



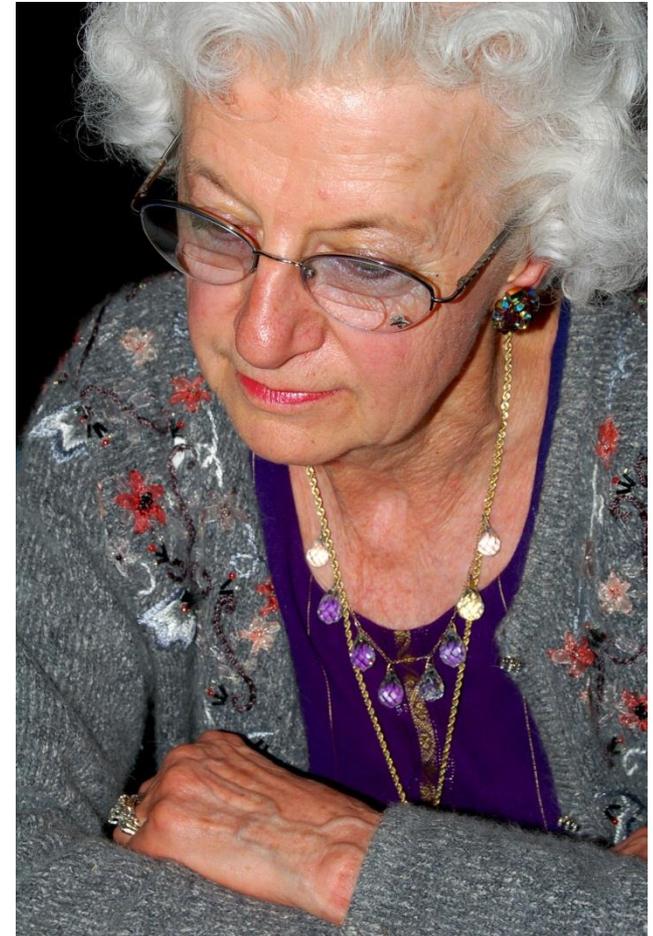
CNAP

Community Navigation and Access Program

July 30, 2012

What is CNAP

- The Community Navigation and Access Program (CNAP) is a network over 30 community support service (CSS) agencies in the Toronto area who are collaborating to improve access and coordination of support services for seniors and their care providers.
- The CNAP Network aims to ensure that *every door leads to service* so that seniors can reach the care they need and live independently.
- CNAP is supported by the Toronto Central Local Health Integration Network (TC LHIN) through the Ontario Aging At Home Strategy.



Objectives

- To improve and provide seamless access to and coordination of CSS services for seniors and their caregivers in the TC LHIN region
- To offer a single point of access to Network agency services for those who are unsure who to call
- To benefit Network agencies by streamlining access to their services in addition to existing referral patterns
- To provide ongoing collective reporting of Network data for future decision-making and planning
- To benefit Network agencies by acting as a collective voice for key issues as appropriate



Network Members

Agency Membership Criteria:

- Must have base funding from a LHIN
- Must provide CSS services to seniors and their caregivers in the TC LHIN
- Must agree to adhere to CNAP protocols and sign a participation agreement
- Comply with CNAP protocols related to submitting data, responding to referrals, using standardized assessment tools, etc.
- Elect members of the CNAP Executive
- Participate in network meetings and achieve consensus on key issues related to the CNAP Network (Quorum of 51% is required)

Governance

- Accountable to funder (TC LHIN) and member agencies
- Lead Agency
 - Executive
 - Operations manager
 - Hub response team
 - Support staff
- Executive Committee



Lead Agency

- Acts as the transfer payment agency for CNAP related activities
- Has legal and financial accountability with the TC LHIN
- Co-Chairs Network with elected member from the Executive
- Along with Co-Chair, represent the interests of the Network with the TC LHIN and other external stakeholders as required
- Hires and manages network staff



