

HYBRID (CENTRALIZED/DECENTRALIZED) IMPLEMENTATION OF OTTAWA'S COMMUNITY PLAN TO ADDRESS HOARDING

Centralized Unit

**Centralized Hoarding Coordination Unit ( Bilingual)**

**Functions:**  
 Intake, data collection and analysis, support coalition support, case conferencing & coordination, maintenance of community agencies & services directory, training, development of policies, protocols, and communication tools, etc.

**Required resources:**  
 1.5 FTE Case processing support and data base entry and management  
 2 FTE Systems Navigators

**Community Response to Hoarding Coalition**

Identifies need & applies for funding  
 Disseminates information to members  
 Collaborates with members on major policy decisions & opportunities  
 Contributes to education & awareness raising

\*Community Response to Hoarding Terms of Reference

Case Coordination

Systems Navigator coordinated case conference

Systems Navigator coordinated case conference

Systems Navigator coordinated case conference

Systems Navigator coordinated case conference

Client

Client

Client

Client

**Creation of care plan and support team and/or implementation of involuntary orders**

Community Agency Role

Mental Health support Treatment

Home Help

Seniors services

Fire Marshal

Ottawa Humane Society

Public Health

Designated Community agency representative

Designated Community agency representative

Designated Community agency representative

Designated Community agency representative

Designated Community agency representative