

COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

Since 1974, when CRCT was created “to promote the health, welfare, education and rehabilitation of persons with emotional problems”, our staff, board, volunteers and partners have worked to increase society’s understanding of mental health and to provide support for people and groups with serious mental health problems.

Our work is guided by the following values: respect, freedom of choice, trust, self-determination, consumer-driven, collaboration, providing opportunities, justice, fairness, and equality.

CRCT makes a special effort to explore, understand, promote and value the many cultural and social experiences of the world. Our work reflects an anti-racist and anti-oppression framework.

Our Programs

- Community Support Services (CSS)
(East and West Teams)
Family Program
Somali and Tamil focused workers
- Health Promotion Program
- Hostel Outreach Program (HOP) (working with women)
- Mental Health Court Support Services

Access and Equity

CRCT has a commitment to work with people facing barriers to service, especially as a result of homelessness, conflict with the law, race, culture, ethnicity, sexual orientation and language.

CRCT is a non-profit, charitable community mental health agency serving the Toronto area for more than 30 years.

We assist adult users of the mental health system. Core funding is provided to CRCT by the Ontario Ministry of Health and Long Term Care. Supplemental funding is provided by the United Way of Greater Toronto, the Ministry of Canadian Heritage, the Rotary Club of Toronto, the EJLB Foundation, the Ontario Trillium Foundation, and the City of Toronto – Access and Equity Grant.

Charitable Registration

#118871128 RR0001

Donations Gratefully Accepted

Visit our web site www.crct.org for more information – and for our comprehensive guide to mental health services, supports and resources in the Toronto area.



Community
Resource
Connections
of Toronto



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HOSTEL OUTREACH PROGRAM



WHAT IS THE HOSTEL OUTREACH PROGRAM?

The Hostel Outreach Program (HOP) is a program of Community Resource Connections of Toronto, a non-profit community mental health agency with over 30 years experience serving the Toronto area. It is a community mental health program for homeless women in Toronto who have significant mental health problems and difficulty functioning in the community.

The program was developed out of the growing public awareness that there are increasing numbers of homeless people, many of whom have mental health difficulties.

We were funded by the Ministry of Health in the spring of 1988. Community Resource Connections of Toronto (CRCT) operates the women's program and COTA Health operates the men's program. COTA Health can be reached at (416) 785-8797.

At CRCT we have a Program Manager, eight Hostel Outreach Workers and two Street Outreach Workers. Staff come from a variety of backgrounds and receive training in a number of areas including mental health and recovery, women's issues and advocacy.

REFERRALS

Individuals who feel they have a mental health problem are welcome to refer themselves – as are family members, friends or the public at large. The person must meet the criteria and be in need of intensive long-term community support.

We accept referrals from the women's shelter system, drop-in centers and other service providers.

To make a referral call the HOP Program Manager at (416) 482-4103.

WHAT DO WE DO?

HOP provides long term support, advocacy and community service co-ordination – usually called comprehensive case management.

The Street Outreach Workers provide this service to women who are homeless and sleeping outside.

The Hostel Outreach Workers provide the same assistance for those in the shelter system.

We believe that...

- All people are entitled to affordable permanent housing.
- All people are entitled to use the resources they need.
- Clients' feelings, values and choices are of foremost importance.

STAFF RESPONSIBILITIES INCLUDE

- Establishing a liaison with staff of hostels and other agencies.
- Establishing a relationship with the client.
- Intervening in crises and assisting with survival issues.
- Assessing clients' needs and choices.
- Planning with clients to help them meet their goals.
- Teaching clients skills they can use to meet their goals.
- Linking clients to resources and advocating when barriers arise.
- Monitoring and supporting by staying involved as long as is needed.
- Giving presentations and consultations to share information about our program and roles, and sharing our expertise with hostels and other service providers.
- Developing resources, by identifying gaps in existing services and advocating for improvements or the creation of new ones.

CONFIDENTIALITY

All employees, students and volunteers at CRCT are required to sign an oath of confidentiality. We keep your personal information private and do not release it to anyone without your consent, unless obligated by law. To learn more about our privacy policies contact Program Privacy Officer at (416) 482-4103.