
Ontario Early Years Lambton- Kent- Middlesex
Ontario Early Years Sarnia-Lambton
Sarnia-Lambton Children's Aid Society
St. Clair Child and Youth Services
Pathways Health Centre for Children
Lambton Public Health

Executive Directors in support of the project, freed up front-line intake staff to sit as a working group to develop the No Wrong Door form, discuss the process and make recommendations to the Executive Directors and Lambton Children's Planning Network.

Creating a No Wrong Door form and sharing it with community programs will facilitate entry to service:

- The form collects "basic family information" for typically developing children/youth and those with special needs, a brief summary of family story and based on this information, will help staff to determine the need for additional supports.
- The form serves as the first step for referral to participating agencies.
- **The No Wrong Door process does not replace each agencies intake process, it ensures that optimal information is gathered to make a simple and straightforward connection to partner agencies.**
- Legal advice regarding written and informed parental consent was provided by Fleck Law.
- Support materials were compiled and provided to agencies involved in the No Wrong Door process.
- Training sessions were provided to front line staff at partner agencies and each agency received a comprehensive binder of the No Wrong Door process and supporting documents.

The Best Start Parent and Professional Resource Centre provided training for front line staff and will ensure the sustainability of the No Wrong Door initiative through a the train-the trainer approach.

The Lambton Children's Planning Network would like to thank the Durham Region for their work on the No Wrong Door initiative.

No Wrong Door: An Integrated Approach to Servicing Families

The No Wrong Door User Guide is for anyone whose organization may be a first point of contact for families in Sarnia-Lambton regarding the development and well-being of their children/youth. The Guide will lead you through the steps of the No Wrong Door process, from information-gathering to identifying the organization most suited to a family's needs.

You will learn how to:

- Quickly and clearly identify the need of the child, youth and family
- Determine which local agency has the expertise to assess the child, youth and family need
- Determine how to best address those needs by choosing from the following options:
 - Providing the family with information so they can link to a service, in cases where no referral is required.
 - Initiating a referral on behalf of the family when the chosen service requires a referral; or
 - Providing the family with the information so that the family can make a self-referral to a service, when that service requires a referral (this is our present method of referral, but do not know if families follow through with self-referral).

The No Wrong Door Process will help you assist children, youth and families to navigate services in a seamless manner. Front line workers are the ones who will make this process a success.

How The Process Works:

When a family attends your program or you are contacted by phone, with questions or concerns about their child/youth's development and well-being, and what services are available in their community to assist them, you will provide those families with immediate assistance.

Parents will complete the No Wrong Door form in person or you will complete for them over the phone. Through discussion, and the use of the "Reference Guide for Professionals" that explain services available in Sarnia-Lambton, you will help the family identify the service that best meets their child/youth's needs. You will explain the process for connecting with the agency. This may include linking families to activities and programs that they can participate in with their child or youth (OEYC, Library, Recreation, Girls and Boys Club, After School Programs) or a formal referral to a local agency (Mental Health, Speech and Language).

Once the form has been completed either by the parent or front line worker, and it is determined that a referral is the appropriate course of action, the form will be faxed to the respective agency intake worker.

