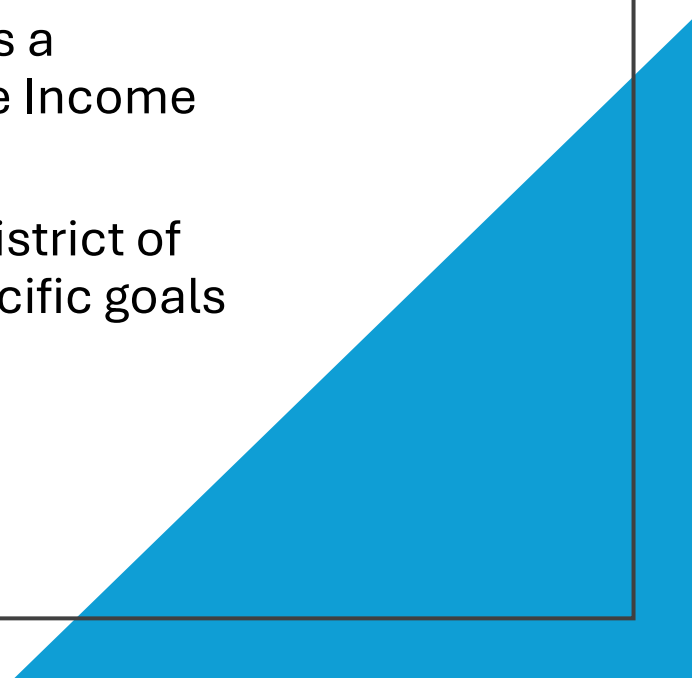


Integrated System Navigators

Supporting housing stability across our district



Who are Integrated System Navigators?

- An Integrated System Navigator (ISN) is a staff member who applies a holistic approach to delivering integrated human services within the Income Support and Stability department.
 - The ISN supports low-income individuals and families across the District of Parry Sound by developing client-led service plans that identify specific goals aimed at improving life stability and enhancing overall well-being.
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Why This Work Matters

- ✓ Prevent homelessness before crisis
- ✓ Support long-term housing stability
- ✓ Use a Housing First approach
- ✓ Meet people where they are
- ✓ Recognize participant strengths and resiliency
- ✓ Reach individuals who may not access traditional services



How Many ISNs Are There?