Executive Committee

- Represents and acts on behalf of the Network's interests
- Provide advice and support for the hiring of CNAP staff (hired directly by the CNAP Lead Agency)
- Monitors financial status of CNAP funding on a quarterly basis
- Provides guidance regarding ongoing data collection and reporting needs for the CNAP Network
- Provides guidance and structure for a conflict resolution mechanism
- Selects or appoints CNAP representatives to sit on committees at the request of the LHIN/ MOHLTC or other service provider networks on behalf of the CNAP Network
- Monitor Lead Agency deliverables



Executive Committee cont'd

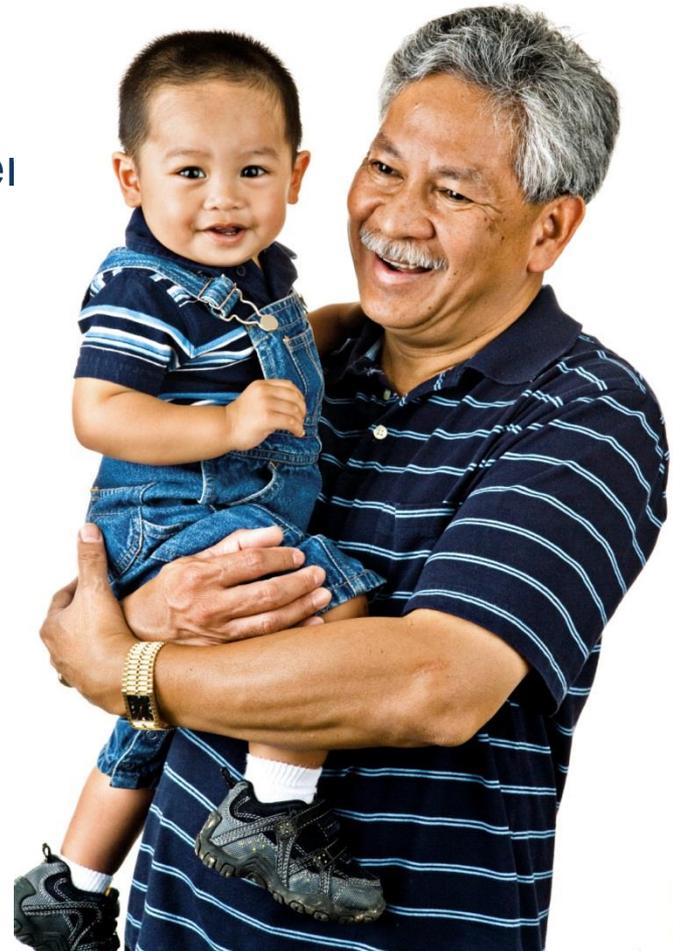
- Membership (10 + Operations Manager):
 - 1 x Lead Agency representative (Appointed)
 - 1 x designated French Language Services representative (Appointed)
 - 3 x Coordinating Agency representatives (Appointed)
 - 1 x LHIN-wide agency representative (Elected)
 - 4 x Members at large (Elected)
 - CNAP Operations Manager (no voting privileges)
- All exec members must be CNAP Network members in 'good standing', member of their agency's senior management team
- Lead Agency co-chairs with another executive member
- Term – 2 years, with option to renew

Achievements

- Established a Hub response team
 - telephone access to information and referral to support services
 - electronic referral to services
- Developed protocols for referrals (manage overlapping services, collaborated with Community Care Access Center)
- Developed common intake form
- Data tools and reports
- Developed guidelines for Adult Day Programs
- Invited to participate in key strategic discussions (e.g. City of Toronto Senior Strategy Expert Panel; Ontario MOHLTC Senior Strategy Focus Group)
- Collaborative Care Model with CCAC

Key Success Factors

- Dedicated core group of leaders
- Collaboration and buy-in from member agencies
- Active participation in network meetings/activities
- Strong relationship with funder
- Annual work plan with deliverables – achieved deliverables
- Lead agency role



Challenges

- Funding is year to year
- Some smaller agencies struggle to participate
- Collaboration and consensus takes time and you don't always get the right agency rep at the table
- Communication – it's never enough

