

Kenora Emergency Shelter Service Hub Pathway

The Kenora Emergency Shelter Service Hub provides clinical services within Kenora Emergency Shelter. Services are both internal to CMHA Kenora (Clinical Service Hub Team Lead, Service Hub Navigator, Diversion Worker) and external partnerships, established through formalized memorandum's of understanding. Services focus on the individualized needs of patrons to support the housing program by reducing the need for overnight emergency shelter.

REFERRAL THROUGH CMHA KENORA

Complete Kenora Emergency Shelter Service Hub referral form

REFERRAL BY ANOTHER AGENCY

Complete Kenora Emergency Shelter Service Hub referral form:
www.cmhak.on.ca or paper and fax:
807-468-8590

Once received, the agency is contacted by clinical service hub team lead for follow-up to appropriate service

SERVICES PROVIDED

CLINICAL SERVICE HUB TEAM LEAD

Oversees clinical services at Kenora Emergency Shelter

Coordinates external services at Kenora Emergency Shelter

Receives referrals for Service Hub and triage to appropriate service for internal and external services within service hub

Patrons screened using approved clinical assessment tools (VI-SPDAT, OCAN, OPOC, etc.)

Provides service navigation to patrons as required

Continuous assessment of risk related to clients' housing needs

SERVICE HUB NAVIGATOR

Assertive engagement with patrons of Kenora Emergency Shelter requiring connection to services

Works in collaboration with community partners

Assesses individuals' housing needs using the VI-SPDAT

Patron screenings using OCAN

Clients linked to appropriate services, supports and resources

Continuous assessment of risk related to the clients' housing needs

Direct provision of side-by-side support with clients where appropriate

Provides service navigation to patrons as required

Involvement is terminated once individual is housed and wrap-around services coordinated

DIVERSION WORKER

Assists with housing options for patrons staying 14 days overnight in a given month

Facilitates access to suitable, affordable housing for identified population

Assesses individuals' housing needs using the VI-SPDAT

Patron screenings using OCAN

Collaborates and cooperates with housing providers and landlords

Works with client, case manager and landlord to develop personalized service plan

Continuous assessment of risk related to the clients housing needs

Coordinated wrap-around services as assessed by client need

Direct provision of side-by-side support with clients where appropriate

Involvement is terminated once individual is housed and wrap-around supports in place for three months