Kenora Emergency Shelter Service Hub Pathway

The Kenora Emergency Shelter Service Hub offers clinical services onsite, provided by CMHA Kenora staff and partners under formal MOUs. Services prioritize individualized client needs to reduce reliance on overnight emergency shelter.

CMHAK REFERRAL

Complete Kenora Emergency Shelter Service Hub referral form

REFERRAL BY ANOTHER AGENCY

Complete referral form: www.cmhak.on.ca or paper and fax: 807-468-8590

Once received, agency is contacted by hub team for follow-up.

SERVICES PROVIDED

CLINICAL 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
- Client needs assessed using approved clinical assessment tools (VI-SPDAT, OCAN, GAIN-SS, etc.)
- Collaborates with partners like WNHAC for primary care outreach, RAAM for addictions supports, and KDSB for housing services.
- Provides service navigation to clients 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
- Facilitates access to suitable, affordable housing for identified population
- Client needs assessed using approved clinical assessment tools (VI-SPDAT, OCAN, GAIN-SS, etc.)
- Links clients 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 clients as required
- Involvement is terminated once individual is housed and wrap-around services coordinated
- Participates in community case conferencing with partners like WNHAC and KDSB to promote primary care and housing via the By-Name List.

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
- Works with community partners
- Client needs assessed using approved clinical assessment tools (VI-SPDAT, OCAN, GAIN-SS, etc.)
- Directly provides side-by-side support with clients when necessary.
- Collaborates and cooperates with housing providers and landlords
- Links clients to suitable services, supports, and resources
- 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

Canadian Mental Health Association
Kenora
Mental health for all

KDSB
KENORA DISTRICT SERVICES BOARD