



CLIENT INTERVENTION *and* SUPPORT SERVICES *Program*

What is the Client Intervention and Support Services Program?

York Region's Client Intervention and Support Services Program (CISS) can help older adults delay or avoid placement in long-term care by providing in-home assessments, case management, counselling, referrals, psychoeducation and support advocating for a client's needs.

Our client-centered, collaborative approach is goal directed. This approach allows our clients to live to the fullest by focusing on what matters most to them.

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We help older adults live independently and stay safe living in their communities.

The CISS team can help navigate:

- Complex family dynamics
- Elder abuse
- Loss, grief and bereavement
- Health issues and changes (physical, psychological, emotional)
- Caregiver concerns
- Advocacy and service navigation
- Future planning

Who is eligible?

To participate in the CISS program, clients must:

- Be a resident of York Region, not living in long-term care
- Be 60 years of age (or over 55 years with age related concerns)
- Be an active participant in working towards one or more goals of care
- Consent to service

Exclusionary Criteria:

In some cases, other supports are a better option.

Housing: The CISS program does not provide support related to housing searches. The subsidized housing wait list is kept in chronological order.

Mental Health: Individuals with a severe primary mental health diagnosis may be better served by a mental health case manager.

Crisis: Individuals experiencing a mental health crisis should call 1-855-310-COPE (2673).

Cognitive Decline: The CISS program is unable to support individuals experiencing moderate to severe cognitive impairment.

Please note: Individuals already receiving social work supports are not eligible for referral to our program unless their alternate supports are ending.



Clients can be referred to the CISS Program by community partners, medical professionals, family, friends or other supportive persons. Individuals can also self-refer.

Before making a referral, please review eligibility/exclusionary criteria.

An Intake Form is available at:
york.ca/SeniorsSupport

Please submit the completed Intake Form and any relevant reports, documentation or assessments to:

@ CISS.intake@york.ca

📠 905-830-5023
(Attn: CISS Intake Rep.)

✉ Attn: Housing Services, Community Partnerships and Support Services
17150 Yonge Street, 5th Floor
Newmarket, ON L3Y 8V3

If you have any questions, please call:
1-877-464-9675 ext. 73433