



Community Service Provider Referral Pathway Form

What is a Lethbridge ICA Referral Pathway?

ICA referral pathways will streamline the system to allow for faster referrals and better referral outcomes.

***Organizations may have multiple referral pathways, as each program would complete this form.**

The intention of the Referral Pathway is for members of the Lethbridge community to get from point A to point B in a timely fashion. The Referral Pathway will provide enough information for the community member to know if the service will appropriately fit their needs, how to access the service, and what to expect upon contacting the service.

Example: A community member is looking for youth programming for their teenager. After visiting the Lethbridge ICA Website and searching under Youth Services, they are able to see various options and find a program that best suits their needs (concerns, cost, eligibility criteria, etc.).

Where will this Referral Pathway be located?

This will be located on the Lethbridge ICA Website under the Service Categories that the organization has indicated on the form.

What should be attached to the Referral Pathway Form?

If the program has an application package or program description document (i.e. brochure, one-pager) that would provide further information about the service, please attach to this form.

How does participating in the Lethbridge ICA Network benefit your organization?

- Accessing up-to-date information regarding community services based on best practices, peer input and support, and being able to support your clients in navigating the community to find services
- Building capacity within your own organization
- Sharing your expertise to impact change within the Lethbridge community

Part of the Lethbridge ICA Network is streamlining system navigation through a tiered approach. Please start thinking about how your organization and its various programs fit into the three tiers of System Navigation. **The organization may have one or all of the tiers represented*

Tier 1 System Navigators	Assists individuals who are looking to access services within the community. This may include general requests for information or if someone is looking for something specific, but doesn't know where to start.
Tier 2 System Navigators	Address concerns that are more complex than just needing information on where to find services. Individuals may need support in identifying concerns and accessing support services that require more than a one-time interaction.
Tier 3 System Navigators	Are dedicated professionals that provide direct and consistent one-to-one navigation. Individuals may need support with their activities of daily living and System Navigators engage in collaborative problem solving to meet the needs of the individual.
Population Support Navigators	Liaise within the ICA network to provide targeted support for the following populations: Indigenous, Youth and Seniors. These organizations support the broader ICA network through specific system navigation and referral, population specific educational opportunities and participation in the Integrated Coordinated Access Partnership (ICAP) table.



Community Service Provider Referral Pathway Form

Name of Community Service Provider	
Name of Program or Department for Referral Pathway	
Role or Position Title that the client connects with (i.e. intake coordinator, program manager etc.)	
Address of Service Delivery (where the services are physically located)	
Any details on how clients find the front door (i.e. use the east door, ring bell, building numbers on the left)	
Wheelchair Accessible: <input type="checkbox"/> Yes <input type="checkbox"/> No	Phone Number:
Who answers the initial phone call? <input type="checkbox"/> Reception <input type="checkbox"/> Phone Tree (automated) <input type="checkbox"/> Voicemail <input type="checkbox"/> Other, please specify:	
Email address	Website URL
Service Category	
<i>Choose up to 3 – the ones that best represent your program/department for THIS referral pathway</i>	
<input type="checkbox"/> 2SLGBTQ+	<input type="checkbox"/> Employment & Training
<input type="checkbox"/> Addictions	<input type="checkbox"/> Family Supports
<input type="checkbox"/> Arts and Recreation	<input type="checkbox"/> Food
<input type="checkbox"/> Clothing	<input type="checkbox"/> Health Services
<input type="checkbox"/> Disability Services	<input type="checkbox"/> Housing
<input type="checkbox"/> Domestic Violence & Sexual Violence Supports	<input type="checkbox"/> Immigrant & New Canadian Supports
<input type="checkbox"/> Education	<input type="checkbox"/> Indigenous Support Services
	<input type="checkbox"/> Legal & Justice
	<input type="checkbox"/> Mental Health/Counselling Services
	<input type="checkbox"/> Outreach Services
	<input type="checkbox"/> Permanent Supportive Housing
	<input type="checkbox"/> Religious/Spiritual Services
	<input type="checkbox"/> Senior Services
	<input type="checkbox"/> Transportation
	<input type="checkbox"/> Veterans
	<input type="checkbox"/> Youth Services

CLIENTS ACCESSING YOUR SERVICES
How do clients access your services/programs? <input type="checkbox"/> In Person <input type="checkbox"/> Phone <input type="checkbox"/> Virtual/Online <input type="checkbox"/> Walk-In <input type="checkbox"/> Referral Only <input type="checkbox"/> Self-Referral
Service Delivery: <input type="checkbox"/> In Person <input type="checkbox"/> Virtual/Online <input type="checkbox"/> Outreach <input type="checkbox"/> Phone <input type="checkbox"/> Other: _____
Hours of Operation (days of week, times, holiday hours, on-call, 24/7)
Cost of Services: <input type="checkbox"/> Fee for Service <input type="checkbox"/> No Cost <input type="checkbox"/> Subsidized <input type="checkbox"/> Varies amongst programs
Who is the program for? i.e. eligibility criteria – specifics (gender, age, family composition etc.)
What is the initial process when clients call about accessing your services? What should the client expect?
What is the typical turnaround time for connecting with clients?
Is there a waiting period to accessing services?
Required documentation that will be needed for services/programs (ie. Proof of income, residency etc.)

Provide any other program description pages if necessary

Please submit this form to CMHA ASR Engagement & Communication Lead at davidg@cmhalethbridge.ca