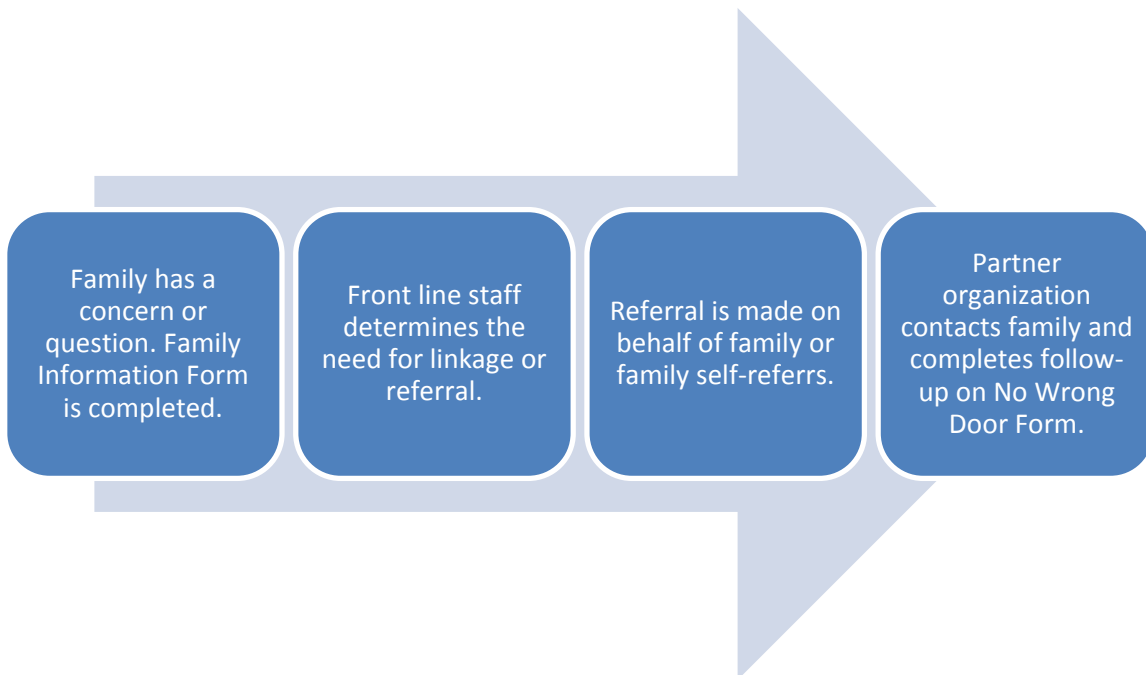
Once the form is received by the intake worker, follow-up will take place according to the respective agencies protocol for referrals. The intake worker will indicate what follow-up has taken place in order for the LCPN to determine that the process is operating seamlessly.

Please note* **It is strongly suggested that referral from agency to agency take place, rather than providing contact information for families. The concern is that they will not follow through with making a self-referral.**

The No Wrong Door Partners want to make this process as easy as possible for parents, taking the onus off the family, and making it easier for them to connect with the services they need.

Consent

Referrals over the phone do not require signed consent. It is extremely important that the client understands that they are consenting to having the form faxed to the partner agency. You must read the statement on the consent form **“I give permission for this form to be shared electronically with the service delivery agency identified above. I understand that a paper and electronic file may be created and that I may be contacted in the future for research and evaluation purposes. I understand the agency identified above will contact me directly to arrange an intake interview.”** For face to face referrals, have the parent/guardian/youth sign the consent on the Family Information Form.



- Not all agencies require a formal referral. For these families, you are encouraged to refer them to the Best Start Website www.ourbeststart.ca
- While talking to the family, you may sense some reluctance on their part to contact agencies that require referral but who are not part of the No Wrong Door process. With the family's agreement and your organization's approval, you can support the family by calling the organization while you are together with the family, then handing the phone over to the family to carry on the conversation. If you do so, you will utilize your organization's policies and procedure, including consent.

People seeking assistance

Anyone connected to the child/youth, including a parent, other family member or legal guardian, may bring forward a concern or question. Information can be provided to the person making the contact but **only** a parent/legal guardian or youth can provide consent for a referral to be made. This means that referral to a Partner Agency can only proceed if the parent/legal guardian or youth agrees.

While it is expected that most parents or legal guardians will be seeking assistance for the first time, they may have received services before, and may be receiving services currently from a service provider. If the families or guardians are currently receiving services, you may still end the initial contact by referring them or directing them to another organization, depending on the need identified.

People who will use No Wrong Door process within participating organizations

As noted at the outset, the people who will use this Guide and facilitate the linkage, referral or self-referral, are those who are the initial point of contact within participating organizations.

It will be your job to gather the information set out on the forms, especially related to the needs of the child/youth, then to identify the most appropriate service provider. The most appropriate provider may be your own organization. If not refer to the **Reference Guide for Professionals** document in tab 3. (formerly RED Flags).

Method of Contact

Families may contact you by phone or in person.

Forms format

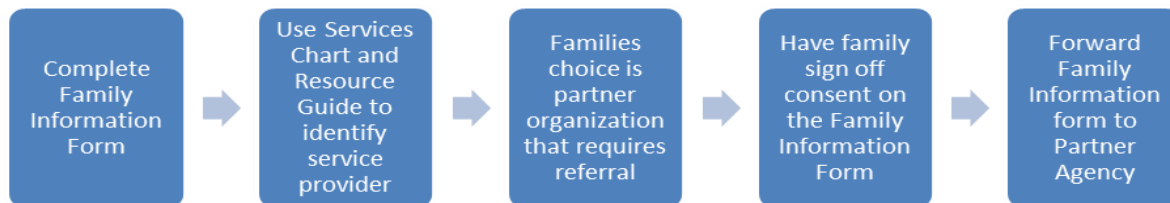
The PDF versions can be found at www.ourbeststart.ca

The Family Information Form can be completed in hard copy or by using a fillable electronic file.

