

# HART Hubs Client Journey

**Note:** This provides an illustrative example of a framework for a client journey pathway. As Hubs are designed to be regionally defined to respond to community needs, the specific service mix will vary by Hub.

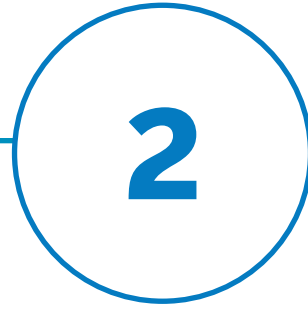


## Visit to Hub

**Client visits a Hub that is built to respond to local community needs and priorities (i.e., unique mix to meet client needs)**

Hub clients are those with complex service needs (i.e. those experiencing a range of overlapping issues and marginalization including homelessness, substance use, mental health, social service support needs and unemployment).

Upon arrival, each client is welcomed and a member of staff discusses what they require. This provides a safe and welcoming space for the client to identify their needs and access immediate support.



## Safety

**On-site or integrated referral to shelter and/or transitional housing services and other amenities (e.g. food, warm shower) that meets basic needs**

Often, due to their circumstances, clients will require basic needs (e.g., food; warm shower, primary care services; shelter) before accessing other services. Naloxone services are also provided where necessary.

These allow for a client's immediate needs to be met and readies them for more treatment focused services.



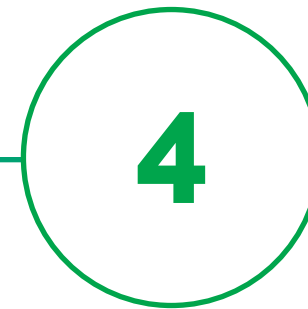
## Support

**Provision of supports such as mental health, primary care, substance use, addiction, case management for income security, employment and social service needs**

Following a visit to a Hub, a client may receive a variety of supports either onsite or through integrated care pathways. These could include:

- mental health and addictions services such as screener assessments, brief treatment, RAAM clinic services, detox, Addictions Medicine prescriber, referral pathway to community services
- primary care
- shelter or transitional beds
- case management for social assistance, employment finding services

These services allow for a client to start to receive treatment, addressing presenting needs and providing a platform for positive long-term treatment outcomes.



## Stability & Recovery

**Access to longer-term stabilizing services through supportive housing or bed-based services**

Clients who require longer-term services and supports can be supported to access a range of stability supports including treatment services such as bed-based addictions services or supportive housing supports through the provision of rent supplements.

These provide the necessary factors to prevent the client from experiencing a "revolving door" of services (treatment/relapse).

**CTS: Lack of focus on treatment leaves people trapped in the cycle**