- A total of 15 ISN's
 - South River Office – 9
 - Parry Sound Office – 6





ISN Roles

- Within each office, certain ISNs are designated as Intake Workers and serve as the first point of contact for individuals seeking access to services.
 - Their role is to assess immediate needs, respond to urgent situations, and determine initial program eligibility.
 - Once a determination is made for the appropriate program, the Intake ISNs assigns the new client to an ISN who manages an ongoing caseload.
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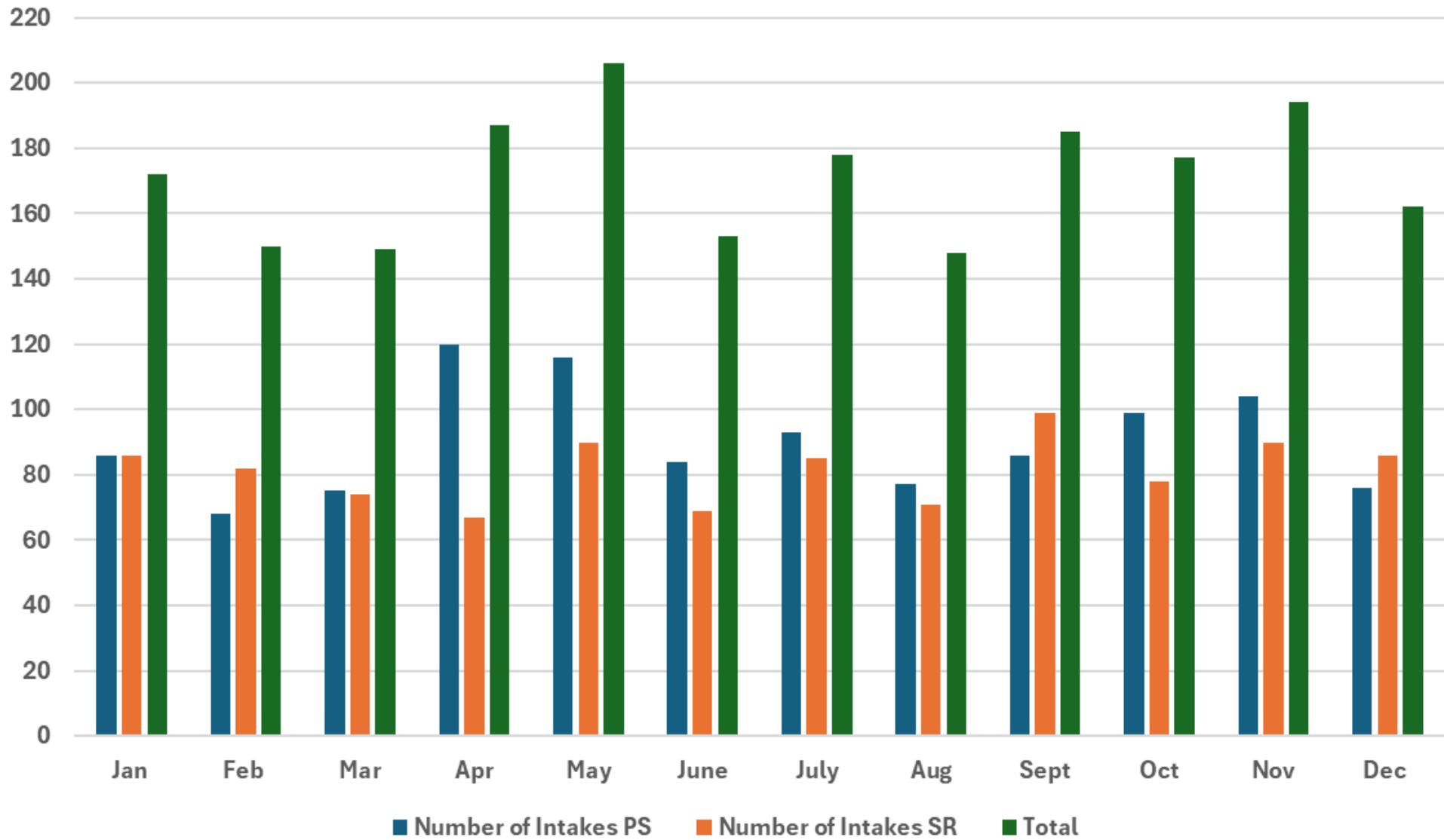
ISN Roles continued

- The remaining ISN team members manage ongoing caseloads. These clients may receive financial assistance, housing stability supports, or a combination of both.
 - All ISNs are cross-trained
 - Overall, our role is to support low-income individuals across the District by helping them navigate available services and access income and housing stability supports in accordance with program directives, policies, and legislation.
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Tools We Use

- Ongoing case management is thoroughly organized, with all relevant documentation securely maintained in our electronic systems.
 - Social Assistance Management System (SAMS)
 - Flexible, Integrated, Innovative, Tool (FIIT)
 - Within FIIT we have the By Name List – capturing active clients facing homelessness

2025 Intakes



Who Do We Serve?

- Individuals and families **at risk of homelessness**
- Individuals experiencing homelessness
- People living on **fixed incomes**, including:
 - ✓ Ontario Works (+ Temp care & Youth under 18)
 - ✓ ODSP
 - ✓ Seniors
- Individuals experiencing **housing instability or financial hardship**

What do Integrated System Navigators do?