Forms and charts and their usage

The Family Information Form has been developed to help you gather the information you need. For phone inquiries, you will complete the Family Information form for eligible families. For face to face contact, assist the family to complete the Family Information Form and have them sign off on the consent section of the form.

Using the **Reference Guide for Professionals**, determine the most appropriate service provider to make the referral (organizations are listed from greatest expertise down). Share the information with the person making the inquiry. Where there is more than one option available, you will share that information as well. With your help, the family will make a determination as to which service provider to proceed with.



Family Information Form

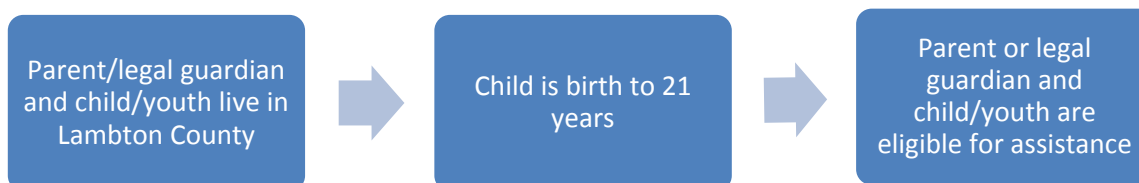
The No Wrong Door Family Information form contains six short sections:

Section 1: Family

The Family Information form begins with a request for basic information about the family. When receiving a third party call, provide the contact information of the agency, as consent can only be provided by the parent or legal guardian.

Section 2: Child/Youth

Obtain the child/youth's date of birth. All children birth to 21, residing in Lambton County are eligible under the No Wrong Door protocol. Conclude filling in this section by obtaining the child/youth name and gender.



Section 3: Diagnosis/Concern/Question

The conversation now moves to the central issue: the reason the person contacted you. This could include a perceived problem, concern, question, need or area where further development would be of benefit to the child/youth.

You can initiate a discussion by posing an open-ended question like: "What is it that made you call/come in today?", or "What concerns are you looking for help with today?"

Use the No Wrong Door **Reference Guide for Professionals** to establish a connection between the concern and the service needed.

If you are advised of a diagnosis, you should then note it on the Family Information Form, and obtain additional information as required about when the child was diagnosed, who provided the diagnosis and what has occurred since obtaining the diagnosis, to ensure you can direct the person to the best source of assistance.

Section 4: Consent

Check off the appropriate box that indicates whether the consent is written or verbal.

Section 5: Completed By

Identify who you are and your organization, along with your signature and the date. The process ends at this point for the families that will undertake a linkage or self-referral, and you should go to the Next Steps section below for final action to be taken.

Section 6: Follow-up

In order to evaluate the success of the No Wrong Door System, within two weeks, a follow-up call should be made by the agency who received the referral to the agency that made the referral, stating the referral was received.

Next Steps

Once the form or forms are completed, it is important that you describe the next steps to the family so they understand what lies ahead:

1. For services offered by the No Wrong Door Project Partners that require a referral for service:
 - a. You will forward the Family Information and Consent to Share forms to the designated organization, and provide a copy of both forms to the family, upon request.
 - b. That organization will be responsible for contacting the family in a timely fashion.
 - c. If they do not receive a response within a reasonable time period, the family should contact you again, and you will follow up with the organization on their behalf.
 - d. The organization the family is referred to will ask its own questions, require its own consent form to be completed, and may require a referral from a doctor, or other documentation, before determining whether it is able to provide services. It may also advise that services are not available immediately.
2. For services offered by Project Partners who do not require a referral for service for all other organizations:
 - a. Provide contact information and service description. The family will be responsible for initiating contact.
 - b. At the family's request, you can support them to initiate the linkage or self-referral process. It will be up to the family to carry on from there. If your organization's policies do not allow you to facilitate this first contact, direct the family to an agency listed on the Family Resources Chart.
 - c. The organization the family links to may also advise that services are not available immediately.

Privacy

Privacy is an important consideration when interacting with families and guardians, and needs to be promoted and protected throughout the No Wrong Door process. All organizations, both No Wrong Door Partners and others in the community, have their own policies in this area. The expectation of those involved with the No Wrong Door initiative is that each organization's policies will be followed by its employees throughout the No Wrong Door process.

Crisis Situations

In those instances of initial contact when it becomes clear that the family is in crisis (e.g. abuse may be occurring), you will utilize the policies of your own organization to determine your next steps.