



PROJECT PROFILES

CMHA Sudbury-Manitoulin

Transition Document for Housing Case Management

Project status as of June 12th, 2024

The team at CMHA Sudbury-Manitoulin sought to develop a defined and standardized method for communicating with clients during transitions of care with the goal of improving information-sharing and reducing duplicated effort(s) among staff. To that end, they created a transfer form template and provided training to their staff on how to use it. They now have a form that will make the transition of clients between workers easier, thereby improving the experience of both service-users and staff.

Project Highlights

Problem / Opportunity Statement



Housing Case Management transitions are not smooth when transitioning between workers. This affects service recipients, service delivery, and staff. Information may be lost; it can also cause barriers to rapport building and lead to a duplication of efforts by staff.

AIM Statement



By December 31, 2024, 75% of Housing Case Management service recipients who have been transferred between workers agree or strongly agree that the transition went smoothly and was person-centered.

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