Housing Stability • Navigation • Advocacy

Housing Stability Supports

Prevention

- Eviction prevention
- Rent and utility supports
- Landlord-tenant mediation

Stabilization

- Financial assistance applications
- Budgeting support
- Housing stability planning

Housing Navigation

- Assistance with housing applications
 - Private market
 - Rent Geared to Income (RGI)
 - Affordable
- Access to the By-Name List
- Joint protocols with Esprit
- Transitional housing placements
- Supportive housing referrals

Case Management & Advocacy

- Income stabilization
- Goal setting and life stabilization
- Referrals to community supports
- Coordinating care with partner agencies
- Advocacy for housing and social supports

Flow of work

Intake -> Referral to
HSP Program->Initial
appointment-
>Referrals -> Ongoing
supports

OW exiting client ->
ongoing supports
continue

Case Studies

Case Study 1: Family Experiencing Housing Instability

- **The Johnson Family**
- **Household Composition:**
 - Sarah (32, single mother)
 - Two children (ages 6 and 9)
- **Background:**

Sarah was working full-time in retail but experienced reduced hours due to seasonal cuts. She fell behind on rent after using savings to cover childcare and basic needs. She does not have family supports locally.
- **Presenting Situation:**
 - Received an eviction notice for rental arrears
 - Hydro bill in arrears and at risk of disconnection
 - Increased stress impacting parenting and children's school attendance
 - Limited access to transportation

Case Study # 1 Continued

- **Key Barriers:**
- Loss of stable income
- Lack of informal supports
- Rising cost of living
- Childcare costs limiting ability to increase work hours
- **Interventions (ISN Role):**
- Eviction prevented through rental arrears support
- Hydro disconnection avoided
- Stabilized income through adjusted work schedule and childcare support
- Ongoing case management to maintain housing stability

Case Study 2: Senior at Risk of Homelessness

- **Mr. Thompson**
- **Age:** 71
Living Situation: Alone in a private rental unit
- **Background:**
Mr. Thompson is on a fixed income (CPP/OAS) and has recently experienced declining health. After a hospitalization, he fell behind on rent and struggled to manage daily living tasks.
- **Presenting Situation:**
 - Limited mobility and difficulty maintaining his unit
 - High prescription cost
 - Social isolation and no nearby family
 - Confusion navigating services and paperwork

Case Study # 2 Continued

- **Key Barriers:**
- Fixed and limited income
- Health and mobility challenges
- Social isolation
- Difficulty navigating complex systems

- **Interventions (ISN Role):**
- Increased in-home supports allowing him to age safely in place
- Improved well-being and reduced isolation
- Ongoing monitoring to prevent future crises

Case Study 3: Individual living in their vehicle

- **David**
- **Age:** 44
Living Situation: Residing in their vehicle for approximately 1 month
- **Background:**
- David lost his housing after a workplace injury led to job loss. While waiting for income support approvals, he exhausted his savings and was unable to maintain rent. He initially stayed in shelters but left due to safety concerns and now lives in his car.

Presenting Situation:

- Unsheltered
- Chronic health concerns (untreated injury, mobility issues) with no family Doctor
- No current income; previous application delays
- Distrust of formal systems due to past negative experiences
- Limited identification
- Has not filed taxes in years

Case Study #3 Continued

- **Key Barriers:**

- Lack of stable income
- Physical health limitations
- System navigation challenges (ID, applications, waitlists)
- Trauma and mistrust of services
- Preference for autonomy over shelter environments

- **Interventions (ISN Role):**

- Income supports approved after advocacy
- ID secured, allowing access to additional services
- Gradual trust built with ISN and outreach teams
- Accepted referral to **supportive housing waitlist**
- Short-term stabilization through ongoing outreach and basic needs support

How to refer

Phone

Parry Sound – 705 746-8886 ext 500

South River – 705 386-2358 ext 500

Website

[Home | District of Parry Sound Social Services Administration Board](#)

Email

intake@psdssab.org

COMMUNITY CONNECTIONS

DISTRICT OF PARRY SOUND SOCIAL SERVICES SUPPORTS

Need help with paperwork or applications? We are here to help you

Join us at our Community Connections session for free assistance with a wide range of services designed to support individuals and families in navigating essential programs

Services Offered

- LEAP & OESP: Support for hydro and energy bills
- CPP/OAS and Housing applications
- ID replacement
- Income tax preparation
- General questions regarding local services

District of Parry Sound



Social Services
Administration Board

What to Bring

- Government-issued ID
- Utility bills
- Bank statements



Thank you

Questions?

