

Surrey Intensive Case Management (ICM) Team

The **Surrey ICM team** will provide health and social services, focusing on client engagement, housing stability, and brokering services, including provision of and access to health care. They work with clients to create a plan to improve and stabilize their lives. Clients are engaged through **multi-disciplinary teams** and **services** are tailored to the needs of clients. The Surrey ICM team will operate out of space being planned at the 13550 -105 Avenue site.

Team includes



Outreach Support Worker | Nurses | Nurse Practitioner | Addiction Specialist
Addictions Medicine Physician | Psychiatrist | Housing Specialist
Peer Support Worker

Services are provided 7 days a week, 12 hours a day, including:

<p>Housing brokerage and support</p>	<p>Substance use counselling and/or access to treatment</p>	<p>Accessing vocational rehabilitation support</p>	<p>Supporting and encouraging: healthy lifestyle choices, personal hygiene, short and long-term goal setting and money management</p>
<p>Provide up to 30 rent supplements</p>	<p>Life skills support/skill building</p>	<p>Connecting the person to community resources</p>	<p>Connecting clients to income assistance services</p>
<p>Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care</p>	<p>Mental Health Assessment, treatment initiation, connection to on-going care</p>	<p>Transporting/accompanying clients to appointments</p>	<p>Assisting clients to manage their medication if required</p>
	<p>Social and recreational events</p>		

Clients must be:

- 19 years of age or older
- Have problematic substance use or chronic dependence, with or without mental illness, concurrent disorders (substance use and mental illness) or co-existing functional impairment.
- Face complex challenges related to health, housing (e.g. being homeless or unstably housed), and poverty.
- Require more intensive services than are available in the traditional health and substance use system of care and often fall through gaps in health and social systems and have unmet health needs.

Fraser Health will partner with **Lookout Housing** in ICM service delivery, and will partner with **BC Housing** in funding.

